

Kallar Lodge Care Home

Enter and View Report



Contents

Contents.....1

1. Introduction2

2. What is Enter and View?4

3. Summary of findings6

4. Staff feedback.....8

5. Demographic information9

6. Recommendations11

7. Response from the service provider12

1. Introduction

1.1 Details of visit

Details of visit:	
Service address	Fews Lodge, 75 Gregory Rd, Dagenham, Romford RM6 5RU
Service provider	London Borough of Barking and Dagenham
Service area	Barking and Dagenham
Date and time	27/03/25
Authorized Representatives	Agne Pilkauskiene (Authorized Representative) Val Shaw (Authorized Representative)
Announced/Unannounced	Announced
Contact details	Healthwatch Barking and Dagenham LifeLine House Neville Road Dagenham RM8 3QS 0800 298 5331 info@healthwatchbarkinganddagenham.co.uk

1.2 About the care home

Kallar Lodge is a residential dementia care home and respite centre which provides 24-hour care. The London Borough of Barking and Dagenham owns the home. The home has 44 residential rooms on three floors with an en-suite facility. There are large communal lounge areas including the dining room and lake room.

1.3 Acknowledgements

Healthwatch Barking and Dagenham would like to thank the service provider, service users, visitors, and staff for their contribution during the visit.

1.4 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time of the visit.

2. What is Enter and View?

- The Health and Social Care Act 2012 allows local Healthwatch to carry out Enter and View visits.
- Authorized representatives are recruited and trained to carry out visits to observe specific settings and give feedback.
- During a visit information is gathered through the experiences of service users, their relatives, friends, and staff to collect evidence of the quality and standard of the services being provided.
- 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.
- The visits enable us to share examples of best practices and make recommendations where improvements are needed from the perspective of people who experience the service first-hand.
- An opportunity to give authoritative, evidenced-based feedback to organizations responsible for delivering and commissioning services.
- The visits assist local Healthwatch to alert Healthwatch England or the Care Quality Commission to concerns about specific service providers of health and social care.
- If you are interested in finding out more about Enter and View visits or Healthwatch Barking and Dagenham, then please visit:
www.healthwatchbarkinganddagenham.co.uk

2.1 Purpose of Visit

Our purpose was to observe and engage with residents and staff focusing on the following areas

- how care homes plan their activities, and what is delivered
- hear about the associated benefits from care home residents, on general mental well-being.
- also aims to establish how residents are involved in co-designing activities at care homes. This includes activities that would cater for their spiritual

needs. Bedbound residents are most at risk of social exclusion, so therefore this project will aim to amplify the voices of those who are most at risk.

2.2 Strategic drivers

A recent Enter and View at a care home showed some good practices for providing activities but a lack of co-planning with residents. During the visit some residents also voiced that they were not asked about activities they would like to take part in. Therefore, Healthwatch Barking and Dagenham wanted to visit a proportion of care homes in the borough to

HW hopes to collect quality data by having face-to-face conversations with residents living in various care homes and determine how their current offer of leisure and spiritual activities meets residents' needs and enhances their well-being.

2.3 Methodology

Before the visit:

- Authorized representatives attended a pre-visit meeting where the questionnaire was designed. The date and time were also set for the visit.
- Initially, this was an unannounced visit carried out by Healthwatch Barking and Dagenham authorized representatives to observe the provision of services offered to residents and to review the quality of care given to the residents. This initial visit was arranged for the 10th of March. When the Authorised Representatives arrived at the care home, they were informed that all care home residents were in a church meeting, and therefore it had to be rearranged for a later date. Authorised Representatives completed a visit on the 27th of March.
- Feedback received from the visit is used to inform service providers and commissioners about residents' and staff's experience in the nursing home.

Day of the visit:

- The Healthwatch team arrived at the care home at 10:30 am. A member of staff used an intercom buzz to open the door to the reception to allow Authorised Representatives access to the building. They were given access to the building by a receptionist using a secure access button on the door.
- Representatives were guided by staff as to the most suitable residents to talk with as some of the residents have dementia.

3. Summary of findings

3.1 Leisure and educational activities

Residents were surveyed regarding the frequency of their participation in activities. Three individuals reported engaging daily, one stated they participate weekly, two indicated occasional involvement, and one was uncertain. This suggests a varied pattern of activity participation among residents.

