

CARE HOME REPORT

Greenhill



February 2018

1. Introduction	2
2. What is Enter and View?	2
3. Strategic Drivers	3
4. Methodology	3
5. Disclaimer	4
6. Pre-visit Information	4
7. The Visit	6
On the day of the visit.....	6
The Premises.....	6
The Garden.....	7
Activities.....	8
The Food.....	10
Staff	10
8. Summary of Survey	11
9. Summary of Recommendations.....	11
10. Acknowledgements	12
11. Feedback from Greenhill.....	13
Appendix A	16
Appendix B	17
Appendix C	18
12. Getting your feedback.....	19



Enter and View Report:

**Greenhill
5 Oaklands Road,
Bromley, Kent
BR1 3SJ**

1. Introduction

What is Healthwatch Bromley?

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary - Healthwatch Bromley is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by informing those running services and the government know what people want from care.

2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists 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 - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and Views are not intended to identify specific safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch 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.

3. Strategic Drivers

Healthwatch Bromley gathers information and views of service users and those who are affected by a service such as family members. In order to have quality/high level services for residents we will seek to establish best practices and areas for improvements to enhance service provision. These are formally reported back to the service provider. The needs of customers receiving a service is an important part of the Healthwatch Bromley engagement programme.

On the 24th January 2018 Healthwatch Bromley visited Greenhill to speak with residents, family members and staff about their experience of the residential care home. During our visit we spoke with twelve residents, received three completed family questionnaires and five staff questionnaires. The majority of residents who engaged with Healthwatch (10/12) were satisfied with the service that they had received, but there were some points raised that require consideration and these have been mentioned within this report.

4. Methodology

This was an announced Enter and View visit.

A member of the Healthwatch team contacted Greenhill prior to the review taking place to discuss the purpose of the visit with the Home Manager, Dee Gumbo. She was happy for us to visit and said that she would let the staff, residents and visitors know that we were coming.

A poster, setting out the details of the visit was displayed within the home prior to our visit.



5. Disclaimer

This report relates to findings observed on the specific date set out below. Our report is not a representative portrayal of the experiences of all residents, only an account of what was observed and contributed at the time.

Details of the visit:

Name/address of premises visited	Greenhill,5 Oaklands Road, Bromley, Kent BR1 3SJ
Name of Service provider	Mission Care
Nature of service	Residential Care Home with Nursing
Registered Manager	Dee Gumbo
Date and time of visit	24 th January 2018
Authorised Representatives	Barry Simner and Peter Todd

6. Pre-visit Information

Greenhill is a purpose-built home, located in the north Bromley. They offer a comfortable and loving home, with a high standard of person-centred care to sixty four older people with physical or elderly frail nursing needs. Nurses and carers provide full nursing and clinical care twenty four hours a day. They are dedicated to caring for residents with dignity, respect and compassion and to serving residents' social, physical, clinical and emotional needs. The home has 64 rooms all on-suite.

The facilities at Greenhill are provided by Mission Care which has three charitable objectives:

- To relieve poverty
- To relieve sickness
- To advance the Christian Faith

Our charitable objectives are firmly rooted in our Christian faith. We want to share the love of Christ in everything that we do, by caring for our residents' physical, emotional and spiritual needs.

This Christian love which we seek to display is characterised by the following values:

Good Stewardship

The Bible states that everything in heaven and on earth belongs to God, and all that we receive is a gift from Him to be enjoyed with wisdom and love for others. We seek to honour God by taking good care of everything he has entrusted to us including our

residents, staff, physical and financial resources. Doing so will enable us to honour God and provide a high quality of care (Genesis 1 & 2; Psalm 24:1; Colossians 3:23).

Individuality

We recognise that each resident living in our homes has been lovingly created by God as a unique individual each with their own life story and experience. We will do our best to care for individual needs and seek to treat every resident as we would like to be treated (Matthew 7:12).

Creativity

Our creator God has given us a world filled with beautiful variety. We seek to imitate Him by providing care which moves in a creative and innovative way so that residents' lives and their experience in our homes is positive and uplifting. (Genesis 1 & 2; Psalm 104).

Honesty

We seek to honour God and respect all those connected to Mission Care by being transparent and truthful in all aspects of our work (Proverbs 12:22; Philippians 4:8).

Services provided include:-

Nurses have clinical skills. People are admitted to the hospital in case of emergencies only. The GP visits twice a week on Mondays and Fridays.

