healthwatch Kingston upon Thames

Enter & View Report

Cherry Lodge

May 2026

Contents

Introduction

1.1 Details of visit

Service Provider	Cherry Lodge
Service Address	14 Lynton Road, New Malden, Surrey, KT3 5EE
Registered Manager	Alfred Tagoe
Date/Time of Enter and View Visits	19 May 2026, 3.30pm – 6.30pm
Status of Enter and View Visit	Announced
HWK Authorised Representatives	Jill Prawer (HWK staff team) Ashley Pearce (HWK volunteer)
HWK Visit Lead	Jill Prawer, Projects Officer, Enter & View
HWK Contact Details	Address - Suite 3, 2nd Floor, Siddeley House, 50, Canbury Park Road, Kingston upon Thames KT2 6LX Phone - 0203 326 1255 Email – info@healthwatchkingston.org.uk
Service Owner	Care Lodges Group Ltd

1.2 Acknowledgements

This visit was undertaken by Authorised Representatives at Healthwatch Kingston. We would like to thank Cherry Lodge residents and staff members for their contribution toward the enter and view programme.

1.3 Disclaimer

Please note that this report relates to findings on the specific date and time set out above. The Enter and View report is not a representative portrayal of the experiences of all service users and staff. It is only an account of what was observed and contributed through interviews during the time of Healthwatch Kingston representatives' visit.

2 Executive Summary

Healthwatch Kingston (HWK) champions better standards of care in socially funded health and social care services. As part of our remit, we recruit authorised representatives (ARs), volunteers from the local community who are trained to undertake Enter and View visits. Their aim is to identify good practice and areas that could be improved in socially funded health and social care services.

This report presents the findings of the HWK ARs' visit to Cherry Lodge. Cherry Lodge is situated in the Royal Borough of Kingston upon Thames (RBK) and is one of three homes in London run by the Care Lodges Group Ltd that support people with learning disabilities and/or mental health issues.

Cherry Lodge had been in the premises since 1992 and became part of the Care Lodges Group in 2023, when the three independent care homes in the group were brought together, as responsibility for the family-run business shifted generations.

HWK has not previously visited Cherry Lodge. The last Care Quality Commission (CQC) inspection was undertaken in March 2025 which rated the home 'Good' overall. (CQC report).

The Enter and View visit to Cherry Lodge was conducted as part of HWK's series of announced Enter and View visits to local care and nursing homes which took place between April 2024 – April 2025. Funding was continued for a further year to March 2026, with visits in the current year to include supported living provisions.

These visits are focused on three specific areas: living environment; residents' mealtime experiences; and activities provided. More information about enter and view and the HWK enter and view programme can be found here.

Overall, HWK Authorised Representatives concluded that Cherry Lodge seemed to be a well-run home with caring staff. Residents seemed confident with staff

who demonstrated a good knowledge of residents and their needs. Both residents and staff we spoke to told us they liked the home, and staff mentioned they felt well supported by other members of the team and by the manager.

Our visit was from 3.30pm – 6.30pm and we were able to observe the evening meal.

3 Demographics

At the time of our visit the home had six residents of a possible nine, none of whom were funded by RBK. Four of the residents were male and two female. All identified as Christian and heterosexual. All were between 18 and 65.

All the residents and staff spoke English and no resident had specific dietary requirements. The residents at Cherry Lodge were living with mental health issues and learning disabilities. The home has seven staff and at the time of our visit there were three staff including the manager. The home does not use agency workers.

4 Living Environment

Cherry House is in an adapted residential house over three floors and can house nine residents with a room for a staff member who works 'sleeping nights. On the ground floor was a large communal room. Entering the room there were armchairs and a television. The manager's office and a room for one of the residents led directly off this area. At the other end of the room was the dining area with two tables which seated nine people comfortably between them. The kitchen led directly off the room and a door led directly to the garden.

