

# Enter & View Report

Regency Court, 30<sup>th</sup> March 2026



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<b>Visit Details</b>	
<b>Service Visited</b>	Regency Court, 14 Mackintosh St, Bromley BR2 9GL
<b>Registered Manager for the care provider on site</b>	Sally May (Creative Support)
<b>Date &amp; Time of Visit</b>	Tuesday 31 <sup>st</sup> March 2026, 11:00 – 14:30
<b>Status of Visit</b>	Announced
<b>Authorised Representatives</b>	Elizabeth Szell, Margaret Kalu, Graham Powell
<b>Lead Representative</b>	Charlotte Bradford

## 1. Visit Background

### 1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake and report on 'Enter & View' (E&V) visits.

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

E&V visits can happen if people tell us there is a problem with a service but can also be made 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 gain an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter & View Report', shared with the service provider, local commissioners and regulators, outlines what is working well, and makes recommendations on what could work better. All reports are available to view on our website.

### **1.1.2 Safeguarding**

E&V visits are not intended to identify specific safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an AR observes anything about which they feel uncomfortable they inform their lead, who will inform the service manager, ending the visit.

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.

### **1.2 Disclaimer**

Please note that this report relates to findings observed during this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on the day.

### **1.3 Acknowledgements**

Healthwatch Bromley would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V visit to take place. We would also like to thank our ARs who assisted us in conducting the visit and putting together this report.

## **2. Information About the Service**

### **2.1 Regency Court**

Regency Court is an extra care housing scheme managed by Anchor Limited, situated close to Bromley Common and Bromley South station. There are 60 flats, and referrals are through the London Borough of Bromley.

Extra care housing provides an independent retirement flat, with the added benefit of support when the resident needs it.

A flexible service is available to suit each individual's needs, from catering services and personal care, to housing-related support and wellbeing. Staff are on-site 24/7 and tenants have access to an emergency response service, with the option to buy additional care packages.

A full-time Anchor Housing manager is based on site to look after tenants' home and tenancy agreements. Each person has their own self-contained flat and can decide the type and level of support that suits them.

Most services are eligible for housing benefits, and the majority of the properties at Regency Court are rented on an assured tenancy, some are shared ownership for those who wish to purchase.

## **2.2 Ratings**

The CQC is the independent regulator of health and adult social care in England. It ensures that health and social care services provide people with safe, effective, compassionate, high-quality care and encourages services to improve.

An inspection was announced and carried out in April 2021. The service was rated Good by the CQC. This inspection was carried out under Section 60 of the Health and Social Care Act 2008 (the Act) as part of CQC regulatory functions. The CQC checked whether the provider was meeting the legal requirements and regulations associated with the Act. They looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

## **2.3 Tenants**

Creative Support currently care for and support 39 tenants with a care package. 14 other tenants no longer need care, have moved in with a partner with care needs, moved to nursing care or passed away. Some have an outside agency delivering their care and support. At the time of our visit, Regency Court had six voids, although some have nominations going through. Residents are over 55 years old.

Creative Support did not submit a tender for recontracting this year and will be replaced by Eleanor Care in August 2026. Staff are expected to transfer under TUPE arrangements. There are some concerns regarding the transition period and its potential impact on continuity of care.

## **2.4 Staff**

Creative Support has 35 staff: an area operations manager, registered manager, care coordinators, administrative staff, support workers, bank staff, activity workers and volunteers.

## 3. Summary of Findings

The E&V visit was carried out Tuesday 31<sup>st</sup> March; four E&V ARs were present. It was announced and planned in partnership with the setting. In preparation, we shared with the manager a poster announcing the E&V, to display in communal areas, and questionnaires explaining the purpose of the visit in further detail and seeking feedback.

### 3.1 Entry and General Accessibility

#### Notes

At the front of the building, parking bays are clearly marked, including designated spaces for ambulance and disabled access.

The entrance doors are automatic; there is no doorbell or visitor signing in book in place. Signage is displayed to indicate that CCTV is in operation.

Access to the building is partially controlled. While a security fob is not required to enter the main entrance, it is needed to access the residential corridors and the lift, providing an added level of security for tenant areas.

#### What works well?

- Easily accessible by public transport
- Parking bays clearly marked at the front for ambulance or disability access
- Temporary car permit stickers available for visitors

#### What could be improved?

- No visitor signing in book

### 3.2 General Environment

#### Notes

The building features a large entrance area, furnished with sofas to create a comfortable waiting space. The walls display a range of posters and information for tenants, including a Healthwatch Bromley Enter and View poster.