Families are encouraged to visit at any time and spend as much time as they like. Care plans are discussed with families and any changes in the residents' care. Relatives have quarterly meetings with the home staff and managers

Person centred approach. Residents are cared for as per personal choices and preferences. Activities are planned weekly and displayed, large group activities, small group, one to one are all encouraged throughout the day with a person-centred approach.

Other Services include

- Makepeace Pharmacy
- Vision call
- Chislehurst clinic podiatry
- Morden dental services
- Hairdressing service.

7. The Visit

On the day of the visit.

Upon arrival, the Authorised Representatives were met by Dee Gumbo the Home Manager who explained the different types of care support offered by Greenhill. The building layout was explained to the (AR's) and we were directed to the communal areas.

During the visit we spoke with twelve residents and took notes of their responses through our resident questionnaire forms. In addition five staff questionnaires were received providing valuable feedback. We also received three completed family or friends questionnaires.

The Premises

The overall impression of Greenhill was that the home is welcoming, with a bright clean, and tidy entrance, with a seating area for visitors/guests. The temperature was appropriate for the residents. The passageways were clear and the Authorised Representatives saw the security system which was good. Information displayed in notice board was good and signage throughout the home was excellent (see examples below).





In some areas of the home there was an unpleasant odour (smell of urine), which needs to be addressed.

Parking space at Greenhill is limited.

Healthwatch received the following comments on the premises:-

-  **A resident said - “My room is spacious and I like having my own bathroom in the room”.**

 Another resident commented - “I didn’t like it here when I first moved in to the home, but the place now feels like home and I don’t feel lonely anymore”.

 A residents daughter told us “My mum has mobility issues and the building lay out is good for her as she does not have to travel too far to get to the lounge or dining area”.

Recommendations

1. The home should address the odour issue within the building.

RESPONSE FROM GREENHILL

Recommendation 1

It would be good to specify if the smell was generalised or it was only a section. Also, if you did check later on to find out if the odour was still present. In the home at times when someone has had an accident, there may be a urine or stool odour which would soon go after a little while. It’s good to specify as well whether it was a stale odour. During the period you visited many residents will be using the toilet. The clarifications would help us to know how to deal with the situation. I have not come across any area that has an odour that lingers for longer periods.


Healthwatch confirmed that the issue was evident in two key areas within the home. Firstly by the lift on the ground floor and close to the activities room where the bingo was taking place.


The Garden

It was raining on the day Healthwatch visited, so access to the garden was limited, although the garden is not a large space their sufficient space for residents to sit and get some fresh air. The terrace had adequate seating for the residents and the garden had sufficient shade.

Comments received about the outdoor space:-

 Resident comment - “I use the garden a lot in the summer and prefer to be outside in the good weather”.

 A resident said - “I would like to have the opportunity to do some bulb planting which I did regularly at home”.

 A residents' daughter said "My dad likes the garden and it is important to him, he is more relaxed when he is outside".

Recommendations

2. Bulb planning could be used as an activity for the home.

RESPONSE FROM GREENHILL

Recommendation 2
 This has been discussed with activities people and volunteers and will be actioned. A few more residents have been identified who would like to do this. Every year some volunteers do bulb planting with residents who want to. The residents who like gardening do participate in all gardening activities.

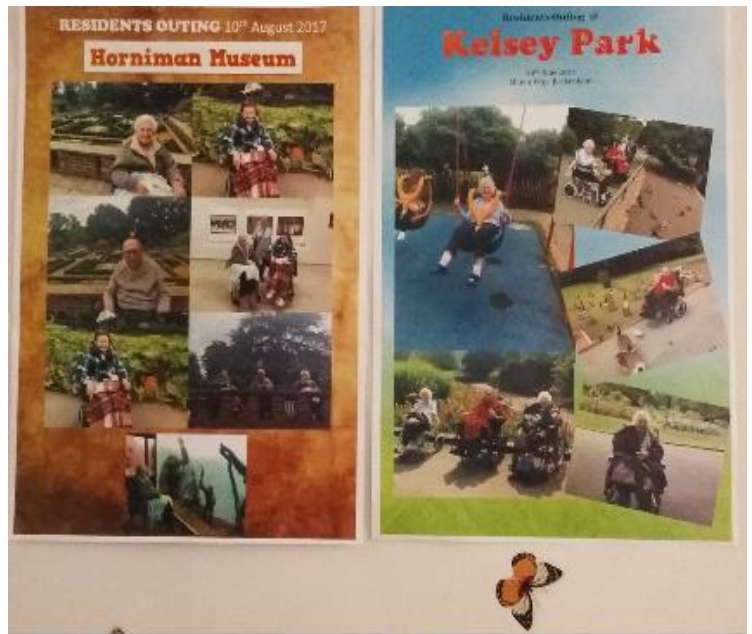
Activities

The activities schedule is published covering what is happening during the week. During the Healthwatch visit residents were playing Bingo on the first floor. The AR's observed members of staff actively engaging and supporting the residents during this activity.







