

# Enter & View Report

Mission Care Greenhill, 28<sup>th</sup> October 2022



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Visit Details	
<b>Service Visited</b>	Mission Care Greenhill 5 Oaklands Road, Bromley, Kent BR1 3SJ
<b>Manager</b>	Dee Gumbo
<b>Date &amp; Time of Visit</b>	28th October, 11:00 – 15:00
<b>Status of Visit</b>	Announced
<b>Authorised Representatives</b>	Sally Dehlaki and Mary Oparacha
<b>Lead Representative</b>	Julia Eke

# 1. Visit Background

## 1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake and report on ‘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 during 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 these dates.

### **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 project to take place. We would also like to thank our ARs, who assisted us in conducting the visits and putting together this report.

## **2. Information About the Service**

### **2.1 Mission Care Greenhill**

Mission Care Greenhill is a care home in a residential area of Bromley, Kent. It is near Bromley town centre and within walking distance of Bromley Road, which provides access to Bromley South railway station.

Greenhill Care Home is provided and run by [Mission Care](#). The home offers person-centred residential care for up to 64 seniors requiring nursing care and who have physical disabilities or dementia.

### **2.2 Ratings**

The CQC (Care Quality Commission) is the independent regulator of health and adult social care in England. It ensures that health and social care services provide people

with safe, effective, compassionate, high-quality care, and encourages services to improve.

The CQC has given Greenhill an overall rating of 'good' for its service. During the last inspection in March 2021 to examine its infection control and prevention measures, the CQC did not assign a rating. During the last [inspection](#), it found that the home adhered to national guidelines for COVID-19 testing and that people were encouraged to maintain social distancing in dining rooms and communal areas. In addition, it observed a new hand washing station installed at the entryway, and safe arrangements in place for relatives visiting residents.

The carehome.co.uk [review page](#) contains positive feedback with a review score of 9.2 out of 10 based on 20 reviews with an average 'Overall Experience' of 4.7 out of 5.

## 2.3 Residents

At the time of our visit, there were 64 residents, of whom 46 have a diagnosis of dementia. All 64 residents have long-term health conditions. Residents' ages range from 52 to 102 years - with 15 men and 49 women. Residents' origins include England, Ireland, Africa, China, Italy, Cyprus and Sri Lanka.

## 2.4 Staff

At our visit, the care home had 63 full-time staff, 5 part-time and 5 bank (seasonal) staff. The care home takes pride in having a diverse team which includes people from African, British, Irish, European, Indian and Filipino backgrounds.

# 3. Summary of Findings

An E&V visit was carried out on 28<sup>th</sup> October 2022 by three E&V ARs. The visit was announced and planned in partnership with the home. In preparation for the visit, we shared with the registered manager a poster announcing our visit to display in communal areas and copies of questionnaires explaining the purpose of E&V visits.

## Entry and General Accessibility

### Notes

On arrival, visitors are required to sign in with an iPad, record their body temperature and wash hands.

The main entrance is friendly and welcoming, with clear signage and informative posters.

The home has spacious rooms that make it easier for residents with a wheelchair to move around.

### **What has worked well?**

- Ample parking spaces available for visitors, plus a dedicated area for an ambulance.
- Digital visitor sign in.
- New portable hand washing station at the main entrance.
- Complaint forms and leaflets to review Greenhill on Carehome.co.uk are available and clearly visible for visitors and staff to take copies.
- A whiteboard with nurses' names, and the HCA in charge on that day, was visible in the corridor.

### **What could be improved?**

- We found no potential areas for improvement.

## **General Environment**

### **Notes**

Each bedroom door displayed a door number, a QR code, and a picture of the occupant. We observed that some residents had their name's meaning, origin, and pronunciation printed on their door.

Most rooms have a warm and friendly feel thanks to personal touches, family portraits, arts and crafts, and certificates of achievement.

### **What has worked well**

- Around the home, there are reminders of the gold standard framework and the value of the home.
- When caring for people with dementia, the care home meets most of the criteria very well. We noticed decor elements that aid residents' sense of time, such as dementia-friendly clocks next to the TV and decorative autumnal leaves displayed around furniture.
- In the lounge is a big picture of London's Big Ben surrounded by British flags, posters commemorating Queen Elizabeth II and poppy flowers for Remembrance Day.
- There is dementia-friendly signage throughout the home, noticeably on the doors, to help with navigation.
- In contrast with the pale walls, the handrail is purple.

