

Enter & View Report

Antokol Care Home, 12th July 2022



A report by Healthwatch Bromley

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Visit Details	
Service Visited	Antokol Care Home, 45 Holbrook Lane, Chislehurst Kent BR7 6PE
Manager	Izabela Joanna Szluinska
Date & Time of Visit	12 th July 2022, 11.00 – 14.30
Status of Visit	Announced
Authorised Representatives	Charlotte Bradford, Mike Botting, Samantha Crossingham, Victoria Gurol, and Viviane Walker
Lead Representative	Julia Eke

1. Visit Background

1.1.1 What is Enter & View?

Part of the local Healthwatch programme is to undertake ‘Enter & View’ (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official ‘Enter & View Report’, shared with the service provider, local commissioners and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an AR observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

Please note that this report relates to findings observed on this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on this date.

1.3 Acknowledgements

Healthwatch Bromley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V visit to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

Six E&V ARs attended this visit. They collected feedback from residents, relatives, management, and staff. This report summarises their findings, highlights good practice and makes suggestions on how the services might be improved.

2. About this visit

2.1 Antokol Care Home

On 12th July 2022, Healthwatch Bromley visited Antokol Care Home, a residential care home established in 1951 to care for elderly Polish refugees. Originally located in Beckenham, it was relocated to Chislehurst.

Antokol Care Home provides housing and care for up to 36 residents, including 21 individuals with dementia and six with additional long-term conditions.

2.2 CQC Rating

The CQC (Care Quality Commission) is the independent regulator of health and adult social care in England. It makes sure that health and social care services provide people with safe, effective, compassionate, high-quality care and encourages services to improve.

Antokol Care Home was last inspected by the CQC in March 2021 to examine their infection control and prevention measures. This inspection [report](#) did not provide a rating. During the inspection it was observed that the entire residence was clean and sanitary, met the most recent government criteria for infection prevention and control, and promoted safety and cleanliness through the layout and use of space.

2.3 Online Feedback

The carehome.co.uk [review page](#) contains positive feedback and the average rating given is 9.2 out of 10.

2.4 Focus of the Visit

E&V visits enable us to form an impartial view of how the home is operated and how it is experienced by residents, and to produce and publish a report.

3. Summary of Findings

On the day of the visit, we gathered responses through face-to-face interviews. Prior to the visit, we also sent paper questionnaires to Antokol for distribution. We received a total of seven responses from staff, five from residents, five from family members, and two from management.

During the E&V visit, the home manager gave us a tour of the facilities, which are well taken care of by staff. We were able to view residents' bedrooms, the chapel, a library, communal living areas, kitchen, dining area, laundry facilities, the salon, and the gardens – which included a vegetable patch. The garden is a beautiful welcoming space, which surrounds the home and gives ample room for visitors to spend quality time with family and friends that reside here.

We were informed that the care home suffered major losses during the initial COVID-19 outbreak, and, to honour those who died during the pandemic, roses have been planted in front of the house.

The ARs made the following notes and observations:

- Overall, we considered the facility to be well-appointed and relatives talked positively of their interactions with staff members.
- Despite a fall in staff numbers, due to the COVID-19 pandemic and Brexit, Antokol has sufficient staff to look after the residents and does not require agency support.

Entry and General Accessibility

Notes

- The care home is situated in a quiet residential street with no busy traffic immediately outside.
- The reception area allows for temperature checks, visitors signing in and staff ID checks before proceeding further.

What has worked well?

- The care home provides easy access for guests and clear exterior signage throughout.
- There are yellow road markings outside the main entrance for car or taxi drop-offs.
- The reception area felt welcoming and secure, with a buzzer at the entrance and entry security codes for staff.
- There is a coffee machine, sweets, and a water cooler for visitors.
- There is a dedicated entrance for the ambulance, accessible on the right-hand side of the care home.

What could be improved?

- On the day of the visit, there was no security buzzer at the main entrance or on the gated path going to the garden at the back of the property. In theory, a person could easily approach the property by the front gate and then proceed around to the back to access the main garden as well as the residence.