There were a number of residents who were unable to join in the activities because of their memory issues or inability to react to people as they require advanced nursing care.

There is a varied activities programme in place and there are outings available to residents if they want to go out (seasonal). Examples of the activities schedule and posters for outings are shown below.

Activities Schedule Greenhill		
Date	Morning	Afternoon
Monday 22 nd January	Morning Exercise Residents from all floors will be having a flexibility stretching exercise with Hanna... 1 st floor 10:30am - 2 nd floor 11:00am	Arts & Crafts An easy, therapeutic and fun craft for residents. Ground Floor All Day from 2:30pm
Tuesday 23 rd January	COFFEE MORNING Let us know what is happening in and around the world Ground Floor 10:30am	PUB QUIZ An Afternoon of refreshment while having DRINKING GAMES on this afternoon for our weekly quiz Ground floor from 2:30pm
Wednesday 24 th January	Sensory activities. All are welcome to join in for our sensory activities fun games... 2 nd floor 10:30	Let's Play BINGO! All welcome to join... Ground Floor 2:30pm
Thursday 25 th January	Morning Exercise Residents from all floors will be having a flexibility stretching exercise with Hanna... 1 st floor 10:30am - 2 nd floor 11:00am	Music therapy Santino will be entertaining our resident 1 st floor and 2 nd floor from 2:30
Friday 26 th January	PAINTING SESSION Raphael will be leading his regular Friday painting class. Ground Floor Lounges at 10:30am	SOUND THERAPY A therapeutic sound therapy session for our resident's wellbeing. All floor from 2:20pm.
Saturday 27 th January	Hand and Nail Pampering Residents will enjoy a relaxing moment as we do their nails and floor it Ground floor from 10:30am	Reminiscence Therapy One to one with all residents to reminisce life story, work, and happy summer memories. All floors from 2:30pm
Sunday 28 th January	Hand and nail pampering resident will be having a relaxing moment as we do their nails... 1 st floor from 10:30	Sing-along An afternoon of singing and merry making with the residents.



Residents, told us:-

-  I was isolated when I was living in my own flat and didn't get many visitors, so the activities here give me a chance to socialise".
-  "I don't like socialising as only one resident speaks to me". "The staff speak to me and I enjoy talking to them".
-  "Outings are important to me and I enjoy them but I would prefer to have more opportunities to go out".
-  I like the pastoral care and support that is given to me here at Greenhill".
-  "I would like to have a more interesting activities programme, I don't like exercise, games or crafts, we generally have one or two music based activities a week and I would like to have these more often".
-  A member of staff commented "I think that activities are overall good but I feel that some new ideas would be good".

Recommendations

3. Healthwatch recommends that Greenhill review the opportunities for residents to go out and if possible increase the number of outings available.
4. In addition to the above Healthwatch would recommend that an update of the activities programme is considered with resident input.

RESPONSE FROM GREENHILL

Recommendation 3


This Residents do go out a lot, this is limited in the winter as most of them tend to decline on the day due to cold weather or not feeling well. We do have lots of outings and some residents attend lunch clubs and community clubs regularly. We can still do more if the residents want to.

Recommendation 4

The schedule is communicated with residents regularly and they put much input on the schedule. We do discuss the schedule during residents' monthly meetings and they say what they want and what they don't like. I am not sure how many people have expressed this as most residents who can, do give us an input on how and when and where activities should be done. We will still continue to promote more involvement.

The Food

Residents told us that they were happy with the food choice and the quality of the meals provided. There were no complaints about portion size or the temperature of the food served. The food is also rotated on a weekly basis to provide variety and there is a light option choice of omelette, sandwiches, salad or Jacket potato.

 **“The son of a resident told us that his mum had put on weight since moving in to Greenhill and she was looking better and had more energy as a result”.**


Staff

Staff told us that they were very well supported by their managers and supervisors. A member of staff told us that **“Greenhill has a very good training programme and there are additional training opportunities over and above the statutory requirements”**. A second staff member said **“We work very well as a team and support each other”**.


Staff were observed to be happy and engaging towards the residents during their work by responding promptly to requests made by the residents.

