

Enter and View Report

Whitefriars Nursing & Residential Home: February and May 2023



A report by Healthwatch Ealing

“Everything’s good, life's going in party colours.

Staff like to dress me up.”

Resident

Contents

	Page
1. Visit Background	5
2. About this Visit	6
3. Executive Summary	7
4. Resident Feedback	10
5. Staff Interviews	11
6. Management Interviews	13
7. Recommendations	14
8. Glossary of Terms	15
9. Distribution and Comment	16

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Visit Details	
Service Visited	Whitefriars Nursing & Residential Home 9 Dormers Well Lane, Southall, UB1 3HU
Manager	Gurj Satia, Chani Bhasin, & Jayson Moldero
Date & Time of Visit	1 st Visit: 11:30am–3pm, 21 st February 2023 2 nd Visit 11:00am –1pm, 22 nd May 2023
Status of Visit	Announced
Authorised Representatives	1st Visit: Radha Reddy & Stuart McMichael 2nd Visit: Daniel Norman & David Crawley
Lead Representative	Daniel Norman

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 authorized 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 Whitefriars Nursing & Residential Home

On 21st February and 22nd May 2023, we visited Whitefriars Nursing & Residential Home, which is located in Southall.

Operated by Caring Consultancy Limited, the home provides nursing and residential care for older people and people over the age of 40, with specialist care available for dementia, physical disability and substance mis-use.

The home has 20 single rooms and 4 double rooms giving a total of 28 beds, 23 beds were filled at the time of the visits.

The home has a staffing complement of 40.

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.

Whitefriars Nursing & Residential Home was last inspected by the CQC in February 2018. 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. Summary of Findings

During the visit we engaged with 11 residents, 14 staff members, and the manager and deputy manager (27 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.

Entry and General Accessibility

Notes

- The home is accessible on public transport, and just a 3 minute walk from the bus stop.
- It has one accessible entrance.
- All visitors are required to sign in, and out.

- The door has an electronic lock. A member of staff is needed to let people in and out of the building.

What has worked well?

- The entrance is well signposted with step-free entry.
- The reception area appears well-maintained.
- Noticeboards on all floors are nicely organised and logically laid out.
- Information available includes on safeguarding.
- The rear garden can be accessed through multiple points on site.

What could be improved?

- Corridors are quite narrow, meaning that there is not enough room for multiple wheelchairs to operate side-by-side.
- We noticed that some of the corridors do not have handrails.
- Some floor surfaces do squeak, however the structure felt stable and no safety risks were identified.

General Environment

Notes

- The home has 3 residential floors and caters largely for residents with dementia and cognitive impairments.
- Resident's rooms all have sinks and access to natural sunlight.
- There is a lounge and dining area on the ground floor.
- There are toilets for staff and visitors on every floor.
- There is a tidy and well-kept garden at the back of the facility.

What has worked well?

- The home is very easy to navigate.
- During our visit the home was exceptionally clean.
- We found the general environment to be bright, colourful and welcoming.
- The building has a variety of artwork and pictures on display.
- The communal lounge contains large comfortable recliners.
- Resident's rooms appear comfortable and clean.
- Residents are able to personalise their rooms with the comforts of home.
- The dining room is stocked with books and other reading materials.

What could be improved?

- The facility is a converted house, and therefore quite small.
- While great attention was paid to the environment, we noticed that many of the picture frames on the wall were askew.

Safety, COVID-19 and Visiting

Notes

- Face masks were provided at the entrance but were not mandatory.
- Hand sanitiser stations were available on every floor.

What has worked well?

- There is a temperature check and record for all visitors.
- PPE (Personal Protective Equipment) including face masks and gloves are available.
- Fire exits were noticed, with fire drill instruction widely displayed. Fire drills are held weekly. There are two different locations to gather residents depending on their mobility in the case of a fire.
- First aid kits are located in each unit.
- Visitors are offered flexible and extended visiting hours.
- Residents' relatives must book ahead for visits in most cases. However, arrangements are made for those in special circumstances to allow for easier visits.
- There are protected times (meal times) where visits generally are not booked as to not greatly disrupt the residents' routines.

What could be improved?

- We found no potential areas for improvement.

Personal Care and Activities

Notes

- A logbook details all residents and services available.
- On display are staff rotas and resident's names, along with medical charts.
- Experienced nurses are on-site.
- The home has one activity room.

What has worked well?

