

Enter and View Report: Rosewood House Care Home

82 Redmans Rd, Stepney Green , London E1 3AG

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1. Visit Background

Visit Details	
Service Visited:	Rosewood House Care Home
Address:	82 Redmans Rd, Stepney Green, London E1 3AG
Service Manager:	Keith Crowhurst
Date & Time of Visit:	6 th March 2024 (00:00 – 00:00)
Status of Visit:	Announced
CQC Rating:	Overall Good
Date of CQC Report:	1 st February 2024
Authorised Representatives:	Shreya Mandal, Zainab Amusa, Shumaya Akther, Bourgoin (Mamadou) Fofana
Lead Authorised Representative:	Shreya Mandal

What is Healthwatch?

Healthwatch Tower Hamlets is an independent organisation which relies on feedback from the local community regarding their experience using health and social care services across the borough. It is part of a nationwide network of local Healthwatch and a national body, Healthwatch England.

As the local Health and Social Care Champion, Healthwatch Tower Hamlets ensures that your voice is heard by National Health Service (NHS) leaders and local authorities when decisions are made on how services will be delivered and further improved.

What is Enter and View?

One of Healthwatch Tower Hamlets' statutory functions is to carry out Enter and View visits to health and social care service providers in the borough.

The Health and Social Care Act 2012 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 be arranged if people tell us there's a problem with a service, but equally, they can also 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.

During the visit, we observe service delivery and talk with service users, their families, and carers. We also interview management and staff regarding their views of the service provided. The aim is to get an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter and View Report', will be shared with the service provider, local commissioners and regulators outlining what has worked well, and give recommendations on what could have worked better. All reports are available to view on our website.

Disclaimer

Please note, this report relates to findings observed on the specific date set out. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Acknowledgements

Healthwatch Tower Hamlets would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to extend the gratitude to our volunteers Zainab Amusa, Shumaya Akther, Bourgoin Fofana and Sam Jarada, and our intern Casey Granah, who helped with the visit and write-up of the report.

2. About This Visit

Rosewood House Care Home

On 6th March 2024, Healthwatch Tower Hamlets visited Rosewood House Care Home located in Stepney Green. At the time of the visit, the care home was managed by Hamberley Care Limited. The home is registered to look after adults over the age of 18 years old, specialising in dementia care and neurological care for those with physical disabilities and sensory impairments. Rosewood House has the capacity for 90 residents.

We were able to interview and receive feedback forms from 9 residents, 34 staff and 13 visitors (family, friends or carers).

CQC Rating

The Care Quality Commission (CQC) are 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.

At the time of the visit, Rosewood House had received the CQC rating of “Overall Good” across the following criterion: Safe, Effective, Caring, Responsive and Well-led. This was based on a CQC [report](#) published on 1st February 2024.

Prior to this, the care home had an extensive history of receiving the rating of ‘requiring improvement’ from the CQC. Key issues identified were under safety and being well-led criterion. For example, the provider was not safely managing people’s medicines and inconsistencies were found in record keeping.

Online Feedback

Rosewood House has a total of 22 reviews on Google Reviews, receiving an overall rating of 4.1/5 stars. There are positive comments regarding the quality of care and staff attitudes at the care home. Some reviews also shared that the atmosphere at the care home is “calm”. The negative comments share concerns regarding staffing levels. The reviews date back to 2016, when the care home was called Hawthorn Green Care Home. We were unable to find the care home listing on Carehome.co.uk, which could be due to a recent change in management.

Focus of the visit

The purpose of conducting the Enter and View Visit to Rosewood House was based on the data sourced from online reviews and discussions with the CQC and London borough of Tower Hamlets Council Adult Social Care team. The care home has had a history of providing inconsistent quality of care. There have been issues with care documentation and reported staffing issues.

The main aim of the visit was to observe how the home operates and if the change in the rating is reflected in the care provided to the residents. Questionnaires for residents, staff, friends, and family were formulated to gain feedback across categories such as catering, comfort and general care.

3. Our Observations

During the visit to Rosewood House Care Home, Authorised Representatives were able to have a staff-led tour of the premises, take notes of their observations during the tour and take photographs when appropriate.

There are 11 categories of observation. These categories include Outside and Entrance, Environment, Dementia-Friendly Environment, Safety, Information Displayed, Accessibility, Bedroom, Lounge and Dining Room, Residents, Meals and Staff.