COVID-19 and Visiting

Notes

- Since the start of the pandemic, Antokol has lost 14 residents to COVID-19.
- They lost no staff to the virus, but many were unwell.
- Prior to entry, each visitor must undergo a temperature check and do a Lateral Flow Test (LFT).
- The home has sufficient provision of Personal Protective Equipment (PPE).
- There are hand sanitiser stations at the entrance and throughout the home.

What has worked well?

- Residents can meet their family and friends in the beautiful garden, their private rooms, or in the communal living areas.
- At the height of the pandemic, the home was temporarily able to adapt their garden summer house into a testing centre for staff and visitors.
- The home takes pride in having more staff than residents, which allowed services to run smoothly even during the COVID-19 outbreak.
- The home had a booking system in place with specific visiting times for family and friends.
- A visiting room at the back of the home enabled safe visiting.
- The care home's priest was very supportive to staff and residents during the difficult period of losing residents to COVID-19.

What could be improved?

- We found no potential areas for improvement.

General Environment

Notes

- Bedrooms are of a good size with sinks but there are no en-suites.
- Bathrooms are typically shared between 1-3 residents.
- Bedrooms are allocated according to residents' need rather than their budget. For example, someone with lots of visitors spending time in their room might have a bigger room, while those with limited mobility, or bedbound, would be more suited to a smaller room.
- The home tries to keep bedbound residents in bedrooms on the ground floor.
- There is a lift as well as a staircase available to access floors.
- The care home has a dog who has lived at the home for 12 years.

What has worked well?

- All bedroom doors have a photo of the resident, their name, and their room number.
- Residents' rooms all appeared to have laminate flooring – this is a personal choice. The manager informed us that residents can choose the colour of their room and can change the flooring when they move into Antokol.
- Fire extinguishers were last serviced three months ago and are easily accessible on each floor of the care home.
- The bathroom facilities on the ground floor were clean and there was a toilet sign with a photo attached to the door. There was also an emergency bell pull for residents should they need help.
- There is wi-fi throughout the home. Residents are supported to use digital equipment, an iPad, and telephones to keep in touch with their family and friends.

What could be improved?

- There were no handrails on the lower ground floor; this could be helpful to residents who need support when walking independently through the corridors of the home.
- Antokol policy is to escort residents throughout the building, which reduces independence a little.
- At the time of the visit, perfume plugs in the wall seemed somewhat overpowering. People with dementia or particularly sensitive to smell might find this confusing or aggravating to their senses.

Activities and Personal Involvement

Notes

- There is a call bell residents can use, and each floor has an electronic panel for staff to check on residents. We were told that residents are checked every hour.
- The home has a good-sized living room where the two activities managers can organise individual and group activities.
- There are two gardens: one at the front and a larger garden, with a vegetable patch, at the back.

What has worked well?

- We were told that a weekly activities programme is posted on noticeboards.
- A hairdresser visits every Thursday and a room on the first floor is used as a hair salon.
- The care home provides one-to-one activities such as having a manicure and playing board games.
- Comfortable chairs are available for residents to listen to the radio and music.
- The living room has a selection of art books with colouring pencils.
- Plenty of books, games, CDs, and newspapers are visible in the living room.
- The activities manager showed us a photo album of residents and families participating in different activities over the years.
- The garden is attractive and well maintained, mostly by staff - some residents like to get involved too.
- There is plenty of outside seating and tables in the garden, as well as large umbrellas for the warmer months, when some activities take place outside.

What could be improved?

- The carpet in the living room is similar in appearance to a chess board with square panels in brown, green and black. This could be difficult for some residents with dementia to navigate without anxiety or confusion.
- We did not see an activities programme on display.
- We saw one resident having a manicure, but no other activities were seen during the visit.

Diet and Cultural Practices

Notes

- The head chef has a folder organised to show meal plans and dietary requirements for every resident. Vegan and diabetic diets are provided, as is puréed food, with support needs outlined in each resident's care plan.
- The dining space is attractive and clean. Residents can eat outside under a (side less) marquee if they wish.
- Fresh flowers were on all the dining tables and place settings were individually laid with cutlery, napkins, salt, pepper, and Maggi dressing.

