

**Enter and View Report  
Choice Support–Samuel Close 1**



**April 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 service users' 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

Samuel Close 1 is a care home in a secluded and quiet area, close to public transport. It has 6 bedrooms and currently has 4 residents. The care home is a purpose-built, one-story building designed to accommodate residents with mobility issues.

On the day of our visit, we experienced the daily life and activities of residents. We also had the opportunity to talk to staff and interview family members about their relative's care. Using the PORT<sup>1</sup> Tool, we made key observations about each resident's well-being, including their interactions with staff. Residents showed trust in their care workers, smiling and enthusiastically playing with them during different activities. Families also expressed their satisfaction with this care, saying that they felt "*...the staff could not do any better*".

Residents can enjoy a range of activities, including painting, football and watching films. If residents don't want to take part in an activity, care workers quickly provide them with an alternative, tailoring support to their individual needs and interests. Residents are also given the option to take part in activities outside the care home, including visiting neighbouring care homes to meet with friends.

One of the highlights of our visit was seeing the commitment of the management and support staff to the personal care of residents, paying close attention to their hygiene and oral health.

### Recommendations

- 1. Complaints information to be on display and available in the reception area.**
- 2. Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.**
- 3. Review the support offered by POhWER advocates to ensure that is more consistent and better aligned with residents' best interests. POhWER**

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

should enhance engagement and improve communication to deliver continuity of care.

## Acknowledgements and key details

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

Name and address of premises visited	1 Samuel Ct, London SE18 5LR
Service Provider	Choice Support
Care Home Manager	Julie Healy
Date	30 <sup>th</sup> of April 2024
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Pamela Winders
Admission Information	Care home for adults with profound learning and physical disabilities and with complex needs.
Number of beds	6
Staffing levels	3 carers during the day 1 carer at night
At our visit	We observed the care and interaction between the staff and residents and we received feedback from two family members.

## **CQC Inspection**

The Care Quality Commission (CQC) last reviewed the premises on the 13<sup>th</sup> of September 2023 when the overall inspection rating was Good.

Latest inspection: 27 July 2022      Report published: 13 September 2022

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

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## **Introduction**

### **Enter and View visits**

Healthwatch has the legal power to visit health and social care services and see them in action<sup>2</sup>. 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

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

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 1 Samuel Close. We spoke to staff, observed interactions between staff and residents, and received feedback from two family members. HWG authorised representatives use the PORT tool<sup>3</sup> to assess the well-being of residents and the quality of relationships between residents and staff. All names in the report have been changed to protect the confidentiality and privacy of the residents. 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 four residents; we used the PORT observation sheet to understand their well-being and how they interacted with staff.

Residents were seen smiling and enthusiastically engaged with their care workers in different activities, showing how they felt mutual trust and enjoyment.

Paul, a resident who really enjoys playing football invited us to join in on the game he was playing with his care worker. During our game, we could see Paul<sup>4</sup> smiling as he kicked the ball to his care worker, showing us that he was very comfortable with her.

Later, we joined a film screening in the sensory room. While the sensory room is outdated, residents really enjoyed how staff made this space more engaging for them. Staff asked residents about the film, encouraging their thoughts and engagement. They also made sure that residents had enjoyable refreshments to help them relax and feel more comfortable. One care worker also picked up on

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

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

the discomfort of a resident, asking if he could assist with removing his jumper after he appeared to be too hot. When a technical difficulty came up, staff quickly responded by putting on an ABBA DVD which the residents enjoyed, swaying along to the music.

After our visit, we had the opportunity to speak to the family members of residents. Dan, whose relative Jonathan is a long-term resident, shared how he thought *"...the staff could not do any better..."*. Other relatives shared the same view, stating how they were happy with the care their loved ones were getting.

We also spoke to the manager and some care workers. They expressed a high level of commitment to organising daily outings for residents and encouraged their connections with other care homes. This was a way, as shared by the manager, for residents to improve their social skills and relationships.

## **External Environment**

### **Location**

The care home is in a quiet spot in Greenwich, only 5 minutes' walk from Woolwich Dockyard train station. It's also close to a main road where there are lots of buses to Woolwich and Greenwich West. Although there aren't many shops nearby, residents can visit two other care homes managed by Choice Support that are close by to make friends and socialise.

