

Enter and View Report
88 Montbelle Road



May 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 resident's 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

88 Montebelle Road Care Home is located in a secluded residential area far from shops and other amenities. Public transport is limited, with the nearest bus stop a five-minute walk away.

The care home is a two-story building with five bedrooms located across two floors. All bedrooms are clean and well-presented, offering the five residents a personalised living space. However, there is no lift, and this home cannot accommodate residents with mobility issues.

During our visit, we observed a warm and caring environment where staff and residents engaged in different activities together. In speaking to three residents about their experience living at the home, they shared positive views, including enjoying socialising with others living there. Two residents were in a relationship with each other and spent time enjoying each other's company.

Families shared their appreciation for this care, with two relatives describing the attentiveness of staff and the open communication fostered by management.

Recommendations

- 1. Complaints information to be on display and available in the reception area.**
- 2. Consideration should be given to providing adapted education for residents on relationships, consent, and sexual health, tailored to the needs of individuals with learning disabilities. Regular supervision and monitoring of relationships should be considered to ensure they are consensual and healthy, while still respecting the residents' privacy.**
- 3. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.**






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	88 Montbelle Road London SE9 3NY
Service Provider	Providence Linc United Services
Care Home Manager	Michele Lunney
Date	21st May 2024
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Accommodation for adults with learning disabilities.
Number of beds	5 bedrooms
Staffing levels	2 carers per shift. 1 carer at night
At our visit	We observed the care and interaction between the staff and residents and talked to two family members.

CQC Inspection

The Care Quality Commission (CQC) last reviewed the premises in 2023. During the review the overall inspection rating was given as **Good** in all areas.

Safe	<u>Good</u> 
Effective	<u>Good</u> 
Caring	<u>Good</u> 
Responsive	<u>Good</u> 
Well-led	<u>Good</u> 

Introduction

Enter and View visits

Healthwatch has the legal power to visit health and social care services and see them in action¹. 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.

¹ Enter and the view is a statutory duty of Healthwatch, mandated by the Health and Social Care Act 2012

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 88 Montbelle Road. We spoke to residents and staff, observed interactions between residents and staff, and received feedback from family members. HWG authorised representatives use the PORT tool² 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:

During our visit, we experienced the daily life and activities of five residents. We used the PORT observation sheet to understand their well-being and interactions with staff.

In our time at the home, staff were attentive to residents needs and engaged with them in different activities. *John, a long-term resident at the care home was accompanied by the manager on a shopping trip for his upcoming birthday party. Another resident, *Steven, was supported by staff to use a Braille typewriter to print letters for the care home's notice board.

We spoke to three residents about their experiences of living at the home. *Michelle, a long-term resident, told us how living at the home helped her to make friends. *Lucy shared that living at the home was fun, and *Christopher told us he was happy because his girlfriend also lived in the home. The manager clarified that their relationship is platonic and, as a safeguard, Christopher and his girlfriend have bedrooms on different floors.

² [The Person-Centred Observation and Reflection Tool | Leeds Beckett University](#)

Recommendation: Consideration should be given to providing adapted education for residents on relationships, consent, and sexual health, tailored to the needs of individuals with learning disabilities. Regular supervision and monitoring of relationships should be considered to ensure they are consensual and healthy, while still respecting residents' privacy.

External Environment

Location

The care home is situated in a quiet residential area, far from shops and other services. Public transport is limited, with the nearest bus stop a five-minute walk away. The home features a large garden that residents use often. Parts of the garden are unkempt and overgrown with plans to convert this area into a vegetable patch.



Internal Environment

Reception

The home's entrance is secure and upon entry, visitors are requested to sign a visitor sign-in sheet. A notice board offers information on the home and care provided, some information is provided in easy-read format. Additionally, pictures of the staff on duty are on display.



Recommendation – Complaints information to be on display and available in the reception area.

Access and Mobility

During our visit, the corridors were clean, tidy and uncluttered. However, as the home does not have a lift to access the second floor, it is unable to accommodate residents with significant mobility issues.



Residents' rooms

Bedrooms are spread across both floors of the home and are clean, uncluttered, and tailored to suit each resident's personality. The rooms do not have ensuite bathrooms, but each bedroom is equipped with a washbasin.



Personal Care

The care home has two bathrooms and a separate toilet on the ground floor. Staff assist residents with a bath or shower daily and encourage them to maintain good oral hygiene, including sharing dental care guidelines with them and arranging annual dental checkups. Staff share guidelines on self-checking for breast cancer with female residents, equipping them to monitor themselves.

Residents are responsible for their laundry and staff are available to support where needed.