An assisted bathroom is located on the lower ground floor. It was observed to be in very good condition and clean, with servicing carried out every six months. The corridors are fitted with laminate flooring in a simple tiled pattern and include contrasting safety rails to support tenants. Framed artwork is displayed throughout, although some areas appeared dusty.

Each floor is painted in a different colour, which supports tenants in identifying their level within the building. Floors are clearly labelled, with door numbers and directional signage to flats, aiding navigation and orientation.

The dining area is spacious, clean, and well organised, providing a comfortable environment for mealtimes. Tables were set in preparation for the lunch service, with place cards displaying people's names arranged according to a seating plan. The font used was large and easy to read; the system also supports staff in identifying people and any associated allergens when serving meals.

A three-month rolling menu is displayed on a noticeboard within the dining area. A panic button is installed on the dining room wall, contributing to safety measures within the space. In addition, clear signage is displayed at the food station, including a 'Danger: hot surface' warning to alert tenants when collecting food from the hot buffet.

The communal living room is a spacious area designed to support both relaxation and social activity. It features a large bookcase and a range of comfortable sofas and armchairs arranged around the edges of the room, creating a welcoming and informal setting. The décor includes a plain carpet, with curtains and walls in contrasting shades of purple, which helps to define the space.

A variety of recreational facilities are available, including a ping pong table and a sensor dartboard, alongside a selection of board games.

A water cooler is available and during the visit a radio was playing, while the television was not in use. In the tea station area, a 'Go Decaf' One Bromley sign was displayed as part of the Falls Prevention Programme, promoting awareness among tenants.

The garden provides an outdoor space with a variety of seating options including tables, chairs, and benches. There is also a vegetable garden, which may offer opportunities for engagement and activity. The area is securely enclosed, with fencing and a gated wall surrounding the garden, supporting tenant safety.

Each tenant flat is clearly identifiable, with a door number displayed outside, along with a doorbell and a key safe box. Flats also have their own individual letterboxes for receiving post. In some cases, doors are fitted with sensors to support wheelchair access; these adaptations are arranged through an Occupational Therapist and require approval from the local authority.

All flats are equipped with a wet room that includes a safety pull cord, supporting accessibility and emergency response. The kitchen and living areas are spacious, and the flats benefit from modern windows fitted with safety locks and internal rails. Smoke detectors are installed as standard throughout. For added safety, each kitchen includes a locked cabinet for the secure storage of medication.

A guest suite is available for visiting relatives at a cost of £30 per night. The room was observed to be very well maintained and provides a comfortable, self-contained space for short stays.

The suite includes two single beds, armchairs, a television, and a small fridge. It also benefits from an ensuite bathroom with a shower fitted with safety railings, as well as an alarm pull cord located by the toilet to support safety. For access and convenience, the door to the guest suite is fitted with its own external key safe.

### **What works well?**

- Lots of posters on the wall and information for tenants
- Place cards on dining tables are in large font and easy to read
- A panic button is installed on the dining room wall
- There is an activities noticeboard displayed in the communal lounge with tenant and staff photos
- Bathrooms and communal areas all have dementia friendly signs.

### **What could be improved?**

- No dementia friendly clocks throughout the building
- A clock in the communal living room was telling the incorrect time
- Board games in the communal living room are untidy
- Rubbish fallen down the back, up against the curtains. is visible from the garden
- No designated smoking area
- The garden décor appears dated
- Some of the outdoor furniture was observed to be damaged and out of place.

## **3.3 Safety and visiting**

### **Notes**

At the time of our visit, there were no restrictions on visiting. There are no visiting times in place, but residents are asked not to have visitors after 22:00 and there are notices displayed emphasising this requirement.

All service users and visitors are required to be mindful and respectful of the other tenants in the building.

### **What works well?**

- Fire exit signs are clearly displayed
- Fire alarms tested every Wednesday
- CCTV signs on the exterior doors
- Mobility scooter storage room on the ground floor for safe keeping.

### **What could be improved?**

- No fire evacuation mat or sledge in the communal stairwells for tenants
- Some alarm buttons in the communal areas have their leads wrapped around them, making it hard to pull in an emergency
- There is a trip hazard in the garden, around sunken drain covers.