When asked about their preferred activities, five residents mentioned enjoying physical activities, with one specifically highlighting a passion for dancing and table tennis. Three residents favoured creative activities, with one preferring to do them alone rather than in a group. Two residents enjoyed social and educational activities, while one resident stated they did not enjoy any activities. Another resident provided additional feedback. Overall, the findings indicate a mix of preferences, highlighting the importance of offering a variety of activities to cater to different interests.

'We can't do much, my body won't be able to take it.'

When asked how they felt after participating in their chosen activities, three residents felt "relaxed," one felt "energized," one felt more social and connected, and one felt indifferent. One resident described feeling "content," while another mentioned socialising with a neighbour, followed by other friends joining. This suggests that the emotional and social benefits of activities vary depending on the person, emphasizing the importance of offering a range of activities that can cater to different needs and preferences.

When asked about challenges in accessing religious and spiritual activities, four residents said there were no issues, two were unsure, and one mentioned age and declining abilities as a barrier.

When asked if they were consulted about preferred activities, six residents responded "no," while one said "yes," adding, "I suppose I have." They were then asked about activities they would like to participate in if available, and the following responses were provided:

'I just join in with things.'

'I don't like activities.'

'None.'

'Going out for a little walk.'

The comments highlight diverse preferences, underscoring the need for individualised activity options.

3.2 Religious and spiritual inclusion

Residents were asked about their religious practices, with four responding "no" and three saying "yes." Of those who practised, two felt their spiritual needs were met, while one was unsure, citing old age as a barrier. Two residents mentioned that religious needs were addressed through festival celebrations and prayer groups or individual sessions. When asked if these activities respected diverse beliefs, four residents said "yes," and two were unsure. No additional suggestions for religious or spiritual activities were offered. When asked how often a care home participates in religious and spiritual activities, two residents said 'weekly', three were 'unsure', and one said 'daily'.

The responses suggest that while some residents' religious and spiritual needs are being met through existing activities like prayer groups and religious festivals, there may be challenges for others, particularly those who find it difficult to practice due to age. The mixed feelings about whether these activities reflect diverse beliefs indicate that while efforts are being made, there may be room for improvement in ensuring inclusivity for all residents' spiritual and religious practices. Additionally, the lack of suggestions for new activities suggests that residents might not feel strongly about the need for further offerings in this area.

3.3 Overall impact of activities on Residents' wellbeing

When asked about the impact of their current activities on their well-being, five residents said it was good, and two did not respond. Two residents said that

activities and spiritual support help them to stay connected to their values and beliefs, two were unsure, one did not know, and one did not answer the question.

None of the residents have reported language barriers.

When asked how the care home engages family, friends, and the community, residents shared the following comments:

'Family does not get informed, we do our own thing.'

'Unsure.'

'Don't know.'

'Family is always with me when things are going on.'

'They get informed.'

These comments suggest that some residents feel that family is not kept informed, while others are unsure or unaware. On the other hand, a few residents feel supported by family presence during events, and one mentions that the family is properly informed. This indicates a need for clearer communication and more consistent involvement of family members.

4. Staff feedback

The activities coordinator has informed Authorized Representatives that they engage with residents to understand their preferences and ensure they are appropriately stimulated. Conversations are held to encourage residents to share their ideas. For bedbound residents, sensory activities are provided, and for those at the end of life, they offer conversations and encourage discussions about their past experiences. Both bedbound and end-of-life residents receive one-on-one support with activities.

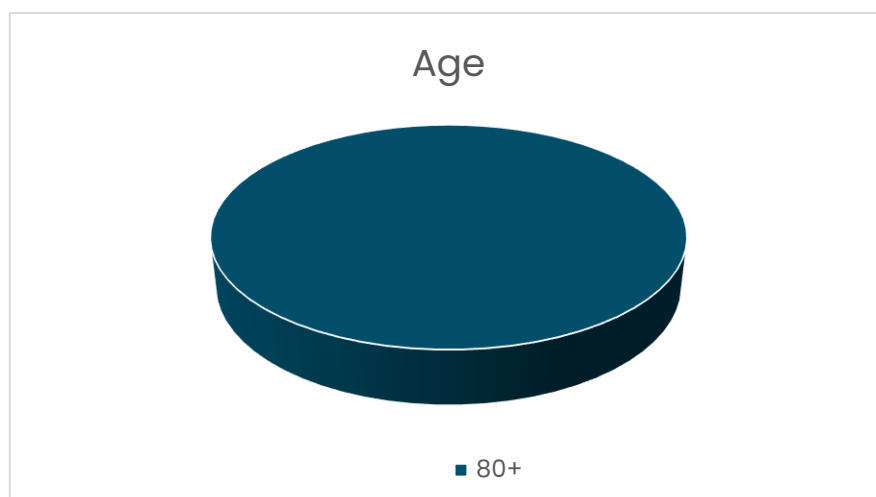
Activities are available daily and include bowling, bingo, sing-alongs, armchair exercises, walks by the lake, discussions, movies, puzzles, board games, and sensory activities. Two activities coordinators manage two groups of residents with distinct needs.

