

**Enter and View Report
30a Charlton Road**



March 2024

Contents

Executive summary and recommendations	2
Acknowledgements and key details	3
Findings	5
Response from Provider	13
Contact us	16

About Healthwatch Greenwich

We are the independent consumer champion for health and social care in the Royal Borough of Greenwich:

- We listen to people, especially the most vulnerable, to understand their experiences and what matters most to them;
- We gather residents' experiences through surveys, focus groups and face-to-face discussions;
- We act by carrying out Enter and View visits to talk to patients, services users, carers and staff;
- We empower and inform people to get the most from their health and social care services and encourage other organisations to do the same;
- We influence those who have the power to change services so that they better meet people's needs, now and into the future.

Executive summary and recommendations

30(a) Charlton Road is located in a busy part of Blackheath, offering convenient access to a variety of shops and amenities. The home offers off-street parking and good connections to public transport links, ensuring easy accessibility for visitors and residents alike. Designed to cater to individuals with learning disabilities and mobility issues, the home is currently operating at full capacity, with four residents.

During our visit, we observed compassionate and respectful care, fostering a warm and homely atmosphere. Residents are encouraged to participate in a wide range of activities, both within the home and in the community, promoting engagement and well-being.

We received positive feedback from two families about the care provided. They praised the attentiveness of support workers in meeting residents' needs. However, one family member wanted more communication and updates from the home. While families are welcome to visit and share their views, the home does not offer group meetings or newsletters, which could provide additional opportunities for updates and feedback.

Recommendations

- 1. Improve the display of information in the reception area to ensure that visitors can easily find what they need.**
- 2. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.**
- 3. Display photographs and names of key staff members in the reception area.**
- 4. Introduce a newsletter and/or group meetings to provide families with updates about the home, upcoming events, changes in policies, and highlights of residents' activities.**
- 5. Increase the frequency and detail of proactive updates provided to families about their loved ones.**

Acknowledgements and key details

Healthwatch Greenwich would like to thank the service provider, residents , and staff for their contribution to the Enter and View programme.

Name and address of premises visited	30(a) Charlton Road London SE3 8TY
Service Provider	London Borough of Greenwich
Care Home Manager	Venus Jingwa
Date	19th March 2024
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Care home for adults 18 to 65 years of age with profound learning and physical disabilities and with complex needs.
Number of beds	4 Bedrooms
Staffing levels	3 carers morning shift 2 carers night shift
At our visit	We observed the care and interaction between the staff and residents. We talked to two family members of residents and two staff members including the manager.

CQC Inspection

The Care Quality Commission (CQC) last reviewed the premises in 2022 when the home was under the management of a different provider. The current provider¹ was registered by CQC on the 3rd May 2023 and has not been inspected yet. At the last CQC inspection, the home was classified as requiring improvement.

¹ [Charlton Road - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Requires Improvement ●

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action². Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues – this is the role of the Care Quality Commission (CQC). Our role is to offer a lay perspective. We speak to residents, families, and carers, to find out their views and experience of the service. Our focus is on whether a service works for the people using it. Our authorised representatives, responsible for carrying out these visits, are DBS checked and have received training on how to conduct an Enter and View visit. The list of our authorised representatives can be found on our website: [Our Staff | Healthwatch Greenwich](#).

Purpose of our visit

We're carrying out a series of visits to learning disability care homes, supported living, and respite facilities in Greenwich to understand the quality of life, and views of those using the service and the experience and perceptions of relatives and carers.

Method

Our visit was unannounced. We contacted the care home manager to let them know we would be visiting but did not give a specific date and time. Two

² Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

authorised representatives visited 30(a) Charlton Road. We spoke to staff, observed interactions between staff and residents, and talked to two family members. HWG authorised representatives use the PORT tool³ to assess the well-being of residents and the quality of relationships between residents and staff. After, the Enter and View visit, our report was shared with the care home. Their response to our findings and recommendations are published as part of this report.

