

# CARE HOME REPORT

## Penerley Lodge



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## Enter and View Report:

**Penderley Lodge  
36/40 Penderley Road,  
Catford SE6 2LQ**

### 1. Introduction

#### What is Healthwatch Lewisham?

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 Lewisham is here to:

- help people find out about local care
- listen to what people think of services
- help improve the quality of services by letting 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 Lewisham gathers information and views of service users, those who are effected 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 Lewisham engagement programme.

In March 2017 Healthwatch Lewisham visited Penerley Lodge to speak with residents, family members and staff about their experience of the residential care home. During our visit we spoke with ten residents, received three completed family questionnaires and six staff questionnaires. The majority of residents who engaged with Healthwatch (9/10) 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 Penerley Lodge prior to the review taking place to discuss the purpose of the visit with the Home Manager. Roxy Webb the Home Manager was happy for us to visit and a member of their team gave our representatives a tour of the home before the Enter & View visit took place.

A poster, setting out the details of the visit was sent to the home together with a friends and family questionnaire. The Home Manager confirmed that the poster would be displayed and a copy of the poster that was displayed in the activities lounge is shown to the right.



## 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 and address of premises visited	Penerley Lodge, 36/40 Penerley Road, London SE6 2LQ
Name of Service provider	R & Mrs Cole (Privately Owned)
Nature of service	Residential Care
Registered Manager	Roxy Webb
Date and time of visit	14 <sup>th</sup> March 2017 2-4pm
Authorised Representatives	Peter Todd, Simon Clark

## 6. Providers Comments Pre-visit

The team at Penerley lodge are proud of the work that we do here and take on the responsibility of looking after our residents seriously. We communicate well with families by issuing a monthly newsletter and this is in addition to our regular resident meetings. We have a good activities programme and these take place daily in the lounge or conservatory. We are happy to mail family members your questionnaire for you and we will publicise the visit using your poster.

## 7. The Visit

### On the day of the visit.

Upon arrival, the Authorised Representatives were met by the Home Manager who explained the different types of care support offered by Penerley Lodge. The building layout was explained to the (AR's) including fire exits, and we were shown to the communal areas.

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

### The Premises

The overall impression of Penerley Lodge was that the home is welcoming, bright clean, tidy and is odour free. In addition there is a security system (coded security door) at the main entrance for the residents safety and a receptionist is on hand to support and monitor visitors. The furnishings were in general of a good standard and the noticeboards held both valuable and useful information. The temperature in the building was good. There is a bright and warm conservatory built at the back of the building which is used as an activity room in addition to the lounge.

### The Garden

The garden area was well maintained and although small it was adequate for the residents to enjoy the outside space. The garden did not contain any obvious hazards. Residents told us that they use the garden and three specifically told us

that there was a good amount of shade, which was important to them. There was also sufficient seating for them in the garden.

## Activities

We were told by residents that there were a wide range of activities available including, singing, music, bingo, a regular quiz, arts and crafts. During the visit the residents were engaged in a quiz which was run by a member of staff. We observed the session and the facilitator was very good at encouraging and praising residents who got the right answer. There was a lot of banter and good humour taking place during this activity. The AR's were also shown the activity programme which was varied and engaging.

Evidence of craft work that had taken place during previous activities was displayed in the conservatory. One resident was keen to show the (AR's) her work that was displayed.

Refreshments were offered to the residents following the activity.

## 8. Resident Feedback

Residents were asked if they were willing to participate in our survey before it was conducted, all participants were reassured of anonymity. The questionnaire generally related personal choice and to what extent residents feel in control over every day matters that are important to them (Details of the questions asked are listed in Appendix A at the back of his report).

### Comments from residents on their experience of Penerley Lodge.

The (AR's) did not receive any negative comments about the safety, comfort or hygiene within the Penerley Lodge.

*“I enjoy living here, I came in following a fall and felt vulnerable at home on my own”. “I get all the support that I need and my room is comfortable”. Mrs S.*

*“The home is nice and I feel secure living here”. Mr T*

*“My mobility is not very good and my room is close to the lounge, activity room and dining area which is ideal for me”. Mrs U*

*“The noise of the traffic is not very nice and the local school children are very loud when they go to and from school at the end of the road”. Mrs A.*

Comments from residents on their social engagement with other people.

70% of the residents that engaged with the AR's told us that they receive regular visits from family and friends. While 90% said that they have specific friends within the home who they chat to regularly.

*“There are a group of three of us who talk every day and we enjoy out time together” Mrs Y.*

*“I don't mix with the ladies outside of the activities programme, but I do talk to Fred about football and other sports”. Mr B*

*“I like the fact that the home is not too big and that I know everyone who is living here”. Mrs D*

Comments from residents on the activities programme.

Residents told us that the activities programme was varied and very good with activities taking place in the morning and afternoon. Three residents mentioned that they would like to go out more. A member of staff told us that they used to go to the Catford Theatre at midday as they had special performances but they are no longer available.

