

# Enter and View Report

## The Oaks Care Home



May 2022

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## About Healthwatch Greenwich

We are the independent consumer champion for health and social care in the Royal Borough of Greenwich:

- We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- We gather service users experiences through surveys, focus groups and face to face discussions;
- We act by carrying out Enter and View visits to talk to patients, services users, carers and staff;
- We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same;
- We influence those who have the power to change services so that they better meet people's needs, now and into the future.

## Executive summary and recommendations

The Oaks was taken under new ownership and management in October 2021. Plans were put in place to refurbish the building and outside areas, with major work underway at the time of our visit. One unit is closed whilst the renovations are being carried out, with works contained to minimise disruption to residents.

Most residents at the Oaks live with dementia and have limited ability to communicate. During our observations, residents appeared content and settled and staff were empathetic and caring towards them.

The building is surrounded by beautiful gardens. All the rooms, even though some contain outdated and worn-out furnishings, are sunny and cheerful.

The care home is in a quiet residential area in the south of the borough. The distance from the centre of Greenwich can make the commute difficult, the closest bus stop and train station (New Eltham) is around 15 minutes walk away.

### Recommendations

- 1. Provide all resident's rooms with a memory box.**
- 2. Review storage needs and ensure areas designed for residents are available to residents and not used for storage.**
- 3. Regular dental care visits for residents.**
- 4. Display photographs with names of key staff members in communal areas.**
- 5. Complaints information to be on display and available.**
- 6. Declutter notice boards to make relevant information stand out.**

## Acknowledgements and key details

Healthwatch Greenwich would like to thank the service provider, service users, and staff for their contribution to the Enter and View programme. Healthwatch Greenwich would also like to thank the Healthwatch volunteers who assist with the visits.

Name and address of premises visited	The Oaks Care Home 904 Sidcup Road, London SE9 3PW
Service Provider	The Oaks (Spring) Ltd Philip Smith - Owner
Care Home Manager	Deepak Luckhun

Date	17 <sup>th</sup> May 2022
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Jahan Foster Pamela Winders
Admission Information	Providing nursing care, respite stays and specialist support for those living with dementia, mental health conditions, sensory impairment, and treatment of disease, disorder, or injury.
Number of beds	At the time of the visit there were 61 residents
Staffing levels	1 nurse per unit per shift and 4 care workers
At our visit	We observed the care and interaction between staff and 20 residents in both the communal areas and the residents' rooms. We were unable to speak directly to residents due to their limited capacity. We spoke in detail to 5 staff members, including the Care Home Manager.

## CQC Inspection

The Care Quality Commission (CQC) carried out an inspection of The Oaks on the 4<sup>th</sup> November 2020<sup>1</sup>. The home is under new ownership and management. It was rated good under the previous provider.

### Overview

Latest inspection: 4 November 2020    Report published: 18 November 2020

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

<sup>1</sup> <https://www.cqc.org.uk/location/1-141393458/inspection-summary>

## **Introduction**

### **Enter and view visits**

Healthwatch have a legal power to visit health and social care services and see them in action<sup>2</sup>. Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – the Care Quality Commission (CQC) look at the clinical aspects of a service. We offer a lay perspective. We ask residents, families, and carers, what they think of the service they receive. Our focus is on whether a service works for the people using it.

### **Purpose of our visit**

Healthwatch Greenwich is carrying out a series of visits to Residential Care Homes in Greenwich to ascertain the quality of life, experience, and views of residents, relatives, and carers.

### **Healthwatch Greenwich Enter and View Visit 2020**

On the 29<sup>th</sup> January 2020 we conducted an Enter and View visit of The Oaks<sup>3</sup>. We made the following recommendations:

- 1: Improve dementia-friendliness of the home.
- 2: Improve the general hygiene and maintenance of the home.
- 3: Ensure a peaceful environment in lounge areas.<sup>4</sup>

## **Method**

The visit was unannounced. We contacted the care home manager to let them know we would be visiting during a particular week but did not give the specific date and time. Two members of staff and a volunteer visited The Oaks Care Home. All members of the Healthwatch Greenwich team are DBS checked and receive training on how to conduct an Enter and View visit.