Findings

Residents wellbeing and staff relationships:

When we arrived, some residents became upset but this was quickly noticed by staff who rushed to reassure them. In a calm voice and with gentle gestures, staff comforted residents and helped them to relax. *William, one of the care homes' more mobile and energetic residents hugged his care worker who softly sang to him until he felt calm. Afterwards, William was invited to help out in the kitchen. When he indicated that he would prefer to watch a TV show, his care worker encouragingly helped him set up his device. Families shared their appreciation for the caring and thoughtful approach of staff. Margaret, the mother of a long-term resident, commented *"I am very happy because I can see my son is happy."*

*Mark, the newest resident, is younger than most of the other residents and likes to take part in activities. Staff make sure he has a range of different activities to choose from each day.

When a resident's usual care worker is on leave or unavailable, the shift is offered to another staff member who is well known to the resident. Anna*, whose relative John* is a long-term resident at the care home, shares how she appreciates this continuity of care, *"I like that the staff doesn't change, it wasn't like that before, but now it is better."*

The attention to detail and personalised care at 30(a) Charlton Road contributes to each resident feeling valued and supported, creating a positive and nurturing environment.

³ [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

External Environment

Location

The care home is a purpose-built, single-storey building located behind residential flats in Blackheath Standard. It is a vibrant area with a wide range of shops and amenities. This makes it convenient for residents and staff to access facilities and services. The home is close to bus stops and Westcombe Park Station, making it easy for residents and visitors to travel to and from the home. Off-street parking is available and is convenient for those who have vehicles.

The home is next to a bridge spanning the busy A102, a major road that connects to the Blackwall Tunnel. Because of this, noise from traffic can be heard inside the home.

Residents have access to a small, functional, outdoor area.



Internal Environment

Reception

The home is secure with a small reception area containing a visitors' sign-in book. During our visit, we were asked to sign in and present our ID to a member of staff.

The reception area displays a wide variety of information about the home, the care provided, and the company responsible for its operation. While this information is welcomed, categorising this information into distinct and clearly

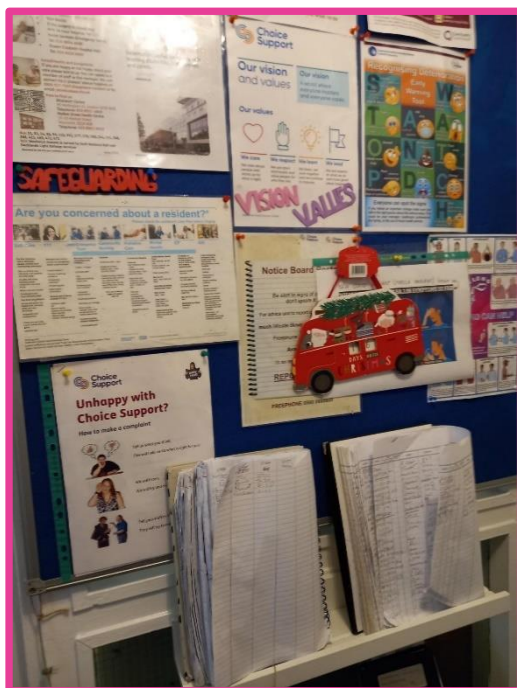
labelled notice boards could help families find the information they need more efficiently. Additionally, we noted that the complaints procedure to lodge a complaint directly with the CQC and council was not readily available, which could hinder families from voicing concerns effectively⁴.

The reception area lacked photos and names of key staff members. Displaying this information would not only help visitors identify staff but also promote a sense of familiarity.

Recommendation: Improve the display of information in the reception area to ensure that visitors can easily find what they need.

Recommendation: Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.