Outside and Entrance

First Impressions: What has worked well?

- The care home is located in a quiet area overlooking Stepney Green Park. The entryway is gated for both pedestrians and vehicles. Entrance into the reception is clearly labelled. The interior is inviting, and the open space layout provides plenty of room for movement. The refreshments area is well-lit by natural lighting, and there is easy access to the outdoor space.

What could be improved?

- Before entering, there are gates with numerous keypads - it is unclear which keypad allows access for the pedestrian gate. The Healthwatch Tower Hamlets team resorted to walking through the vehicle gate, which was left open. This poses some safety concerns.
- The reception did not require the Healthwatch Tower Hamlets team to sign in before entering the premises. Visitors are greeted by a receptionist, but it is sometimes left vacant.

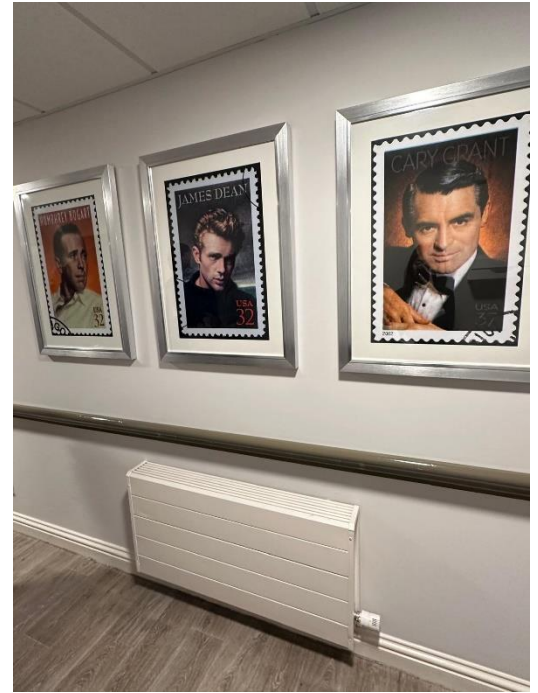
Environment

What has worked well?

- The home is quiet, well-lit and pleasantly decorated. There is a security keypad located at the entrance of each ward.
- Staff are friendly and approachable.

What could be improved?

- The cleanliness at the premises could be monitored more regularly – for example, cobwebs were observed in areas like the stairwell.
- Decoration around the care home could be personalised to the residents' preferences – paintings of their hometown or favourite movies.



Dementia-friendly Environment



What has worked well?

- All signage were at an appropriate height for residents. The toilets and bathrooms were clearly labelled. All flooring and most handrails contrasted with the walls. Corridors were spacious.

What could be improved?

- Handrails located in toilets and toilet seats were not contrasting enough with the walls. Similarly, railings on stairwell were the same colour as the wall. Resident room doors could be decorated with a picture of their choice.

Safety

What has worked well?

- All fire exits were clear with the fire extinguishers and appropriate fire safety poster present.
- External doors were kept locked.

What could be improved?

