

Chiswick Nursing Centre Enter and View Report

Part of a series of visits to care homes in Hammersmith & Fulham (St. Vincent's House, Farm Lane, Chiswick Nursing Centre, and Nazareth House)



October 2022

A report by Healthwatch Hammersmith & Fulham

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1. Visit Background

What is Enter and View?

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services - such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to get an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter and View Report', shared with the service provider, local commissioners and regulators outlines what has worked well, and gives recommendations on what could have worked better. All reports are available to view on our website.

Safeguarding

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

Disclaimer

Please note that this report relates to findings observed on the specific date(s) set out. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Acknowledgements

Healthwatch Hammersmith & Fulham would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

The Authorised Representatives spoke to patients and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

2. Focus of the Visits

The last few years have been a real challenge for care homes across England with care home residents being one of the most at high-risk groups to catch Covid-19. Now that we have moved beyond the pandemic to living with Covid-19, it has become safe to allow visitors into care homes once again. The purpose of this visit was multifaceted. Healthwatch Hammersmith & Fulham were led by Hammersmith and Fulham borough priorities as well as the recent CQC inspection rating of “Requires improvement”.

The focus of our visit was to ask residents about their overall experience of living in a care home as well as how involved they and their family members are in planning their care. We also wanted to find out whether the care is tailored to individual needs such as cultural and religious beliefs, and if it is delivered in a way that is easy for all residents and their families to understand.

From the staff perspective, we wanted to find out about dementia friendly training, End-of-Life Care, management of services, staffing, and working with healthcare providers.

As standard we also RAG rate care homes against the Accessible Information Standard (<https://www.cqc.org.uk/guidance-providers/meeting-accessible-information-standard>).

3. Chiswick Nursing Centre

| Visit Details | |
|-----------------------------------|--|
| Service Visited | The Chiswick Nursing Centre, Ravenscourt Gardens, London, W6 0AE |
| Manager | Steve Winter |
| Date & Time of Visit | 25 th October 2022, 2-4pm |
| Status of Visit | Announced |
| Authorised Representatives | Mari Tiitinen, Simone Brown, Phyo Yee Wai Yan |
| Lead Representative | Mari Tiitinen |

On 25th October 2022, we visited Chiswick Nursing Centre. The care home is operated by Ganymede Care Limited.

Chiswick Nursing Centre provides care for up to 146 people.

CQC Rating

The CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Chiswick Nursing Centre was last inspected by the CQC in June 2022.

The subsequent [report](#) rated the service as 'Requires Improvement' overall. The home was rated 'Good' at being Effective, Caring, and Responsive, and 'Requires Improvement' in terms of being Safe and Well-led.

Online Feedback

On [Carehome.co.uk](https://www.carehome.co.uk), Chiswick Nursing Centre has as an overall score of 6.2 out of 10 based on reviews in the last 2 years.

4. Executive Summary of Findings

Our analysis is based on the feedback of 6 patients.

This is a summary of key findings - see sections 3.2-3.4 for findings in full.

General Environment

Notes

- The care home has five floors: the ground floor is for dementia nursing; the first floor is for elderly nursing; the second floor is for people aged 18-60 who have complex care needs and therefore cannot live at home; the third floor is for End-of-Life patients; and the fourth floor is the “rehabilitation floor”, where residents who are often slightly older in age and may be undergoing surgical rehab.
- Each resident floor has a dining room with a small kitchen, a nurse’s station, a clinical room, a cleaner’s room, and a sluice room.
- The dining rooms are clean and the dining room on the third floor overlooks the garden where residents have access to from the ground floor.
- Each floor also has an activity room that is nicely decorated and positioned next to nursing stations.

What has worked well?

- Overall, patients expressed they are pleased with the facilities and environment.
- All of the patients that we engaged with stated that their accommodation is comfortable and to their liking.
- In general, residents stated that the meals provided are well prepared. They felt there was good variety, and they have a plethora of options to choose from.
- Most residents stated that they feel well looked after.
- Additionally, residents felt that the grounds were clean and one stated that their room was cleaned by staff every morning.

