

Enter and View Report

Park Lodge Care Home, January 2024



A report by Healthwatch Lewisham

“For the resident, it is a safe place with staff being responsive and caring.

For the families and friends, the confidence they have on the home is based on their assessment of all that we do to ensure the residents are happy and safe in our care.”

Staff member

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Visit Details	
Service Visited	Park Lodge Care Home (Known as Fieldside Care Home until January 2023) 9 Canadian Avenue, London, SE6 3AU
Manager	Elaine Williams
Date of Visit	24 January 2024
Status of Visit	Announced
Authorised Representatives	Gaby Alfieri, Amos Kuje
Lead Representative	Gaby Alfieri

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch program 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 people who live in the home, their families, and their carers. We also speak 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 specifically intended 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 Lewisham 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 visit and putting together this report.

2. About the Visit

2.1 Park Lodge Care Home

On 24 January 2024 we visited Park Lodge, formerly Fieldside Care Home, a residential care home in Catford.

Operated by SS Care Centre Ltd., the home specializes in residential care for older people with dementia. It also provides specialist care for mental health conditions, and physical and sensory disabilities, or impairments.

The home may accommodate up to 34 residents, and 30 were in residence at the time of the visit.

The home has 28 staff members—24 full-time and 4 part-time. These include a manager, deputy manager, carers, cooks, kitchen assistants, cleaning staff, and administrative staff.

2.2 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.

Park Lodge was last inspected by the CQC in August 2022. The inspection [report](#) gave a rating of 'Requires improvement' overall, with individual ratings of 'Good' for being Effective, Caring, and Responsive and with individual ratings of 'Requires improvement' for Safe and Well-led.

2.3 Online Feedback

The [reviews](#) posted on carehome.co.uk give an average rating of 8.0 (out of 10).

2.4 Purpose of the Visit

Enter and View visits enable Healthwatch Lewisham to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report.

3. Summary of Findings

During the visit we engaged with 2 staff members, 3 managers/senior staff representatives, 8 residents, and 2 family members.

15 people were engaged with in total.

This report is based on their collective feedback, plus notes and observations made at the visit.

Outside and Entrance

Notes

- The building's exterior is pleasant and well-maintained.
- The home is near a busy road but sits on a much quieter street.

What has worked well?

- The reception area is very secure, and relevant and updated information is displayed, including information on staff members.
- External doors to the building are kept locked.

What could be improved?

- The external signage was clear, though a bit small. We were informed this was intentional to prevent discrimination and that Park Lodge should appear "like any other home."
- The entrances for the front and disabled accesses were slightly narrow, but there is enough space.
- Only one disabled parking space is available.

General Environment

Notes

- The home was kept clean but felt in need of some basic refurbishments.
- We felt welcomed by staff, who were generally warm and inviting.

What has worked well?

- Staff could call each resident by name and seemed to know residents well, and staff seemed passionate about their work and standard of care.
- The back garden was usable and easily-accessible to residents, and we were informed that BBQs are scheduled every few weeks during the summer.
- Common areas such as the lounge and dining room were well-lit and had abundant natural lighting. Common areas were arranged to allow for easy socialising among residents, visitors, and/or staff.

What could be improved?

- There were some issues with noise as the TV was on loudly in the lounge. The noise made it difficult to hear residents at times, and residents did not seem to be watching TV and seemed generally uninterested.

- We noticed areas in need of refurbishments, particularly the carpeting and painting.

Accessibility

Notes

- The home felt generally friendly and accessible to residents with dementia. Family members were encouraged to help personalise residents' bedrooms.

What has worked well?

- To assist residents with dementia, there are varying colours and contrasts to improve visibility, clear and consistent signage for rooms (toilets, bathrooms, services, and bedrooms), personalisation of bedroom decoration, and clearly visible calendars and clocks.
- Hospital-style beds with handrails and mats are available in bedrooms for residents who are more fall-prone or otherwise need them.
- There is easy movement and manoeuvrability between floors, and it is easy to enter and leave rooms. There are two lifts available for movement between floors.
- Corridors and toilets are wide enough to accommodate walking frames and wheelchairs.
- The toilets are suitably adapted for use and in easy reach of all areas of the home.

What could be improved?

- Internal signage is clear but small at times.

Safety

Notes

- Staff regularly monitor bedroom areas during the night to ensure resident safety, especially in case of wandering.
- Information on residents' disabilities and needs are clearly displayed in all bedrooms in the case of fires or other emergencies.