### **What could be improved**

- Whilst the care home had a warm and homely feel, some areas appeared cluttered with arguably too many photos and decorations from past activities/festivities. This could cause a sensory overload for some residents.

## **Safety, COVID-19 and Visiting**

### **Notes**

Family members were satisfied with the Covid-19 precautions and arrangements to safeguard the residents. Staff reported that there have been enough infection prevention measures and that they always used Personal Protective Equipment (PPE). They also added that there was a firm policy in place, with training on washing hands and using face masks.

We were told that management always kept staff informed – despite losing workers due to the vaccine mandate, the care home was able to continue operating with the assistance of a staffing agency.

### **What has worked well?**

- The installation of window restrictors.
- Hand sanitiser throughout the home.
- Clear fire exits, fire blankets and evacuation plans.
- Six-monthly fire drills.
- Posters detailing how to reduce the risk of COVID-19 infection and stop its spread.
- Keypad locks on some doors to prevent residents entering areas with potentially hazardous materials.

### **What could be improved?**

- During an interview with a family member, we noticed a high level of trust between the care home and the residents' families, especially with regular visitors who are granted the home's entry code. However, we were told that some family members were unaware of their relative's emergency plan.

## Activities and Personal Involvement

### Notes

At the time of our visit, there was no restriction on visiting hours. Visits are monitored via a booking system and residents are allowed a maximum of three visitors, to be in a closed space at a time, to reduce the spread of infection.

### What has worked well

- Residents are aware of events taking place in the home as they have printed copies of the activities.
- We were told that residents have a say in the type of activities they want - and there are opportunities for them to socialise with one another as well as with visitors.
- We observed some residents watching TV while enjoying a drink.
- A hairdresser comes every Monday and sometimes on Wednesdays too. Twice a week, a lady organises a pampering session, and every 10-12 weeks, residents can have a pedicure.
- On the wall, we also noticed reminders of:
  - Upcoming birthdays
  - A memorial for late residents
  - Photos of residents painting flowers
  - Staff celebrating Independence Day. They have a diverse team and whenever there is an important cultural or political occurrence, staff celebrate.

### What could be improved?

- We found no potential areas for improvement.

## Diet and Cultural Practices

### Notes

The home offers a spring-summer menu from April to September and an autumn-winter menu from October to March.

In the summer, they serve cold dishes such as mousse and ice cream, and in the winter, they serve semolina, tapioca, and casserole.

Breakfast is served from 8:30 to 9:30, lunch from 12:30 to 13:30, and dinner from 17:00 – 18:00. All mealtimes are protected\*.

Residents are asked 24 hours beforehand what they would like to eat the next day. They have two options to choose from and menus rotate every four weeks.



The chef can also customise dishes if requested in advance. When planning meals, they ask residents about their likes and dislikes to accommodate preferences.

### **What has worked well**

- Staff are inducted, with supervision at eight-week intervals, or more frequently if needed.
- Support from senior management is appreciated, along with a good working atmosphere, and resulting in good transparency and innovation.
- We noted well-designed diet information sheets containing room information, resident names, food type, whether a resident has diabetes or an allergy, likes and dislikes, how much milk they take in their tea, what type of leafy salad they prefer, and whether they want butter in their sandwich.
- The menu is displayed on a wall and a dementia-friendly copy is also available.
- We noted food was adequately stored and labelled to avoid cross-contamination.
- The care home purchases a particular brand of chocolate cereal at a resident's request.

### **What could be improved**

- We found no potential areas for improvement.

*\* This is a period of time set aside for lunch and dinner when all non-essential activities stop. Staff are available to serve food and give help to residents who may need it. This helps to prevent unnecessary interruptions to mealtimes.*

## **Feedback and Complaints**

### **Notes**

Residents and staff have regular meetings with management to discuss any concerns and provide feedback.

### **What has worked well?**

- Complaint forms and leaflets to review Greenhill on Carehome.co.uk are available in the main entrance for visitors and staff to take away.

### **What could be improved?**

- We found no potential areas for improvement

## 4. Residents' and Families' Feedback

During the visit our ARs engaged with three family members. They all expressed their satisfaction with the care provided by Greenhill. They highlighted caring staff who have been "amazing", "special", "good at listening", and "respectful".

