

Enter and View Report

Arnold House



August 2024

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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

Arnold House is a two-storey, purpose-built care home located in a busy area of Greenwich. It is close to Queen Elizabeth Hospital and is near public transport, shops, and other amenities. The home can accommodate 20 residents and is divided into four interconnected flats. Residents enjoy a large garden, and the home frequently hosts barbeques and parties.

Arnold House offers a variety of activities, and during our visit, we observed warm and caring relationships between staff and residents, a feeling echoed by the family members we interviewed. The care home keeps families updated through phone calls and emails, and they are welcome to visit at any time. While most feedback on communication was positive, some family members wanted more personalised updates about their loved one's wellbeing.

Overall, families and residents appear happy, and the care home has a homely atmosphere.

Recommendations

- 1. Share more personalised communication and updates with families about their loved one's wellbeing.**
- 2. Ensure the complaints procedure for the home is prominently displayed in all units and includes information on how to lodge a complaint directly with the Care Quality Commission or the council.**

Acknowledgements and key details

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

Name and address of premises visited	Arnold House Care Home, 154 Shooters Hill Road, London, SE3 8RP
Service Provider	Choice Support
Care Home Manager	Wendy Ward
Date	22/8/24
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Fatou Sita Njie
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	20 beds – 16 bedrooms were occupied at the time of the visit.
Staffing levels	Two support workers during the day shift per unit, two support workers during the evening shift per unit, one support worker at night per unit.
At our visit	We observed the care and interaction between staff and 15 residents. We spoke to three residents, four relatives, and three members of staff. We used PORT ¹ to observe the interactions between staff and residents.

¹ [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

CQC Inspection

The Care Quality Commission (CQC) last reviewed² the premises in 2018 when the overall inspection rating was good but required improvement in the “well led” section.

Overview

Latest inspection: 9 October 2018

Report published: 16 November 2018

Overall	<u>Good</u> ●
Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Requires improvement</u> ●

² [Arnold House - Care Quality Commission \(cqc.org.uk\)](http://arnoldhouse.cqc.org.uk)

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action³. 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 authorised representatives visited Arnold House. HWG authorised representatives use the PORT tool to assess the well-being of residents and the quality of relationships between residents and staff. We spoke to staff, residents and the manager and observed interactions between staff and residents. Additionally, we received feedback from four relatives. 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.

³ Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

Findings

Residents' wellbeing and staff relationships:

During our visit, we observed a relaxed and trusting atmosphere throughout the home. Residents appeared comfortable and content, reflecting positive interactions with staff. The sister of a long-term resident praised the staff's approachability, noting, *"I like how warm and friendly they are. They know my sister well and they understand what she needs."*

The manager has achieved low staff turnover, including among temporary staff. Each staff member has been employed for a minimum of three years. This has allowed residents to build lasting, meaningful relationships with their carers. ⁴Patricia's father commented on this quality of care, sharing *"I hold the staff in high regard. There's nothing I'd change. They've always been kind and helpful during my visits, and Patricia is truly happy here. She looks forward to returning whenever we take her out."*

Similarly, *Anna's brother remarked, *"I'm very satisfied with the staff. It's clear my sister is well cared for. When I visit, I see why she's happy and how well the staff treat her."*

While in the lounge in unit A, we observed staff encouraging residents to participate in different activities. All interactions we observed were consistently warm. *Meghan, a long-term resident, greeted her carer with a heartfelt hug and exclaimed *"my friend!"* upon her arrival, showing a deep level of trust in her carer.

We observed a carer gently singing to a resident. *Lila swayed gently to the music, smiling and holding her carer's hand, clearly enjoying both the song and the presence of her carer.

The home holds resident meetings every six weeks where residents are supported to share their views.

Family members also praised management. *Marie, the sister of a long-term resident, said, *"Wendy is indispensable. Without her, things would be quite different. I trust her completely; she has a strong work ethic and ensures everything necessary is done."* *Pete, a resident of over ten years, also spoke

⁴ All names in the report have been changed to protect the confidentiality and privacy of the residents.

fondly of the manager, saying, *“Wendy is really kind. I’m very happy here and enjoy our chats. Wendy is my friend.”*

Overall, the feedback highlights a caring and supportive environment, characterised by strong and trustful relationships between staff and residents.