We spent time in communal areas observing interactions between staff and 20 residents and we spoke to staff directly. No family members were present or available on the day but a relative contacted us after our visit to share feedback about the care home. After the Enter and View visit, our report was shared with the care home manager and the owner. They were given an opportunity to respond to the findings and recommendations. Their responses are published as part of the final report.

## **Limitations**

Most of the residents we saw in communal areas are living with dementia and lacked capacity to speak to us. Our findings are supplemented with our

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<sup>2</sup> Enter and view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

<sup>3</sup> [The Oaks Care Home 2020 report | Healthwatch Greenwich](#)

<sup>4</sup> Music playing whilst residents watch TV, with no subtitles, could confuse and overwhelm residents. We suggest separating these two sources of entertainment as separate activities.

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observations of interactions between residents and between residents and staff.

## Findings

### Residents Rooms

Resident rooms vary in size but are generally spacious as some have been converted from multiple to single bedded rooms. The home can accommodate couples in the same room, though there are currently none. We were told that it's down to luck as to whether residents are allocated a smaller or larger room, but residents or relatives can request a larger room if available. Staff suggested room allocation could be improved with residents placed in rooms according to needs and capacity, e.g., those residents who are more mobile and can walk should be further away from communal areas or fire exits while residents that are bedbound should be closer.

Rooms are personalised with photos of family members and mementos. Rooms can contain personal furniture, in addition to furniture provided by the care home, if provided by families. The door of each room displays the name of the occupier, and all rooms have display cases outside but only a few act as memory boxes and most are empty.

Although some residents prefer to spend most of the time in their room, we observed staff encouraging residents to visit the garden or play a game in the lounge.

