

Enter and View Report

The Willows Nursing Home - August 2023



“They really have gone out of their way to help my
[family member]”

Family Member of Resident

Contents

1. Visit Background.....	5
2. About the Visit.....	7
3. Executive Summary	8
4. Full Findings	10
4.1 Observations	10
4.2. Resident Feedback.....	17
4.3. Staff Interviews.....	19
4.4 Management Feedback	20
5. Recommendations	22
6. Glossary of Terms.....	24
7. Distribution and Comment.....	24

This page is intentionally blank.

Visit Details	
Service Visited	The Willows Nursing Home
Manager	Frenklin Khedia
Date & Time of Visit	10:00 AM August 15 th 2023.
Status of Visit	Announced
Authorised Representatives	David Crawley, Angel Huang
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 The Willows Nursing Home

On August 15th, 2023, we visited The Willows Nursing Home which is located in Southall.

The service is privately owned by Cardinal Healthcare. This is one of four care homes they operate.

The home may accommodate up to 28 residents and 27 were in residence at the time of the visits.

The home has a staffing complement of 29.

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.

The Willows Nursing Home was last inspected by the CQC in October of 2022. 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

The Willows Nursing Home has a Review Score of 9.6 (9.589) out of 10 based on reviews on [carehome.co.uk](https://www.carehome.co.uk) in the last 2 years.

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. This visit took place as part of a series of visits to CQC rated 'Good' homes in order to ascertain and showcase good practice present across the sector.

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?

- The door is locked with a keycode. One must be let into the home by someone who knows this code.
- An AR observed a member of staff catching a beach ball with residents. The residents were enthused and looked like they were having fun.
- During lunchtime, all members of staff serving food wore plastic aprons and gloves.
- The home feels like a home. This is an attitude that management wants to ensure is felt by all.
- There are large comfortable armchairs in the lounge. These have been modified to be on wheels, with a bar on the back of the chair to assist in moving them. Residents often choose to sit in these in the dining area of the lounge.
- Residents very much enjoy the garden area. While we were attending our visit, some of our resident interviews took place in the garden, due to the nice weather.
- Food looked to be delicious. Residents we spoke to on the visit reported that they always eat all of their food.

What could be improved?

- The company that operates the home, Cardinal Healthcare, used to be called Aster Healthcare. They recently underwent a rebranding. Despite this, signage in the entryway still has the old company logo. This could cause confusion for outsiders.
- While there is some dementia-friendly signage in the home, it is not placed consistently throughout. Some areas, such as the lounge that could do with this signage, lack it.
- There are several signs/pictures that are displayed crookedly. Correcting this would give the home more of a sense of orderliness.

Resident Feedback

What has worked well?

- Words used to describe the environment include calm, peaceful, friendly, and comfortable.
- In our survey all residents expressed either being very satisfied or satisfied with the cleanliness of the home.
- All residents report liking the food.
- Words used to describe the food include delicious, hot, filling, tasty, and satisfying.
- Residents say that all of the staff they interact with on a day-to-day basis is helpful.
- A family member we spoke with during our visit said that staff and management go out of their way to help their resident. It has really encouraged them.

What could be improved?

- Some residents have expressed disinterest in activities, and that there is a lack of variety in them.

Staff Feedback

What has worked well?

- Staff overall report being happy with their job, enjoying working with residents, and feeling supported by management.
- Staff report undergoing such as personal care, moving and handling, food safety, infection control, and fire safety.
- All staff surveyed were happy with the break and handover time offered.
- Several staff members mentioned that at the end of their shift, they are happy. They enjoy their work.
- When asked if staff members know how to raise a safeguarding alert, most answered 'yes'.

What could be improved?

- Some staff report not being offered particular training.
- Staff report that the computer systems they use are old and can be slow.

4. Full Findings

During the visit we collected responses from 14 residents and their family members, 13 members of staff, and the head manager (28 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 home is located on a residential street in Southall.
- It is a short distance from several bus stops.
- Pictures of staff and their roles are on display in the entryway.
- There is step-free entry into the home.
- There is parking outside of the home, visitors must register their number plate when signing in to the logbook.
- The CQC rating of the home is proudly displayed on a banner hung on the front wall.