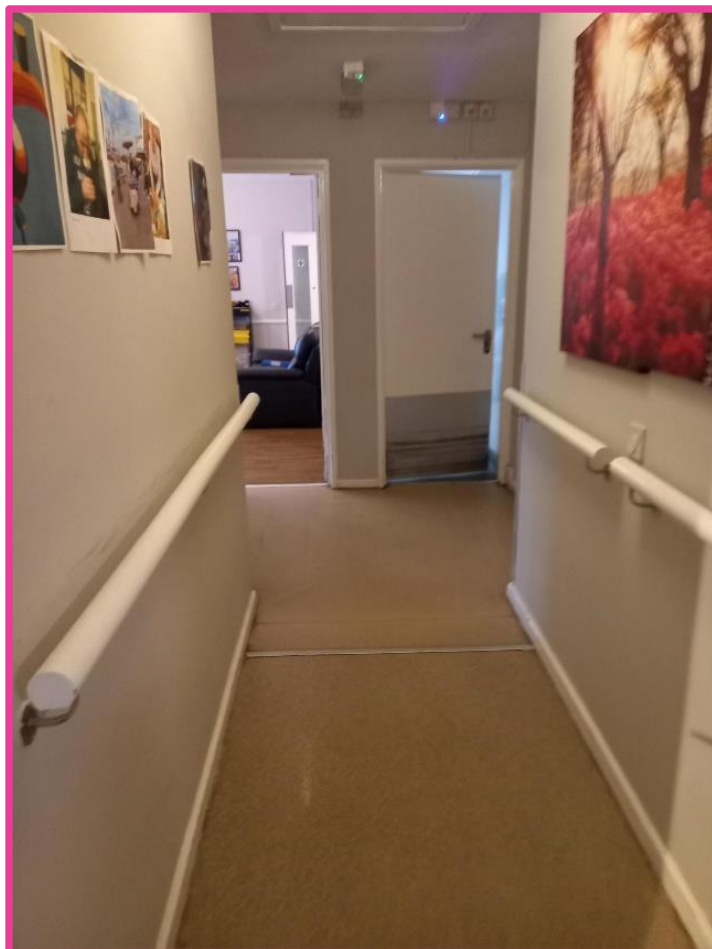
Recommendation: Display photographs and names of key staff members in the reception area.



⁴ Our interactions with families throughout the borough indicate that many relatives do not feel comfortable voicing concerns directly with care home staff. Some fear the repercussions of raising a complaint directly with the care home, including concern that their loved ones will receive negative treatment.

Access and Mobility

All rooms and corridors are clean, uncluttered and wide enough to accommodate the large wheelchairs used by some residents.



Residents' rooms

All bedrooms are clean, spacious, and nicely decorated. Each room is equipped with a hoist to safely lift residents, ensuring their comfort and safety.

Each bedroom is personalised with photos and mementos, fostering a sense of familiarity, and connecting residents to their personal history and families.

Bedrooms do not have ensuite bathrooms and residents share a communal bathroom. Each room includes a washbasin.



Personal Care

During our visit, the care home was clean and tidy.

One bathroom and a shower room are shared by residents. Both are fitted with accessibility equipment. There are separate toilets for visitors and staff.

Staff are responsible for laundry, and residents are encouraged to help.

Residents receive a daily bath or shower. During our visit, we noticed residents were well-groomed with clean clothing.

Residents attend annual dental check-ups and other services, such as eyesight tests, are accessed as needed.



