



Enter & View Report

Eliza House, 24 January 2024

healthwatch
Enfield

Contents

1. Visit Background	3
2. About this Visit	6
3. Findings	9
4. Additional Observations	19
5. Glossary of Terms	22
6. Distribution and Comment	22

Visit Background

About Enter and View

1. Visit Background

1.1 What is Enter and View?

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

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

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur 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 get an impartial view of how the service is operated, and being experienced.

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

1.1.1 Safeguarding

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, 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 the specific date(s) set out. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

1.3 Acknowledgements

Healthwatch Enfield would like to thank the service provider, service users, families and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

On this occasion, 4 Enter and View Authorised Representatives attended the visits. The Authorised Representatives spoke to residents, visitors and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

About this Visit

Eliza House

2. About this Visit

2.1 Visit Details

The visit was conducted as below.

Service Visited	Eliza House, 467 Baker Street, Enfield, EN1 3QX
Manager	Daniel Dhanushka
Date & Time of Visit	10am, Wednesday 24 th January 2024
Status of Visit	Unannounced
Authorised Representatives	Darren Morgan, Elizabeth Crosthwait, Janina Knowles & Margaret Brand
Lead Representative	Darren Morgan

2.2 Eliza House

On 24th January 2024 we visited Eliza House, a residential care home in Enfield.

Operated by Peaceform Limited, the home specialises in residential care for older people with dementia. It also provides specialist care for respite and short stays, hearing, speech and visual impairments, epilepsy and schizophrenia.

The home may accommodate up to 26 residents and 26 were in residence at the time of the visit.

22 staff members are employed.

2.3 CQC Rating

The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Eliza House was last inspected by the CQC in August 2023. The inspection [report](#) gave a rating of 'Good' overall, with individual ratings of 'Good' for being Effective, Caring, Responsive and Well-led, and 'Requires improvement' for being Safe.

2.4 Purpose of the Visit

Initial Visit, 8th November 2022 (First Report)

We originally visited Eliza House on 8th November 2022. Our Enter and View report made several recommendations, especially on the environment. It was clearly evident that the interior needed refurbishing, redecorating, and deep cleaning.

First Revisit, 18th July 2023 (Second Report)

As part of our Enter and View strategy, we planned to revisit at a later date - in an unannounced capacity (without notifying management or staff) to assess progress made on our recommendations.

We revisited the home on 18th July 2023. During this visit, we discovered that our recommendations had not been implemented, and in fact, the home's environment had further deteriorated - with potentially serious health, safety and hygiene concerns apparent, plus a lack of transparency. This meant an additional unannounced revisit was required.

Second Revisit, 24th January 2024 (This Report)

The additional revisit took place on 24th January 2024.

This report details findings.

Findings

Key Findings and Observations

3. Summary of Findings

During the visit, our Authorised Representatives worked in teams of two, to view the premises, and observe residents and staff.

General notes and observations:

- A new manager has been in post since October 2023.
- The front door was locked and secure.
- On arrival we were asked to sign in.
- All staff were welcoming and accommodating, at all times.
- On leaving we were asked to sign out.

At the visit, we assessed progress made on our recommendations, looking at what has been achieved – and potentially what more could be done.

3.1 Downstairs Environment

November 2022, Our findings: Cleaning was taking place during the visit, however the general cleanliness of the home was not of a high standard – we observed dirty skirting boards, doors, walls and shelving, dust on chairs, and floor surfaces that were not completely clean.

July 2023, Our findings: We found the downstairs environment to be unclean. Specifically:

- Skirting boards were coated in dust.
- While the floors were generally clear of dust and debris, it would appear they hadn't been washed for a while – some laminate floors were sticky underfoot.
- Light switches were grimy, and surrounded by rings of dirt.
- Furniture (such as the filing cabinet in the sensory room) was also grimy.

- With grimy light switches as one example, we were concerned that germs could be more easily transmissible within the home.

Our recommendation(s):

“The home, without any doubt would benefit from a ‘deep clean’. This may be done in stages to minimise any disruption and cost. We recommend a plan is drafted and implemented, perhaps utilising checklists, to ensure that areas are regularly and methodically cleansed.”

January 2024, What had changed?

- We noted a vast improvement, compared with previous visits.
- All areas – walls, floors and fittings appeared to be clean and dust-free.
- The lino flooring was no longer sticky underfoot.
- The manager said he conducts a morning ‘walk-a-round’ and that the cleaner ‘can stay an extra hour – however long it takes’.
- We were also told that the ‘resident of the day’ receives a room deep-clean.

Could anything else be done?

- Based on observations, we are now satisfied that cleanliness and hygiene is of an acceptable standard.

3.2 Upstairs Environment and Stairs

November 2022, Our findings: Some of the upstairs corridors were very old, with uneven, noticeably creaky floors, constituting a trip hazard and unpleasant, noisy environment especially at night.