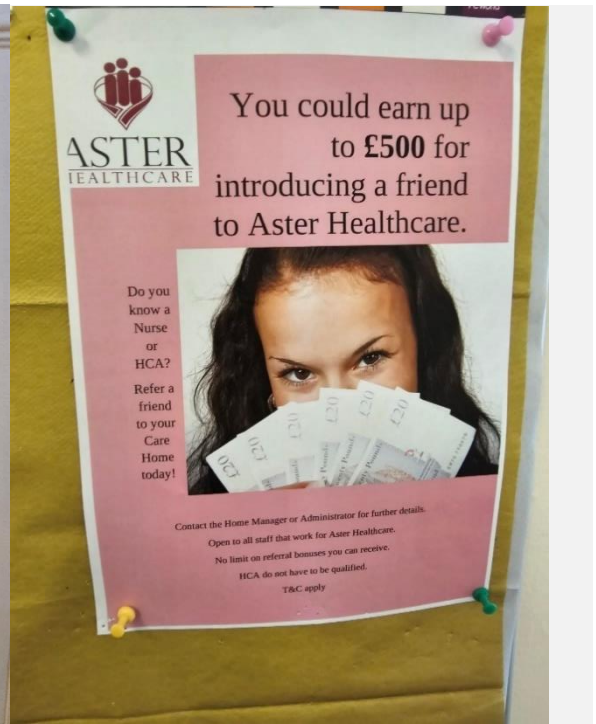
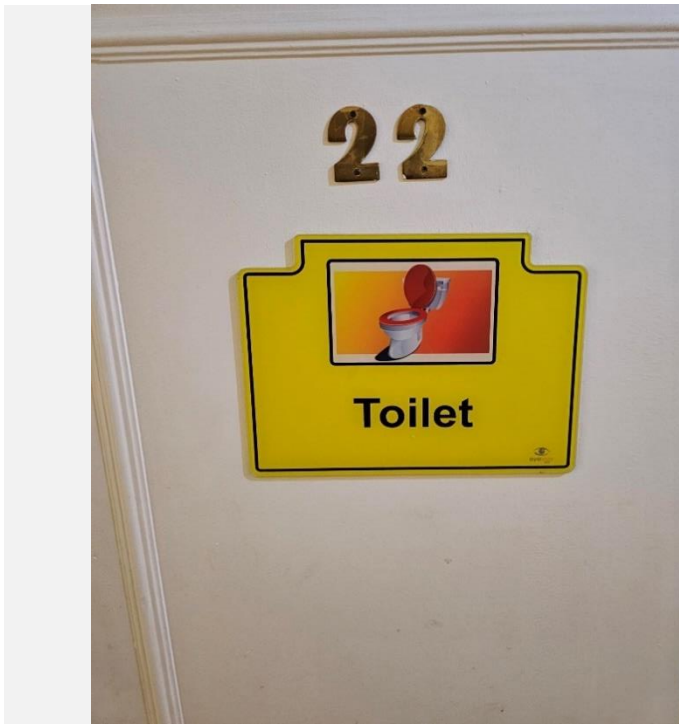


What has worked well?

- Information is signposted in multiple languages, which for a community as diverse as Southall is a must.
- The door is locked with a keycode. One must be let into the home by someone who knows this code.
- The entryway is well-lit and inviting.

What could be improved?

- The company that operates the home, Cardinal Healthcare, used to be called Aster Healthcare. They recently underwent a rebranding. Despite this, signage in the entryway still has the old company logo. This could cause confusion for outsiders.
- While there is some dementia-friendly signage in the home, it is not placed consistently throughout. Some areas such as the lounge that could do with this signage lack it.