### 3.4 Activities and Personal Involvement

#### Notes

The service offers a limited programme of activities, with one scheduled activity per day following a largely repetitive weekly timetable. There are currently no activities provided on Thursdays, although staff advised that they are exploring options to recruit additional support to address this.

There is a dedicated activities room, which is spacious and benefits from large windows that provide good natural light. During the visit, a gardening club session was taking place. Other regular activities include a weekly pub quiz and a monthly visit from a singer guitarist. The service also maintains links with Trinity School, whose pupils contribute through seasonal activities such as carol singing and sending Easter cards.

It was noted that the clock in the activities room was incorrect and not dementia friendly, which may cause confusion for some tenants.

#### What works well?

- Dedicated activities room
- Community involvement, with Trinity School contributing through seasonal activities such as carol singing and Easter cards
- Activities noticeboard displayed in the communal lounge.

#### What could be improved?

- Very few activities available throughout the week and no activities currently on a Thursday.

### 3.5 Diet and Cultural Practices

#### Notes

Regency Court caters to specific dietary requirements, e.g. vegetarian or halal. The menu is amended every three months and displayed, allowing multiple options.

#### What works well?

- Kitchen is clean and well organised
- Meal information displayed

- Variety of food on offer (beef burger, chicken korma, roast pork, vegetable soup, fish pie, lamb and potato pie, vegetable lasagna, cauliflower cheese).

**What could be improved?**

- We found no areas for improvement.

### 3.6 Feedback and Complaints

**Notes**

Management highlighted their open-door policy, encouraging tenants, relatives and staff to raise any concerns or suggestions directly with them before they can escalate into formal complaints.

**What works well?**

- Anchor sends a monthly newsletter to tenants.

**What could be improved?**

- No comment box in the building.

## 4. Tenants' and Families' Feedback

We received feedback from 14 tenants and seven family members. We asked about various aspects of their experience, including satisfaction with care, dietary options, activities and personal development, access to healthcare, opportunities for social interaction, safety, and communication with the home.

Overall, feedback was mostly positive, with people expressing contentment with the care provided at Regency Court. Tenants shared that they feel safe, supported and given an active role in making their own decisions (e.g. mealtimes, social activities).

Five tenants answered 'no' when asked if they are satisfied with the level of support they receive from other local health and care services (GP, dentist and pharmacies) Ten tenants said that they receive satisfactory personal care (e.g. hair dressing and chiropody) and three said they do not require help. One person to whom we spoke said they do not receive satisfactory personal care.

Family members provided positive feedback regarding the support their loved ones receive from local health and care services, including GPs, dentists, and pharmacies. They expressed confidence that their relative(s) receive high quality personal care, including assistance with washing, hairdressing, and chiropody.

All family members reported that they are kept informed about any issues concerning their relatives, such as falls, health changes or planned adjustments to care. Some family members answered that they were unsure what the arrangements are for their relative in an emergency.

### Family and Friends' Selected Comments

*"Could not be any happier."*

*"Always treated with care and dignity, he is very happy with the level of care and friendship while maintaining dignity – very pleased with everything."*

*"I do think more activities should be offered to keep the residents more stimulated, especially some form of exercise at least once a week to avoid them sitting idle. A full-time activity person would be great."*

*"Happy at Regency Court"*

### Tenants' Selected Comments

*"I am able to live independently, treated well by staff who I consider as friends."*

*"I have raised concerns and they were corrected immediately."*

*"Good service – they take care of me."*

*"Don't get what you pay for. The meals are atrocious."*

*"Not listened to."*

## 5. Staff & Management Feedback

We received feedback forms from 12 staff members and two from management. During our observation, we noted that all staff were interacting with the tenants in a kind and respectful manner.

### 5.1 Staffing

#### **Notes**

Of the eight staff members we spoke to, five have been working at the home more than four years and three between 1-3 years.

The staff room is large and neatly spaced out with a communal lounge, lockers, kitchen and bathroom facilities.

#### **Training**

All staff complete an induction programme. Training is provided through a blend of in-person sessions and online learning modules. Staff are required to complete courses, such as manual handling, first aid, GDPR and fire safety.

All staff completing the questionnaire were asked about their interest in additional training opportunities; three would like to receive additional training by completing an NVQ, one said they were unsure about further training, the rest said no.

#### **Breaks**

All staff we heard from said that they are given sufficient breaks during their shifts. The majority expressed satisfaction with the way handovers are managed, one did not. Most felt that they have the necessary opportunities and resources to support people effectively, though two did not.