What has worked well?

- There were good fire safety measures in place as fire exits are easily accessible and clearly indicated, and fire extinguishers are clearly visible. Fire procedures are also displayed.
- We noted no visible obstructions or tripping hazards during our visit.

- Every area of the home has a camera, both inside and outside of the home, to monitor safety.
- Hand sanitiser and masks are available at the entrance as a Covid-19 safety measure.

What could be improved?

- We saw no areas for improvement in safety.

Common Areas

Notes

- Several common rooms are available for resident use. These include two lounge areas (one more social and one quieter), dining areas, and a garden area with safe access.

What has worked well?

- The chairs in the lounges are arranged in an open and social way, which allows for socialising among residents and with their visitors.
- There are two lounge areas, one that is more social and one that is quieter, for residents to choose from.
- There is a television and other entertainment options available for residents and their visitors.
- Phones are available and accessible for private use so that residents can call friends and relatives.
- There are smoking areas available.

What could be improved?

- The garden area is secure and spacious, but we thought it could have used more plants or flowers, and it could have been a bit more inviting.
- We noted general noise concerns in lounge areas. At the time of our visit, the TV was very loud and often made it hard to hear residents. Also, at the time of our visit, the quieter room was available, but was not particularly quiet.

Meals

Notes

- The chef working at the time was aware of and could discuss all special food allergies or dietary requirements among residents.
- Residents and relatives spoke highly of the food options that the home served.

What has worked well?

- The information and schedule for all meals are displayed clearly in common areas.
- The meals that the home provides are varied with lots of options, and they cater for diverse cultures, backgrounds and dietary preferences.
- We found staff to be available and sensitive in instances when residents needed assistance eating foods. For example, we saw one staff member help a resident cut their food at lunch.
- Facilities for residents and relatives to make food and snacks are provided.

What could be improved?

- We saw no areas for improvement in this area.

Staffing and Management

Notes

- Staff members and management informed us that trainings take place regularly, with trainings taking place most weeks on various topics or issues. Trainings include, but are not limited to, dementia awareness, personal care and aging, food handling, fire safety, and fall prevention.
- Staff members and management say they are aware of the procedures on reporting accidents and safeguarding.
- The staff we spoke to seem to know all the residents well and can call them all by their names, and they seem to know the relatives who visit more regularly.

What has worked well?

- Staff speak to residents in an appropriate and sensitive manner and demonstrated care and attentiveness.
- Staff are prepared to help with activities and personal care. For example, we saw staff members clean spillages promptly and assist residents going to the toilet.
- Staff we spoke to say they are passionate about their work and enjoy working at Park Lodge.
- Most of the staff we spoke to have worked at the home for at least a few years, and management spoke to the home's high staff retention rate.
- The staff we spoke to say that they get along well with their colleagues and feel that the team environment is supportive, and residents we spoke to say that they feel the staff are supportive.
- Staff regularly participate in activities with residents and encourage residents and relatives to take part.

- There is adequate and consistent staff coverage of all areas of the home.

What could be improved?

- Some relatives and staff we spoke to say that better communication among staff and relatives could be beneficial, with one staff member suggesting a regular newsletter as potentially helpful.
- Similarly, while feedback mechanisms are available to staff, family members we spoke to say they are less aware of these options to provide feedback.
- Given the relatively recent change in ownership of the home, staff and management might benefit from increased communication pathways with new owners, particularly regarding plans to make changes or renovations to the home.

Residents

Notes

- Staff and residents that we spoke to say there are opportunities to take trips away from the home, including semi-regular beach visits in the summer.

What has worked well?

- Residents all said they enjoy living at Park Lodge, including the living environment and the people who live and work there.
- The residents we saw appear to be well-groomed and cleaned and dressed properly and appropriately.
- We observed that residents who depend on more assistance were receiving appropriate levels of attention and support.

What could be improved?

- Though there are opportunities to leave the home, some residents expressed desire for more of these opportunities. Residents also expressed to us that they would like more activities and entertainment options.

4. Resident and Relative Feedback

During the visit, we spoke with 8 residents and 2 family members in person.

Among family members—who included one resident’s niece and another resident’s nephew—length of residency of loved ones was 16 and 6 months respectively. Both of their loved ones and all the residents we spoke to directly have dementia.

