

Enter and View Report

Shirley Gardens Care Home August 27th 2024



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Visit Details	
Service Visited	Shirley Gardens Care Home
Manager	Funmi Ibrahim
Date & Time of Visit	11:00 AM August 27 th 2024
Status of Visit	Announced
Authorised Representatives	David Crawley, Ruchi Wadwha
Lead Representative	David Crawley

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake '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 hospitals, care homes, 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 has worked 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 specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an authorised representative (AR) observes anything they feel uncomfortable about they will 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 on 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 this date.

1.3 Acknowledgements

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

2. About the Visit

2.1 Shirley Gardens

On August 27th 2024 we visited Shirley Gardens Care Home which is located in Ealing.

The service is privately owned by the Support for Living Limited, also known as Certitude. This is one of the care homes they operate.

The home may accommodate up to 7 residents, all of the beds were occupied during our visit.

The home has a staffing complement of 8.

Shirley Gardens is a care home for those who have mental health conditions. Those who were in residence during our visit primarily had paranoid schizophrenia.

2.2 CQC Rating

The CQC is 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.

Shirley Gardens Care Home was last inspected by the CQC in November of 2023. The inspection [report](#) gave a rating of 'Good' overall, with individual ratings of 'Good' for being Safe, Effective, Caring, Responsive and well-led.

2.3 Online Feedback

There is no recent online feedback for this provider.

2.4 Purpose of the Visit

Enter and View visits enable Healthwatch Ealing to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report.

3. Executive Summary

This section of the report details the key findings from our observations and the resident and staff feedback collected during our visit.

Observations

What has worked well?

- There is a board in the entryway where staff put up announcements for residents informing them of upcoming activities in the home.
- There have been no reported issues accessing health services when they are required.
- Open communication with residents about their care is encouraged.
- There is a dedicated quiet room for residents to go to if they are feeling overwhelmed.

- There are large comfortable chairs in the lounge area residents enjoy whilst watching television.
- All staff has reported to us that they are trained in safeguarding measures.
- There have been no recent safeguarding issues.

What could be improved?

- Signage identifying what the purpose of a room is, felt unclear. We acknowledge that this is not a care home that works primarily with those who have dementia, but dementia friendly signage is accessible for all individuals.

Resident Feedback

What has worked well?

- All residents expressed liking the food. One resident said he appreciated how the staff cooked for them.
- Most residents felt like they were listened to, and that staff responded to their thoughts and concerns in a timely and appropriate manner.

What could be improved?

- A resident did ask that people come through the appropriate door, instead of the side door.
- Residents told us they would like a greater variety of activities, such as yoga and other forms of exercise.

Staff Feedback

What has worked well?

- ARs observed a good example of de-escalation from a staff member as they helped to calm down a resident.
- Staff receive training on equality, diversity, and inclusion and this is refreshed every year.

What could be improved?

- We found no areas for improvement.

4. Full Findings

During the visit we collected responses from 5 residents, 3 members of staff, the head manager (9 people in total).

This report is based on their collective feedback, plus notes and observations made at the visit.

We would like to thank the staff and management for their time, and for their warm welcome and cooperation.

4.1 Observations

During our visit, our team of Authorised Representatives made observations on Entry and General Accessibility, General Environment, Safety and Visiting, Personal Care and Activities, and Staffing and Management. We have highlighted both good practice and areas for improvement.

Entry and General Accessibility

Notes

- The main entrance is behind a large gate which is locked from 23:00 – 07:00.
- Visitors are instructed to sign in when visiting.
- AR's had to buzz to be let in.
- There are accessible bathrooms on the ground floor.
- Patients with severe mobility needs are referred to another facility as Shirley Gardens does not have the capabilities to care for such residents. They attempted to acquire a stair lift, but it was determined the structure did not allow for one.
- The home is a 5-minute walk from a bus stop.
- The home is located in a residential area.

What has worked well?

- There is a board in the entryway where staff put up announcements for residents informing them of upcoming activities in the home.
- This board is also used for signposting and information for other services in the area, such as free cafés and other community services residents can take advantage of.



What could be improved?

- Signage identifying what the purpose of a room is, felt unclear. What signage did exist looked inconsistent.

