



Meadows House Residential and Nursing Home

February 2023

healthwatch
Greenwich

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Enter and View

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 – Oxana Nesterenco, staff, and residents of Meadows House Residential and Nursing Home for their time and assistance.

Recommendations – 2022

In August 2022 Healthwatch Greenwich visited Meadows House Residential and Nursing Home. Our enter and view report, published in August 2022 with the following recommendations:

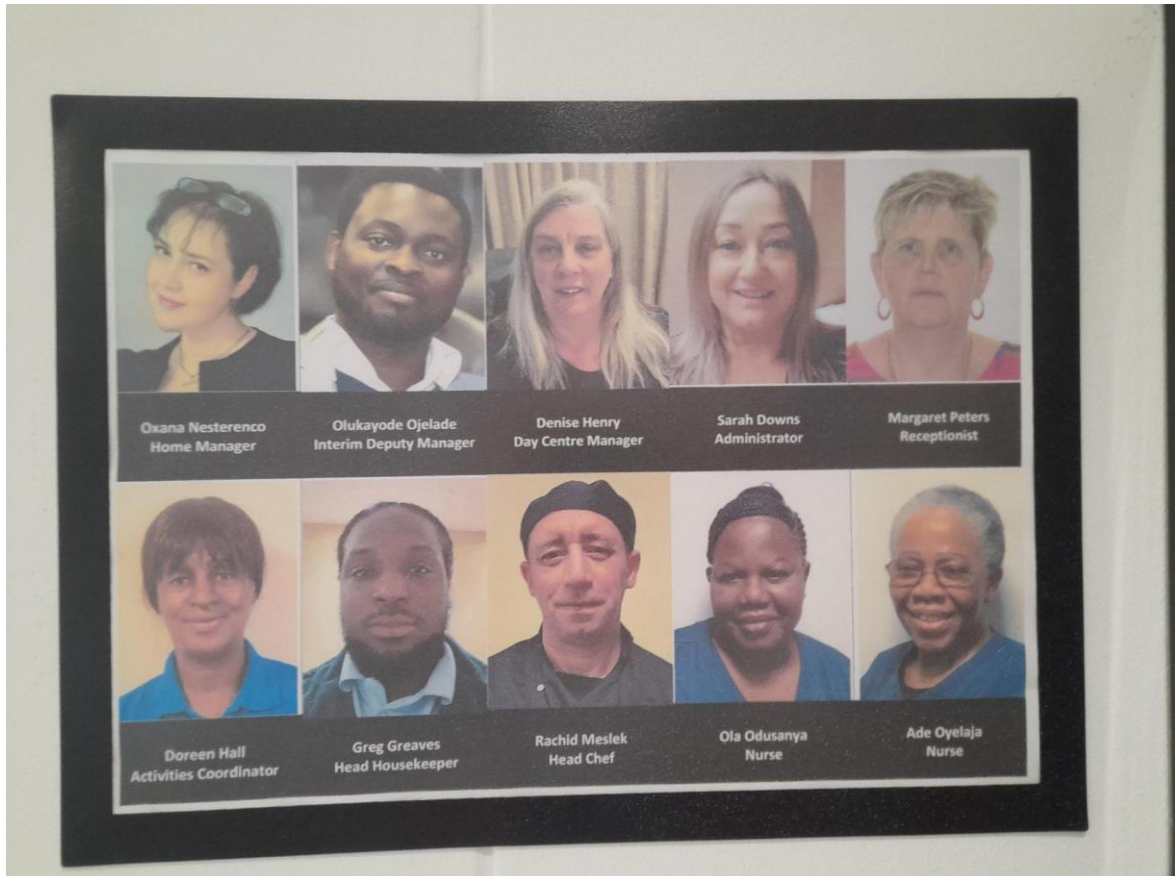
1. Display photographs and names of key staff members in the reception area.
2. Regular dental care visits for residents.

Follow up on recommendations – 2023

Our authorised representative re-visited in February 2023 to follow up on 2022 recommendations.

Recommendation 1: Display photographs and names of key staff members in the reception area.

Action Taken: A board with names and photographs of key staff members is displayed in the reception area.



Recommendation 2: Regular dental care visits for residents.

Action Taken: NHS domiciliary dental care team visits residents every six months and staff can refer to dental care when required between visits.

Contact Us

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



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