Regarding celebrations, the care home will observe Mother's Day with a brunch and a remembrance of mothers who have passed. A balloon release will also be held as part of the commemoration. Communication with families is maintained through email, and if family members wish to visit and discuss matters, appointments are scheduled to facilitate this. Family involvement is beneficial for residents, as it provides reassurance and strengthens their sense of care.

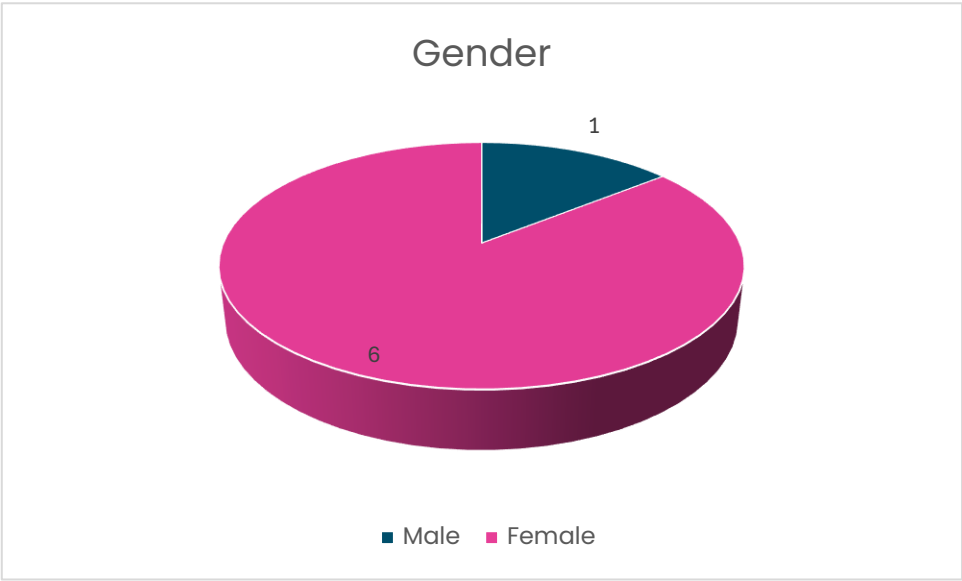
While the care home does not hold formal resident meetings, there are opportunities for residents to express their opinions. The care home is committed to respecting the diverse ethnicities and beliefs of its residents. For example, a Muslim resident's family plays an active role in shaping the activities to meet the resident's specific needs.

5. Demographic information

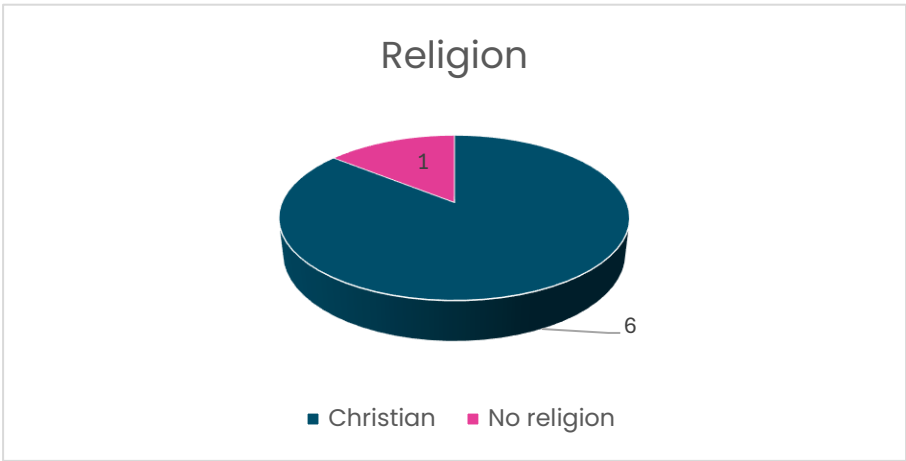
All 7 residents were over 80 years old.