All of the residents had a good appearance in terms of their clothing, hair and fingernails. Healthwatch received the following comments about the staff at Greenhill:-

 **A family member said “Mum is well cared for and for us health and safety is a key and this is adhered to”.**

 **A daughter said “The staff are very professional and support my mum well, I have no complaints”.**

 **A resident told us “I think there is a mix, some are good and some are not so good”.**

 **Another resident commented “The staff are normally smiling which does cheer me up”. “There are one or two who don’t seem happy and that is a shame, I think that they are not part of the nursing team”.**

Recommendations

5. A few residents mentioned that some staff were not always happy and this should be addressed through some refresher training or an internal team communication”.

RESPONSE FROM GREENHILL

Recommendation 5

We can still do more if the residents want to. We will address this in team meetings. Most of our staff are very pleasant with both relatives and residents, but we will take on board what the few residents said. The staff do receive a regular training in customer care which involves residents care and general conduct and body language.

The recommendations will be communicated with all the staff and action points implemented.

8. Summary of Survey

1. The quality of care at Greenhill

The residents and family members that Healthwatch engaged with, were happy with the level of care and support that was being received. Residents and family members told us that they felt Greenhill was a safe environment.

2. Resident needs, are they met?

Residents were happy that their needs were being met and they made many positive comments to us during this visit.

3. Are the staff resident focused?

All staff were observed to be resident focused but they need to reflect this in their body language (refer recommendation 5 above).

4. Activities programme

The activities programme needs to be refreshed (recommendation 4).

9. Summary of Recommendations

- 1. The home should address the odour issue within the building.**
- 2. A resident would like bulb planning included as an activity.**
- 3. Healthwatch recommends that Greenhill review the opportunities for residents to go out and if possible increase the number of outings available.**
- 4. In addition to the above Healthwatch would recommend that an update of the activities programme is considered with resident input.**
- 5. A few residents mentioned that some staff were not always happy and this should be addressed through some refresher training or an internal team communication”**

10. Acknowledgements

Healthwatch Bromley would like to thank Greenhill, including their residents and staff, for their valuable contribution and for participating in this survey. In addition the support of the Healthwatch (AR's) who conducted the review.

11. Feedback from Greenhill



Community House
South Street
Bromley
BR1 1RH

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

Report & Recommendation Response Form

Report sent to	Dee Gumbo
Date sent	February 2018
Details of report	This report covers Enter & View visits made by Healthwatch Bromley to Greenhill. It incorporates resident, staff and management feedback on the service provided to residents by this care facility.

Date of response provided	28/02/2018
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	<p>Thank you for spending time with residents and for the report. I would kindly appreciate some clarification on some of the recommendations in the report.</p> <p>Below are my comments following your recommendations:</p> <ol style="list-style-type: none"> The home should address the odour issue within the building. In some areas of the home there was an unpleasant odour (smell of urine), which needs to be addressed. It would be good to specify if the smell was generalised or it was only a section. Also, if you did check later on to find out if the odour was still present. In the home at times when someone has had an accident, there may be a urine or stool odour which would soon go after a little while. It's good to specify as well whether it was a stale odour. During the period you visited many residents will be using the toilet. The clarifications would help us to know how to deal with the

situation. I have not come across any area that has an odour that lingers for longer periods.

2. A resident would like bulb planting included as an activity.

This has been discussed with activities people and volunteers and will be actioned. A few more residents have been identified who would like to do this. Every year some volunteers do bulb planting with residents who want to. The residents who like gardening do participate in all gardening activities.

3. Healthwatch recommends that Greenhill review the opportunities for residents to go out and if possible increase the number of outings available.

Residents do go out a lot, this is limited in the winter as most of them tend to decline on the day due to cold weather or not feeling well. We do have lots of outings and some residents attend lunch clubs and community clubs regularly. We can still do more if the residents want to.

4. In addition to the above Healthwatch would recommend that an update of the activities programme is considered with resident input.

The schedule is communicated with residents regularly and they put much input on the schedule. We do discuss the schedule during residents' monthly meetings and they say what they want and what they don't like. I am not sure how many people have expressed this as most residents who can, do give us an input on how and when and where activities should be done. We will still continue to promote more involvement.

5. A few residents mentioned that some staff were not always happy, and this should be addressed through some refresher training or an internal team communication"

We will address this in team meetings. Most of our staff are very pleasant with both relatives and residents, but we will take on board what the few residents said. The staff do receive a regular training in customer care which involves residents care and general conduct and body language.

The recommendations will be communicated with all the staff and action points implemented.