Communication

Families are kept informed about their loved ones’ through regular updates via phone or email and are encouraged to visit at any time. Once a year, the home shares a survey inviting family members to give feedback. Patricia’s father expressed his satisfaction with the level of communication, saying, *“I really like that they keep me informed about everything. For example, staff are really great with ringing or messaging me with updates and getting back to me with a response if I ask them about something. If anything happens, they always let me know.”* However, *Sophie, a relative of a long-term resident said, *“While they do contact me if they need to share updates, I would appreciate receiving more frequent feedback just to reassure me that my [relative] is doing okay.”* This feedback was echoed by Anna’s brother who shared additional updates would leave him more reassured about Anna’s wellbeing.

Recommendation: Share more personalised communication and updates with families about their loved one’s wellbeing.

External Environment

Location

The home is a two-story, purpose-built building with four interconnected units, each having five bedrooms, a kitchen, a lounge, a bathroom, a wet room, and a toilet. It is located on a busy street near Queen Elizabeth Hospital and is surrounded by various shops and amenities. The care home is a 5-minute walk from a bus stop, providing a good connection to central Woolwich.

In addition to its spacious interior, the care home has a large garden where residents can enjoy their lunch and outdoor activities. It is also used for events, such as barbecues and parties, where families and friends from other care homes are invited to join in the celebrations.



Internal Environment

Reception

When we arrived, we were asked to show our IDs, sign in the visitors log and share evidence of our permissions.

In each unit, photos of staff on duty were displayed along with general information about the home and the provider. However, the complaints procedure for the home was not easy to find. After thoroughly searching through the available information, we eventually found an easy-to-read format on how to make a complaint to the home. We looked but did not find information for residents or relatives who want to lodge a complaint directly with the council or Care Quality Commission. When we asked for this, staff were unable to provide it.



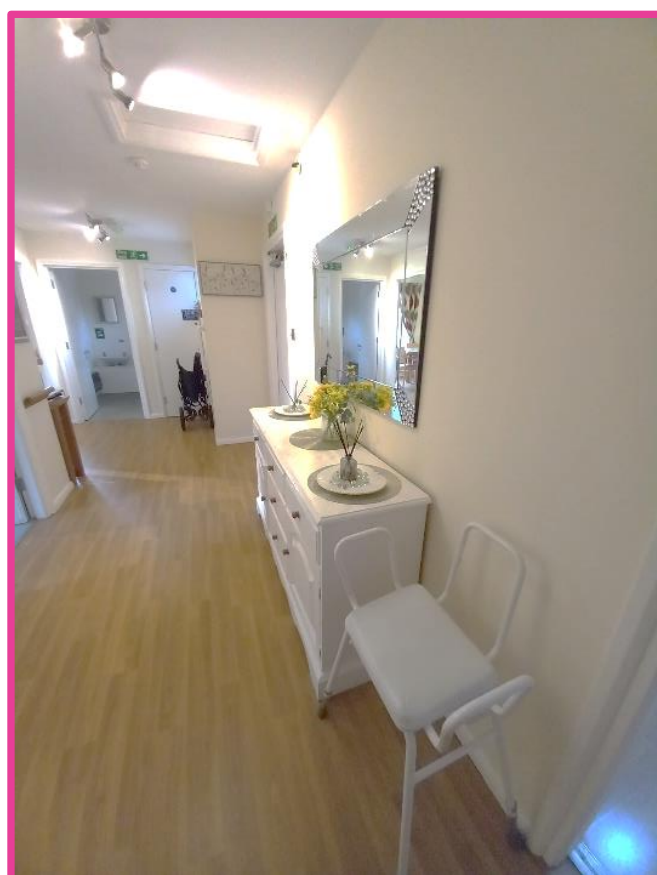
Recommendation: Ensure the complaints procedure for the home is prominently displayed in all units and includes information on how to lodge a complaint directly with the Care Quality Commission or the council.