4.1 Personal Care and Involvement

Every resident we spoke to says that they enjoy living at Park Lodge and that they feel they have been cared for during their residency. Overall, both family members are also positive about the care their loved ones receive at Park Lodge and their loved ones’ overall experiences at the home. According to feedback, residents feel they are “given adequate attention and care.”

Despite the overall positive feedback, one family member noted issues with the washing of their aunt’s clothes, noting occasional issues with shrinking or missing clothes. The family member noted, however, that these issues have always been rectified.

Selected Comments

“[My aunt] seems really happy. When she’s happy, we’re happy.”

“Here, there are always people around.”

“There’s always someone around [to help].”

“It’s very open-minded...all sorts of discussions on different topics.”

4.2 Medical Care and Involvement

We received some negative accounts from both relatives we spoke to about the communication they received regarding the residents’ medical care. One family member said they were not alerted when their aunt received treatment for a health concern. Both said they were not fully aware of emergency arrangements. One relative noted an issue with email communication, saying that “a bit more communication would be ideal.”

Despite this negative feedback about communication, both relatives say they feel reassured about the safety of their loved ones. One relative noted that their aunt receives proper attention to help her prevent falls. All 8 residents we spoke to expressed feeling safe when thinking about the residents wellbeing.

4.3 Activities

Residents and family members expressed mixed levels of satisfaction with the kind of activities and number of activities provided at Park Lodge. Residents highlight a mix of restful and non-restful activities and opportunities to go out of the home, though one resident says they would like to go out “more than just once a week.” One family member says they see “lots of dancing” and have attended a couple of parties held by the home.

Though some activities are available to residents, several residents express that they would like more opportunities and “more entertainment options” both inside and outside of the home. Both relatives also say they wish their loved ones could take part in more activities, with one relative saying “there could be more” options.

Selected Comments

“Overall, it’s a nice place, but they aren’t using anything—their mind or their body.”

“I like going out to meet with other people...I also like walking around the home.”

“There’s a lot of room for improvement with entertainment.”

“More opportunities to dance—there’s not enough here.”

4.4 Staff

All 8 residents we spoke to spoke positively of their experiences with staff. The majority of these residents also say that they feel listened to by staff most of or all of the time. Both relatives echo that staff treat them and their loved ones with dignity and respect.

Selected Comments

“[The staff] are a good lot, they’re caring.”

"They are good. They take care of us."

"Staff are nice and helpful."

4.5 Opportunities for Feedback

While the majority of residents say they feel listened to by staff, 2 residents say they feel "unsure" as to whether staff listen to their feedback. One resident says they wish there were better communication between residents and staff regarding resident feedback. Both relatives say they feel listened to by staff when they voice their wishes or concerns, but they are unaware of more formal opportunities to share their feedback on how Park Lodge is run.

4.6 Other Comments

Other comments underscore resident satisfaction with the care home.

Selected Comments

"I think it's a very good place to be."

"The people here are alright."

"I love going out here [into the commons area] to meet people. I have met a friend here also."

5. Staff Interviews

During the visit we interviewed 4 staff members, with roles including a carer, kitchen assistant, supporting manager, and maintenance manager. Length of service ranges from a few months to 20 years.

5.1 Working Environment

Staff tell us that they feel supported at their jobs and speak generally positively about the work environment. One staff member notes that they have been at Park Lodge for 20 years because they still enjoy the environment and have a lot of passion for the work. Other staff also note the high employee retention at Park Lodge. Another staff

member says that while everyone is different, people are supportive “most of the time,” with another staff member saying everyone gets along “very well.”

Staff say they undertake trainings weekly or every other week. Trainings undertaken include personal care and aging, food handling, fall prevention, safeguarding, and fire safety.

All staff members we spoke with are aware of safeguarding procedures.

Selected Comments

“We work here as a team.”

“We are trained on safeguarding and are able to activate it for the support of residents.”

“Overall, we’re a good home. We try to serve the residents to the best ability possible, and we have lots of training.”

5.2 Management

Overall, staff say that they find the care home to be well run. One staff member says the home is “effectively run” and that management also maintain a good relationship with residents’ family members.

One staff member notes that the recent changes in ownership have been a good transition overall but that certain differences require some adjustment. The staff member explains that the new owner is not usually on-site but that they can be called if needed.

Selected Comments

“We have a new owner. The past year has been good but some things are different.”

5.3 Residents and Relatives

To support residents’ individual needs, staff say that they make use of effective communication, individual assessments, and organised health files systems. Several

staff members also remark that they build close relationships with all residents as way to understand their unique preferences.