What could be improved?

- We observed that the residents' area on the ground floor appeared somewhat disorganised and chaotic: there was some medical equipment left unattended, there was an empty cardboard box in the hall, and two authorised representatives also noted a smell of urine in the hall that led to residents' rooms, however this was not noted in the rest of the home.
- In the residents' area on the first floor, we observed a dirty glass having been left in the hallway and it smelled of cigarette smoke.
- The residents' areas on the ground and the first floor looked tired and could do with some paintwork to update the décor.

Covid-19 Protocols

Notes

- Several Covid-19 notices were observed around the care home including prompts to wear face masks and to observe social distancing protocols.

What has worked well?

- The sanitisation chamber is required for all visitors before entering the resident halls.
- Additionally, there are hand sanitation dispensers positioned in front of resident hall entrances. Although there is no one there to monitor if these are being used by all guests.

Care and Support

Notes

- Most residents stated that they are comfortable and feel safe in the home.
- No residents expressed difficulty in securing their place in the care home and they were happy with their current accommodation.

What has worked well?

- Most residents stated that they feel well looked after.

- Two residents stated that they were involved in their care and were regularly included in conversations concerning their medical status.
- One resident stated that they are especially pleased with their meals as the nursing home has been able to accommodate his specialist diet which consists of chicken and fish.

What could be improved?

- One patient reported that although they were happy to have placement within Chiswick Nursing Centre, they do not clearly understand their current care plan and wish that staff could explain it to them in a way that they can understand
- During the visit, one paralysis patient expressed discomfort in bed as their legs became very rigid and required repositioning. The nurse's response was delayed, but primarily because they did not have proper PPE on.
- Although most residents were pleased with living at the facility, some stated that they wish they had more autonomy when visiting the outside community.

Communication

Notes

- Overall, residents expressed that they can easily communicate needs and are happy with the staffing team.

What has worked well?

- All patients spoken to were happy with their ability to communicate with staff and feel that the staff are respectful and treat them with dignity.
- Additionally, personal requests and needs are responded to with genuine concern.

What could be improved?

- Some residents also stated that a few staff members have poor English skills- and in some instances it is hard to communicate needs. Due to this poor communication, some residents stated that they feel disconnected from their carers.

Wellbeing

What has worked well?

- Regarding activities available within the facility residents stated they are properly stimulated and have access to a variety of activities (arts & crafts, singing, dancing, boardgames and crosswords etc.)

What could be improved?

- One resident commented that they would like to take part in additional activities such as sports events, local community events, and markets.

Based on the feedback of residents, we have made several recommendations (see section 3.5).

5. Full Findings

5.1 General Observations

During the visit, the Authorised Representatives made the following general observations.

Location and Signage

Observations

- The external signage was slightly confusing, as the main entrance was located down an alleyway which may prove to be hard to locate. A bigger sign stating where the main entrance is located would be helpful for visitors.

Accessibility

Observations

- The entrance to the care home is a short walk from Stamford Brook tube station and is located on the ground floor.
- To enter the nursing home, you must buzz reception and sign in.
- There is a ramp at the main entrance, therefore it is accessible for wheelchair users.
- There were adequate safety precautions in place to leave and enter each floor. To enter floors, you must press a button that will unlock the doors. To leave the floor, you must have a key code.

Accessible Information Standard (RAG Rating)

R = Red, A = Amber, G = Green

| | |
|--|-----------|
| Does the care home keep record of the residents and their families'/carers' additional communication and information needs in a way that is easily accessible for all staff members? | Not known |
| Is information about translation/interpretation services displayed in the care home? | Red |
| Are information leaflets available in formats such as Easy Read and Braille, and in other languages? | Red |
| Is the internal signage in a format that is easily understood by all residents and their families/carers? | Amber |
| Are residents provided with appropriate equipment to enable them to contact their families/carers? | Not known |
| Have staff received Dementia Friends awareness sessions? | Green |
| Have staff received training in Accessible Information Standards? | Red |

Covid-19 Protocols

Observations

- Upon entry, there are several signs indicating the need for proper safety practices needed to prevent the spread of Covid-19. Signs advised visitors to wear masks, use hand sanitiser throughout their visit and to observe social distancing.
- Additionally, masks are required to enter the resident floors and there is an automated disinfectant chamber that visitors must go through prior to entry.
- Each visitor is advised to use a new pen to sign in to avoid cross contamination.
- PPE stations were available on each floor.