Activities

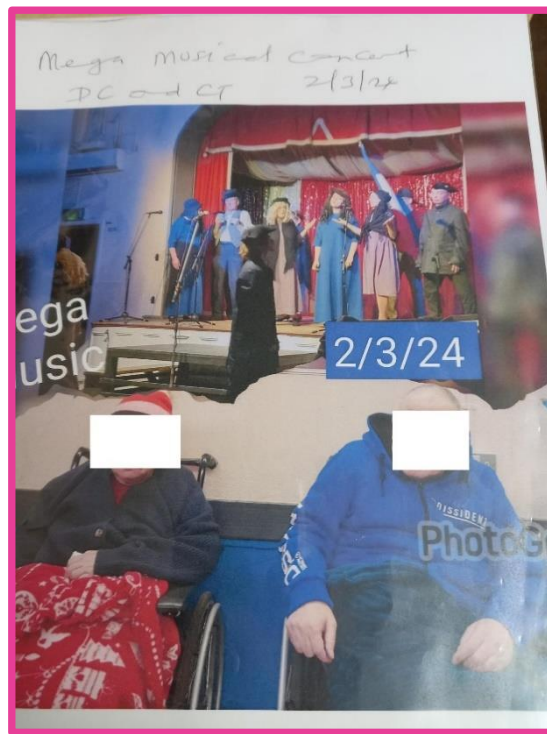
Residents have a variety of activities to engage in each day, tailored to their individual interests. During our visit, we observed how these personalised activities helped keep residents engaged and stimulated. We witnessed one resident enjoying a cooking session and another playing a toy piano for the staff, who cheered him on with clapping and singing.

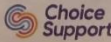
The home is equipped with a sensory projector and a karaoke machine, adding excitement and variety to the activities. A stationary bike is also available for residents that want to take exercise.

Outside the home, residents enjoy trips in the local area. A weekly walking group provides residents with an opportunity to explore their surroundings and socialise. Previously, a minibus provided by the home was used to transport residents to and from activities. This became unaffordable and the home now relies on taxi services.






















Holiday trips are organised once or twice a year, giving residents a chance to experience new environments and adventures. During the summer months, the garden is used for barbecues and basketball games, promoting outdoor fun and physical activity. In addition, the home takes extra steps to make each resident feel special by organising small celebrations for their birthdays.

To document residents' experiences, each resident has a personalised photo album, updated by staff. This captures moments from residents' daily activities, outings, and special events, which are then pasted into the albums. During our visit, we observed a support worker adding images to an album and sharing it with a resident's family member. Families appreciate this effort, as it allows them to stay connected with their loved ones' experiences and see the positive moments they share in the care home. We saw how these albums can be a source of comfort for the residents themselves, offering them a way to reflect on happy memories.



 Choice Support

ACTIVITY PLANNER for: [redacted]

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MORNING	Leg exercise. Walk and lunch out 	Leg exercise, colouring 	Leg exercise, colouring, brunch out 	Colouring, table 360 game, leg exercise 	Day out, ride train/ DLR/ bus 	Out for lunch and pint of Guinness 	Leg exercise, quick walk out to the shop 
AFTERNOON	Bowling drawing 	Listening to music 	Arts and crafts, colouring 	Play table 360, Drawing 	Out to cinema and dinner out 	Listening to calming/relaxing music 	Watch movie indoors 
EVENING	Watch TV 	Drawing, karaoke night 	Watch movie indoors 	Colouring 	Drawing, listening to music 	Playing puzzles, drawing 	Listening to relaxing music 

Updated by: [redacted] 27/01/2024

Lounge and Dining

The home has a spacious domestic kitchen which was clean and organised. Staff are responsible for grocery shopping and cooking and residents are encouraged to join in preparing meals and snacks. Residents choose their meals with staff providing pictures to help residents decide. Once a week, residents can order a takeout meal.

All residents dine in the lounge. This is decorated with photos of the residents, creating a cosy and homely atmosphere.



Communication

Families are able to visit the home at any time. Families also play a key role in personalising residents' rooms, helping them feel connected and reassured. Families are kept updated about the well-being of their loved ones through a variety of methods including digital FaceTime sessions. These virtual meetings help maintain strong connections between residents and their families. During our visit, we observed staff helping residents to use tablets to communicate with their family.

While these communication methods are appreciated, some families would like more. For instance, *Margaret shared, *"I would like to receive more information; I call every day, but perhaps because of this, they don't feel the need to call me."* This highlights a desire for more proactive communication from the home.

An annual survey is shared with families, allowing them to voice their opinions and suggest improvements. However, the home does not offer a newsletter or group meetings which could provide additional opportunities for families to receive updates and share feedback.