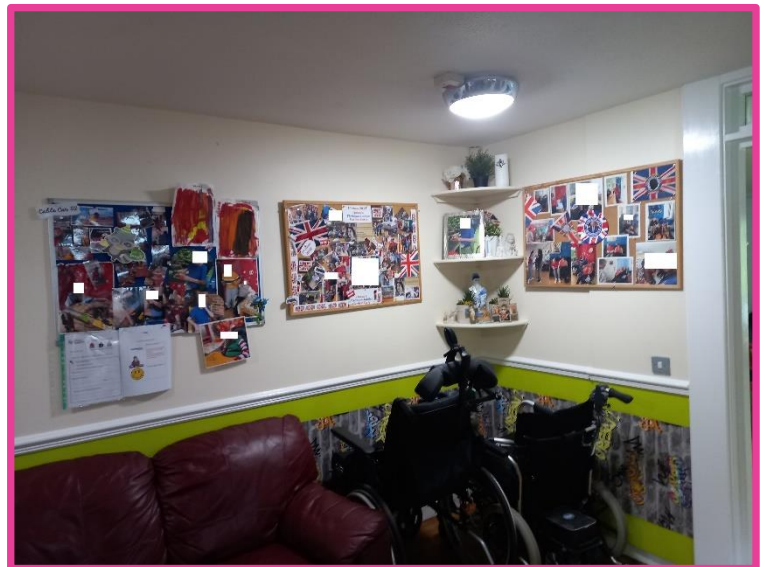


## **Internal Environment**

### **Reception**

The reception area is spacious and welcoming with pictures of residents' outings and celebrations on pinboards. Upon arrival, visitors are required to sign in and show their IDs, helping ensure the security of the premises. The space is also wheelchair friendly and has information on easy-read formats and Choice Support guidance for giving feedback. . There are pictures of the staff on a notice board with their names and roles. However, we didn't find their official complaints procedure.

- 1. Complaints information to be on display and available in the reception area.**



### **Access and Mobility**

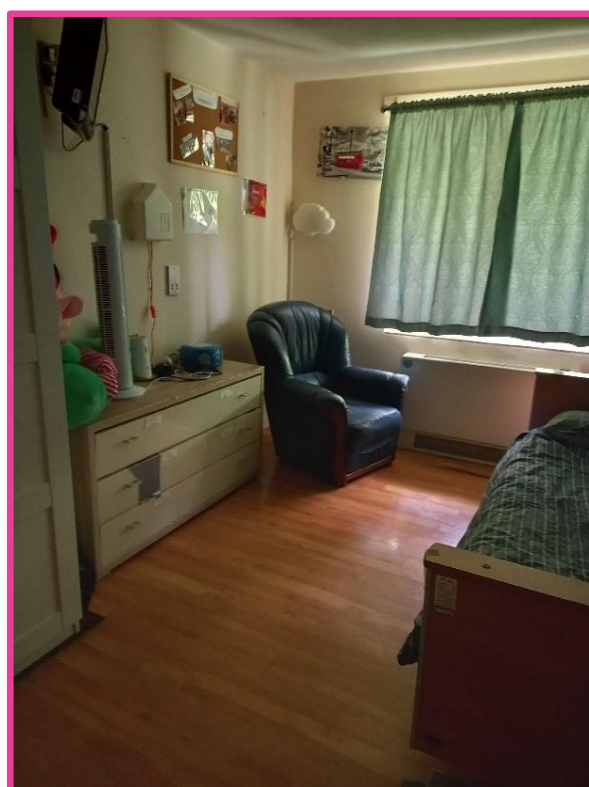
All rooms and corridors are clean, uncluttered, and spacious enough to accommodate wheelchairs and allow staff to move around freely while performing their duties.



## Residents rooms

The resident's rooms are simple but reflect their personality. They are encouraged to decorate their rooms, with the help of care workers and family, to make these feel more homely.

All rooms get good natural light which creates a warm and comfortable environment. The rooms don't have ensuite facilities. The care home also ensures that those who have mobility issues get the support they need. One resident who uses a wheelchair has a hoist in their room.



## Personal Care

The care home has three bathrooms. The care home provides facilities for people with mobility issues. Residents are also assisted with a shower or bath daily. If a resident expresses that they do not want to wash, staff respect their decision as long as it does not affect their overall well-being.

The laundry room is spacious and well-organised. Residents are given one day per week to do their laundry. While staff help with this, they encourage residents to be responsible for their own laundry to feel independent.

Staff said residents get regular dental check-ups and that they monitor their oral health closely, including their gum health.

Encouragingly, the manager knew details about each resident's oral care and was passionate about pushing for their best interest.

“Dentist’s push for residents with gum disease to remove their teeth, I try to avoid that, sometimes they don’t care about the patient but what is more convenient and what will take less time, I will fight for my residents”.



## Activities

To help with their routine and instil a sense of responsibility, residents are given daily chores like emptying the dishwasher, making their bed and doing their laundry.

Residents also enjoy different recreational activities, including painting, football and watching films, and group activities such as yoga and musical evenings organised by a volunteer.

While at the care home, we were introduced to Michael, a high-needs resident who is passionate about painting. To help support his hobby, the care home has made a dedicated space and time for Mathew to paint. They also proudly display his art throughout the care home so that it can be appreciated by all who visit the facility.

