



Brook House Residential and Nursing Home Report

February 2023

healthwatch
Greenwich

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Enter and view visits

Healthwatch has a legal power to visit health and social care services and see them in action. 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.

Acknowledgements

We would like to thank the Manager, residents and staff of Brook House for their time and assistance.

Limitations

Our Authorised Representative was unable to visit parts of the care home due to a Covid outbreak.

Recommendations

Brook House Residential and Nursing Home Report – June 2022

Healthwatch Greenwich visited Brook House and offered the following recommendations:

1. Display staff photos/names in communal areas for residents/visitors.
2. Increase staff training for resident wellbeing.
3. Encourage engagement with spiritual leaders/community groups.
4. Refurbish walls/handrails/doors in disrepair.
5. Modernise lounge/dining areas to improve resident space.
6. Improve display of dietary requirements in the kitchen.
7. Organise regular dental care visits for residents.

Follow up on recommendations – Feb 2023

Our authorised representative conducted an announced visit in February 2023 to follow up on the recommendations made. The Care Home's Manager, Jaqueline Pedrix, provided information and evidence.

1. Display staff photos/names in communal areas for residents/visitors.

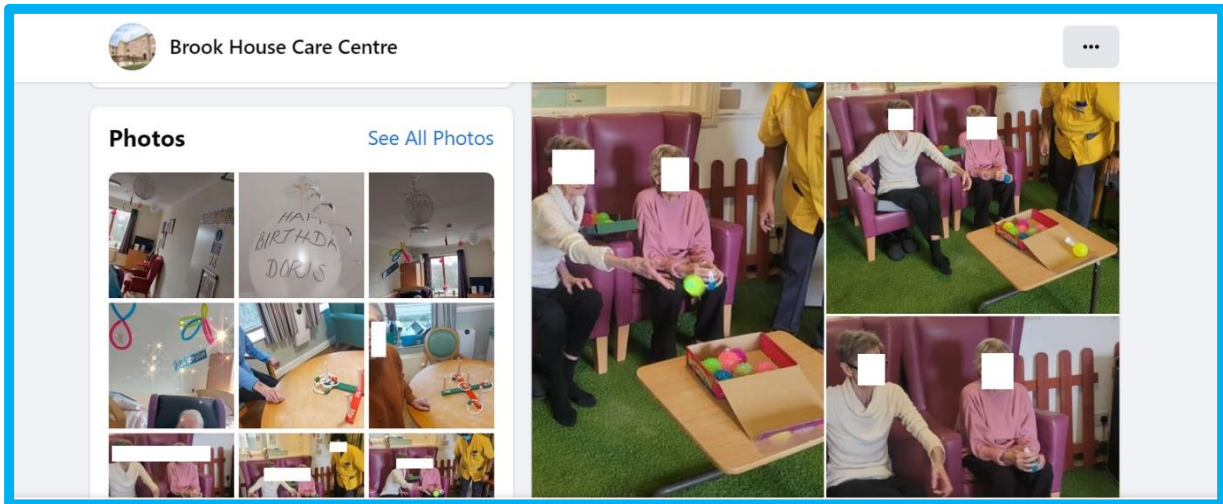
Action Taken: A board to display names and photographs has yet to be installed.

2. Increase staff training for resident wellbeing.

Action Taken: Staff receive dementia care training from the Greenwich and Bexley Care Home Team, and health/wellness coaching from a Charlton Athletic service.

3. Encourage engagement with spiritual leaders/community groups.

Action Taken: The care home doesn't offer regular visits to local places of worship. Weekly music sessions are delivered by Shine for Dementia. The Care Home's Facebook page is regularly updated, showcasing a variety of activities for residents.



4. Refurbish walls/handrails/doors in disrepair.

Action Taken: The care home shared photographs of ongoing refurbishment.



5. Modernise lounge/dining areas to improve resident space.

The care home provided photographic evidence of the ongoing refurbishing work.



6. Improve display of dietary requirements in the kitchen.

The care home has clear dietary information for kitchen staff and has expanded the regular menu with additional ethnic options for more food choices.

DIET NOTIFICATION QUALITY MANUAL QM17 B1.13

Care Centre Name: [Redacted] Date of Birth: 01-10-88 Room Number: 417

Resident User's Name: [Redacted]

FOOD ALLERGIES / No Known Food Allergies / Special requests / Vegetarian / Vegan / Water / Kosher / Afro Caribbean (Please Check) / **NO KNOWN FOOD ALLERGIES**

FOOD Level		DRINKS Level		Diet Requirements	
Level 7	Regular	X	Level 4	Extremely Thick	Low Fat
Level 7	Easy to Chew		Level 3	Moderately Thick	Low Sugar
Level 4	Soft & Bite Sized		Level 2	Mildly Thick	High Calcium
Level 3	Pureed		Level 1	Slightly Thick	High Protein
Level 2	Liquidised		Level 0	Thin	Gluten Free
					Lactose Free
					CHOKE ASSESSMENT Required?

Fluid preferences with / without Milk / sugar / Sweetener / Thickener

Tea: HE LIKES TEA WITH SUYA MILK

Coffee: NO

Soft Drinks: Robinson's Juice

Water: YES

Likes and Dislikes

Dietary Likes: For Breakfast he likes: Cornflakes, Yogurts, Porridge, Fruits, Vegan Sausage and Tea with suya milk.
 For Lunch or supper, he likes: Tuna Mayo Sandwich, Soup, Veg hot pot with garden Peas, Broccoli, herb Quiche with Savoury rice, Tomato/Red Lentil Soup, Fish Pie with Mixed Veg, Chunky Veg Soup, Veg Moussaka with Mushy Peas, Tuna Pasta Bake, Salmon/Dill Sauce, Cheese Omelette, Garden Peas, Veg and Bean, Roast Potato Wedges, Rice Pudding, Ice cream.

Dislikes: Curry or any Spicy food, Pre-Diabetic reduced sugar.

Nurse/Senior Carer/Carer Name: [Redacted] Signed: KF Date: 25-10-22

Chef/Cook Name: [Redacted] Signed: IT Date: 25-10-22

Manager's Name: [Redacted] Signed: [Redacted]



7.Organise regular dental care visits for residents.

Oral care is included in daily hygiene routines for residents, and staff refer them to specialists as necessary.

Contact Us

If you require this report in an alternative format, please contact us.

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