Activities

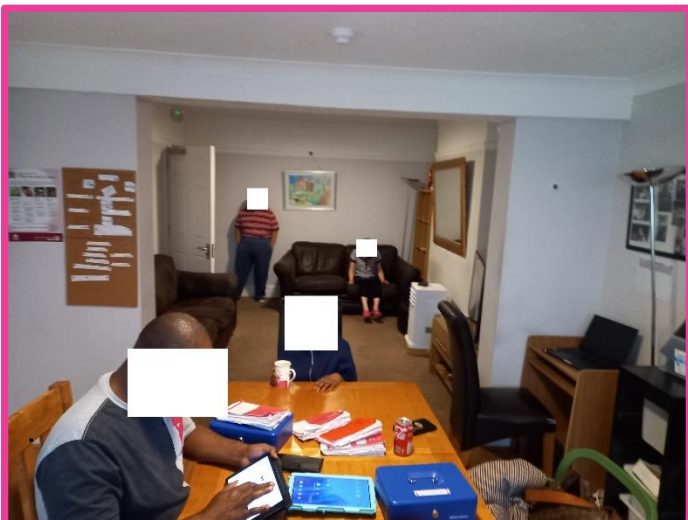
Residents enjoy a variety of activities outside the home, including the cinema, gym, dining out, shopping, bowling, and picnics in the park. During our visit, we were told that two residents regularly go to the local gym and another resident goes on bus rides with his carer. For residents with complex needs, staff help to plan their daily activity schedule. Residents are encouraged to attend courses at the local college, with staff support for the journey there and back.

The home hosts parties for residents in the garden. Additionally, the care home's management company organises an award ceremony to celebrate residents' achievements. This off-site event is attended by all residents and staff. During our visit, we noticed that two residents had been awarded certificates which were proudly displayed.

Lounge and Dining

The care home features a clean and well-organised kitchen where residents are encouraged to help with food preparation and cleaning. Residents choose what they want to eat, and staff offer suggestions where needed. During our visit, we learned that one member of staff has learned how to cook some Chinese dishes to assist a resident with preparing his favourite meals.

At mealtimes, residents gather in the lounge. This space is clean, tidy and has plenty of comfortable seating. During our visit, we saw that residents enjoy using this space to relax and socialise and we joined in the experience with two residents dancing to pop songs playing on the TV.



Communication

Families are given an annual survey from the provider and care home manager to share their feedback. However, there are no group meetings or newsletters to provide additional or timely updates.

The relatives we spoke to had a good experience of communication and access. Michelle's mother shared, *"when I call them (the house), I know everyone who picks up the phone at reception. I know most of the staff. I explain that I'm her mother and then they know everything about me."* Additionally, Christopher's family member said, *"I enjoy being invited to parties and events at the home, and I feel assured knowing that I can visit Christopher whenever I want".*

Recommendation. Establish a regular method for timely group communication and feedback for families, such as a newsletter or group meetings.

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) Michele Lunney (b) Providence Linc United Services
Date sent:	<u>19/07/2024</u>
Title of Report:	Enter & View Report on 88 Montbelle Road Care Home, 88 Montbelle Road, London SE9 3NY
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 16 th of August 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. Complaints information to be on display and available in the reception area.2. The care home should offer adapted sexual education courses to safeguard residents encourage healthy relationships, and create provider's sexual relationship policy3. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.
General response ³	

³ Please expand boxes as needed for your response.

<p>Response to recommendation 1. Complaints information to be on display and available in the reception area.</p>	<p>Families have direct access to manager and understand if they have a concern or complaint they can contact her at any time.</p> <p>Families also have direct access to Head of service to share complaints concerns.</p> <p>As for having CQC and local authority complaints processes and contact details being on display for family's we do not. However if a complaint was lodged this information would be provided.</p> <p>On page 7 of the report a picture is displayed, in the left hand corner you will see all accessible policies & procedures, within this is the accessible complaints procedure.</p> <p>How to make a complaint is discussed in tenants meetings.</p> <p>All service user group have displayed understanding of the process and where the documents are kept.</p>
<p>Response to recommendation 2. The care home should offer adapted sexual education courses to safeguard residents encourage healthy relationships, and create provider's sexual relationship policy</p>	<p>The 2 service users referred to have known each other for 20 years, at no point have either of them expressed any desire to engage in a sexual relationship.</p> <p>They expressed their deep friendship for each other by referring to each other as 'boyfriend' 'girlfriend' which can be misleading as the relationship is purely platonic, a deep friendship built up over 20 years, with no sexual interest expressed on either side,</p> <p>The wording of the recommendation could cause distress to the individual service user's families as it may lead them to believe that the relationship is physical.</p> <p>If at any point our service user group were to express a wish to have a sexual relationship we would ensure all relevant information regarding sexual health, safety and emotional wellbeing was shared in a format best suited to their communication style. We would also ensure that MDT support was requested to support their understanding.</p>
<p>Response to recommendation 3. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.</p>	<p>As an organisation we are looking at environmentally friendly ways of sending newsletters out to individuals families, sending paper format news letters is not just costly but also impacts the environment very negatively.</p> <p>The issue we have come accross is not all family members have emails or Internet access, so in the meantime whilst we continue to work on a solution a paper copy of the news letter is displayed at the service for family members and friends to read when they visit the service.</p> <p>Tenants meetings held monthly.</p> <p>News letters are published quarterly and pinned on the notice board when published.</p> <p>1 service user is part of the organisation shadow board and attends meetings quarterly.</p>

	1 service user is part of the service users consultation board and attends meetings quarterly.
Signed:	M.Lunney
Name:	Michele Lunney
Position:	Service Manager

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.

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