- No comments



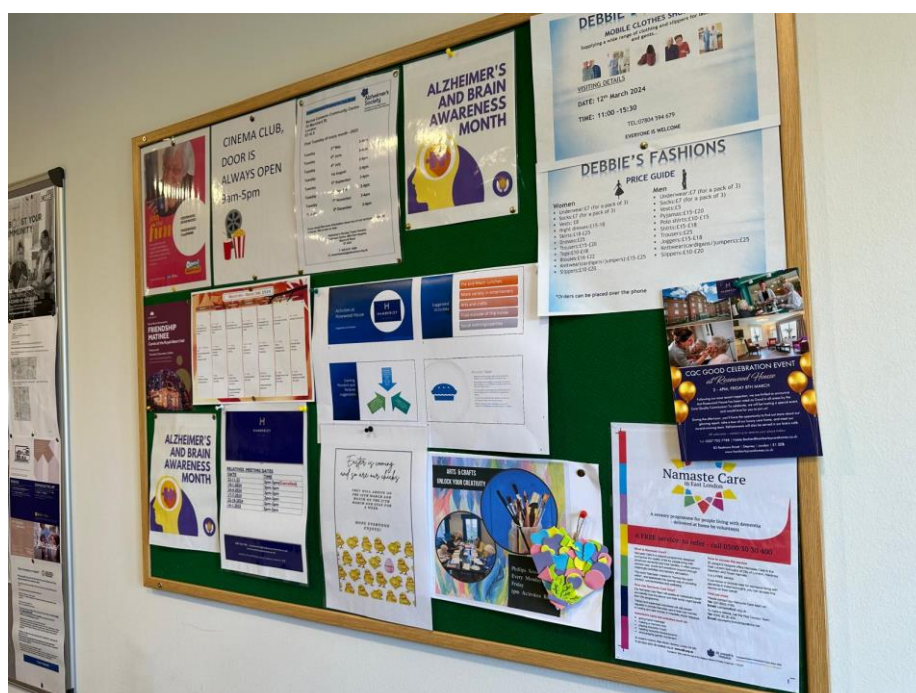
Information Displayed

What has worked well?

- All the information appeared to be up-to-date and appropriately visible throughout the premises. The dining lounges feature posters of the activities timetable, food timetable and allergy information. Complaints and whistleblowing procedure posters were also observed on noticeboards.
- Activities timetable displayed a good variation of indoor/outdoor, social/quiet, interactive/relaxing activities.

What could be improved?

- No comments



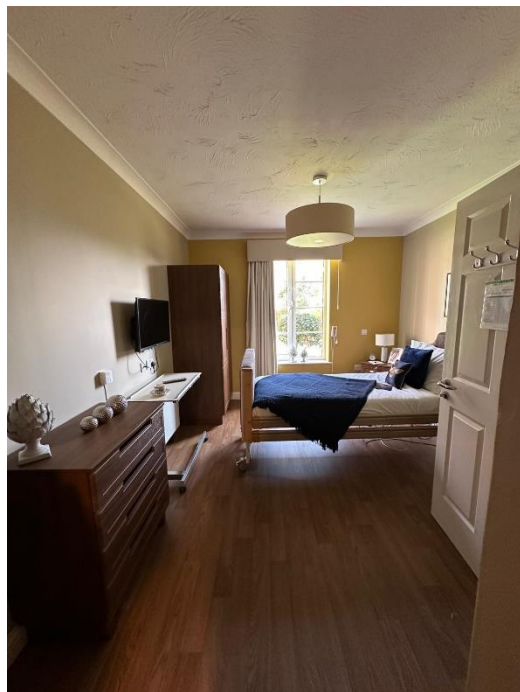
Accessibility

What has worked well?

- Corridors, lifts and toilets are wide enough for wheelchair and walking frame users.
- There are handles on both sides of the toilet and throughout the washroom.

What could be improved?

- The maintenance of lifts should be regularly monitored as lifts were observed to be squeaking during use.



Bedroom

What has worked well?

- The ensuite bedrooms are spacious and personalised based on resident's preference, with emergency alarms installed appropriately.

What could be improved?

- No comment.

Lounge and dining room

What is working well?

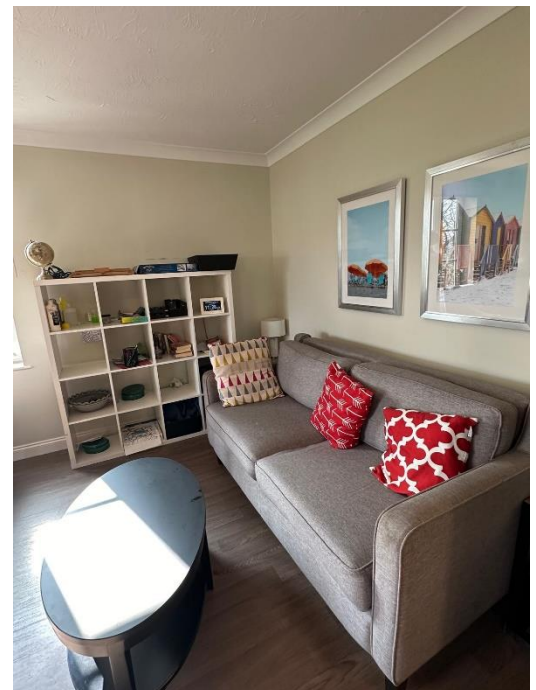
- Lounge area is nicely decorated

and organised with books, games, and a TV. The lounge and dining room are interconnected. Both rooms are spacious with the tables and chairs well-arranged.

- Hand sanitisers are placed throughout both rooms.
- Smoking area is in the large garden, which is pleasantly decorated and had several benches.

What could be improved?

- No comments



Meals

What has worked well?