One resident had a room on the top floor. There were eight rooms on the middle floor, and the one bedroom on the ground floor. None of rooms were ensuite but

all had sinks. There were two shower rooms on the middle floor. One of the rooms on this floor was used by a staff member when they did an overnight shift.

Cherry Lodge had seven staff members, five women and two men. On the day of our visit, the manager and deputy manager and one support worker were working at the home. Two or three staff members worked each shift, with one person staying overnight. All of the residents were able to leave the house independently.

The shifts patterns were divided as follows. Three staff worked until 6pm, two staff until 8pm and 1 staff member until 10pm. Shift times could start either at 7am or 8am and could last until 8pm or 10pm. The sleeping staff member often worked from 10pm-10am.

4.1 What worked well

- The house was clean and tidy. A new kitchen had been fitted in 2025, and the bathrooms were refurbished in 2024. These areas were in good condition.
- The home had a very large back garden with a lawn that was well-maintained and tidy. It had garden furniture and a washing line. There were a number of garden chairs, tables and benches for residents and visitors to use.
- Members of the house had been recently bereaved. Staff told us they gave ongoing support, tailored to each individual's needs.
- Signage around the house was clear, and fire extinguishers were visible.
- A notice board was used to display photos of all the staff, and identified who was working on that day. There was also some information directed at the staff regarding the running of the home.
- During our visit the residents moved around the home with ease and seemed confident and comfortable with staff and in the environment.
- Residents were supported in developing relationships with each other.

- Staff members engaged with the residents in a friendly, and when appropriate, gently challenging manner. We saw staff demonstrating good boundaries between residents and staff.
- Residents were encouraged to keep their own rooms clean and tidy and to make their own beds. Once a month they had a deep clean of their room with support from the staff.
- Residents all participated in keeping the communal areas vacuumed, clean, and tidy
- Staff demonstrated a detailed knowledge of resources in the community.
- Two of the staff had worked with the organisation for over 20 years.

4.2 What could be improved

- In the garden there were outdoor stairs leading to a door on the middle floor. This had been a fire escape accessed through one of the residents' rooms. This use had been discontinued in line with recommendations from the fire brigade. Outside the door was a collection of empty bottles, cans, and straw.
- One of the residents mentioned that some of the stairs were very steep and indicated that they found them challenging.
- We learned there was occasional challenges between residents that are managed internally.

4.3 What we saw and heard

During our visit we took some photographs, spoke to the three members of staff, and saw and spoke to all of the residents.

> It's important to gain trust and have a rapport with the residents. It creates a homely atmosphere and encourages them to interact and mix well with each other." (Staff member)






Images show (from left to right): The dining area in communal room / Noticeboard / The steep stairs to the back garden / The rubbish collected at the outdoor stairs / Refurbished bathrooms / View of the back garden

4.4 Living environment recommendations

HWK living environment recommendations	Cherry Lodge response
1. Ensure the area at the top of the garden stairs is kept clear of rubbish.	Staff will do a regular check to ensure that rubbish is no longer dump by the stairs.
2. Ensure all residents are currently satisfied with their rooms and if any changes could easily be made.	Residents are always involved in the decorations and choice of furniture in their rooms, and the maintenance staff are always around when service users fancy a change or any replacements
3. Consider ways to ensure that the communal areas in the home are accessible and welcoming for all residents.	Communal areas in the home are always accessible to all service users, but when there are clashes as it so happens in group homes, we need to be creative to come up with

	distractions to ensure there a balance and all parties are happy with the eventual outcome.

5 Mealtime experience

Our visit was timed for later in the afternoon and early evening to ensure that we met residents who had been out during the day. We were there while the residents had their evening meal.