- Staff were observed to be accommodating and welcoming at our visit.
- Residents commonly describe a pleasant, caring environment, with good levels of staff support and response.
- Uniforms are colour-coded to clearly designate carers, nurses, laundry, and kitchen staff.
- Name tags are worn by all.

- There is a room for religious use/communion.
- Meals served looked to be tasty and nutritious.
- The residents we spoke with regard the food as 'delicious', with options available and choice respected. Patients are able to customize their food to their liking. There is no "set menu".
- The kitchen appears hygienic and well-equipped.
- There is special attention to ensuring that residents are mentally engaged through activities. An activity we witnessed during our visitation was a "pub quiz" where residents were asked a variety of trivia questions.
- Activities are specifically tailored for both mobile and bed-bound residents.
- There is a Residents' Champion, a family member that acts as a liaison between families and staff. They are fundraising for a summer BBQ event for all residents.
- Great care is given when transferring patients.

What could be improved?

- There is potential for additional activity options.

Staffing and Management

Notes

- Staff are experienced, and most have been at the home for at least 5 years.
- The home's owner lives on-site, and this 'maximises oversight'.
- Management have implemented an electronic logging system for interactions with residents. Tablets are located on walls all throughout the facility to allow for immediate use.

What has worked well?

- During the visit, staff were found to be nice and polite.
- There are pictures and names of all staff and management on display in the reception area.
- At the staff drill, we observed good communication among staff and managers.
- When speaking with staff, a sense of teamwork is immediately apparent, with colleagues from across the home stepping in to assist where needed – this includes kitchen staff and management helping with care duties.
- Supportive working conditions are reflected in the longevity and good retention of staff. Newer staff members have been able to settle in quickly.
- Management is widely regarded as accessible, approachable, supportive and understanding, with the owners also 'visible'.
- On working conditions, schedules are said to be suitable, with flexibility available – such as for medical appointments.

What could be improved?

- Patient dignity was on display during our visit. However, we witnessed some inconsistencies regarding staff knocking before entering a resident's room.

4. Resident Feedback

At the visit we spoke with 11 residents.

All say they would recommend the home to others, and all (but one) feel that staff work well together. A pleasant, caring environment is commonly described, with good levels of staff support and response.

Food is regarded as "good" and "delicious", with options available and choice respected.

When asking about potential improvements for the home, nobody gives any suggestions.

Selected Comments

General Care

"The staff work very well. They are very nice, including the owner."

"Could not ask for a better atmosphere."

"It's an absolutely fantastic experience, lovely place."

"The staff work very hard and care for you very well."

"They are good. Whenever I call them, they come either straight away or 10 mins later."

"Depends on the staff member that attends to me."

"I have no problems getting [medical] appointments."

Diet and Nutrition

"Food is very delicious."

"A variety of vegetarian and English food. Lots of options to choose from – for both lunch and dinner. Whatever I wish I usually get."

5. Staff Interviews

During the visit we interviewed 14 staff members, from varied roles. Length of service ranges from 6 months to 15 years, with most staff serving over 5 years.

When speaking with staff, a sense of teamwork and 'togetherness' is immediately apparent, with colleagues from across the home stepping in to assist where needed – this includes kitchen staff and management helping with care duties. This relaxed and 'family atmosphere' helps to explain the longevity of staff members – many of whom say there is 'no pressure'. Newer staff have been able to settle in quickly.

Management are widely regarded as accessible, approachable, supportive and understanding, with the owners also 'visible'. Good communication between staff and managers is noted.

On working conditions, schedules are said to be suitable, with flexibility available – such as for medical appointments.

Training is provided, with courses mentioned including manual handling.

Selected Comments

"This environment is safe and supportive. 10 years and still going. Never thought of changing or looking for other care homes."

"This place is nice, staff and managers treat me like family. Easy to access managers. We always help each other."

"We share our workload with each other. If we need help the manager comes to assist."

"The staff helped me a lot in my initial days. It was easy to adjust."

"I feel that everyone is heard and can talk about problems."

"The owner is always visible and unlike other care homes, there is no pressure".

"Communication is excellent among the managers and staff."

It is clear that mutually friendly relationships have developed between the staff and residents.

When asking about potential improvements, the only suggestion is for additional board games.

Selected Comments

"You feel attached to the residents. The environment is nice, friendly always smiling faces."

"Residents are lovely. If I'm off for two days also they start missing me."