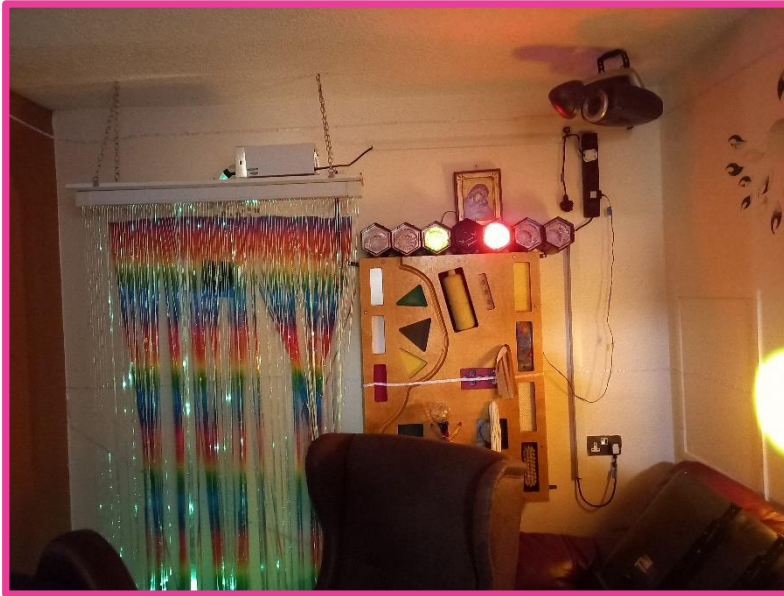
Daily activities at the care home can be found on an activity board in reception and during our visit, this was up-to-date.

Residents also have a choice of other activities outside the care home. This includes going for a walk in the local area, shopping or visiting a friend at a neighbouring care home. Throughout the year, the care home also organises trips to the theatre, bowling alleys and short holidays.

In the garden, they have transformed the visiting house used during the COVID pandemic into a quiet room for residents to enjoy a peaceful space. This space is also used by residents who feel overstimulated to self-regulate.

Lastly, families are invited to take part in celebrations and parties throughout the year. However, the care home does not have a newsletter or group meetings to provide additional opportunities for feedback or updates.





## Lounge and Dining

The care home has a spacious domestic kitchen where care workers are responsible for cooking. Grocery shopping is done online. All drawers and cupboards are labelled with pictorial representations to help residents find what they need. The kitchen is clean and well-organised, and residents can choose to help cook and prepare snacks. They are also given the option once a week to choose the next week's menu, using pictures to show their care workers what they would like.

The lounge receives plenty of natural light and is decorated with photos of the residents. It also has a football theme which adds to its uniqueness and vibrancy.





## Communication

Families are kept up-to-date on the well-being of their loved ones through emails and phone calls. Families are also invited to share their input on their loved ones' care through an annual review. Key workers then update them with any changes to their care plan throughout the year. To share their feedback on the facility, families receive an annual survey from the provider and care home manager.

PohWER are advocates for two residents, but the care home is not satisfied with their services. The care home expressed how they want more involvement and consideration of their residents needs. Despite invitations to participate in 'best interest' meetings, PohWER doesn't often attend. Their overall involvement is limited to brief monthly visits. The care home also shared how they frequently change their advocates without warning, disrupting their resident's continuity of care.

**Recommendation:** Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.

**Recommendation:** Review the support offered by Pohwer advocates to ensure that is more consistent and better aligned with residents' best interests. Pohwer should enhance engagement and improve communication to deliver continuity of care.

# 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:	<b>(a) Julie Healy</b> <b>(b) Choice Support(provider)</b>
Date sent:	<u>05/06/2024</u>
Title of Report:	Enter & View Report on Samuel Close 1 Care Home, 1 Samuel Ct, London SE18 5LR
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 3rd of July 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"><li>1. Complaints information to be on display and available in the reception area.</li><li>2. Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.</li><li>3. Review the relationship with Pohwer advocates to ensure the service aligns with residents' best interests. Pohwer should enhance engagement, improve communication, and ensure continuity of care.</li></ol>

General response <sup>5</sup>	Thank you for the visit it was genuinely nice to meet you both good to discuss with you good things that happen at 1 Samuel close. Thank you both for taking the time to talk to the residents and staff and for listening.
Response to recommendation 1.Complaints information to be on display and available in the reception area.	This information is already in place in the reception area. It was in easy read. I have now added something else in larger print to make it noticeably clear.
Response to recommendation 2.Establish a regular method for group communication and feedback with families, such as a newsletter and group meetings.	We will be sending out family surveys at the end of June 2024. Giving family's options of how they would like communication with 1 Samuel close to look like moving forward. When surveys are received back, we will evaluate and put an action plan together to accommodate the arrangements.
Response to recommendation 3.Review the relationship with Pohwer advocates to ensure the service aligns with residents' best interests. Pohwer should enhance engagement, improve communication, and ensure continuity of care.	Pohwer is an independent organisation which we at 1 Samuel close have no control over. Advocates are assigned by Greenwich social working teams.  The turnover of their staff is the key issues but beyond our control.  We do however engage with the individuals that are assigned to our service users. We as a team promote their engagement not always so successful due to the restrictions their job description falls under.
Signed:	jhealy
Name:	Julie healy
Position:	Team Leader

<sup>5</sup> Please expand boxes as needed for your response.

## Contact us

**Address:** Gunnery Works, Gunnery Terrace, Woolwich, London SE18 6SW  
**Telephone:** 020 8301 8340  
**Email:** [info@healthwatchgreenwich.co.uk](mailto:info@healthwatchgreenwich.co.uk)  
**Website:** [www.healthwatchgreenwich.co.uk](http://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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