Notes

- This is three homes that have been converted into a larger facility.
- The home has 28 beds, 27 which are filled at the time of the visit. One room is undergoing renovation, which is why it is not filled at this time.
- Residents live across two floors, the ground floor and the first floor.
- There is an attic that is used for storage i.e., Christmas decorations.
- There is a separate small building in the garden where laundry is done. All laundry is done on site.
- Most rooms have sinks, but some have toilets and showers. As this is a converted home, the infrastructure does not support to have toilets and showers.
- There are communal toilets and showers throughout the home to help with this issue.
- Stairs are narrow, but they do not feel unsafe.
- Residents use the lift which is a more modern lift.
- There is a primary lounge, and a smaller secondary lounge on the first floor.
- Security cameras are placed in the hallway to monitor goings on. There are no cameras in residents' bedrooms.
- Families are free to bring TVs or Radios for the residents.
- There is a large TV in the primary lounge. During our stay, it was used to play classical music at lunchtime.



What has worked well?

- The home feels like a home. This is an attitude that management wants to ensure is felt by all.
- All through the home, there are doors that have mechanical code locks. This is to prevent residents from wandering into areas they are not meant to be in.
- There are large comfortable armchairs in the lounge. These have been modified to be on wheels, with a bar on the back of the chair to assist in moving them. Residents often choose to sit in these in the dining area of the lounge.
- Pictures of residents and their names are on display outside of their rooms. This is a nice touch that can also help those with dementia remember where there their room is.
- Residents are allowed to customise their rooms to a large extent. One room has a cherry blossom mural on the wall. The family worked together with maintenance to get this done in a safe and efficient way.
- Residents very much enjoy the garden area. While we were attending our visit, some of our resident interviews took place in the garden, due to the nice weather.



What could be improved?

- There are several signs/pictures that are displayed crookedly. Correcting this can give the home more of a sense of orderliness.

Notes

- Visiting time is flexible, but if visitors want to come after 8pm, the home does ask that they call ahead in advance.
- During the end of life care period, we allow for family to spend the night to be with their resident.
- Each member of staff is trained in moving and handling. This training was observed in action by ARs on our visit.

What has worked well?

- The home made it clear with us that they do still enforce a mask mandate if there is a Covid outbreak in the home. They keep in touch with local authorities to see where Covid levels are at.
- A family member was present whilst we were conducting our visit. They reported that they have never had any issues being able to visit their relative.
- All doors that would lead to other sections of the building are locked with keycodes. They are changed quarterly to help avoid residents memorising them.
- The kitchen was clean and orderly. A delivery of food was being sorted when we arrived.
- A policy where plastic aprons must be worn in the kitchen was enforced. This is to prevent any outside contaminants from getting into the food. ARs respected this policy and wore aprons when touring the kitchen.
- There were multiple fridges dedicated to particular foods, as to prevent cross-contamination.
- Medicine is stored properly in a cool room, in a fridge/containers that are locked.
- There is an electronic bell system, each room has a module with three buttons, reset, alert, and emergency. In the case of an emergency button push, all staff members are trained to come to the room to attend to the resident.
- The home takes DBS's very seriously. They want to ensure that the maintenance man they are currently looking to hire has a clean DBS before letting them work in the home.
- Volunteer group "Let's Go Southall" sends people to visit the home and keep people company. We saw and spoke with a volunteer on the day we attended.

What could be improved?

- We found no potential areas for improvement.

Personal Care, Diet, and Activities

Notes

- Residents' birthdays are celebrated. Notices of birthdays are displayed through the home, and the chef makes them a cake on the day.
- There are residents of the month/year. Those who participate the most get recognized for this.
- The home held a BBQ recently, inviting members of the local community and residents' families.
- The activities are posted on a monthly schedule.
- Weekly schedules are sent to residents' rooms.
- The home does outings with small groups, generally 2-3 residents.
- They have deals with local attractions, such as a zoo, for a discounted rate.

What has worked well?