#### **Management**

Staff appear to have a positive relationship with the manager; all but one of those who have raised a concern with a member of management were satisfied with how it was dealt with. All stated that they feel heard and supported when raising concerns or asking questions.

#### **What works well?**

- Staff have adequate breaks

- Staff have found the induction programme useful.

#### **What could be improved?**

- Three staff members said they would like to receive more training
- One staff member said they were not satisfied with the way handover between shifts is organised
- One staff member said they are not satisfied with the opportunities they have to support tenants.

### **5.2 Selected Comments from Staff**

*"Residents are well looked after; they are treated with dignity and respect."*

*"I feel residents are happy."*

*"Manager is so kind and lovely."*

### **5.3 Management**

#### **Notes**

The Creative Support Registered Manager expressed confidence in the level of care and support tenants receive. They stated that there is quite a lot of overlapping between the housing and care teams, and handovers are made between shifts.

They clarified that housing and Creative Support are two separate companies. Housing is provided by Anchor Hanover Group; a charitable housing association. Creative Support is the care provider contracted by London Borough of Bromley.

#### **Diet**

All tenants undergo a needs assessment at initial referral and tenancy signing. It is housing's responsibility. The home accommodates specific dietary needs and allergens.

Menus are reviewed and discussed during monthly meetings – feedback is encouraged.

#### **Quality of care**

Management regularly checks on people during their daily rounds.

The home is kept at a comfortable temperature; some tenants have a fan in their bedroom. Extra blankets can be provided if needed.

Mobile hairdressing and chiropody are arranged by the Activity Co-Ordinator. The home has an in-house hairdressing salon.

### **Safety**

The manager stated that staff, tenants, and visitors have the necessary knowledge and skills to address safeguarding concerns, and all are aware of the procedures for raising a complaint.

The manager confirmed that all staff wear uniforms and ID badges and are fully familiar with evacuation procedures, including assistance required for people who may need support during an emergency.

### **Activities**

The home has two tenants with English as Additional Language (EAL) – if support is needed for language barriers, families are contacted. They also support people with diverse cultural or sexual identities e.g. lesbian, gay, bisexual, transgender, or queer (LGBTQ+).

### **Community Services**

The manager said they are satisfied with the level of support tenants receive from other local health and care services. A GP practice visits every two weeks and religious support is available for those who wish.

### **Infection prevention measures**

The manager stated that general infection prevention protocols are still in place. On signing in, visitors are asked if they have any cold/ flu symptoms before entering the home. Hand sanitiser bottles and wipes are available throughout.

### **Staff**

All new staff have an induction programme, and staff are both monitored and supported in their work.

The manager indicated that they are currently satisfied with the staffing levels. They also noted that they rarely use agency staff

## 6. Recommendations

Healthwatch Bromley would like to thank Regency Court for their support in arranging our E&V visit. Based on the analysis of feedback obtained, we have made recommendations which prioritise safety and wellbeing.

### 6.1 Entry and General Accessibility

6.1.1. No visitor signing in book at entrance.

*We recommend introducing a visitor signing in book to enable the monitoring of visitors and enhance overall safety and security within the premises.*

### 6.2 General Environment

6.2.1. No dementia friendly clocks throughout the building.

*We recommend installing dementia friendly clocks in key areas of the service to support tenants with orientation to time and promote independence.*

6.2.2 A clock in the communal living room was telling the incorrect time.

*We recommend checking and maintaining all clocks regularly to confirm they display the correct time and remain reliable for tenants.*

6.2.3 Board games in the communal living room are messy.untidy

*We recommend organising and storing board games appropriately to maintain a tidy environment and encourage engagement.*

6.2.4 Rubbish fallen down the back, up against the curtains, is visible from the garden.

*We recommend carrying out a thorough clean of the area and implementing regular checks to prevent the build-up of hidden waste.*

6.2.5 No designated smoking area.

*We recommend introducing a clearly designated smoking area to support safe and appropriate use of outdoor space.*

6.2.6 The garden décor appears dated.

*We recommend refreshing the garden décor to create a more inviting and well-maintained outdoor environment.*

### **6.3 Safety and visiting**

6.3.1 No fire evacuation mat or sledge in the communal stairwells.

*We recommend providing appropriate evacuation equipment, such as evacuation mats or sledges, in communal stairwells to support safe evacuation in an emergency.*

6.3.2 Some alarm buttons in the communal areas have their leads wrapped around them, making it hard to pull in an emergency.