Observations

- The care home has five floors: the ground floor is for dementia nursing; the first floor is for elderly nursing; the second floor is for people aged 18-60 who have complex care needs and therefore cannot live at home; the third floor is for End-of-Life patients; and the fourth floor is the “rehabilitation floor”, where residents who are often slightly older in age and may be undergoing surgical rehab.
- Each resident floor has a dining room with a small kitchen, a nurse’s station, a clinical room, a cleaner’s room, and a sluice room.
- The dining rooms are clean and the dining room on the third floor overlooks the garden where residents have access to from the ground floor.
- Each floor also has an activity room that is nicely decorated and positioned next to nursing stations.
- The activity rooms had books, magazines, boardgames, TVs and other activity equipment.
- We observed that the residents’ area on the ground floor appeared somewhat disorganised and chaotic: there was some medical equipment left unattended, there was an empty cardboard box in the hall, and it also smelled of urine.
- In the residents’ area on the first floor, we observed a dirty glass having been left in the hallway and it smelled of cigarette smoke.
- The residents’ areas on the ground and the first floor could do with some paintwork to update the decor.
- On the fourth floor we observed that there was an alarm going off which no one was responding to. It was unclear what this alarm was for.
- Staff were upbeat and friendly, and all wore proper uniforms and masks, but we did observe that some staff members did not acknowledge our presence by greeting us.
- We did note that one staff member was not wearing their name tag, leaving them unidentifiable. This was immediately addressed by the nursing home manager.

Noticeboard/Information

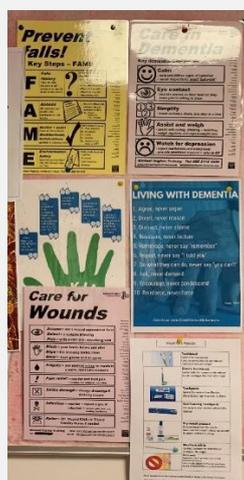
Observations

- There are lots of leaflets and posters that have information on health and mental health conditions and who to contact for help. While there are many - it has been well thought out and does not appear cluttered.
- There was a leaflet advertising the home's hair salon, with listed services and their prices.
- There are activities boards placed on each floor, they show dates and times of activities that will be held in common rooms.
- We did not see any notices that offered interpretation and translation services.
- We did observe that a complaints policy was displayed on a noticeboard on the ground floor.

Additional Observations

Observations

- There was internal signage on the doors; however, not all of them were dementia friendly, but we did observe some, for example an activities room had a dementia friendly sign.
- There were also information posters on the noticeboard to advise how to care for dementia patients.



5.2 Resident / Family Member Feedback

During the visits on 25th October, we engaged with 6 patients in total, although it should be noted that some were not able to answer all of our questions.

We asked questions around the general experience, care and support (including involvement in planning care), communication, and wellbeing.

Below is the summary of the feedback received.

Facilities and Environment

Most residents stated that they are comfortable and feel safe in the resident home. None expressed difficulty in securing placement, and they were happy with their current accommodations.

One resident stated that they are especially pleased with their meals as the nursing home has been able to accommodate his specialist diet which consists of chicken and fish.

Residents felt that the grounds were clean and one stated that their room was cleaned by staff every morning.

Although most residents were pleased with living at the facility, some stated that they wish they had more autonomy when visiting the outside community.

Care and Support

Most residents stated that they feel well looked after, however one stated that the care is somewhat delayed and they are occasionally left uncomfortable.

Most residents stated that they were happy with their current care plan. Two residents stated that they were involved in their care and were regularly included in conversations concerning their medical status. One patient reported that although they were happy to have a placement within the Chiswick Nursing Centre, they do not clearly understand their current care plan and wish that staff could explain it to them in a way that they can understand.