Recommendation: Introduce a newsletter and/or group meetings to provide families with updates about the home, upcoming events, changes in policies, and highlights of residents' activities.

Recommendation: Increase the frequency and detail of proactive updates provided to families about their loved ones.

Response from Provider

Gunnery Works
 9-11 Gunnery Terrace
 London
 SE18 6SW
 020 8301 8340 or info@healthwatchgreenwich.co.uk

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012. Within this legislation Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by local Healthwatch to a service provider/commissioner.

Report & Recommendation Response Form

Report sent to:	(a) Venus Jingwa (b) Choice Support(provider)
Date sent:	<u>06/08/2024</u>
Title of Report:	Enter & View Report on 30a Charlton Road Care Home, 30a Charlton Road, London SE3 8TY

Response If there is no response, please provide an explanation for this within the statutory 20 days (by 03 of 09 2024). Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	30/8/24
Healthwatch Greenwich Recommendations	<ol style="list-style-type: none"> 1. Improve the display of information in the reception area to ensure that visitors can easily find what they need. 2. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area. 3. Display photographs and names of key staff members in the reception area. 4. Introduce a newsletter and/or group meetings to provide families with updates about the home, upcoming events, changes in policies, and highlights of residents' activities.
	<ol style="list-style-type: none"> 5. Increase the frequency and detail of proactive updates provided to families about their loved ones.

General response ⁵	
Response to recommendation 1. Improve the display of information in the reception area to ensure that visitors can easily find what they need.	<p>A complain folder has been put in place in the reception area that can be easily accessible by the home visitors. This folder content Choice Support, RBG and CQC complain procedures and contact details. Easy-to- read format.</p> <p>This folder also contains a whistleblowing helpline and Choice Support whistle Blowing policy and procedures details for visitors. Also, in easy-to-read format.</p>
Response to recommendation 2. Include information on how to lodge a complaint directly with the Care Quality Commission or the council in the reception area.	<p>A complain folder has been put in place in the reception area that can be easily accessible by the home visitors. This folder content Choice Support, RBG and CQC complain procedures and contact details. Easy read format.</p> <p>This folder also contains a whistleblowing helpline and Choice Support whistle Blowing policy and procedures details for visitors. Also, in easy-to-read format.</p>
Response to recommendation 3. Display photographs and names of key staff members in the reception area	<p>Pictures of all the key staff members working in the service have been taken by team leader and now laminating it to be ready for display.</p>
Response to Recommendation 4. Introduce a newsletter and/or group meetings to provide families with updates about the home, upcoming events, changes in policies, and highlights of residents' activities.	<p>I have been in touch with all supported people's family/next of kin, and we have discussed and agreed on how regular they would like us to contact them regarding their love once and service update.</p>

⁵ Please expand boxes as needed for your response.

<p>Response to Recommendation 5. Increase the frequency and detail of proactive updates provided to families about their loved ones</p>	<p>LB and BS mums (also next of kin) are happy the way we communicate now as we meet or talk at least once a week, except if I am on leave. During this meeting we discuss and update each other. They would like to keep it this way.</p> <p>CT speaks to her dad regularly, but her brother prefers month update via email.</p> <p>DC sisters prefer monthly update, which would be at the start of each month.</p>
<p>Signed:</p>	<p><i>V. Jingwa</i></p>
<p>Name:</p>	<p>Venus Jingwa</p>
<p>Position:</p>	<p>Team leader.</p>

Contact us

Address: Gunnery Works, Gunnery Terrace, Woolwich, London SE18 6SW
Telephone: 020 8301 8340
Email: info@healthwatchgreenwich.co.uk
Website: www.healthwatchgreenwich.co.uk Twitter: @HWGreenwich

If you require this report in an alternative format, please contact us at the address above.

We know that you want local services that work for you, your friends and your family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Greenwich 2020



healthwatch

**Healthwatch Greenwich
Gunnery Works
9-11 Gunnery Terrace
SE18 6SW**

**www.healthwatchgreenwich.co.uk
t: 020 8301 8340**