*We recommend keeping all alarm pull cords fully accessible and free from obstruction so they can be easily used in an emergency.*

6.3.3 There is a trip hazard in the garden, around sunken drain covers.

*We recommend repairing or clearly marking the affected areas to reduce the risk of trips and falls.*

## 6.4 Activities and personal involvement

6.4.1. Very few activities available.

*We recommend expanding the range and frequency of organised activities to better support engagement, wellbeing, and choice.*

6.4.2 No activities currently on Thursdays.

*We recommend introducing activities on Thursdays to provide a more consistent and inclusive weekly programme.*

## 6.5 Feedback and complaint

6.5.1. No comment box in the building.

*We recommend introducing a comment box in a visible and accessible location to encourage feedback and support ongoing service improvement.*

## 6.6 Tenants and families feedback

6.6.1. Five tenants answered 'no' when asked if they are satisfied with the level of support they receive from other local health and care services (GP, dentist and pharmacies).

*We recommend asking tenants what they expect from other health and care services, making sure their current access to services is known and documented, strengthening communication and coordination with local health providers, and keeping tenants informed and supported when accessing external services.*

6.6.2 One individual expressed they do not receive satisfactory personal care.

*We recommend reviewing the individual's care plan and engaging with them to better understand their concerns, in order to make appropriate improvements to the care provided.*

## **6.7 Staffing**

6.7.1. Three staff members said they would like to receive more training.

*We recommend reviewing current training provision and identifying opportunities to further support staff development in line with their roles.*

6.7.2 One staff member said they were not satisfied with the way handover between shifts is organised.

*We recommend reviewing the handover process to promote clear communication, consistency, and continuity of care between staff teams.*

6.7.3 One staff member said they are not satisfied with the opportunities they have to support tenants.

*We recommend exploring ways to better enable staff to engage with and support tenants, including reviewing current practices and any barriers to involvement.*

## 8. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
EAL	English as Additional Language
E&V	Enter and View
ID	Identification
LA	Local Authority
LGBTQ+	Lesbian, gay, bisexual, transgender, or queer
LTC	Long-term condition

Cover photo by Mikhail-Nilov

## 9. Distribution and Comment

This report is available to the public and 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 of health and care services, please contact us.

Address: Healthwatch Bromley, The Albany, Douglas Way, SE8 4AG  
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**healthwatch**  
Bromley

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	Sally May Registered Manager <b>Creative Support</b>
Date sent	6 <sup>th</sup> May 2026
Report title	Enter & View Report - Regency Court

Response  
(If there is a nil response please provide an explanation for this within the statutory 20 days)

Date of response provided	3 <sup>rd</sup> June 2026
Please outline your general response to the report including <b><u>what you are currently doing to address</u></b> some of the issues identified.	

Please outline what **actions** and/or improvements you will undertake **as a result of the report's findings and recommendations**. If not applicable, please state this and provide a brief explanation of the reasons.

Recommendation 6.1 - No Visitor signing in book	Housing said Anchor were advised to remove the visitor book as only contractors to sign in.
Recommendation 6.2.1 - Dementia Clocks	Dementia clocks were in the lounge but they had been taken. Not replaced, service users identified with Dementia either have clocks in their flats or referred for them.
Recommendation 6.2.2 - Checking of clocks	This recommendation has been taken on board and are now checked regularly to ensure the correct time.

Recommendation 6.2.3	Recommendation completed. The area in the lounge is now tidy, accessible, and much more inviting for people to access. Any rubbish has been cleared away.
Recommendation 6.3.1	This was not a requirement for Housing as it is extra care scheme not a care home.
Recommendation 6.3.2	Pull cords in the lounge are free from obstruction and can easily be used in an emergency.
Recommendation 6.3.3	As recommended, replaced the markings around the sunken drain covers in the garden areas to ensure they are clear and clearly visible
Recommendation 6.4.1	Recommendation to increase activities and the range.  Activities are changed. We speak with the service users to encourage new ideas what they like and dislike. New activities introduced when and if requested following surveys with the service users, subject to available funds.
Recommendation 6.5.1	Comment box - This is in place in the communal lounge, visible and accessible
Recommendation 6.6.2	Care plans are reviewed on an annual basis or sooner if required due to changes. Open door policy. We positively encourage service users to come and talk to us.
Signed	Sally May
Name	Sally May
Position	Registered Manager <b>Creative Support</b>