

Enter and View Report

101 Royal Hill



January 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

101 Royal Hill is a spacious, purpose built two-story care home in central Greenwich. The care home is designed for seven residents, and currently, six beds are occupied. While the care home is spacious and clean, the communal areas lack decoration and a personal touch. However, the bedrooms are homely and personalised.

Its proximity to the park allows residents to enjoy daily walks and access local amenities. Additionally, the care home provides a van and driver, offering residents the opportunity to go on day trips and other outings.

During our visit, we noticed the staff engaging warmly and compassionately with the residents. While residents appeared happy and content we noticed very poor dental care. Multiple residents displayed discoloured and decayed teeth.

Families we spoke to expressed their satisfaction with the care provided. Families have the flexibility to visit whenever they like and they communicate frequently with the key workers and staff. On the day of our visit, we observed residents going out and being involved in activities.

Recommendations

- 1. Maintain a clear, tidy and safe environment in the garden.**
- 2. Complaints information to be on display and available in reception area.**
- 3. Replace heavily stained carpet to creating a more inviting and hygienic environment.**
- 4. Review dental care and oral hygiene approaches.**
- 5. Create a more welcoming and homely space in the communal areas.**
- 6. 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	101 Royal Hill, London, SE10 8SS
Service Provider	London Borough of Greenwich
Care Home Manager	Angela Pinnock
Date	19 th of January
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Chandan Kumar Mandal
Admission Information	Care Home for adults with learning disabilities
Number of beds	7 beds
Staffing levels	3 carers per shift (morning and evening) and one carer during the night. There are two additional carers weekdays during the morning shift for one to one support.
At our visit	We observed the care and interaction between staff and 6 residents. We communicated with 1 resident and 2 staff members including the assistant house manager. We received feedback from two families.

CQC Inspection

The Care Quality Commission (CQC) last reviewed 101 Lodge Hill¹ in February 2018. The home was given an overall rating of good .

¹ [101 Royal Hill - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

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 action². 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 guests, 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.

² 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 the 101 Royal Hill Care Home on the 19th of January .We spoke to residents, relatives, and staff. We also observed interactions between staff and 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

External Environment

Location

The care home is located in a quiet residential neighbourhood, close to Greenwich Park and nearby amenities. There is a bus stop just 10 minutes away and Greenwich station is a 15-minute walk away. The care home is a spacious, purpose-built building with a large and well-kept garden. The central location gives residents the opportunity to enjoy daily walks in the park and explore local shops and activities. The care home has a big garden and residents like to go outside when the weather is good. On the day of our visit the garden contained old furniture awaiting collection, this has be in situ for a number if weeks.



Recommendation: Maintain a clear, tidy and safe environment in the garden.

Internal Environment

Reception

The entrance area of the care home has a very small reception containing a small table holding a visitor's book. Next to the table, there is information about the care home and a book for compliments and complaints. Details about the staff and the complaints procedure is not available in the reception area. This information can be found inside the manager's office and is therefore not accessible for all visitors.

Recommendation: Have complaints procedure available in reception area.



Access and Mobility

The front door has a secure lock. The hallways are kept clean, neat, and are wide, making it easy for people using wheelchairs to move around. There is a platform access lift which has been out of order for the last three months. There are no hoists in any of the bedrooms or bathrooms.

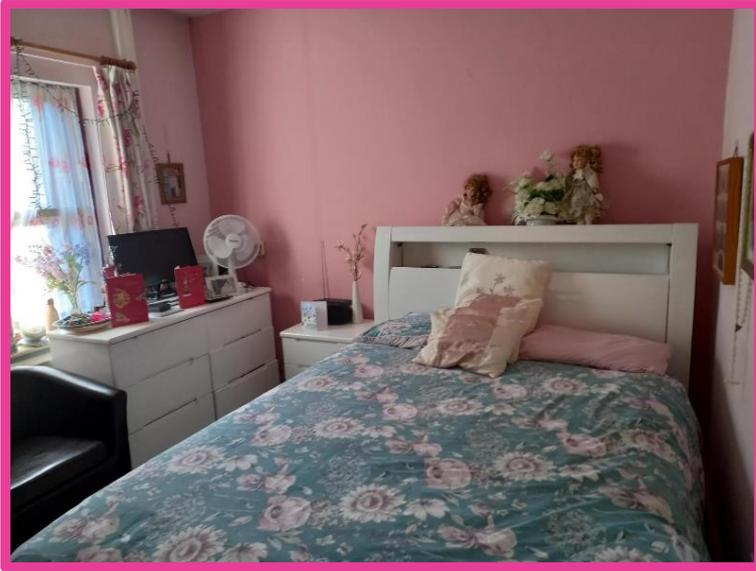
Recommendation: Lift to be repaired and accessible to residents.



