

Enter and View Report
58 the Village



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

The care home is a converted three-story building located in peaceful Charlton Village, close to local amenities and transportation. Residents enjoy the freedom to explore nearby shops and take walks to Charlton Gardens.

The home has a cosy warm feeling. There are six bedrooms all decorated uniquely, but only one has ensuite facilities. The home is pleasantly decorated but requires refurbishment in some areas.

Residents engage in various activities and the care home promotes independence and self-confidence. However, information provision could be improved. The back garden has raised planters for residents to practice gardening and enjoy the outdoors when the weather is good.

We observed that staff-resident interactions were warm and respectful. Overall, the care home provides a comfortable and nurturing environment, where residents are cared for with dignity and autonomy.

Recommendations

1. **Have complaints procedure available in the reception area.**
2. **Display photographs and names of key staff members in the reception area.**
3. **Refurbish the walls to create a more inviting environment.**
4. **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	58 The Village, Woolwich, London, SE7 8UD
Service Provider	London Borough of Greenwich
Care Home Manager	Angela Pinnock

Date	26 th of January
Healthwatch Greenwich Authorised Representatives	Kiki Bourcha Deepa Shrivastava
Admission Information	Care Home for adults with learning disabilities
Number of beds	6 beds
Staffing levels	3 carers per shift (morning and evening) and one carer during the night. Plus one resident receives continuous one-to-one care around the clock.
At our visit	We observed the care and interaction between staff and 5 residents. We communicated with 1 resident and 2 staff members including the assistant house manager. We received feedback from one family.

CQC Inspection

The Care Quality Commission (CQC) last reviewed 58 The Village¹ in 6th of July 2023. The home was given an overall rating of good.

Latest inspection: 19 September 2018 Report published: 22 November 2018

Latest review: 6 July 2023 

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

¹ [London Borough of Greenwich - 58 The Village - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/about-us/inspections/2023/07/58-the-village)

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.

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 58 The Village Care Home on the 26th of January .We spoke to residents, a relative, 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.

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

Findings

External Environment

Location

The care home is a three-story purpose-built facility situated in the tranquil and residential area of Charlton Village. It is in close proximity to Charlton House and local amenities, with a one-minute walk to the nearest bus stop. The location offers residents the chance to visit nearby shops and amenities, as well as take daily walks to Charlton Gardens.

The care home has front and back gardens. Though they are not large they do contain raised garden planters where residents can practice gardening—a pastime they enjoy.



Internal Environment

Reception

The care home has a small entrance that doubles as a reception area. There is a signing book in use. There is no notice board with pictures and names of staff in the reception or entrance. However, residents daily use a display board pin photos of staff on shift. On the day of our visit, the information was incomplete and inaccurate.

While a comment book is available, there is no additional information regarding the complaint's procedure

There is a secure keypad lock on the door, though most residents enjoy the freedom to go outside for visits to local shops or leisurely walks. Despite its size, the care home's entrance has a welcoming atmosphere, leaving visitors with a sense of warmth and hospitality upon entry.

While most of the care home is nicely decorated, some areas need refurbishment. The walls show signs of wear and tear, with numerous marks and blemishes.



Recommendation: Have complaints procedure available in reception area.

Recommendation: Display photographs and names of key staff members in the reception area.

Recommendation: Refurbish the walls to create a more inviting atmosphere.

Access and Mobility

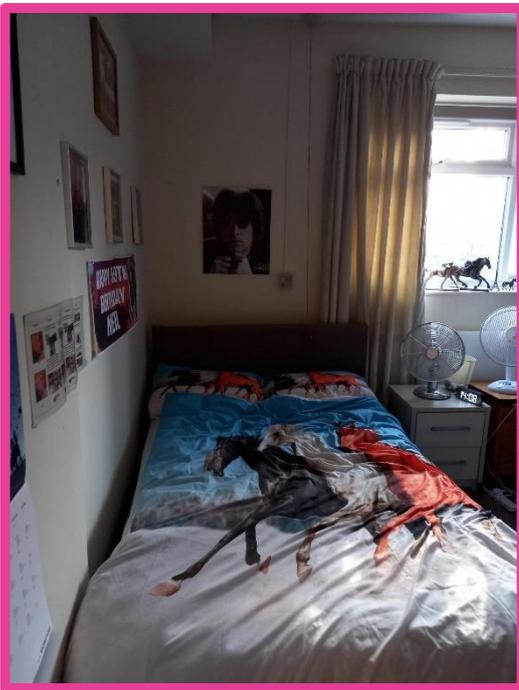
The care home is a three-story building and has a lift for easy access. The corridors are maintained clean, tidy, and uncluttered. We observed cords and cables are secured in vases and bowls, ensuring safety while maintaining a tidy environment. The care home doesn't have the facilities to accommodate residents with significant mobility issues.



Residents rooms

The care home has six bedrooms, and currently, five of them are being used. There's one bedroom on the ground floor, two on the first floor, and three on the second floor. Only the bedroom on the ground floor has ensuite bathroom facilities.