### Family and Friends' Selected Comments

#### **General Environment**

*"There are no smells, I have visited other relatives in other care homes, and the first thing you notice is the urine smell."*

#### **Diet and Cultural Practices**

*"There is a menu to choose from .... and more accessible food."*

#### **Activities and Personal Involvement**

*"They have a fantastic activity coordinator who seems to be aware of all residents' needs. My mum was an excellent dressmaker. They made handmade poppies and had rose tea parties in the summer, where they did paper roses. So, I am happy."*

*"There were some limitations for visitors, but I was designated the essential care-giver, so I was allowed in for a few weeks. I used to come and bring photograph albums so my mum wouldn't forget other family members and reminisce on older days."*

*"What is lovely as well, the home often invites a lady to perform Christmas carols; however, last Christmas, despite the home not booking the singer, due to covid, the lady chose to come anyway and sing outside for the residents. People were gathered at their window and neighbours all came together. It was quite emotional."*

*"Regular visitors have the code to enter the building; otherwise, you are greeted by the staff when ringing."*

*"Restricted visiting was in place and "shut down" during outbreaks."*

*"[Residents] are all well dressed, and all their clothes are properly labelled with their names and delivered back to their room. From a dignity point of view I think that is important for families."*

*"I like that they know my mum's routine; for instance, they knew that we were coming to take my mother for a walk, so they already moved her from the armchair to the wheelchair, ready for us to take her."*

### **Overall Service**

*"I cannot stress enough how happy my family and I are that Mum lives at Greenhill. She has thrived under their care. Everyone has taken the time to get to know Mum as a whole, not just as a lady with mobility and dementia issues. Her care plan has been individualised to her needs. No matter what the future holds .... I know that Greenhill will continue to support and care for her, ensuring that all her changing needs are met and that she is treated with compassion, dignity, and respect."*

*"Good listening; I am delighted with the treatment they offer and with the home itself."*

During our visit we spoke with four residents including one living with dementia and a 102-year-old lady. They all appeared to be well looked after and happy. We were told that they are pleased with the care and the staff; they feel safe and are aware of any arrangements in place for medical emergencies. They also told us there are monthly meetings with the management where they can voice any concerns regarding accidents, illness, and future care plans.

## **Residents' Selected Comments**

### **Diet and Cultural Practices**

*"The food is delicious, and the accommodating chef can provide anything you suggest."*

### **Activities and Personal Involvement**

*"I have people to talk to, but they are not friends."*

*"I do socialise with other residents and have friends visiting me."*

*"It is also easy for me to go to places such as restaurants with visitors."*

*"We have a weekly programme where we do art, music, and discussion groups where we talk about movies, and even if you have not seen the movie, you can still join because we consistently end up talking about something else."*

*"...The doctor here is excellent and nice but busy when she comes."*

### **Overall Service**

*"Nurses and carers are very nice and good at listening to your suggestions. I once suggested adding more vegetables to the salad and they did that. I was once also craving a salmon sandwich, and they made me one."*

*"I am pleased with the service and teamwork."*

## 5. Staff Feedback

During the visit, we spoke with three staff members including a chef who showed us around the kitchen. Staff shared information about training, routine procedures, and implementation of COVID-19 protocols. We have been told that the management supports staff well and that they have an excellent work-life balance.

### Staffing

#### **Notes**

Training provided to employees includes:

- End-of-life care, offered by St Christopher's
- Level 2 Food Hygiene and Safety for Catering
- Safe Handling & Use of Chemical Cleaning Products
- Coronavirus (COVID-19) for Nursing Professionals

#### **What has worked well?**

- Good career progression opportunities.
- Staff are well supported by management and are satisfied with the work-life balance and the care they provide to residents.
- Adequate staff breaks - 20 minutes in the morning and afternoon, 50 minutes for lunch, and an additional 5-minute break if needed.
- Management is good at listening to suggestions.

#### **What could be improved?**

- We found no potential areas for improvement.