Residents rooms

All bedrooms are on the first floor, except for one on the ground floor, allocated to the only male resident. The bedrooms are nicely decorated, in comparison to the sterile and undecorated look of the rest of the home.

All bedrooms are spacious and personalised full of photos and mementos. Each room has ensuite bathroom facilities. We observed staff ensuring residents' privacy by discouraging other residents accessing bedrooms that are not their own.



Hygiene

The care home has two communal bathrooms, one on the ground floor and one on the first floor in addition to ensuite facilities in every bedroom. The laundry room is located on the ground floor, the machines are very dated but still in working order. On the day of our visit the care home was clean and well organised. However, heavily stained first floor carpet requires replacement.

All residents appeared well-groomed, wearing clean and matching clothing. Daily showers are provided for all. Some residents have multiple opportunities for showering through the day.

All residents appeared to have serious dental issues, including missing, decayed and discoloured teeth. When asked about dental care, management claimed dental issues are the result of resident's medications.

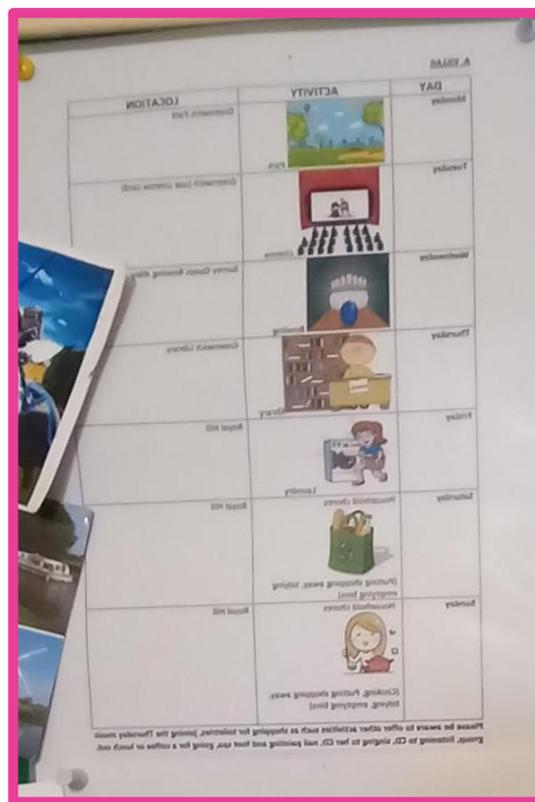
Recommendation: Replace heavily stained carpet to creating a more inviting and hygienic environment.

Recommendation: Review dental care and oral hygiene approaches.



Activities

Each resident has a key worker and they meet monthly. Key workers use pictures or videos to identify residents preferences, likes and dislikes. The care home's location is great for activities because it's very close to Greenwich Centre, making it ideal for walks in the park or shopping. Regular celebration are held for birthdays and other notable events. Residents have daily outings and have options like music days and bowling every Wednesday. Some residents go to church weekly and others can choose quieter activities like manicures or tea time in a cafe. Residents pay for activities themselves from their personal budget or the families contribute. The care home has transport and a full-time driver. Residents has frequent and multiple opportunities for day trips and outings.