- The dining area has a medicine cabinet, for residents, which is colour coded and locked so that only staff can access it.
- There is a photo board in the library with the history of Polish residents who have lived at Antokol.

What has worked well?

- Due to the large number of Polish residents, the staff went 'above and beyond' to find traditional Polish food during lockdowns, especially over festive periods e.g. Christmas.
- Residents are involved with menu planning.
- The kitchen and laundry rooms are separate and don't affect the homely feel. There is also a clean, well-organised pantry.
- The manager told us that they celebrate the birthdays of all residents and staff members with 'bubbles' and cake.
- There is an in-house chapel; a Roman Catholic service is conducted each Friday and Sunday, in English and Polish.
- The home has a live-in nun to whom residents are close; they often pray with her. We sadly missed interviewing her as she was not present on the day of our visit.

What could be improved?

- The medicine cabinet in the dining room does not appear to be temperature controlled; this might be necessary for some medicines.

Feedback and Complaints

Notes

- Residents have regular meetings with the kitchen team to discuss menu choices and provide feedback.

What has worked well?

- The registered manager said that all residents diet choices are respected and accommodated as far as possible.

What could be improved?

- We found no potential areas for improvement

4.Residents' and Families' Feedback

During the visit our ARs engaged with two family members. Both expressed their satisfaction with the care provided by Antokol. They highlighted caring staff who have been 'amazing', 'special', 'good at listening', and 'respectful'. A family member of a resident living with dementia was very happy with the care provided, including good infection control measures.

Families' Selected Comments

"She likes quite traditional Irish food, and the staff here happily accommodate her needs."

"It's really excellent here - they run a tight ship and it starts from the top. The Registered Nurse is excellent too. It's both professional and warm."

"The food is great - my mum has even described it as delicious."

We spoke to four residents during the visit. We observed several residents in the living room: one was having a manicure, several were listening to the radio and a gentleman was introduced to us who speaks English, Russian, Polish and Swahili. Seven women were chatting together at a table in the garden over glasses of water. All residents seen were immaculately dressed and well groomed.

Overall, residents' feedback was very positive and no recommendations were identified following on from the E&V visit.

Residents' Selected Comments

"The service here is very good. We get a choice of what we eat and can change the food if we want. "

"I feel very safe here."

"My only feedback is that I'm not as independent as I'd like. I always have to be with someone to move about."

"If you want them to change something they are very quick to help."

"We've heard from the English ladies who have been in other care homes which were good, and they describe this one as A+++."

5. Staff Feedback

During the visit, we spoke with three staff members who were pleasant and helpful. Staff wear uniforms, colour coded for different roles e.g. cleaners wear pink shirts.

Staff shared information about routine procedures and implementation of COVID-19 protocols.

Referral

Notes

- At the time of our visit, there were 34 residents, 26 of whom originally from Poland.
- 21 of the 34 residents were diagnosed with dementia and six with long term health conditions.
- Antokol receives referrals mostly through word of mouth and is not advertised. On average, they receive three to five daily.
- Prospective residents can visit prior to acceptance at the home.
- Electronic and paper systems are used to manage patient records.

Health and Safety

Notes

- All staff wear ID.
- All staff were offered COVID-19 vaccinations. Some have left since 2020 as they refused to be vaccinated.
- The manager is satisfied with the support residents receive from other local health and care services. They have an excellent GP, dentist and pharmacy who are always very helpful.

What has worked well?

- Staff said that they avoided using public transport during the worst of the pandemic. Instead, colleagues would collect each other in private cars or taxis.

- Staff said that they receive adequate breaks when they are on duty and are satisfied with the way handover between shifts is organised.

What could be improved?

- Staff did not raise any potential areas for improvement.

Diet and Cultural Practices

What has worked well?