One resident said that they have not seen their primary GP in several years, instead their medical ailments and concerns are directly communicated through the nurses at the resident home.

Although most residents were pleased with living at the facility, some stated that they wish they had more autonomy when visiting the outside community.

During the visit, one paralysis patient expressed discomfort in bed as their legs became very rigid and required repositioning. The nurse's response was delayed, but primarily because they did not have proper PPE on.

Communication

All patients spoken to were happy with their ability to communicate with staff and feel that the staff are respectful and treat them with dignity. Additionally, personal requests and needs are responded to with genuine concern.

Some residents also stated that a few staff members have poor English skills- and in some instances it is hard to communicate needs. Due to this poor communication, some residents stated that they feel disconnected from their carers.

Wellbeing

Regarding activities available within the facility residents stated they are properly stimulated and have access to a variety of activities (arts & crafts, singing, dancing, boardgames and crosswords etc.)

One resident commented that they would like to take part in additional activities apart from shopping (sports events, local community events, markets). This resident also said that they wished they had more money to spend when shopping.

5.3 Staff Member Feedback

Unfortunately during our visit, we were not able to speak with staff members and although we have requested staff feedback to be emailed to us, we have so far not received this.

6. Recommendations

The Authorised Representatives would like to express thanks for the invitation to visit the Chiswick Nursing Centre.

Based on the analysis of all feedback obtained, Healthwatch Hammersmith & Fulham would like to make the following recommendations.

We make 3 recommendations on Facilities and Environment.

Facilities and Environment

We observed that the residents' area on the ground floor appeared somewhat disorganised and chaotic, and we also smelled cigarette smoke on the first floor and observed a dirty glass left in the hall.

Recommendation 1: *Ensure all staff members take a proactive approach in looking after the cleanliness of the care home, and that a daily cleaning schedule is followed to avoid any unpleasant smells.*

We observed the paintwork requires some update on the ground and the first floors.

Recommendation 2: *Updating the paintwork would give the ground and the first floor a refreshed look, and adding some artwork and other decorations can make the home feel more homely.*

There were internal signage on the doors; however, not all of them were dementia friendly.

Recommendation 3: *Ensure all internal signage within the care home are dementia friendly.*

We make 2 recommendations on Care and Support.

Care and Support

One patient reported that they do not clearly understand their current care plan and wish that staff could explain it to them in a way that they can understand

Recommendation 4: *Ensure staff members take their time to explain care plans to residents and make sure that they understand it. It would perhaps be a good idea to provide additional training to staff members around communication and how to explain information so that all residents with different communication skills are able to understand it.*

During the visit, one paralysis patient expressed discomfort in bed as their legs became very rigid and required repositioning. The nurse's response was delayed, but primarily because they did not have proper PPE on.

Recommendation 5: *We would recommend that nurses responding to residents' needs are wearing appropriate PPE at all times so that response is not delayed.*

We make 1 recommendation on Communication.

Communication

Some residents also stated that a few staff members have poor English skills- and in some instances it is hard to communicate needs. Due to this poor communication, some residents stated that they feel disconnected from their carers.

Recommendation 6: *We would advise that staff members who require additional support with their English skills are supported by other staff to communicate with residents and perhaps they could be supported to take some courses to develop their communication skills.*

We make 1 recommendation on Wellbeing.

Wellbeing

One resident commented that they would like to take part in additional activities other than shopping.

Recommendation 6: *Organise a larger variety of activities that are suitable for residents with different capabilities and interests.*

Due to the lack of feedback from staff members, we are not able to make any recommendations on Staff Training and Management of Services.

7. Glossary of Terms

| | |
|-----|-------------------------------|
| CQC | Care Quality Commission |
| EOL | End-of-Life |
| MDT | Multidisciplinary Team |
| PCN | Primary Care Network |
| PPE | Personal Protective Equipment |
| RAG | Red, Amber, Green |

8. Distribution and Comment

This report is available to the general public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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