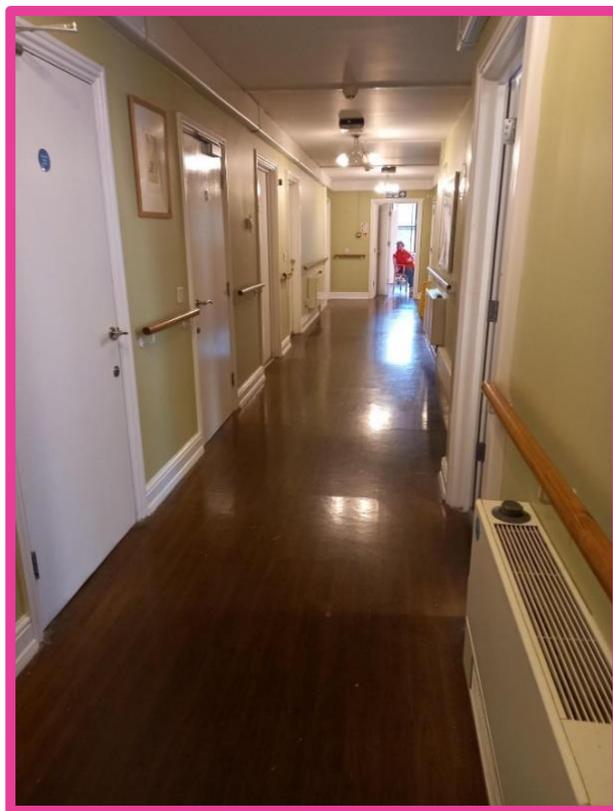


Lounge and Dining

The care home has a spacious domestic kitchen where care workers are responsible for cooking and for grocery shopping. Residents choose the weekly menu. Support workers use pictures to showcase the available options. The residents can also use the kitchen whenever they wish and can access snacks from the cupboards. Staff monitor food intake for residents to make sure they don't overindulge.

The care home has a dining area connected to the living room. Both rooms are minimally decorated, giving an unwelcome feel. Rooms don't contain pictures or and are quite bland. Big windows look over the garden and allow physical light into the lounge area.

During our visit, residents were relaxing in the living room or engaging in tabletop activities with staff in the dining area.



Recommendation: Create a more welcoming and homely space in the communal areas.

Communication:

Families receive updates from the care home when there is a change in the care plan. They can visit and contact whenever they wish and they are encouraged to join in parties and other events the care home organises. Establishing a regular channel for meetings or feedback sessions would offer an additional forum for communication.

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

Response from Provider

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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) Angela Pinnock (Care Home Manager) (b) Greenwich Council (provider)
Date sent:	29/1/2024
Title of Report:	Enter & View Report on 101 Royal Hill, London, SE10 8SS
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 26th of February 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. Maintain a clear, tidy and safe environment in the garden.2. Complaints information to be on display and available in reception area.3. Replace heavily stained carpet to creating a more inviting and hygienic environment.4. Review dental care and oral hygiene approaches.5. Create a more welcoming and homely space in the communal areas.6. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.

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General response ¹	
Response to recommendation 1. Maintain a clear, tidy and safe environment in the garden.	We have been in liaising with the RBG bulky collection team since 25 th October to get this collected, this has been addressed with emails, telephone call and via escalation to my senior management team for supportive action. The items were cleared from the garden on the 29.02.24.
Response to recommendation 2. Complaints information to be on display and available in reception area.	This is on display in 2 locations in the building, a copy is displayed by the front door entrance, you have captured this in your photograph on page 6, it is attached to the file stand in the photograph. It is also on display on the client notice board. See attached photograph showing where this is displayed.
Response to recommendation 3. Replace heavily stained carpet to creating a more inviting and hygienic environment.	<p>The carpet was professionally cleaned in late 2022, the results were not satisfactory. Quotes for replacement of the carpet and curtains were sourced in November 22 - January 23 and sent to senior management for agreement.</p> <p>Following discussion with the housing contractor Hyde, it was agreed to have the communal areas redecorated, this was completed in November 23. Ideally, we wanted to redecorate before changing the carpet. As there has been a time lapse since quotes were received up to date quotes are being sourced for the replacement of the carpets. The new quotes will be presented to management.</p>
Response to recommendation 4. Review dental care and oral hygiene approaches.	<p>All service users are supported to brush their teeth twice daily and attend the dentist at least twice yearly. Some of the service users present challenges to supporting oral care such as refusing to attend dental appointments or allow teeth brushing. We support these challenges with advice on dental care from the dental services we use and discussing the advice received at team meetings and reflecting this in care plans.</p> <p>We receive support and advice from the following dental practices Lakeside dental practice, the Waldron Health Centre and Guys and Kings hospital. Relatives support us by</p>

¹ Please expand boxes as needed for your response.

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	being involved in best interest meeting and treatment plans.
Response to recommendation 5. Create a more welcoming and homely space in the communal areas.	The home was newly painted in November 23, the old pictures have been removed to replace with up-to-date pictures of the residents, and photographs that reflect their interests this has been discussed and agreed with clients and management.
Response to recommendation 6. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.	As a service we are updating and diversifying how we obtain resident and their family's feedback within GLO, I am looking at a variety of mediums such as coffee mornings for example on a regular basis that can be attended both in person and virtually.
Signed:	
Name:	Angela Pinnock
Position:	Operational 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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