- Every lounge has its pantry for coffee and drinks and the menu displays information regarding special diets. Most meals are Halal due to majority of patients being Bengali/Muslim residents. There are 3-4 substitute options.
- Allergy precautions are displayed on the menu. Staff help residents with getting their food; appeared to be kind/positive interactions.

What could be improved?

- No comments

Rosewood House		HAMBERLEY		SPRING MENU WEEK 4		
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
BREAKFAST Continental Breakfast	BREAKFAST Traditional English Hot & Cold Cereals Yogurt	BREAKFAST Continental Breakfast	BREAKFAST Traditional English Hot & Cold Cereals Yogurt	BREAKFAST Continental Breakfast	BREAKFAST Traditional English Hot & Cold Cereals Yogurt	BREAKFAST Continental Breakfast
LUNCH Cottage Pie Chicken Curry Butternut Squash Risotto	LUNCH Steak and Mushroom Pie Lamb Madras Vegetables Casserole and Dumplings	LUNCH Lamb Chops Beef Kalti Macaroni and Vegetables Pie	LUNCH Beef Wellington Vegetable Curry Quorn Hotpot	LUNCH Buttered Cod Fish Fish Curry Vegetables Cannelloni	LUNCH Chicken Liver and Onions Lentil Dahl Courgettes in Cream Pasta	LUNCH Roast Chicken Beef Thai Curry Butternut Wellington
Served with: Rice, Mashed Potatoes, Sautéed Vegetables of Carrots, Courgette & Red Onion. Mixed Salad Bread & Butter Pudding Served with Cream	Served with: Rice, Mashed Potatoes, Root Vegetables & Braised Red Cabbage Mixed Salad Apple Crumble with Custard	Served with: Rice, Mashed Or Boiled Potatoes, Garden Peas, Green Beans and Carrots. Mixed Salad Orange sponge with jam or Ice Cream	Served with: Rice, Mashed Boiled Potatoes, Baby Corn & Carrots. Mixed Salad Mixed Berry Pie	Served with: Rice, Chips, Mashy Peas, Carrots & Garden Peas Mixed Salad Jam Holy Holy	Served with: Rice, Mashed Potatoes, Broccoli, Tenderstem, Peas & Carrots. Homemade Chocolate Brownies	Served with: Roast Potato, Parsnips, Carrots, Peas, Broccoli & Yorkshire Pudding Mixed Salad Pear Crumble & Custard
SUPPER Butternut and Orange Soup Cod in Tomato and Herbed Sauce New Potatoes and Broccoli Assorted Sandwichs Chocolate Mousse	SUPPER Veg Broth and Barley Soup Jacket Potatoes Fittings: Tuna, Cheese, Beans & Cabbage Assorted Sandwichs Rice Pudding	SUPPER Cream of Spinach Soup Lamb Jubbah Chips, Mixed Salad and Onion Rings Assorted Sandwichs Fruit Salad	SUPPER Sewage Soup Jacket Potato Fittings: Tuna, Cheese, Beans & Cabbage Assorted Sandwichs Strawberry Mousse	SUPPER Nigofes Soup Beef Meatballs in Tomato Sauce Mashed Potatoes & Onion Rings Assorted Sandwichs Vanilla Cheesecake	SUPPER Pea and Parsley Soup Chicken Stew, Crushed Herbed New Potatoes & Carrots Mashed Potatoes, Mixed Salad Assorted Sandwichs Strawberry Mousse	SUPPER Mushroom and Chestnut Soup Assorted Buffet Potato Wedges, Onion Rings & Mixed Salad Assorted Sandwichs Eton Mess

Residents

What is working well?

- The residents are involved in activities and chat between them. They appeared to be well-presented.

What could be improved?

- Some residents who were settled in their rooms were observed to be quiet. It could be a good idea to expand the variety of activities to have more mindful, quiet activities that can keep residents engaged whilst in their rooms.