- A large printout of the monthly schedule is seen on display in the lounge.
- An AR observed a member of staff catching a beach ball with residents. The residents were enthused and looked like they were having fun.
- During lunchtime, all members of staff serving food wore plastic aprons and gloves.
- Residents and family have input on the menu.
- Food looked to be delicious. Residents we spoke to on the visit reported that they always eat all of their food.
- There have not been any issues getting a GP, nursing, or dentist appointment. The home attests to having strong local relationships with their partners.
- A hairdresser visits the home every 6 weeks.
- An effort is made to involve residents who do not want to join in on activities. They all get 1:1 time with the activity director.

What could be improved?

- Some residents have expressed disinterest in activities, and that there is a lack of variety in them.

Staffing and Management

Notes

- There is a staffing complement of 29.
- Languages spoken by staff include Gujarati, Hindi, Punjabi, Telugu, and Malayalam.

- Most staff wear smart casual clothes and not uniforms. They always do however wear IDs.
- Management wears business attire with an ID.

What has worked well?

- The company puts heavy emphasis on training and development.
- Cardinal Healthcare will pay for training that is done outside of the home if it benefits the employee's work.
- Staff took cleanliness and infection control very seriously. During our stay, the chef ensured that ARs wore proper coverings when in the kitchen so as to not impact any of the food.
- One staff member we spoke with on our visit said that the manager of the home is very involved. That he will go out of his way to do any job to help the residents.

What could be improved?

- Staff report that the computer systems they use are old and can be slow.

4.2. Resident Feedback

At the visit we collected feedback from 14 residents and their family members.

General Feelings

- All residents were satisfied with the cleanliness, helpfulness of staff, visiting arrangements, support from care staff, and the garden/out space.
- All residents we spoke with felt safe and happy in the care home.

Staff

- Residents say that all of the staff they interact with on a day-to-day basis is helpful.
- A family member we spoke with during our visit said that staff and management go out of their way to help their resident. It has really encouraged them.

Activities

- Most residents report enjoying the activities that are offered.
- One resident expressed a lack of interest in activities at all, and another a lack of variety.

Environment

- Residents report being overall happy with the environment of the home.
- Words used to describe the environment include calm, peaceful, friendly, and comfortable.

Food

- All residents report liking the food.
- There are meat and vegetarian options.
- Words used to describe the food include delicious, hot, filling, tasty, and satisfying.

Improvements

Residents made the following suggestions for improvements:

- Cleaning more when possible.
- Renovations to improve certain areas of the home.

Feedback and Complaints

- Most residents feel like they are listened to by staff and management about anything they would bring up.
- One resident does not feel listened to.

Selected Comments

General Care

"I am well taken care of I really have nothing to complain about here".

Thoughts on Staff

"[The staff are] Helpful, friendly, activity coordinator works hard."

"They really go out of their way to help me. They do all they can."

Diet and Nutrition

"[The food is] nice and rich, I like it. Always clean the plate."

"They have good options here. I am vegetarian, but the food is still very good."

4.3. Staff Interviews

During the visit we received feedback from 13 staff members, from varied roles. Length of service ranges from a few days to 4 and a half years, with most staff serving over 1 year.

General Feelings

- Staff overall report being happy with their job, enjoying working with residents, and feeling supported by management.
- The staff we spoke to during the day emphasised how supportive management is.
- When asked what staff members enjoy the most about their job, the majority mentioned spending time with residents.
- When asked what they find difficult, some staff members mentioned difficult behaviour, and one member of staff said old computers and laptops.

Selected Comments

"I am enjoy[ing] my job role. I love to spend time with residents."

Training

- Staff report undergoing such as personal care, moving and handling, food safety, infection control, and fire safety.
- Some staff report not being offered particular training.

Break and Handover Time

- All staff surveyed were happy with the break and handover time offered.
- Handovers take place in the lounge, at a long table that is to the side of the room.

Accessing community health and social care services

- Most do not believe that there are any issues with residents getting appointments with local health and social care services.
- One staff member surveyed however does think there can be issues here.

Communicating with patients and their family

- Most staff do not see any issues with communicating with patients and their families.
- One staff member did bring up that a language barrier can be an issue. However, they did mention that other staff can speak different languages.