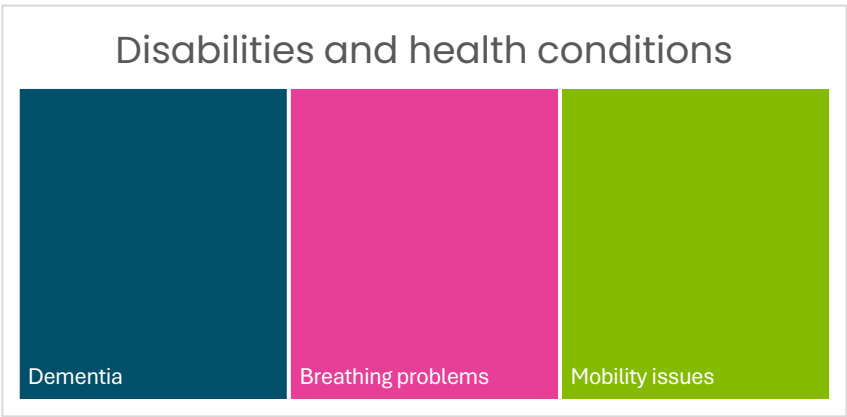
6 residents were female, and one was male.



6 residents were Christian, and one did not practise a religion.



Disabilities and health conditions reported by the care home residents were dementia, breathing problems, and mobility problems.



6. Recommendations

Based on the evidence gathered during the visit, which included feedback from a small number of residents, the Authorized Representatives found the visit to be positive. However, residents' feedback suggests that there are areas where further attention from care home staff may be needed:

- Maintain ongoing engagement with residents to ensure that a diverse range of leisure and religious activities is offered, catering to various needs and preferences.
- Continue to ensure that families are informed of potential opportunities for involvement with care home residents and are encouraged to participate.

7. Response from the service provider

Nitish Ramanah, Deputy Manager, has responded:

• Maintain ongoing engagement with residents to ensure that a diverse range of leisure and religious activities is offered, catering to various needs and preferences.

1. Religious Services:

- We hold a church service twice a month for all residents who wish to join.
- A pastor visits regularly to provide spiritual support to a few residents.
- A Moravian services online for those who follow the Moravian faith.
- Tablets are available for residents to watch church services, Hindu prayers, Islam prayers and other faith based religious ceremonies online. Activity coordinators take the lead to identify those needs as required/requested.

2. Leisure Activities:

- We offer a variety of leisure activities, including arts and crafts, music sessions, gardening, exercise classes, and social events.
- These activities are designed to cater to different interests and abilities, ensuring that all residents can participate and enjoy.

3. Cultural Celebrations:

- We organise cultural celebrations and events, such as holiday parties, themed dinners, and cultural festivals, to promote inclusivity and diversity.

4. Resident Feedback:

- We regularly gather feedback from residents through surveys, and resident meetings to tailor activities to their preferences and needs.

5. Personalised Engagement:

- Personalised activities are available, including one-on-one sessions for residents with specific interests or needs, ensuring individual preferences are met.

6. Community Involvement:

- We engage with local organisations, volunteers, and entertainers to enhance our activity program and provide diverse interactions for our residents.

7. Technology Integration:

- We utilise technology to offer virtual activities, such as online religious services, virtual tours, and interactive games, which are especially beneficial for residents with mobility issues.

Continue to ensure that families are informed of potential opportunities for involvement with care home residents and are encouraged to participate.

- Families are always involved and kept updated on activities and events at Kallar Lodge. This includes:

- **Regular Updates:** We send out newsletters, emails, and make phone calls to inform families about upcoming events and activities.

- **Event Invitations:** Families are invited to participate in special events, such as holiday celebrations, cultural festivals, and social gatherings.
- **Family Meetings:** We hold regular family meetings to discuss the care and activities of residents, encouraging families to share their ideas and feedback.
- **Activity Participation:** Families are encouraged to join in on activities with residents, such as arts and crafts, gardening, and exercise classes.
- **Feedback Mechanisms:** We have established feedback mechanisms, such as suggestion boxes and surveys, to gather input from families on how we can improve our engagement efforts.
- **Open Door Policy:** We maintain an open-door policy, welcoming families to visit and engage with residents at any time.



Healthwatch Barking and Dagenham

www.healthwatchbarkinganddagenham.co.uk

t: 0800 298 5331

e: info@healthwatchbarkinganddagenham.co.uk

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

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