General Environment

Notes

- The home appeared clean and orderly to ARs.
- There is a garden, as well as a separate outdoor space with picnic tables and chairs.
- There are three floors, with residents living on each.
- There is a laundry room on site.
- There is an outdoor smoking area.
- The care home is attached to separate independent living flats. There is no access to the home via the flats directly, or vice versa.
- There are communal bathrooms on each floor.
- Staff normally help clean the residents' rooms, but if a resident would rather a family member do so, they allow for that.
- Residents' rooms are spacious.

What has worked well?

- All residents reported satisfaction with how clean the home is.
- Residents say they enjoy the outside areas available to them.
- There is a dedicated quiet room for residents to go to if they are feeling overwhelmed.
- There are large comfortable chairs in the lounge area residents enjoy whilst watching television.
- Residents are free to decorate their rooms and bring in their own furniture.

What could be improved?

- The outside spaces looked neglected and could do with a refresh.



Safety and Visiting

Notes

- Visiting hours are from 09:00 to 18:00. These are guidelines with extended visiting hours possible depending on individual circumstances.
- There is a full fire drill every three months.

What has worked well?

- All staff has reported to us that they are trained in safeguarding measures
- There have been no recent safeguarding issues.
- Residents told us that they were happy with the visiting arrangements the home has set up.

What could be improved?

- A resident did report to us that sometimes people will use a fire door to enter and exit from the building as opposed to the front door.

Personal Care, Diet, and Activities

Notes

- The home sports a food hygiene rating of 4.
- The home works very closely with the local GP and health services to ensure that residents health needs are met.
- The kitchen is in the style of a typical residential kitchen, as opposed to a more industrial kitchen found in other types of care homes.
- Families are permitted to be involved with the care of the residents.
- There is no time limit on how long they can stay in the home, and many of the residents we spoke with have been there for a number of years.
- They are assessed annually to determine if independent living is a possibility.
- End of life care is not something that the home specialises in. When a patient is at that stage, they aim to move them to a facility that does specialise in it. But capacity issues in other facilities can cause delays in this process that last months to years.
- The home will take residents on trips, with a trip to Brighton planned for September.

What has worked well?

- The home has a system where, due to there being 7 residents, each day of the week is a different resident's food choice. They do allow for variations.
- All residents surveyed told us that they felt the staff of the home cared about their health and took care of them.
- There have been no reported issues accessing health services when they are required.
- Open communication with residents about their care is encouraged.
- Residents have reported satisfaction with the trips they have went on. One told us that they enjoyed their recent BBQ.

What could be improved?

- Residents have expressed dissatisfaction with the variety of activities available.

Staffing and Management

Notes

- The home has a staffing complement of 8.
- Some staff are "floaters" they work at different locations within the Certitude company umbrella depending on need.
- There is one night staff member who stays the night in the home.
- Staff speak English, Yoruba, Polish, Punjabi.

- The team has regular lunch and dinner events and there are social gatherings organised by Certitude to celebrate and recognise staff achievements and contributions throughout the year. These are communicated on the intranet and by email encouraging staff to attend and discussed at the team meeting.

What has worked well?

- ARs observed a good example of de-escalation from a staff member as they helped to calm down a resident.
- Staff receive training on equality, diversity, and inclusion and this is refreshed every year.

What could be improved?

- One member of staff told us that they had difficulties keeping up with changes in policies that impact health and social care workers.

4.2. Resident Feedback

At the visit we collected feedback from 5 residents. We must note that due to their mental health conditions, not all residents were fully capable of answering all of our questions.

Staff

- Residents reported to us that they have positive experiences with the staff of the home.
- They describe the staff as kind, caring, alright, and okay.

Environment

- Residents told us they liked the environment of the home.
- One resident reported that it could get cold.

Food

- All residents expressed liking the food.
- One resident said he appreciated how the staff cooked for them.

Improvements

- A resident did ask that people come through the appropriate door, instead of the side door.

- Residents told us they would like a greater variety of activities, such as yoga and other forms of exercise.

Feedback and Complaints

- Most residents felt like they were listened to, and that staff responded to their thoughts and concerns in a timely and appropriate manner.
- Only one resident we surveyed felt like they were not listened to.

Selected Comments

Thoughts on Staff

“Very good, they are very kind, they cook for me and take care of me.”

Diet and Nutrition

“It's good, the best part here is food”

4.3. Staff Interviews

During the visit we received feedback from 3 staff members, from varied roles.

General Feelings

- Staff report to us that they feel energized at the end of their shift.
- Staff says they have a very good experience working at the home.
- One member of staff does report difficulties with policy changing.

