

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 & Recommendations Response Form

Report sent to	Samreen Nawshin<samreen@healthwatchlewisham.co.uk
Date sent	22-07-2025
Report title	Enter & View Report, M Power Care Home

Response

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

General feedback

Response to Health watch Visit Recommendations

At Mpower, our core mission is to continuously grow, improve, and deliver the highest quality of care to our service users. Feedback from professionals, families, and friends is a valuable tool that we welcome and actively use to enhance our service. Following your recent visit, we have carefully considered your recommendations and, after discussions with our Head Office, have been allocated a budget to begin implementing them shortly (period of 6 months). Please find our responses below.

We would appreciate if you could outline what actions and/or improvements you will undertake as a result of the report's findings and recommendations.

Recommendation	M Power LTD Response
1. Variation of Activities (e.g. more games, outings, and trips)	<p>1. Variation of Activities (e.g. more games, outings, and trips)</p> <p>We are proud to offer a wide variety of activities, both in-house and in the community, to enrich the lives of our service users. These include:</p> <ul style="list-style-type: none"> • In-house activities such as BBQs for residents and their families, birthday celebrations, cultural and religious festivities, home cinema sessions, bingo, sing-alongs, arts and crafts, baking, and more. • Community-based activities including dining out, shopping trips, visits to museums, nature parks, seaside day trips, theatre outings (e.g. pantomime), and participation in local cycling, music, and art clubs. • Our sensory garden, specially designed for individuals with learning disabilities, provides a therapeutic and enjoyable space where residents can engage in gardening, ball games, picnics, music, and other outdoor activities. <p>We continually seek to offer meaningful, inclusive, and diverse activities that meet the interests and preferences of our residents.</p>

2. Refurbishment and New Furniture	We are pleased to confirm that a budget has been approved to begin refurbishment works, including interior painting and the purchase of new furniture. These upgrades will be carried out in phases to minimise disruption to daily routines. Importantly, service users will be actively involved in choosing colour schemes and decorative elements, ensuring their voices are heard and preferences respected, after all, this is their home.
3. Improving Feedback Mechanisms for Relatives	<p>We are committed to maintaining transparent and consistent communication with relatives. To enhance this, we have implemented several initiatives:</p> <ul style="list-style-type: none"> • Mpower Newsletter: we have implemented a regular publication that shares updates on house activities, events, and service user achievements. • Care Plan Reviews: Regular face-to-face meetings with relatives to discuss each service user's physical and emotional wellbeing, including reports on medical appointments, behaviour, and activities. A written summary, including photographs, is shared afterwards via email. • Open Communication: We encourage relatives to contact us at any time with questions or concerns. • Celebration of Progress: Families are informed and involved when a service user achieves a personal goal, reinforcing shared joy and connection. • Annual Survey: Distributed to professionals and relatives, this allows us to gather feedback, identify concerns, and make improvements. The results are analysed and used to develop an action plan that is regularly reviewed.
4. Improving Accessibility (Basement Room)	<p>We acknowledge the comment regarding the basement room. While we plan to refresh its appearance, no structural changes are planned, as this space is designated primarily for staff training and meetings. When appropriate, it also serves as a quiet area for service users who are independently mobile. For more inclusive and accessible relaxation, all residents can enjoy our fully accessible sensory garden.</p> <p>We are grateful for your constructive feedback and appreciate your support in helping us provide the best care possible. Mpower remains committed to continuous improvement and the empowerment of all our service users.</p>
Signed	<i>Lorena Torres</i>
Name	Lorena Torres
Position	Senior support worker
Date	22-07-2025