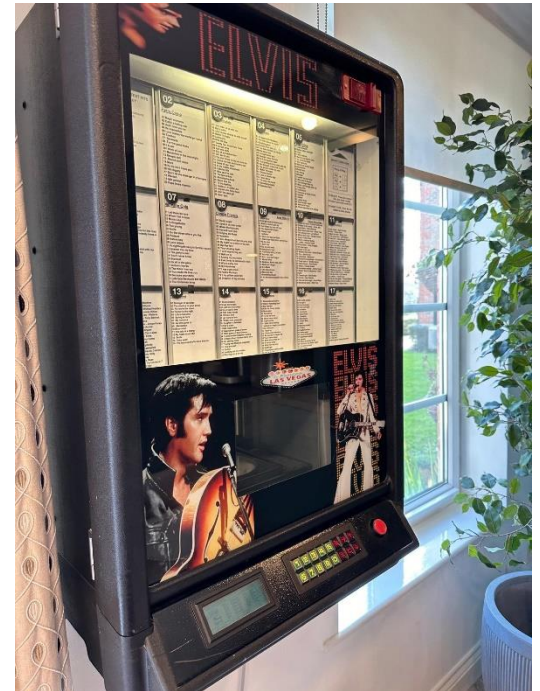
Staff

What is working well?

- Staff were observed in casual attire to appear more approachable to residents. Attitudes were nice and respectful. They talk to the residents in a polite manner helping them with their activities and daily routines.

What could be improved?

- Some staff were not seen wearing ID badges.



Other Notes

- There are trips every Thursday, taking four different people each time; also going out to the shops.
- Full time physiotherapist, speech & language therapist, and neurologist are onsite.
- A trained therapy dog is planned to be at the premises next week.

4. Interview with Management

During the visit on 6th March 2024, we had the opportunity to interview the Care Home Manager at Rosewood House.

We asked a total of 25 questions divided into two sections: Residents and Staff. Within the Residents section, questions are split into the following themes: Food, Hydration and Temperature; Safety and Security; Engagement and Inclusion and Community Services.

4.1 Residents: Food, Hydration and Temperature

The Care Home Manager shared that it can be a bit of a challenge to meet the residents' dietary requirements when diets are varied, but the staff regularly monitor and make sure actions are in place. Residents have a choice from a menu for their meals. Substitutes and individual menus are also available. Staff are available to support residents with eating and drinking based on their care plans. The care home does promote independence, regardless of the mess that may result.

The provision of liquids is monitored but it varies from resident to resident, as some are more independent than others. Residents with concerns of fluid intake have a specific fluid chart that is monitored. The digital care plan system flashed red if fluid intake is below expectations.

The care home manager confirmed that the residents are warm enough and have suitable ventilation at the Rosewood House. Boilers are checked monthly and are serviced annually. On the other hand, air conditioning units are checked every six months.

4.2 Safety and Security

Although the Healthwatch Tower Hamlets team did not have to sign in and out during the Enter and View Visit, the Care Home Manager insisted that visitors are required to do so at the reception. Rosewood House is looking to digitalise the system across the company. All staff are required to wear ID at the premises.

All residents with the capacity, visitors and staff members are aware of the fire evacuation plans. Fire checks are conducted weekly whilst evacuation drills occur every 4 weeks.

In relation to raising a safeguarding concern, all residents with capacity, visitors and staff are aware of the procedure. It is discussed during Resident and Relative meetings and included in the welcome packs. There are also posters displayed throughout the premises. The care home manager shared that the complaints procedure is very similar to raising a safeguarding concern.

4.3 Residents: Engagement and inclusion

At Rosewood House, residents are able to contribute to menu planning by providing weekly feedback to the in-house chef. According to the Care Home Manager, the food menu is entirely developed by residents, including healthy meals. Residents are also able to choose where to eat.

Residents are able to suggest social activities during resident meetings and are helped to participate. Residents are encouraged and supported to make friends by staff members who are told to pay attention to which residents get along with each other. There has been an occasion where two residents on separate floors were found to be related and were placed together.

The work force at Rosewood House reflects the diversity of the residents, the manager actively recruits those within the community who speak additional languages. This allows for provisions to be made for any residents with English as an additional language. Support is also provided to residents with diverse cultural backgrounds and/or sexual identities. The manager shared that they have a vacant room dedicated to talking about anything residents may find particularly important to them. The care home is also working with local organisations to see if Rosewood House is doing enough to make the home a safe space for everyone. The organisations in question were not disclosed.

Residents are taken on group trips to galleries or cinemas to meet their wider interests. The care home has also organised visits from university students, who provide legal support or present informative material. Rosewood House has also reached out to other care homes to learn how they approach care provision for residents effectively.