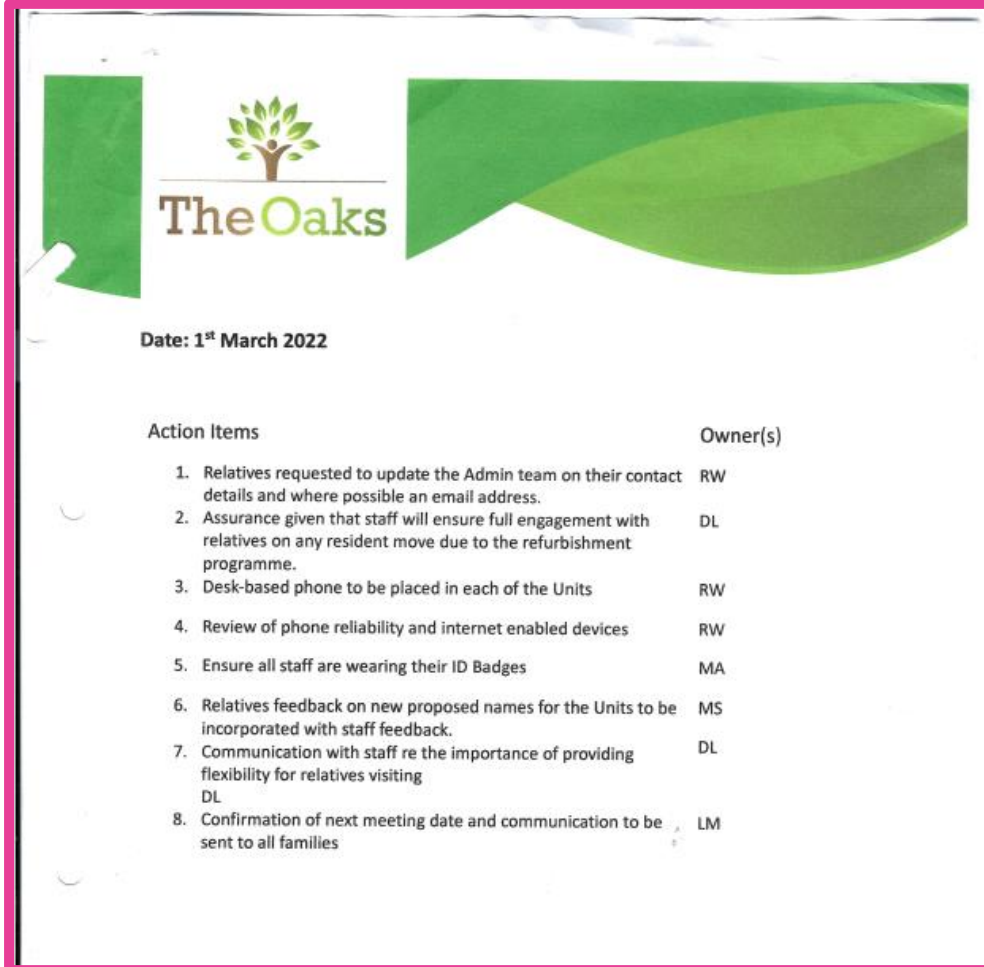


## 1. Recommendation: Provide every room with a completed memory box.

### Communication with relatives/families

One relative contacted us to give feedback about her and her father's experience of the Care Home. She receives regular updates and told us that her father is very happy and well cared for.

The home produces a newsletter, although we did not have the opportunity to see this. Meetings for relatives are offered on a regular basis. Action points from the last one (in March) before our visit (in May) can be seen below.



**The Oaks**

**Date: 1<sup>st</sup> March 2022**


Action Items	Owner(s)
1. Relatives requested to update the Admin team on their contact details and where possible an email address.	RW
2. Assurance given that staff will ensure full engagement with relatives on any resident move due to the refurbishment programme.	DL
3. Desk-based phone to be placed in each of the Units	RW
4. Review of phone reliability and internet enabled devices	RW
5. Ensure all staff are wearing their ID Badges	MA
6. Relatives feedback on new proposed names for the Units to be incorporated with staff feedback.	MS
7. Communication with staff re the importance of providing flexibility for relatives visiting	DL
8. Confirmation of next meeting date and communication to be sent to all families	LM

## Activities for Residents

The Oaks employs three full-time activity coordinators. Activity coordinators work with residents to shape activity plans and each resident has a personalised activity plan. Activity coordinators focus on maintaining the physical and cognitive capacity of residents although none have any formal training. Activity coordinators would welcome additional training to enable them to better meet residents' needs. Staff encourage residents to take part in activities. We observed a 'balloon tennis' match during our visit which corresponded with the displayed weekly activity schedule. We also saw a member of staff creating a fun atmosphere by dancing with a resident.

Despite most residents living with dementia, dementia friendly activities are not routinely provided, and the sensory room has been converted into a family meeting room. We also noted that the hairdressing salon and 'ice cream' parlour are not available to residents and are being used for storage or undergoing refurbishment.

Spiritual leaders (CofE and Catholic Church) visit monthly. However, there are no enrichment activities for residents provided by community groups or local schools.

 **ACTIVITIES PROGRAMME**  
WEEK BEGINNING 15<sup>th</sup> MAY

In addition to scheduled group activities, each resident will receive person-centred, individualised care to ensure companionship and engagement. All activities are subject to short-notice changes due to unforeseen circumstances or residents choice.

		Bursted	Boydens	Oxleas	Belvedere
Monday 16 <sup>th</sup> May	AM	Exercise for the arms and hands	Exercise for the arms and hands	Exercise for the arms and hands	Exercise for the arms and hands
	PM	KitKat and Karaoke Afternoon	KitKat and Karaoke Afternoon	KitKat and Karaoke Afternoon	KitKat and Karaoke Afternoon
Tuesday 17 <sup>th</sup> May	AM	Art from the Heart	Art from the Heart	Art from the Heart	Art from the Heart
	PM	Balloon Tennis	Balloon Tennis	Balloon Tennis	Balloon Tennis
Wednesday 18 <sup>th</sup> May	AM	Pamper morning	Pamper morning	Pamper morning	Pamper morning
	PM	Desktop games	Desktop games	Desktop games	Desktop games
Thursday 19 <sup>th</sup> May	AM	Help prepare dough for breadmaking	Help prepare dough for breadmaking	Help prepare dough for breadmaking	Help prepare dough for breadmaking
	PM	Bread tasting and chats	Bread tasting and chats	Bread tasting and chats	Bread tasting and chats
Friday 20 <sup>th</sup> May	AM	What's in the local newspapers?	What's in the local newspapers?	What's in the local newspapers?	What's in the local newspapers?
	PM	Wear / draw something purple for peace	Wear / draw something purple for peace	Wear / draw something purple for peace	Wear / draw something purple for peace
Saturday 21 <sup>st</sup> May	AM	Sensory Saturday	Sensory Saturday	Sensory Saturday	Sensory Saturday
	PM	Music and memories of 1975	Music and memories of 1975	Music and memories of 1975	Music and memories of 1975
Sunday 22 <sup>nd</sup> May	AM	Faith on Sunday	Faith on Sunday	Faith on Sunday	Faith on Sunday
	PM	Dominoes and dancing	Dominoes and dancing	Dominoes and dancing	Dominoes and dancing



