



Ashgreen House Follow-up Report

February 2023

healthwatch
Greenwich

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Enter and view visits

Healthwatch has a legal power to visit health and social care services and see them in action. Enter & View is not an inspection; we do not look at care plans, medicines management, or clinical issues. The Care Quality Commission (CQC) look at the clinical aspects of a service. We offer a lay perspective. We ask residents, families, and carers, what they think of the service they receive. Our focus is on whether a service works for the people using it.

Acknowledgements

We would like to thank the Manager and staff of Ashgreen House Care Home for their time and assistance.

Recommendations

Ashgreen House Enter and View Report February 2022

In February 2022 Healthwatch Greenwich visited Ashgreen House Care Home for an Enter and View. The report¹ was published in April 2022 offering the following recommendations:

1. Refresh and update staff training on Cradle.
2. All residents to have a memory box outside their bedroom door.
3. Offer residents dementia-friendly activities.
4. Maintain good organisation of resources in activity room to allow greater access and use by residents.
5. Offer residents regular opportunities to maintain or build balance and strength through gentle exercise.
6. Keep notice boards up to date, remove obsolete information and improve signage making clear what information is for staff to note and which is information for residents and relatives.
7. Consider opportunities to introduce additional seating areas in the corridors.
8. Pictures or photos of foods to be used on menus to make it easier for residents with dementia to make choices.

Follow up on recommendations

Our authorised representative conducted an announced visit in February 2023 to follow up on the recommendation of the Ashgreen House Enter and View report of 2022. The Care Home's Manager, Blessing Adamu was informative and provided the required information and evidence.

1. Refresh and update staff training on Cradle.

A Sanctuary Care Representative visits every two weeks to provide support with Cradle. Three members of staff confirm the above statement.

2. All residents are to have a memory box outside their bedroom door.

¹ <https://healthwatchgreenwich.co.uk/report/2022-04-06/enter-and-view-report-ashgreen-house-woolwich>

Residents in the Dementia Unit do not have Memory boxes but picture frames on their doors with similar information.



3. Offer residents' dementia-friendly activities.

Ashgreen House Care Home is recruiting for a new activity coordinator. The Care Home is using the platform Oomph!² Which offers Dementia friendly activities. Staff like the platform and find it beneficial for residents.

4. Maintain good organisation of resources in activity room to allow greater access and use by residents.

The activity room is clean and tidy.

² <https://oomph-wellness.org/>



5. Offer residents' regular opportunities to maintain or build balance and strength through gentle exercise.

Staff offer weekly exercises to all residents. Those who can't attend in the communal areas have staff helping them in their own room. Exercise is logged on Cradle and on each unit's activity log.

6. Keep notice boards up to date, remove obsolete information and improve signage making clear what information is for staff to note and which is information for residents and relatives.

Notice boards are up to date. The information is clear and well-presented. Important information for residents and relatives is highlighted in the reception area.



7. Consider opportunities to introduce additional seating areas in the corridors.

Armchairs and tables have been placed in corridors where space allows.



8. Pictures or photos of foods to be used on menus to make it easier for residents with dementia to make choices.

Residents with dementia are offered a show plate sample to make their choice of meal, giving them a visual of the food being served. Staff told us that residents prefer to see a showplates rather than photographs of a meal. One resident said he liked to see a showplate to helped him choose his meal.

Contact us

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

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