



Westcombe Park Residential and Nursing Home Report (February 2023)

Enter and view visits

Healthwatch has the 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 Westcombe Park Residential and Nursing Home for their time and assistance.

Westcombe Park Residential and Nursing Home Report August 2022

In August 2022 Healthwatch Greenwich visited Westcombe Park Residential and Nursing Home. The report¹ offered the following recommendations:

- 1. Refresh and tidy areas of the garden.**
- 2. Display photographs and names of key staff members in communal areas to assist both residents and visitors.**
- 3. Paint handrails a contrasting colour to the walls to assist residents with dementia and sight impairments.**
- 4. Provide memory boxes or more personalised name signs on each resident's door.**

Follow up on recommendations

Our authorised representative conducted an announced visit in February 2023 to follow up on the recommendation of the Westcombe Park Enter and View report of 2022. The Care Home's Manager, Ambipola Kehinde provided the required information.

1. Refresh and tidy areas of the garden.

Despite twice weekly visits from a gardener, further work is required to create a more welcoming and usable area for residents. Further assistance is being sought from BUPA to improve the garden area.

2. Display photographs and names of key staff members in communal areas to assist both residents and visitors.

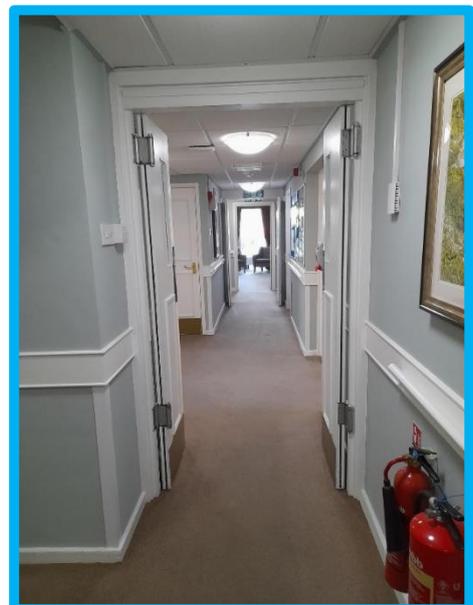
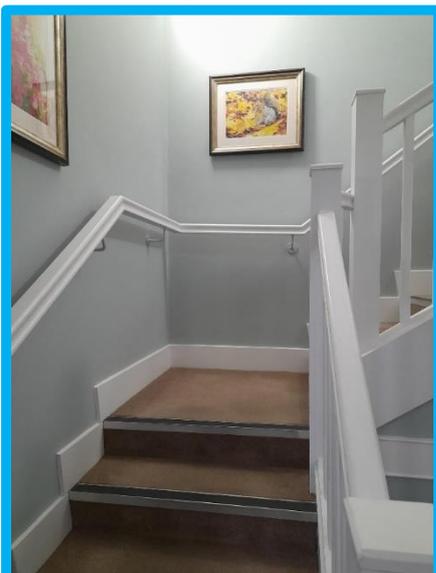
A board has been installed in the reception area with the names and titles of staff.

¹ [Enter & View Report: Westcombe Park | Healthwatch Greenwich](#)



3. Recommendation: Paint handrails a contrasting colour to the walls to assist residents with dementia and sight impairments.

Walls and handrails have been repainted following our recommendation for contrasting colours.



4. Provide memory boxes or more personalised name signs on each resident's door.

Memory boxes have not been installed, however, a contractor has been commissioned to supply the home with memory boxes.

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