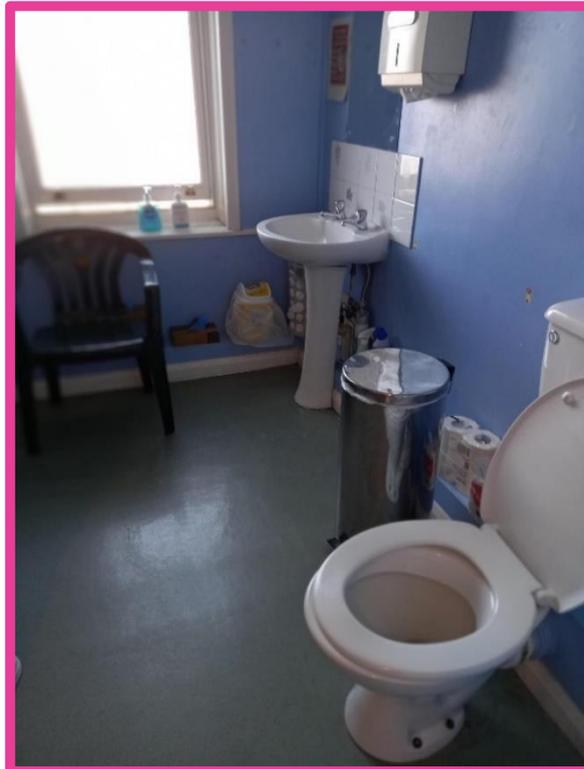
All the bedrooms have plenty of space and lots of natural light coming in through the windows. Each room has its own unique style with different colours on the walls, decorations, and personal photos, which adds a nice touch of personality.



Hygiene

The care home has one big, clean communal bathroom on each floor. All the residents, with the assistance of the staff, take showers twice a day. All residents were clean and well-presented.

On the first floor of the care home, there's a well-organised laundry room. Staff encourage residents to get involved in washing their clothes. This promotes a sense of independence and involvement in daily tasks.



Activities

The care home provides a variety of activities for its residents. They have the freedom to visit local shops, which many choose to do daily, giving them a sense of independence and connection to the community. Additionally, residents engage in activities like playing football with staff, tabletop games, and attending special events at Plumstead library and Sherard Road (LD groups).

Weekends are filled with trips to the cinema or restaurants, depending on residents wishes. Some residents go on holidays with staff, and all expenses are covered by their personal budgets.

We observed the warm and kind interaction between staff and residents. It's evident that residents are happy and well-cared for. Staff show respect to residents and we observed staff seeking consent before entering residents' rooms or showing photographs.



Lounge and Dining

The living room in the care home is equipped with a large TV, and natural light comes in from the large bay windows, making the room bright and pleasant. The space is nicely decorated, with paintings plants, and photos. It was clear that both staff and residents enjoy using this space.

The care home has a well-organised domestic kitchen. Residents actively participate in food preparation, adding to their sense of independence and involvement in daily tasks. They also have the freedom to prepare snacks and drinks whenever they want, although staff closely monitor their food intake to ensure balanced nutrition. Residents choose the weekly menu. Staff use pictures to communicate with residents to identify their dining preferences.

The kitchen itself is meticulously organised. Residents' nutritional needs are displayed on the wall and a notice board . Next to the kitchen is a small dining room, with a door leading out to the garden.



Communication:

Residents stay connected with their families through FaceTime, phone calls, or emails. Staff inform families of any changes to the care plan and invite them to participate in the annual review. Additionally, families are updated about significant events and receive photos from activities. Families receive a feedback survey every six months and are welcome to visit their loved ones anytime. However, there isn't a newsletter or formal communication system for all the families. Implementing regular meetings or feedback sessions would provide an additional channel for communication.

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

Response from Provider

healthwatch Greenwich

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:	21/2/2024
Title of Report:	Enter & View Report on 158 The Village, Woolwich, London, SE7 8UD
Response	If there is no response, please provide an explanation for this within the statutory 20 days (by 20th of March 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. Have complaints procedure available in the reception area. 2. Display photographs and names of key staff members in the reception area. 3. Refurbish the walls to create a more inviting environment. 4. Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.
General response	

¹ Please expand boxes as needed for your response.

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<p>1. Response to recommendation</p> <p>Have complaints procedure available in the reception area.</p>	<p>The complaint procedure is already displayed in the office which is located upstairs. Following your recommendation we have also cited a copy in the reception area.</p>
<p>2. Response to recommendation</p> <p>Display photographs and names of key staff members in the reception area.</p>	<p>There is already a staff on duty board, which identifies which staff are on duty daily. (see attached photograph)</p> <p>As a team we will review the effectiveness of this in relation to whether a photo board of key staff member is more effective in supporting the service users.</p>
<p>3. Response to recommendation</p> <p>Refurbish the walls to create a more inviting environment.</p>	<p>The service has recently gone through restructuring and reorganisation, part of these changes is reinvestment in the building. Agreements have been reached with the housing provider to redecorate the building. In July 23 a meeting was held with the housing provider Hyde and refurbishing of the walls was agreed, this will be required to proceed with redecoration. Other buildings in the project have been redecorated or in the process of been redecorated, we anticipate that this building will soon be painted. We will contact the housing provider to confirm a start date for the redecoration</p>
<p>4. Response to recommendation</p> <p>Establish a regular method for group communication and feedback with families, such as a newsletter or group meetings.</p>	<p>As a service we undertake surveys with families to get their feedback and views of the service offered, the survey was last completed in September 23. Additionally, 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.</p>
<p>Signed:</p>	

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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