5.1 What worked well

- On the day of our visit, meal preparation was done by a resident and a member of staff. The resident seemed very comfortable and confident in this role and told us that they enjoyed cooking.
- The meal being prepared during out visit was macaroni cheese with coleslaw.
- We were told by staff and residents that residents decided what meals would be eaten for the week and a menu was drawn up. However, if a resident wanted something different on the day, it would, within reason, be provided.
- There was a bowl of fruit in the communal area. We observed residents eating the fruit while we were there.
- Everyone ate their supper together. The atmosphere was harmonious during the meal.
- Residents all took their finished plates into the kitchen to go into the dishwasher at the end of the meal.
- Staff told us that residents prepared their own breakfasts of cereal and toast.
- There was juice available on the table throughout our visit.
- The kitchen cupboards and fridge had a variety of accessible foodstuffs which were in good order. The fridge contained fresh chicken and vegetables.

- The kitchen was very clean.
- A weekly grocery shop was ordered from a major supermarket. Other food was bought on an ad-hoc basis when it was needed.
- One resident had diabetes and knew what they should and should not eat. We were told by staff that if this resident was in doubt, they checked with a member of staff.

5.2 What could be improved

- We noticed that the portions of macaroni cheese seemed very large.

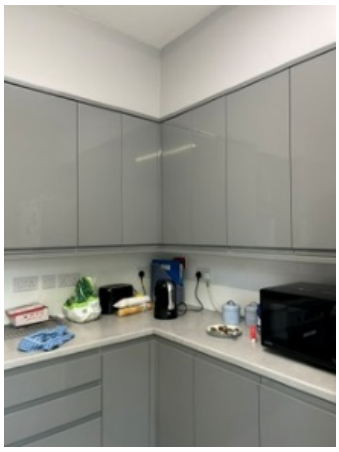
5.3 What we saw and heard

During our visit we took some photographs, and spoke to staff and residents.









Images from left to right: Various views of the kitchen surfaces / Contents of the dry foods cupboard / The fridge / The door of the fridge showing the menu and information about healthy eating / The macaroni cheese and coleslaw prepared for the meal.

We were not able to capture any specific comments about the food.

5.4 Mealtime experience recommendations

HWK mealtime experience recommendations	Cherry Lodge response
1. Consider portion sizes in relation to healthy eating guidelines.	Portion sizes are based on years of knowledge of the service and consideration to their health needs

6 Meaningful activities

Each resident at Cherry Lodge had their own activity schedule, developed according to their own likes and dislikes.

6.1 What worked well

- During our visit a support worker was playing drafts with one of the residents, something we were told happened often.
- Staff sat and chatted with residents.
- One resident who liked cooking did a lot of the preparation for house meals, another said they liked cutting the grass.
- Residents attended local day-care centres.
- Residents attended church on a Sunday morning.
- We were told by a staff member that residents like playing drafts, snakes and ladders, doing colouring, and going for walks
- Residents and staff told us about previous holidays with their family and with a staff member, including trips to Butlins. One resident was looking forward to going on holiday with one of the members of staff in the following week.

- The garden is good space for residents to host visitors, weather dependent.
- Other activities regularly enjoyed by residents included window-shopping
- We observed the manager discussing strategies for managing an issue during an activity. The situation was managed with a suitable solution.

6.2 What could be improved.

- The rear garden did not appear to be used as well as it could.

6.3 What we saw and heard

During our visit we took some photographs, and spoke to staff, and residents.

Image shows the untapped potential of the garden as a place to grow vegetables and flowers.

> "Residents sweep the floors, clean the toilets, do their washing and drying – all supervised by staff." (Staff member)

6.4 Meaningful activities recommendations

HWK activities recommendations	Cherry Lodge response
1. Consider ways to encourage residents to get involved with the garden. Eg, a local gardening volunteer to encourage growing vegetables and flowers.	During the summer, we have BBQs and birthday parties in the garden. The staff and service users also use the garden to relax when the weather is unbearable indoors.

7. Next steps

This report has been shared with Cherry Lodge who have had the opportunity to check it for factual accuracy and respond to our recommendations. It has subsequently been shared with, KBC, CQC, the KCGB and other stakeholders. We have also shared this report with Healthwatch England and have published it on the HWK website. We have agreed with the management of Cherry Lodge the next steps to be taken in response to outstanding recommendations.

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