- The manager said that the home provides a daily menu for residents, with plenty of choice.
- The head chef said that food is always freshly cooked, and every effort is made to serve culturally authentic food.
- Residents can choose where to eat their meals and there is a detailed care plan for each individual showing which residents can feed themselves and who needs some support.
- Staff sit down with residents who need support to eat their meals.
- Managers said that they offer support to residents with diverse cultural or sexual (LGBTQ) identities.

What could be improved?

- Staff did not raise any potential areas for improvement.

Activities

What has worked well?

- The care home organises a range of activities for residents. These include arts and crafts sessions, gardening and managing the vegetable patch.
- Management said that residents are encouraged and supported to make friends.
- The care home encourages residents to do gentle exercise every week.
- Most of the residents are able and willing to leave their bedrooms to take part in activities.

What could be improved?

- Staff did not raise any potential areas for improvement.

Staffing

Notes

- The registered manager has been in post for 13 years.
- At the time of our visit, the care home had 47 staff (41 full time, six part time).
- The staff demographic was 46 Polish and one English.
- The care home does not use agency staff.

What has worked well?

- Staff commented on their good relationship/rapport with management.
- All residents, visitors and staff know how to raise a complaint.
- A staff member said that they have never had to raise a concern with management and that they receive excellent support from them.

What could be improved?

- We found no potential areas for improvement.

Training

Notes

- New staff must complete an induction programme when they begin work at Antokol.
- Safeguarding information is available to all staff.

What has worked well?

- Staff confirmed that they are aware of how to make a safeguarding alert; there are clear procedures for raising a safeguarding issue.
- The manager said that there are regular training opportunities for staff.
- All staff are monitored and supported in their work.

What could be improved?

- We found no potential areas for improvement.

Selected Comments

"This is what I love the most. The residents are like family. We take them for walks in the woodland, or for a coffee."

"It was very hard losing residents to COVID, but we had excellent support from our manager."

6. Recommendations

Healthwatch Bromley would like to thank Antokol Care Home for their support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

6.1 Entry and General Accessibility

6.1.1 Security at the main entrance and garden gate

We recommend that the home investigates further security measures for the main and back entrance to ensure visitors', staff and residents' safety.

6.1.2. Residents with dementia

We advise the home to display additional, nationally recognised signage.

6.2 General Environment

6.2.1 Handrails on the lower ground floor

We suggest these might be provided.

6.2.2. Escorting policy

We advise doing a risk assessment and reviewing the policy of escorting residents everywhere in the building. Some may prefer walking independently, if capable, throughout the home.

6.2.2 Wall perfume plugs

We recommend reconsidering the use of perfume plugs, for sensitivity and safety reasons, as people with dementia, or very sensitive to smell, might find this aggravates or confuses their senses.

6.3 Activities and Personal Involvement

6.3.1 Living room carpet pattern

We recommend considering alternative carpet options to make the living room floor more dementia friendly.

6.3.2 Weekly activity programme

We suggest providing more information on activities, in English and Polish, around the home for residents, staff, and visitors.

6.3.3. Activities

We recommend offering as many physical and mental activities as possible to residents, to promote their well-being.

6.4 Diet and Cultural Practices

6.4.1. Medicine cabinet

We suggest the acquisition of a temperature-controlled cabinet and its possible placement further from residents.

7. Glossary of Terms

AR	Authorised Representative
E&V	Enter & View
CQC	Care Quality Commission
LFT	Lateral Flow Test
PPE	Personal Protective Equipment

8. Distribution and Comment

This report is available to the public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

Healthwatch Bromley

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Email: info@healthwatchbromley.co.uk

Website: www.healthwatchbromley.co.uk



Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	JULIA EKE
Date sent	15/11/2022
Report title	RESPONSE TO REPORT (12/07/22 VISIT)

Response

(If there is a nil response, please provide an explanation for this within the statutory 20 days)