4.4 Residents: Community Services

Generally, the care home manager is satisfied with the level of support residents receive from other local health and care services. Rosewood House liaises with Jubilee Street GP Practice, Britannia Pharmacy and St Leonards' Dental Surgery. It was revealed that the care home is struggling with their dentists and it has been much harder to secure appointments post-COVID-19.

According to the care home manager, the residents at Rosewood House receive satisfactory personal care – washing and hairdressing takes place weekly, oral care is attended to by a hygienist who comes every 8 weeks and chiropody is done on a 6-weekly basis.

Eligibility to free NHS dental care is included in residents' care record if they can find the appropriate documentation – residents can find it difficult to recall specific details that are required for the eligibility criteria. Usually, people come in with care funding, but benefits can change which can make it difficult to get access to what they were previously on.

4.5 Staff: Opportunities and Concerns

New staff members are required to have an induction programme. It has been updated to be more competency based. The induction is 48 hours long and 6-month training is required to obtain a Care Certificate.

There are mandatory training and external training available for staff members. They recently had training on taking blood and leadership training as per requests.

Staff are both monitored and supported in their work. Nurses are in charge of monitoring real-time but the care home practices an open-door policy and confidential support lines are also available.

The NICE (National Institute of Health and Care Excellence) guidelines in relation to oral health in care home posters are presented in each room and the oral care provided at Rosewood House is based on the guidelines. The guidelines are also included in the policy training document. It is part of mandatory assessments, training and care plan. The NHS dental clinic have visited the care home to train the staff at the care home specifically on oral health care.

The care home is satisfied with the current level of staffing. The manager shared that he felt very fortunate as 18 months ago, they were relying on agency staff but they are currently over-staffed and have a full management team. There are still agency staff in the nurse role and it has been tricky to find a physiotherapists but no concerns. At the time of the visit, there were 125 care staff and home makers.

5. Interview with Staff

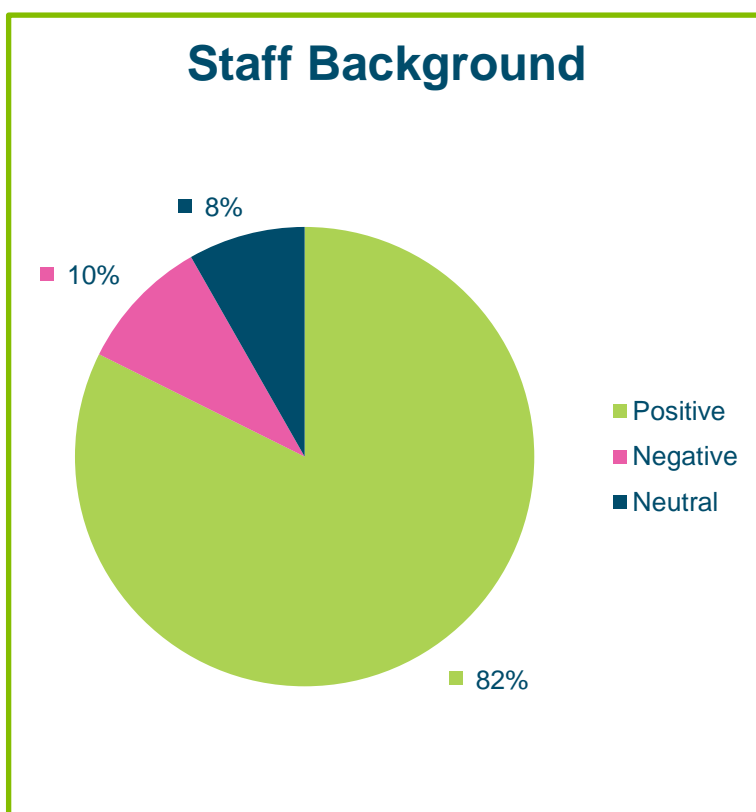
During the visit on 6th March 2024, we had the opportunity to interview staff members; 8 onsite interviews and 26 pre-completed questionnaires. They were all presented the same set of questions.

A total of 25 questions were divided into two sections: Background and Your work with Residents. There are six training and shift related questions in the Background section, and six questions enquiring about opportunities, service access and management in the Your Work with Residents section.

The feedback has been coded based on positive, neutral and negative sentiment to questions asked. Answers that were left blank or as “unsure” have been coded as a neutral response.

The results have been presented in pie charts, accompanied with some quotes and commentary on specific trends that were found.