July 2023, Our findings: The flooring was in the same condition – old, uneven and creaky. While upstairs, we also noted that:

- *The carpet was old, stained and dusty, also along the stairs.*
- *A curtain was not installed correctly (rings were missing).*
- *One large picture was exceptionally crooked.*
- *A dead plant was on a window sill.*
- *Windows, sills, handrails and fittings were noticeably dirty and dusty.*
- *A musty smell was prominent throughout.*

Our recommendation(s):

“Ideally the corridors should be inspected and assessed, to see if floor boards can be replaced or strengthened, and/or floor surfaces modified. It may be cheaper to address this in the shorter term, as the condition of the building will deteriorate further over time.

Additionally on the environment, we would strongly suggest that:

- *A deep-clean takes place – all floor and wall surfaces, fixtures and fittings.*
- *The curtains are refreshed and installed properly.*
- *Pictures are straightened, dead plants replaced.*

- *Floor boards are inspected, to ensure they are safe, and fit for purpose.*
- *A cleaning rota is introduced, to ensure that the environment is of a decent standard – at all times.”*

January 2024, What had changed?

- As with downstairs, clear improvements have been made.
- All carpeting – stairs and corridors has been deep-cleaned and was spotless – right to the edge.
- We noticed no dust or debris around skirting boards, handrails or windowsills. The walls appeared much cleaner.
- Previously neglected fittings, pictures and curtains have been upgraded and refreshed. We noticed new artwork, artificial flowers and memorabilia.
- There was also a new book cabinet.
- The hair dressing salon has been uncluttered, cleaned and redecorated. It looks much more appealing, professional and fit-for-purpose.
- The dis-used bathroom, which was previously used for storage and had an extremely unpleasant odour, is in the process of being repurposed. It no longer smells.

Could anything else be done?

- Based on observations, we are now satisfied that cleanliness and the overall environment is of an acceptable standard.
- Although the floorboards still creak, we feel that the other measures have somewhat mitigated this.

3.3 General Flooring

November 2022, Our findings: In one of the resident's rooms (room 16) a piece of lino was missing from the floor – resulting in raised, sharp edges.

July 2023, Our findings: Flooring was still broken or missing in places, in residents rooms on both floors. In room 16 specifically, we were disturbed to find that the floor surface was completely gone, with a stark, concrete-looking underlay only. When raising this with the manager, we were told that the flooring was soon being replaced, and that the resident had been 'relocated in the meantime'. After pressing the manager on this issue, we were then told that the resident was in fact back in this room, due to full occupancy (we reported this to the local authority).

Our recommendation(s):

"Flooring needs attention, to ensure both safety and dignity (room fittings should be of an acceptable standard)."

January 2024, What had changed?

- The lino flooring throughout the home has been either replaced or repaired.
- Room 16 has been completely redecorated.

Could anything else be done?

- We are satisfied that the lino flooring is now appropriate and safe.

3.4 Condition of Toilets

November 2022, Our findings: The toilets had a strong odour of urine and bleach, and we noticed dust and grime on some of the toilets. Shower fittings were also dirty.

July 2023, Our findings: The toilets had further deteriorated – not only were they still unclean, there were plumbing issues. In one toilet, there was a bucket under the sink to catch drips, and the toilet itself was leaking at the base – with a ‘quick fix’ remedy in place (a mould-like substance, which was wholly inadequate).

Our recommendation(s):

“Toilet and washing areas should be cleaned several times a day – a checklist posted on the wall (as in commercial services) would help to ensure that this is done. It might be an option to appoint a staff member with overall responsibility for cleanliness checks, we also hope it is discussed at staff meetings.

Plumbing repairs should be undertaken professionally, the ‘quick fix’ in-house measures are disappointing.”

January 2024, What had changed?

- All toilets visited were clean – walls and floors, and we did not notice any unpleasant odours.
- The toilet described in July 2023 – the sink has been fixed and is no longer leaking. A repair has been attempted on the toilet itself, however it still leaks at the base.
- Maintenance was demonstrated. During the visit, a new light was being fitted in the downstairs disabled toilet.

Could anything else be done?

- Repair the leak in the downstairs toilet.
- Downstairs staff toilet – the light is working, but requires some maintenance.

3.5 Odours

November 2022, Our findings: Drainage was clearly an issue, upstairs there was a very pungent, unpleasant smell in the corridors and to a lesser extent in the resident's rooms and bathrooms, and main bathrooms and showers.

July 2023, Our findings: The unpleasant, musty odour still persisted and particularly so upstairs. The upstairs wet-room now had an over-powering nauseous smell – we felt it was no longer fit for use in its current condition (we notified the local authority).