I would appreciate some clarifications on some points raised above.

Thank you for the positive and the recommendations that have been highlighted in the report.

Response from **Greenhill**

Name **Dee Gumbo**

Position **Home Manager**

<i>For office use only</i>	
<i>Date response received</i>	
Within 20 days	

**Enter and View Visit to Greenhill,
24th January 2018**

Resident Questionnaire

1. Do you think that living here is an enjoyable experience?
2. Do you feel Greenhill is a comfortable and secure living environment?
3. Does Greenhill have a welcoming environment?
4. Do you socialise with other residents here?
5. Are there regular opportunities to go out?
6. Do you have a regular visitor?
7. Do you have the opportunity to influence changes to your daily living or activities.
8. What are the staff like?
9. Do you have support with your personal care? Is it sufficient?
10. How do you make appointments for your health and care? Do you receive home visits?
What do you think of the service?

- GP
- Nurse
- Pharmacy
- OT
- Dentist
- Hairdresser

Observations

Physical wellbeing

Note the appearance of the resident in terms of clothing, hair, fingernails etc.

Good / Acceptable / Poor

Enter and View Visit to Care Home Facility, Greenhill Healthwatch visit 24th January 2018

Staff Questionnaire

Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Bromley. All responses will be anonymised.

1. Please describe your role at Greenhill.
2. How long have you been working at Greenhill? Are you permanent, agency or bank staff?
3. Do you like your work? Please say why.
4. What training have you had while working at Greenhill?
5. Do you feel you supported in your work?
6. How well do you know the residents?
7. What do you think of the social activities provided for residents?
8. What are your thoughts on how the service is run?
9. What else could be done to make things better for the residents?
10. Do you get on well with your colleagues?
11. Do you have any further comments or observations?
12. Would you recommend Greenhill to your own friends and family? Please say why.

**Enter and View Visit to Greenhill
Healthwatch visit
24th January 2018**

Family Questionnaire

Thank you for taking the time to complete this survey, which will feed into our report giving a review of care facilities in Bromley. All responses will be anonymised.

About Greenhill

1. How do you feel generally about *Greenhill* services and the care your relatives receive?
2. Does your relative have friends at *Greenhill*? Yes / No / Unsure
Please comment:
3. Do you think your relative is safe at *Greenhill*? Yes / No / Unsure
Please give your reasons below:
4. Do you feel that you are kept informed regarding concerns about your relative e.g. falls, ill-health and future care plans? Yes / No / Sometimes
Please comment:
5. Do you know what the arrangements are for your relative in an emergency?
Yes / No / Unsure Please comment:
6. Does your relative take part in any social activities at *Greenhill* or elsewhere?
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Greenhill* is run?
Yes / No / Unsure Please comment:
8. Are you encouraged by the staff team to get involved in activities at *Greenhill*?
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at *Greenhill*?

Other services

10. Are you satisfied with the level of support your relative receives from other local health and care services e.g. GPs, dentists and pharmacies? Yes / No / Unsure
Please comment:

Your relative's health

11. Does your relative have dementia? Yes / No / Unsure
12. Does your relative have any other long-term conditions? Yes / No / Unsure
If yes, please list them here:
13. Since moving to *Greenhill*, has your relative been admitted to hospital?
Yes / No / Unsure

If yes, please can we telephone you to ask more about your relative's experience of coming home from hospital? Your phone number:

14. Any other comments:

12. Getting your feedback

At Healthwatch we are constantly encouraging feedback on health and social care services provided in Bromley. So if you have a story or experience that you would like to share with us, you can make contact in five different ways. Please see the list below to find out how you can give us feedback.

Thank you.

<p>Tell us your experiences of your care at Greenhill</p>	
	<p>By telephone 020 8315 1916</p>
	<p>By post Healthwatch Bromley, Community House, South Street, Bromley, Kent, BR1 1RH</p>
	<p>Through the internet www.healthwatchbromley.co.uk</p>
	<p>By email admin@healthwatchbromley.co.uk</p>
	<p>Face to Face</p>

This report was produced by:

Healthwatch Bromley

Community House

South Street

Bromley, BR1 1RH

Telephone: 020 8315 1916

February 2018



Healthwatch Bromley is delivered by Community Waves Ltd. Community Waves is a Registered Charity (1159132) and a Company Limited by Guarantee (9044348). Registered Address Community Waves, Community House, South Street, Bromley, BR1 1RH. Community Waves is a voluntary and community organisation that builds bridges between local people and decision makers by using effective engagement and involvement to impact on community wellbeing and development.