Access and Mobility

All corridors are clean, free of clutter, and spacious enough to accommodate wheelchairs. To access different floors, there is a lift on either side of the building.

Furthermore, the home has an accessible car which is frequently used to accommodate travel for residents in wheelchairs.

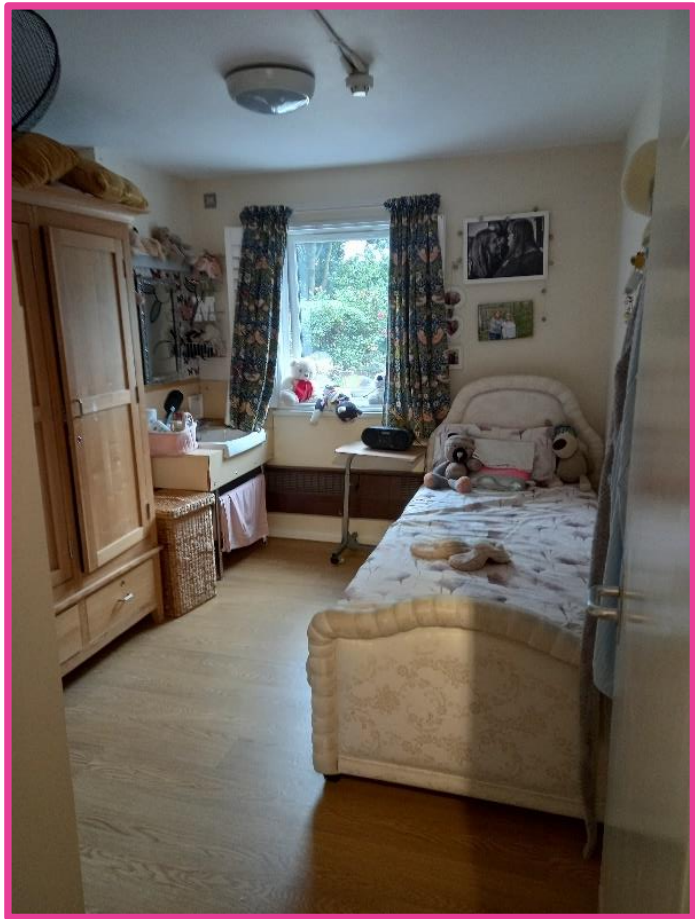
The home further conducts fire safety refreshers with residents, promoting a safe environment.



Residents' rooms

Bedrooms vary in size and some rooms are quite small. None of the rooms have an ensuite facility. Each room features a large window, contributing to a bright and airy atmosphere. Rooms are equipped with a washbasin and hoists are available as needed.

Bedrooms are beautifully decorated, reflecting staff's effort to making each room a warm and personalised space. Pete shared, *"I love my room; I can play music and I love the Beatles."* His room is decorated with Beatles decor, reflecting his personality.