Our recommendation(s):

“It is now looking likely, that the home's own plumbing, and possibly drainage, is in need of maintenance. It simply has to be addressed, as the environment within the washing/bathing facilities is now extremely unpleasant.”

January 2024, What had changed?

- We noticed no unpleasant odours. Toilets, wet-rooms, and the home generally smelled fresh and clean.

- The upstairs wet-room had a very slight musty smell, however it had been recently used (this could have been the cause).
- Air fresheners were situated in various locations.

Could anything else be done?

- We are satisfied that this issue has been resolved – the home smells much fresher all-round.

3.6 Lighting

November 2022, Our findings: While some upstairs corridors were well-lit, others appeared quite dim.

July 2023, Our findings: The lighting remained unchanged, with some corridors dim.

Our recommendation(s):

“Presumably, this is something that a routine maintenance inspection could address. While this is not essential, enhanced lighting would certainly improve the general environment upstairs.”

January 2024, What had changed?

- New strip-lighting has been installed in the upstairs corridors. As a result, the corridors are much lighter and brighter.

Could anything else be done?

- We are satisfied that this issue has been resolved.

3.7 Interior Décor

November 2022, Our findings: The home overall, upstairs and down would benefit from some redecoration.

July 2023, Our findings: There had been no change to the décor, and we observed that the walls were dirty and stained in places, with sections peeling off. The paintwork appeared to be years old, along with the door facades and lino flooring – the interior was looking very old, austere and neglected. It was disappointing that no redecoration whatsoever had taken place.

Our recommendation(s):

“Areas that have long been neglected would benefit from a fresh coat of paint, perhaps new pictures and fittings. We realise that resources are very limited, so suggest this can be achieved in ‘modest’ stages, there may be grants available from local and national bodies. It might also be possible to fund-raise from families and local community.”

January 2024, What had changed?

- We noted some improvements – selected walls and doors had been freshly painted.
- The walls were visibly cleaner, and less cluttered.

Could anything else be done?

- We understand that redecorating is still ongoing (decorators were on-site during our visit) and that the manager has a priority list.
- We hope that the work is completed this year. Several doors are yet to be painted, along with certain walls and ceilings.

3.8 Towels and Linen

November 2022, Our findings: We noted that while the bed linen was of good quality, the towels in some of the rooms were frayed and discoloured.

July 2023, Our findings: In one room, the towel looked to be 'shabby' and the bed linen 'thin'.

Our recommendation(s):

"Of course it would be more dignifying if residents had access to good quality towels and other basic essentials. Donations could be sought from local companies and organisations. It might also be reasonable to apply a surcharge to those services who have placed residents without any possessions or financial support."

January 2024, What had changed?

- In the rooms we did visit (such as room 16) the towels and bed linen appeared to be of a decent quality.

Could anything else be done?

- Based on our observations, we are satisfied that this issue has been resolved.

4. Additional Observations

Additionally, we made the following notes and observations:

4.1 Kitchen

While the kitchen appeared clean, we observed that:

- There was a naked flame on the gas hob (ring lit with no pot/pan) – the cook was in an outbuilding at the time, so this flame was unattended.
- The kitchen door was not locked, so residents could have walked in.
- Food management – margarine and milk left out (lids off).
- Cross contamination – a spoon to stir a porridge pot was also used to stir milk.
- In the fridge, there was a partially-eaten meal from the day before (chips and peas), loosely covered with a napkin, on which a resident's message was written.

These are all issues that should be addressed. We observed that the cook, could ideally benefit from kitchen assistance at peak times.

4.2 General Positives

We observed that:

- Hot water has been reinstated (at our July 2023 visit, we were told by residents this had been down 'for over two weeks').
- The residents we spoke with were complimentary about the staff, manager, food and activities.
- We observed the lounge to be well-attended, compared with the previous visit.
- Activities were outlined on a noticeboard, there was a 'musical hat dance' session during our visit.
- Resident birthdays were posted on noticeboards.
- Quarterly meetings for residents, visitors and staff were clearly advertised.

4.3 General Negatives

We observed that:

- The road-facing signage remains small, and will be easily missed by visitors.
- On entry to the building, there were no infection control measures – we were not asked to wash or sanitise hands.
- The mannequins in the sensory room either need to be removed, or fitted-out (with wigs and accessories).
- In the lounge, we noticed that several pictures were visibly crooked.

Glossary

Other Information

5. Glossary of Terms

As below.

CQC	Care Quality Commission
-----	-------------------------

6. Distribution and Comment

This report is available to the general 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
Enfield


Healthwatch Enfield
National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

www.healthwatch.co.uk

t: 03000 683 000

e: enquiries@healthwatch.co.uk

 [@HealthwatchE](https://twitter.com/HealthwatchE)

 [Facebook.com/HealthwatchE](https://www.facebook.com/HealthwatchE)