"We need more equipment to keep the residents engaged - such as board games."

6. Management Interviews

We also spoke with the Owner Chani Bhasin and Manager Jayson Moldero, with specific questions asked on meeting healthcare and cultural needs, raising safety concerns, potential challenges and improvements.

In Summary

Identifying Healthcare Needs

- A lot of information is shared to ensure that all needs are accordingly met.
- This includes conversations with family, social services, hospitals and GPs.
- Separate needs are followed up at the pre-assessment (on admission).

Supporting Cultural and Religious Needs

- Needs are identified by liaising with family, and at the pre-assessment.
- Cultural festivals are celebrated 'with dignity' and ethnic food served.
- Rooms may be personalised.

Raising Safety Concerns

- Safety concerns are raised 'all the time'. Management, nurses and all staff work to ensure wellbeing.
- Personal safety issues are always discussed and there is transparency.
- Safety protocols are followed – such as providing alternative food if choking is a risk.

Challenging Aspects?

- It is difficult when good workers or health assessors are not available readily.
- The NHS is overstretched and this impacts on waiting times.
- Resources are tight especially for activities – so sometimes need to be creative.

Improvements

- Nurses team, team leaders and a new manager in place.
- Established protocols and regimes to strengthen safety.
- Have gone digital (uploaded all documents). An excellent IT system.
- Keeping up-to-date with changes in legislation and training.
- Encourage all staff to study, with e-learning available.
- Relatives working closely with the home to help develop activities, and with general learning.
- 'Resident of the Day' initiative to look at all aspects of individual care.
- Resident care plans in place.
- They intend to add additional floors if they can acquire the necessary planning permissions. The lift will also be upgraded during this process.

7. 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

General Environment and Accessibility

We notice that some of the corridors do not have handrails installed.

The building itself, due to its age and design has some environmental issues. For example, the corridors are quite narrow.

7.1 Handrails should be fitted along corridors and staircases. We urge that the home assesses this and takes action to install additional handrails as required.

Response: We have requested that our maintenance department install the necessary handrails along our corridors and staircases. Handrails have already been installed along the corridors and staircases.

We noticed quite a few crooked pictures on the walls.

7.2 We recognise that it is a small thing, but straight wall hangings contribute to an overall feeling that you are in a caring home.

Response: In our huddles and meetings, we have discussed how properly aligned wall hangings contribute to cultivating a warm, caring atmosphere that is reflective of our dedicated staff. The manager has incorporated a check for properly aligned wall hangings into his daily inspection routine.

7.3 We recognise that the home is considering undergoing renovation and expansion. We advise that the home look at the general environment section of this report and take these points into account for any renovation work being considered.

Response: We have plans to replace the carpets in the lounge and passageways with linoleum. This change will not only enhance the aesthetic appeal but also improve the airflow and overall ambience of the home. 1.3 We have scheduled the replacement of carpets around last week of July or first week of August.

Activities

The weekly schedule contained repeating activities.

7.4 We feel that residents may benefit from more variety and choice in activities.

Response: Every day, we tailor activities based on the individual needs of our residents. A diverse weekly planner of activities is already in place, and we utilise the 'This is Me' and activity chart for each person. Recognising the importance of a variety of activities for our residents' well-being, we ensure that these efforts are documented in our files.

Staffing and Management

Staff would not always knock before entering a patient's room.

7.5 There are legitimate reasons for not doing this every time, but during our visit the practice appeared inconsistent.

Response: We consistently provide dignity training to our staff to ensure the promotion and respect of our residents' rights. In our daily huddles and meetings, we have addressed the inconsistency you have observed among staff members regarding the practise of knocking on residents' doors before entering their rooms.

Online Feedback

When searching for online feedback about the home, there was nothing posted on carehome.co.uk and very dated posts only on [Google Reviews](#).

7.7 While this is certainly not a requirement, we would urge the home to encourage visitors especially to post the occasional review.

Response: We are in the process of securing consent from our staff, residents, and their family members for our planned social media page. Upon obtaining all necessary permissions, we will initiate a pilot phase. Furthermore, we have reached out to all family members, encouraging them to provide reviews of our services on carehome.co.uk.

8. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
Enter & View	E&V
PPE	Personal Protective Equipment

9. 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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“I do care for the residents, and the managers and staff always care for me.

It's an excellent working environment. There is no pressure or stress working here.

Actually I love working here.”

Staff Member