**2. Recommendation: Review storage needs and ensure all areas designed for residents are available to residents and not used as additional storage areas.**

**Medical and Dental Care of Residents**

All residents receive GP services from a single provider. The doctor relies on the nurses at the care home to do assessments and communicate through video calls.

Residents do not receive regular dental care visits. Staff have received training on dental care and oral hygiene, but staff told us it is not considered a priority unless it's a dental emergency. We were told routine dental treatment must be prompted by relatives. Given that many residents lack capacity to adequately manage their oral and dental care, organised regular dental care visits for all residents should be considered.

**3. Recommendation: Regular dental care visits for residents.**

**External Environment**

**Location**

The care home is in a residential area in the south of Greenwich, directly off a busy A road. The closest bus stop is 15 minutes away. The closest train station is New Eltham, also approximately 15 minutes' walk away. There is a small amount of car parking available within the grounds of the care home. With limited public transport options available, management note that its location has been a barrier in recruiting staff.

The site has several outdoor areas with seating, accessible from communal rooms within each unit. There is a larger garden with lots of greenery. This is currently closed until it can be made safer for residents to use.



## **Internal Environment**

### **Reception**

The reception area is newly redecorated and is bright and welcoming. Adequate security systems are in place including Covid and identity checks. When we visited, our temperatures were taken, and we were asked to sign in and out of the building.

Notice boards display a variety of information, including the complaints process. However, this information was difficult to find amongst other notices and could be easily missed. We were disappointed not to see photos and titles of staff displayed to enable both visitors and relatives to clearly identify key personnel.

- 4. Recommendation: Display photographs and names of key staff members in communal areas to assist both residents and visitors.**
- 5. Recommendation: Information on complaints procedure to be available and easily visible for all.**

### **Information and Signage**

Fire exit signage is clear and visible from all points in the home.

Notice boards in each unit contain a range of information. Some were cluttered making it difficult to identify useful information. Some notice boards in resident's areas contained information solely for staff, others had a confusing mix of information – making it hard to pick out important information for residents or their relatives.

- 6. Recommendation: Declutter notice boards.**

### **Hygiene**

All resident rooms include a toilet and basin. Bathrooms and showers are communal, with one available per unit (14 residents to one bath/shower in the smaller unit and 20 residents to one bath/shower the biggest unit). We were told residents receive bed baths twice per day and have a shower or a bath less frequently. We were told that residents decide themselves when they wish to have a bath or shower and those that lack capacity are given a shower or bath, at minimum, every other day.

The care home was generally clean and tidy. However, we noticed a used lateral flow test on a table outside that hadn't been cleaned away.

## Access and Mobility

Every door within the home required access codes to enter and security cameras were observed in the communal areas and corridors. All corridors are clean, and wide enough for walking frames and wheelchairs.



## Dementia Friendly Environment

Signs for toilets and bathrooms were consistent, well situated/easily seen, and used pictures as well as words. Floors were a mixture of carpet and laminate wood flooring. Floor colour, doors, and handrails contrasted with walls and furniture, making it easier to distinguish between different parts of the room. Some parts of the walls and doors were in disrepair and needed attention.

Seating is available in the corridor areas as well as in communal lounges and dining areas.



## Lounge/Dining Areas

Each of the four units (previously five units, one unit is closed) has an open plan lounge for meals, activities, and relaxation, with both dining tables and armchairs to encourage interaction between residents and staff. Each lounge contains a menu board with words and photos of food to help and simplify the choice for residents.

Each lounge/dining area has a small kitchen area containing a sink, fridge/freezer, kettle, and a selection of cups, crockery, and cutlery. Residents and visitors have access to this area to make drinks snacks whenever they want.

The ground floor offers access to conservatories and a small patio area as well as a large but unkept garden (currently closed). Residents can sit in the small patio area in their units but are unable to access the larger garden (currently closed) as the paving is uneven and could be unsafe.