Selected Comments

"I do feel very supported by my manager. He is invested in me."

Feelings at the end of a shift

- Several staff members mentioned that at the end of their shift, they are happy. They enjoy their work.

Selected Comments

"I feel ok after each shift because have been supported by a team and other colleagues."

Improvements

Suggestions for improvements include:

- More choices for residents to match their interests.

Safeguarding

- When asked if staff members know how to raise a safeguarding alert, most answered 'yes'. One answered "none"

4.4 Management Feedback

We also spoke with the manager of The Willows Nursing Home, Frenklin Khedia, about a variety of topics.

In Summary

Identifying Healthcare Needs

- Care plans are formed with input from the GP, family, and resident.
- This intake is where we also learn their dietary, and cultural needs.

Supporting Cultural and Religious Needs

- Visits are arranged for residents to local churches and mosques. Priests, Gurus and Imams can be arranged to visit the home. During special religious festivals especially.
- If a physical visit cannot be arranged, residents can join in on a live stream (virtual event)

- We celebrate all major religious holidays with residents including Christmas and Diwali.

Raising Safety Concerns

- All staff are trained on safeguarding measures.
- We aim to empower staff to report something they see instantly without second guessing themselves. Our policy is to be efficient and transparent.

Challenging Aspects?

- Retention has been an issue. Some people will only come for a month or two and then leave.
- We are combatting this by implementing bonuses and paid for training. If a staff member gains a certain certification, they are given a bonus.
- If they wish to take up external training, and it will support their work here, we will pay for it.

Improvements

- We are aiming to do more maintenance. We wish to replace the flooring on the second floor. A maintenance man is currently undergoing a DBS, and once he is fully onboarded that will be underway.
- We aim to add an additional floor in the future as well.

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

- The company that operates the home, Cardinal Healthcare, used to be called Aster Healthcare. They recently underwent a rebranding. Despite this, signage in the entryway still has the old company logo. This could cause confusion for outsiders.

5.1: "We recommend changing the signage to reflect the new name of the operator in due course"

Response: "New sign board in place at the entrance with "Cardinal Healthcare". Also, another sign board on right sight of car park."

- While there is some dementia-friendly signage in the home, it is not placed consistently throughout. Some areas such as the lounge that could do with this signage lack it.

5.2: "We recommend ordering additional dementia-friendly signage to be posted throughout the home."

Response: "Dementia signs has been ordered and it is in place. (activity, lounge, garden, laundry, dining, toilet)"

General Environment

- There are several signs/pictures that are displayed crookedly. Correcting this can give the home more of a sense of orderliness.

5.3: *"It is recommended that these pictures and signs be corrected. This can help give residents a sense of ease. Those with dementia often rely on visual cues to ground themselves.*

Response: "All pictures re arranged on the wall with lining up."

Activities

Some residents have expressed disinterest in activities, and that there is a lack of variety in them.

5.4: *"We believe that it would be beneficial to do a survey of residents, to see what activities they prefer. We acknowledge that this is done in preassessments, but tastes do change over time.*

Response: "We have resident's survey in place which include meal and activities choice and preference."

Staffing and Management

- Some staff report not being offered particular training. One said they had not undergone safeguarding training.

5.5: *We recommend doing an audit on which staff have received which training. If it has been a long time since a certain module has been taken by a staff member, consider having them sit through it again to be recertified.*

Response: "Atlas training checked and staff have completed safeguarding training and not due at present."

- Staff report that the computer systems they use are old and can be slow.

5.6: *"We recommend acquiring new computer systems when and where the budget allows it."*

Response: "Head office has been informed and has received new PC and Chrome book will be provided."

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.

Healthwatch Ealing, 2nd Floor, Rooms 15 & 16 45 St. Mary's Rd, London W5 5RG.

Telephone: 020 8860 0830

Email: info@healthwatchealing.org.uk

Website: www.healthwatchealing.org.uk

"I was concerned at first, but my [family member] is happy and at peace here".

- Family Member of Resident.