## Selected Comments from Staff

### **COVID-19 and Safety**

*"Thanks to the home's support, we worked well during the pandemic. Testing residents, staff and visitors for Covid-19 went well, and residents feel safe here and treated with respect. We always try to do our best."*

*"This is a big house with so many residents; therefore, a lot is going on, lots of training and improvements. I think our strength is good communication."*

### **Diet and Cultural Practices**

*"Sometimes we keep in the freezer some chicken curry just in case someone fancies something different."*

*"In the kitchen, we have Italians, Indian, and Africans and I am Turkish, and we cook all sorts of things - for instance, I did moussaka the other day."*

### **Overall Service**

*"I have been working here for 7 years and what I like here is that you have the opportunity to be trained and get promoted. I started as a cook, became a senior cook and now I am a catering manager."*

*"I think the home is good at retaining staff."*

## Management

### **Notes**

Overall, the manager is satisfied with the service provided to residents. She told us that staff use the Care Vision system to record residents' weight, liquid intake, and dietary requirements. She also told us that they encourage staff and visitors to share feedback and that they regularly reflect on their mistakes to learn and improve.

We were told that a GP visits the home on a weekly basis. They make referrals to other services e.g. occupational therapy, physiotherapy, X-rays, electrocardiograms, adult speech and language therapy (SALT), dieticians, and podiatrists.

During the visit, our team enquired about fire procedures in the care home. The manager told them that they have fire instructions around the building, and every door is a fire door. If the fire alarm goes off, all doors close automatically in the home. Staff go to the fire panel and establish where there is a potential fire. If someone is in immediate danger, they will do a horizontal evacuation whilst someone calls the fire brigade. The fire brigade's last visit was in 2019 and they have fire risk assessments every year. They also have an operations manager who covers Health and Safety checks and advises on fire actions as ongoing.

#### **What has worked well?**

- Evidence of inclusivity through diet and activities.
- Great support for residents with diverse cultural backgrounds.
- Evidence that services have been tailored to meet residents' needs.
- A good open-door policy.
- High staff, family, and resident satisfaction.

#### **What could be improved?**

- We found no potential areas for improvement.

### **Selected Comments from Management**

#### **Activities and Personal Involvement**

*"On the dementia floor, they all know each other; we have groups that enjoy knitting together or pampering groups. Sometimes it is a challenge because they form a group and don't want to socialise with others."*

*"We have a newsletter where we publish news from around the world and share past events that occurred during the lives of our residents."*

*"We are a Christian organisation, but we welcome everyone."*

*"Staff are also trained to spot any unusual mood, behaviour, signs, or skin changes with residents who are not verbal."*

#### **Feedback and Complaints**

*"We have monthly residents meeting to discuss any complaints and highlights of the month... Sometimes residents like to use this opportunity to complain about*

*their relatives. For people with difficulties communicating, we have a non-verbal checklist."*

## 6. Recommendations

Healthwatch Bromley would like to thank Mission Care Greenhill for their support in arranging our E&V visits. Based on the analysis of all feedback obtained, we would like to make two recommendations for the service.

### 6.1 General Environment

6.1.1 Overall, the site appeared homely; however, the number of photographs, decorations and information displayed on the walls could overwhelm some residents.

*We advise the care home to consider rearranging photos and information on the walls to make it less cluttered. We also recommend using a shiny paint that is easy to wipe, to avoid tape residue on the walls.*

### 6.2 Safety

6.2.1 During interviews we found out that some family members are unaware of the emergency plan for their relatives.

*We advise the care home to send family members a copy of the emergency plan for their relatives.*

## 7. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
CST	Cognitive Simulation Therapy
DA	Dementia Advisor
E&V	Enter and View
HCA	Health Care Assistant

PPE  
SALT

Personal Protective Equipment  
Adult Speech and Language Therapy

## 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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**healthwatch**  
Bromley



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	08/02/2023
Date sent	08/02/2023
Report title	Enter and view Report Mission Care Greenhill 28 <sup>th</sup> October 2022
	Response (If there is a nil response, please provide an explanation for this within the statutory 20 days)
Date of response provided	
Response:	We will act on the areas of improvement suggested.
1.	We will send out the emergency plans to all relatives so they know the emergency plans
2.	We will take off some of the pictures from the walls to avoid clutter and confusion
3.	We will discuss with the maintenance team about the wall paint that is easy to wipe.
4.	
Signed	DG
Name	Dee Gumbo
Position	Home Manage