Communal lounge/dining areas are comfortable with a TV, books, and games. However, there were no specific dementia friendly activities or games on display. The furniture is old and mismatched and not very appealing. This creates a rundown feel to the lounge areas. Work is needed to modernise the area and make it a more inviting space for residents.



## Food and mealtimes

Food is cooked in the main kitchen and transported to each unit using a hot trolley. The kitchen keeps a record of residents' dietary requirements. The kitchen is pristine and spacious.

The menu follows a weekly cycle that changes every quarter. We did not see any meals being served due to the timing of our visit.

Staff told us that approximately 10% of the residents are from black and minority ethnic backgrounds. We saw little cultural variety in the menu.

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Week 4 - A selection of salads, jacket potatoes and sandwiches are always available as an alternative

	Breakfast	Dinner	Dessert	Teatime Meal	Dessert
<b>Monday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Croissants/pastries Toast, yoghurt and fruits (V) Fresh juice, tea & coffee	Shepherd's Pie, new potatoes & mixed vegetables  Ratatouille (V)	Fruit flan  Ice cream / yogurts	Meatballs in tomato & Basil sauce <b>Soup</b> Mushroom omelette (V)	Semolina Pudding / ice cream / cheese and biscuits / fresh fruits
<b>Tuesday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Scrambled eggs Toast, yoghurt and fruits (V) Fresh juice, tea & coffee	Chicken Curry & rice, carrots & peas  <b>JACKET POTATO</b> <b>Beans + cheese</b>	Eton mess  Ice cream / yogurts	Fish cake & chips  Veggie sausages & chips (V) <b>Soup</b>	Chocolate sponge & cream / ice cream / cheese and biscuits / fresh fruits
<b>Wednesday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Baked Beans on Toast Toast, Yoghurt and fruits (V) Fresh juice, tea & coffee	Beef Lasagne, Sweet potatoes & salad + <b>Cabbage + Mash</b>  Cauliflower cheese (V)	Fruit jelly & cream  Ice cream / yogurts	Pizza & potato wedges <b>Soup</b> Cheese on toast & grilled tomatoes (V)	Fruit cocktail / ice cream / cheese and biscuits / fresh fruits
<b>Thursday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Poached eggs Toast, yoghurt and fruits (V) Fresh juice, tea & coffee	Cornd Beef Hash & peas & carrots <b>Mash potatoes</b> Cheese & tomato omelette (V)	Coconut Rice pudding  Ice cream / yogurts	Sandwiches and Lentil soup <b>Soup</b> Leek and Potato soup	Fruit trifle & cream Ice cream/cheese and biscuits
<b>Friday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Baked Beans Toast, yoghurt and fruits (V) Fresh juice, tea & coffee	Fish N Chips & mushy peas <b>Mash potatoes</b> Vegetable sausage (V)	Rhubarb Crumble & custard  Ice cream / yogurts	Beef burger <b>Soup</b> Spaghetti on toast (V)	Fairy cakes / ice cream / cheese and biscuits / fresh fruits
<b>Saturday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Sausage, bacon & eggs Toast, yoghurts and fruits (V) Fresh juice, tea & coffee	Lamb stew & dumplings, boiled new potatoes & <del>vegetable</del> <b>Mash potatoes</b> <b>farm house mix Veg</b> Vegetable Pasta Bake (V)	Summer pudding & cream  Ice cream / yogurts	Sausage Rolls & tomatoes <b>Soup</b> Cheese & Carrot bake (V)	Banana Bread / ice cream / cheese and biscuits / fresh fruits
<b>Sunday</b> Allergy Advice Milk, wheat, gluten, soya, eggs, fish	Porridge / Cereals Sausage, bacon, fish browns & eggs Toast, yoghurts and fruits (V) Fresh juice, tea & coffee	Roast Gammon with pineapple, roast potatoes, suede & cabbage <b>Mash potatoes</b> Vegetable burger (V)	Queen of Puddings & cream  Ice cream / yogurts	Buffet selection of sandwiches, <b>Soup</b> Egg and potato salad	Victoria sponge / ice cream / yoghurts / fresh fruits

Reviewed August 2020

## Response from Provider

## Contact us

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**If you require this report in an alternative format, please contact us at the address above.**

**We know that you want local services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.**

**We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.**

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