Selected Comments

“Nothing so difficult for me, when it comes in caring for less privileged people, I found it so wonderful working in the organisation of care.”

“The people we support are very friendly and calm, and we relate with them with friendly manners, and they are free to talk anytime they want whenever they feel like.”

“The training was relevant and has provided guidance to improve the support residents require”

Training

- Staff told us that they find trainings to be very useful, they help them manage in their day-to-day routines at work.
- One member of staff told us that they had difficulties keeping up with changes in policies that impact health and social care workers.

Safety

- Members of staff told us that they feel safe during work.
- They know how to raise safeguarding alerts.
- Their positive relationships with residents helps to foster a safe environment.

Communicating with patients and their family

- Members of staff mostly told us they have no difficulties with communicating with patients and their families.
- One member of staff had this to say: "Families at times want to go against what medication professional wants, and also against what the residents themselves want. This can make the relationship with families very difficult."

4.4 Management Feedback

We also spoke with the deputy manager of Shirley Gardens, about a variety of topics.

In Summary

Identifying Healthcare Needs

- We [the care home] identify the healthcare needs of residents based on their initial intake, as well as annual health reviews. Our goal is to help residents become more independent so that they can move into a flat on their own with less frequent supervisions.

Raising Safety Concerns

- There have been no recent safeguarding issues.
- All staff is trained on how to raise a safeguarding alert.

Challenging Aspects?

- Funding activities has been a challenge, both due to the budget given by the council and residents willingness to spend their own money on activities.
- Due to capacity issues at other care homes, residents may have to wait months or years before being moved somewhere that can provide them specialised care.

Improvements

- We are aiming to revamp our outdoor spaces in the near future where funding permits.

5. Recommendations

Healthwatch Ealing would like to thank the service for the support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

Recommendations

Entry and General Accessibility

- Signage identifying what the purpose of a room is, felt unclear. What signage did exist looked inconsistent.

5.1: We acknowledge that this is not a care home that works primarily with those who have dementia, but dementia friendly signage is accessible for all individuals.

Response: "Signs stating what the purpose of the room is for can purchased and be posted"

Activities

- Residents told us that they were not pleased with the variety of activities.

5.2: Acknowledging that the budget for activities may be a concern, we recommend talking to residents about their concerns surrounding the variety of activities and reassessing what should be on offer. Coordinate with local community groups or volunteers to see if they can be offered without any significant budget increases.

Response: "A variety of activities are sought and provided to residents throughout the year these including those provided with resident input by the staff in Shirley Gardens, within London and the local community in Ealing and also Connect & Do provided by Certitude each month which are posted on the bulletin board. Residents are asked for their suggestions for activities they would like to engage in at resident meetings and in keywork sessions."

General Environment

- A resident did ask that people come through the appropriate door, instead of the side door.

5.3: Ensure that door policy is reviewed for both staff and residents. Continue to instruct visitors to use the appropriate door. Signage to remind staff, residents, and visitors of the policy should be placed near the doors.

Response: "Signs will be placed near the side door to use the main door. Visitors, staff and residents are instructed to use the main door"

- The outside spaces looked neglected and could do with a refresh.

5.4: Continue your efforts to find funding to refurbish the outside area, working alongside the council and other grant awarding organisations.

Response: "Funding will be sought to refurbish the outside area. Quotes were sought to access funding but there was no response from contractors. The area is kept as clean and tidy as possible."

Staff

- Staff highlighted to us that they found the training that is offered to be very effective.
- One member of staff mentioned to us that they

5.5: We recommend that Shirley Gardens maintain or expand the training programs for staff, particularly in areas such as trauma informed care, de-

escalation techniques, emotional wellbeing, patient engagement, safeguarding, and diversity and inclusion. Regular refreshers can ensure all staff members are up-to-date with best practices and policies that impact their day-to-day work.

Response: “Staff are given refresher training in safeguarding, diversity and inclusion to keep up to date with best practice and policy.”

- Staff told us that they felt supported by management and their colleagues.

5.6: We recommend continuing to forge good relationships between staff and management. Regular check ins should occur to ensure that members of staff are doing well. Feedback from staff to management is vital to continuing to have a good service that delivers for service users.

Response: “Staff will continue to be supported by management and develop positive supportive relationships to improve performance and enhance the support of service users.”

6. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
Enter & View	E&V

7. 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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“The people we support are very friendly and calm, and we relate with them with friendly manners, and they are free to talk anytime they want whenever they feel like.”.

- Support Worker