Staff also say that they encourage residents to provide input into their care by asking residents what they want and encouraging them to express themselves. One staff member notes that they also cater towards differing independence levels and attempt to give them more independence when possible.

Similarly to residents and relatives, some staff express that they would like there to be more activities and entertainment options, but they say that they try to get involved in existing activities with residents when possible. One staff member says that there are plans in place “to introduce more activities based on their needs.”

Selected Comments

“All the residents are so different, so we treat them to their personal preference...I have a good relationship with the residents. I love them.”

“The residents were from different ethnicities as you can see, and we encourage them to relate with one another and some become friends here.”

“We have individual assessment done by some of them and their families. Through that we have been able engage them and to understand what they love doing. Like this resident in his 80s, he loves going out and walking around the home. It is our duty to monitor him and ensure it is done safely.”

“Yesterday we had someone come in and entertain them, and they love that...it could be more frequent.”

“The home has plan for a variety of activities especially with what they like doing.”

5.4 Any Other Comments

When asking about potential improvements, staff suggestions included more activities and entertainment, some building refurbishments, more equipment for residents, resident surveys, and a newsletter for relative and staff communication.

Other comments suggest that staff feel the home provides satisfactory care to its residents.

Selected Comments

“For the resident, it is a safe place with staff been responsive and caring. For the families and friends, the confidence they have on the home is based on their assessment of all that we do to ensuring the residents are happy and safe in our care”

“I believe we do our best to meet the needs of the residents.”

6. Management Interviews

We also spoke with the deputy manager. The deputy manager is longest-running staff member, having worked at Park Lodge for 28 years.

6.1 Working Environment

The deputy manager speaks highly of the work environment, noting a supportive team and the relative lack of staff turnover.

Selected Comments

“I like everything about [the work]—the residents, I think they like us as well.”

“We’re like a little family. We’ve known each other so long. Staff don’t leave that often.”

6.2 Residents and Relatives

The deputy manager says the team does its best to provide personalised and tailored care to each of its residents and that residents face no issues accessing health services when needed. To cater towards the needs of residents with dementia, management and staff get assistance from the hospital or GP, and they talk to friends or family members to determine what is best for each resident.

Management also stresses to us that residents have lots of opportunity to communicate with their loved ones, including through phone calls and visits. Some

residents have their own mobile phones and are assisted with using their phones as needed.

To meet the dietary requirements of Park Lodge residents, the home provides many options, and the menu changes daily.

Management says they encourage feedback from residents and family members through feedback surveys via email and in person. When someone makes a complaint about the home, the manager and deputy manager will personally phone call the individual making the complaint. Then, if necessary, they will schedule meetings to discuss ongoing issues with the home and issue written warnings as necessary.

6.3 Any Other Comments

At the time of our visit, management says there are no plans for renovation, but the new owner might have more plans.

7. Recommendations

Healthwatch Lewisham would like to thank the service for the support in arranging our E&V visit.

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

Recommendations

7.1 Updating the Décor

We saw some issues with the décor, these should be looked over and changes should be made to make the place bright, friendly, and made good use of.

In particular, the carpets could be updated to be brighter and to have more contrast with the walls.

The paintings could be replaced to give the home more character.

More use could be made of the garden, and it would benefit from more plants and flowers.

7.2 Considerate Environments

More consideration and care should be given to making sure that residents have the right environments, and that these environments are accessible.

Staff should check that the television was at an appropriate volume, particularly if residents are not watching it.

More effort should be made to maintain low volumes in quiet rooms, particularly if the television volume is high in the main room.

Signage, both internal and external, should be large and clear enough to read from a distance.

7.3 Communication Channels

Overall, we thought that the communication and feedback channels were good. The families of residents felt that issues were resolved once they mentioned them. We do think that this could be easier or more transparent.

Some families felt that the channels of communication could be clearer. Perhaps a response form could be added to the website, or a quarterly or monthly newsletter could be produced. This would also make it easier for residents and their families to give feedback.

A more direct channel of communication could be opened between the staff/managers and owners. This would also expediate making other changes to the home.

7.4 Activities

There were a selection of activities for residents, but these did not always have enough variety or feel stimulating enough.

There should be a range of activities that are meaningful and help keep residents physically and mentally active.

These activities should be regular.

8. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
E&V	Enter & View

9. 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.

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“Here, there are people around, and we’re given adequate attention and care.”

Resident