*“I like the variety of things to do, it keeps me occupied as I don't get any visits from family or friends”. Mrs J*

*“Some of the residents are quite competitive and like to be in the limelight all of the time, but as the activities need different types of skill or knowledge everyone has a change to do well”. Mrs H*



## Comments from residents on the staff and personal care received.

The staff were praised by the residents for their caring nature and responsiveness. We were told that staff were friendly and helpful. Residents told us that their personal care needs were met and no adverse comments were received.

*“My carer is friendly and understands my needs, she treats me well and I see her as a friend”. Mrs M.*

*“I had an issue last week with my leg which was swollen, my carer spoke to someone who was more senior and they arranged a GP appointment for me, which I could not have done myself”. Mrs G*

## Other resident comments

- Residents told us that the food was good and that there was enough choice and variety on the menu.
- Two residents did not feel that they had the opportunity to influence change and were unaware of how they could suggest changes.

## 9. Friends/Family Feedback

Three responses were received from families and friends giving their experience of Penerley Lodge. The questionnaires confirmed that family members/friends were happy with the level of care that was given by the Penerley lodge staff and that they felt it was a safe environment for their relative/friend to live.

Two family members stated on their questionnaire that they had not been encouraged to get involved in activities.

## 10. Staff Comments

Staff were observed to be happy and engaging in their work. This was endorsed by the residents within their feedback. Staff said that they were happy in their work.

A couple of staff members said that when they occasionally needed support/advice, there was nobody available to give them direction.

Additional comments made by staff on their questionnaires included:-

*“I receive regular training and updates from my manager”.*

*“There are opportunities to do well here and a wide range of training is available in addition to the statutory training”.*

*“I would like to have more time to spend with the residents during the activities, but I always appear to have a lot of tasks on at this time and often miss the opportunity.*

*“I have worked in many residential care homes but the staff here really do support each other which is great”.*

## **11. Summary of Survey**

### **1. The quality of care at Penerley Lodge**

The residents and family members stated that they were happy with the care levels provided by the staff at Penerley Lodge.

### **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. The only negative comment from residents concerned the ability to influence change and this needs to be addressed.

### **3. Are the staff resident focused?**

During the visit the (AR's) observed staff engaging positively with residents. One resident was finding an activity difficult and a member of staff gave assistance which was gratefully received by the resident, who thanked her profusely. A resident required additional support in moving and two members of staff were observed moving quickly to help.

### **4. Activities programme**

The activities programme was praised for its variety, however an opportunity is being missed as all family members are not encouraged to get involved with the programme.

## **12. Recommendations**

1. It is recommended that the management team remind residents of how they can influence change and the procedure for them to follow.
2. The activities programme is good but consideration should be given to promote and encourage friends and family members to get involved in activities.
3. A couple of staff members said that when they occasionally needed support/advice, there was nobody available to give them direction. This needs to be addressed and a contingency plan put in place, if the line manager is not available.

## **13. Acknowledgements**

Healthwatch Lewisham would like to thank Penerley Lodge, 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.

## 14. Feedback from Penerley Lodge



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	Roxie Webb
Date sent	12 <sup>th</sup> April 2017
Details of report	This report covers Enter & View visits made by Healthwatch Lewisham to Manley Court Care Home. It incorporates resident, staff and management feedback on the service provided to residents by this care facility.

Date of response provided	See below
Response (If there is a nil response please provide an explanation for this within the statutory 20 days)	<b>No response was received from Penerley Lodge</b>
Response from	
Name	Roxie Webb
Position	Home Manager

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

Appendix A  
Enter and View Visit to Penderley Lodge,  
March 2017

**Resident Questionnaire**

1. Do you think that living here is an enjoyable experience?
2. Do you feel Penderley Lodge is a comfortable and secure living environment?
3. Does Penderley Lodge 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 .....

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**Observations**

Physical wellbeing

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

Good / Acceptable / Poor

## Appendix B

### Enter and View Visit to Care Home Facility, Penerley Lodge Healthwatch visit Tuesday 14<sup>th</sup> March 2017

#### 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 Penerley Lodge.
2. How long have you been working at Penerley Lodge? 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 Penerley Lodge?
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 Penerley Lodge to your own friends and family? Please say why.

*Please return this form to your Manager before 14<sup>th</sup> March 2017*

**Enter and View Visit to Penderley Lodge  
Healthwatch visit Tuesday 14<sup>th</sup> March 2017**

**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 Penderley Lodge**

1. How do you feel generally about *Penderley Lodge* services and the care your relatives receive?
2. Does your relative have friends at *Penderley Lodge*? Yes / No / Unsure  
Please comment:
3. Do you think your relative is safe at *Penderley Lodge*? 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 *Penderley Lodge* or elsewhere?  
Yes / No / Unsure Please comment:
7. Does your relative have a say in how *Penderley Lodge* is run?  
Yes / No / Unsure Please comment:
8. Are **you** encouraged by the staff team to get involved in activities at *Penderley Lodge*?  
Yes / No / Sometimes Please comment:
9. How often do you visit your relative at Penderley Lodge?

**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 *Penderley Lodge*, 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:

**This report was produced by:**

Healthwatch Lewisham

Community House

South Street

Bromley, BR1 1RH

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