Date of response provided	
Response:	Security at the main entrance and garden gate:
1.	There is alarm at the main entrance door following Fire and Health and Safety Safety Policy. It alerts the staff if the resident makes attempt to leave. Otherwise it has a code to use by staff. There is fire door to the garden with special lock easily accessed by the staff but not by resident. Fire door according to Fire AND Health and Safety Policy-see pictures attached
2.	Handrails to the lower ground floor
3.	Escorting Policy- There is Escorting Policy in place. All residents have risk assessment up to date and it is recorded who is independent and who is escorted by staff. Antokol is known from generous number of staff and no agency staff for last 13 years. Every resident who needs or likes to be escorted or accompanied to the dining room, outside or around the home is assisted by staff member
4.	Wall perfume plugs-it has been reduced
5.	Living room carpet pattern-it has been changed recently. We will consider the suggestion for the future
6.	Weekly activities programme-there is activities plan on the door and copies of the plan are sent to the families regularly. ANTOKOL has 3 activities coordinators and private physiotherapist who comes 3 times a week and does group exercises session and one to one sessions for some residents.
7.	Offer as many physical and mental activities as possible-see above. ANTOKOL has so many varieties of activities for 7 days a week ,6 hours daily. Art and craft, music therapy with

	guitar, baking, flower arrangements, daily walks, aromatherapy, reflexology, chair based exercises. See the poster attached
Signed	Izabela Szluinska
Name	Izabela
Position	Registered Home Manager

WEEKLEY ACTIVITIES PLAN

Saturday

Morning

- MORNING GREETINGS (CONVERSATION CLUB)
- AROMATHERAPY & REFLEXOLOGY (SPA MASSAGE THERAPY WITH CALM - RELAXING MUSIC)
- SCYPE VIDEO CALLS WITH FAMIIMIES AVAIABLE AT ALL TIMES

Afternoon

- MUSIC THERAPY (SINGING TOGETHER MEMORY SONGS)
- REMINISCENCE DO YOU REMEMBER ANY THESE ?
- MOVIE EVENT - RESIDENTS CHOICE (HISTORICAL MOVIES, COMMEDY, ADVENTURE ETC. ECT)

Sunday

Morning

- MUSIC THERAPY (LISTENING TO CHURCH MUSIC, CLASICAL MUSIC
- SERVICE IN THE CHAPEL WITH HOLY COMMUNION
- INDIVIDUAL AROMATHERAPY (ONE'S TO ONE)

Afternoon

- TIMES OF PRAYER IN THE CHAPEL
- CREATIVE ART THERAPY
 - MAKING BIRTHDAY CARDS
 - MAKING CANDY FLOWER BOUQUET
 - MAKING GIFTS FOR RESIDENTS (DECOPAQUE)
- POETRY CORNER WITH TEA & COFFEE, GLASS OF WINE
- LISTENING TO CLASICAL MUSIC
 - RECORD PLAYER
- MOVIE EVENT

WEEKLY ACTIVIT'S PLAN

ANTOKOL CARE HOME

Monday	Tuesday	Wednesday	Thursday	Friday
Morning: <ul style="list-style-type: none"> • Crosswords • Puzzle • Group games 	Morning: <ul style="list-style-type: none"> ❖ Arts & Crafts ❖ Individual therapy ❖ Ball games 	Morning: <ul style="list-style-type: none"> • Flowers arrangements • Memory games • Play on words 	Morning: <ul style="list-style-type: none"> ❖ Baking ❖ Singing songs ❖ Hands and legs exercises 	Morning: <ul style="list-style-type: none"> • Daily Newspaper • Mass in the Chapel • Tea in Library
Afternoon: 3pm prayer in the chapel <ul style="list-style-type: none"> • Tea in the library • Individual therapy • Watching TV 	Afternoon: 3pm prayer in the chapel <ul style="list-style-type: none"> ❖ Beauty Salon (hand massage) ❖ Library therapy ❖ Music therapy 	Afternoon: 3pm prayer in the chapel <ul style="list-style-type: none"> • Watching movies Hands and legs exercises 	Afternoon: 3pm prayer in the chapel <ul style="list-style-type: none"> ❖ Library therapy ❖ Beauty Salon ❖ Music therapy 	Afternoon: 3pm Way of the Cross in the Chapel <ul style="list-style-type: none"> • Individual therapy • Watching TV