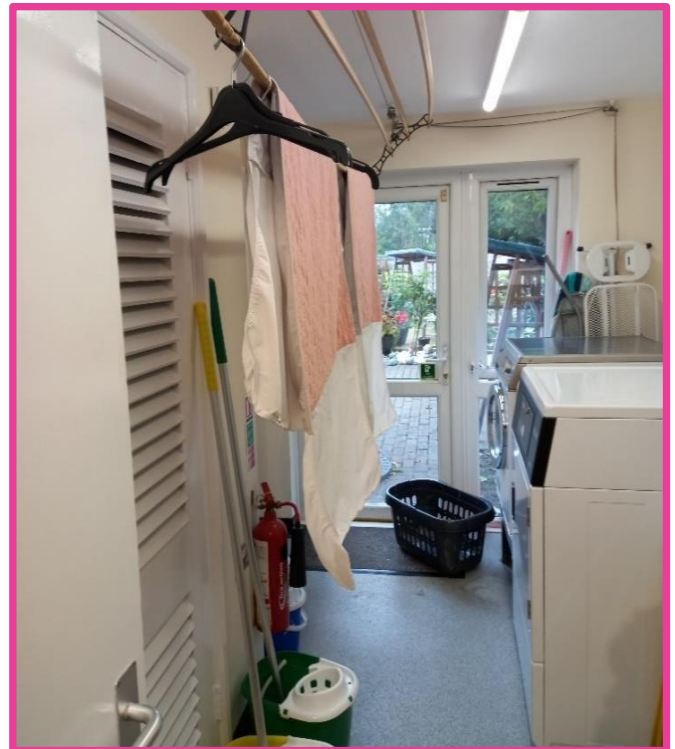


Personal Care

During our visit, residents were well-groomed and well-dressed. Each resident receives a bath or shower daily, and those who are bed-bound receive bed baths as needed.

Dental check-ups are scheduled every six months, and staff receive regular training on personal care standards.

Each unit is equipped with a laundry room where staff are responsible for laundering residents clothing and linen. However, to encourage independence, staff encourage residents to assist with basic laundry tasks.



Activities

Residents take part in a variety of activities, including karaoke, board games, bowling outings, cinema trips and visits to Eltham Stables. Patricia's father shared his appreciation, sharing, *"My daughter loves music and dance and I have seen how the staff encourage her to move and dance and do what she enjoy"*.

In each unit, a board displays the scheduled daily activities. However, this is flexible and can change based on resident preferences and staff availability.

During our visit, a nail painting activity was taking place and multiple relaxation sessions such as aromatherapy and reflexology are offered on a regular basis.

Music and games feature prominently and are popular with residents. Spiritual needs are supported through monthly Bible study.



Lounge and Dining

Lounges provide a welcoming, social space for residents to relax and enjoy each other's company. During our visit, residents chatted in groups or enjoyed quiet time alone watching TV. Lounges are beautifully furnished and thoughtfully decorated.

Residents make menu and meal choices daily, with staff responsible for cooking, cleaning, and shopping. In one of the upstairs units, *Toby, enjoyed a cup of tea and coloured in his colouring book while a care worker prepared his lunch. This experience felt homely, and Toby appeared calm and content. When asked about his day, he smiled and said, *"I went out for a walk. Now I'm back, and I'm just waiting for my toast."*

In another lounge, *Nicky was invited by her care worker to get a temporary tattoo. *"Would you like a tattoo, Nicky? You can choose the design,"* the carer asked. When Nicky politely declined, her care worker respected her decision.



Response from Provider



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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) Wendy Ward (b) Choice Support
Date sent:	<u>26/09/2024</u>
Title of Report:	Enter & View Report on Arnold House Care Home, 154 Shooters Hill Road, London, SE3 8RP
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 24 th of October 2024). Please note: This form and its contents will be published by Healthwatch Greenwich.

Date of response provided	
Healthwatch Greenwich Recommendations	<ol style="list-style-type: none">1. Share more personalised communication and updates with families about their loved one's wellbeing.2. Ensure the complaints procedure for the home is prominently displayed in all units and includes information on how to lodge a complaint directly with the Care Quality Commission or the council.
General response ¹	

¹ Please expand boxes as needed for your response.

<p>Response to recommendation 1. Share more personalised communication and updates with families about their loved one's wellbeing.</p>	<p>Families are sent a survey every year giving them the opportunity to give feedback on where we could improve. We have an open relationship with family members and encourage them to air any concerns they may have. We will send a generic letter celebrating the good feedback. We will highlight that there has been some feedback that particular family members would like adjustments to communication, and so these can be person centred, we will ask that they let us know how and when they would like contact so it can be followed and noted in their loved ones file.</p>
<p>Response to recommendation 2. Ensure the complaints procedure for the home is prominently displayed in all units and includes information on how to lodge a complaint directly with the Care Quality Commission or the council.</p>	<p>We have an easy read file in each flat which includes the complaints procedure, however, we will ensure the procedure is displayed more prominently in all units. The Easy read leaflet includes the information on how to lodge a complaint directly with the Care Quality Commission or the council and other external agencies.</p>
<p>Signed:</p>	
<p>Name:</p>	<p>Adele Palmer</p>
<p>Position:</p>	<p>Assistant Team Leader</p>

Contact us

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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.

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