Questions 1–6: Staff Background



We found that 50% of staff members interviewed at Rosewood House had been working for approximately 1 to 3 years, 32% had worked for less than 12 months and 17% had worked for more than 4 years.

All staff had received an induction into their roles and majority found it helpful. Most staff mentioned that they had been offered specific training, such as first aid, and found it helpful. 32% of staff shared that they would like training on the following topics: Mouth care, Refresher course, medication, wound care/dressing, catheter care, sign language and feet care.

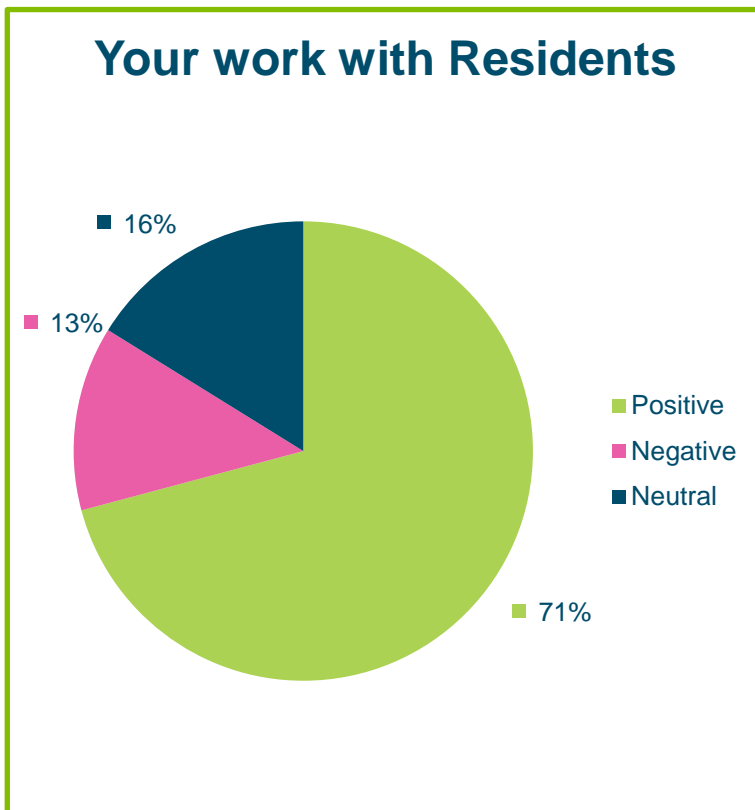
When questioned on their awareness of the NICE (National Institute for Health and Care

Excellence) in relation to oral health in care homes, 38% of staff responded positively, but 53% of staff were either unsure or unaware of the guidelines.

65% of staff were happy with the breaks provided when they were on duty, whilst 24% claimed they didn't receive adequate breaks due to staffing shortages.

Majority of staff were satisfied with the handover of shifts, but it was mentioned that more information could be given to the next set of staff.

Questions 7-13: Your work with Residents



Staff were asked about their satisfaction with opportunity to support residents, such as monitoring their health and well-being, helping them engage in communal or individual activities.

97% of the responses positively agreed that residents do receive the appropriate support at Rosewood House. It was mentioned that there could be more variation in activities and an increased focus on mental health awareness.

Approximately, 15% of staff claimed that residents do face difficulty in accessing community health and social care services – specifically accessing dental appointments.

There is a clear procedure for raising a safeguarding issue at the

care home, as supported by all staff.

Currently, 15% of staff stated that they are aware of issues that may be affecting the residents' welfare, though the majority 65% stated that there were no issues that they were aware of. None of the staff elaborated on what the issues may be. 32% of staff have had an instance of raising a concern with a member of management – 45% of which had a positive outcome whilst 27% were unhappy, with mentions of management ignoring the issues raised.

6. Interviews with Residents and Visitors

During the visit on 6th March 2024, we had the opportunity to interview 9 residents and 13 friends, family and carers. Both groups were presented a similar set of questions.

The questionnaire consists of a total of 15 questions, exploring topics such as Communication of Plans, Food, Hydration and Temperature, Social Engagement and Activities, Satisfaction with Health Services and Personal Care and Covid Precautions and Overall Satisfaction.

The feedback has been coded based on positive, neutral and negative sentiment to questions asked. The results have been presented in pie charts, accompanied with some quotes and commentary on the trends found for specific questions. Resident feedback is presented on the Left side and Friends/Family/Carer feedback is presented on the Right side.



6.1 Communication of Plans

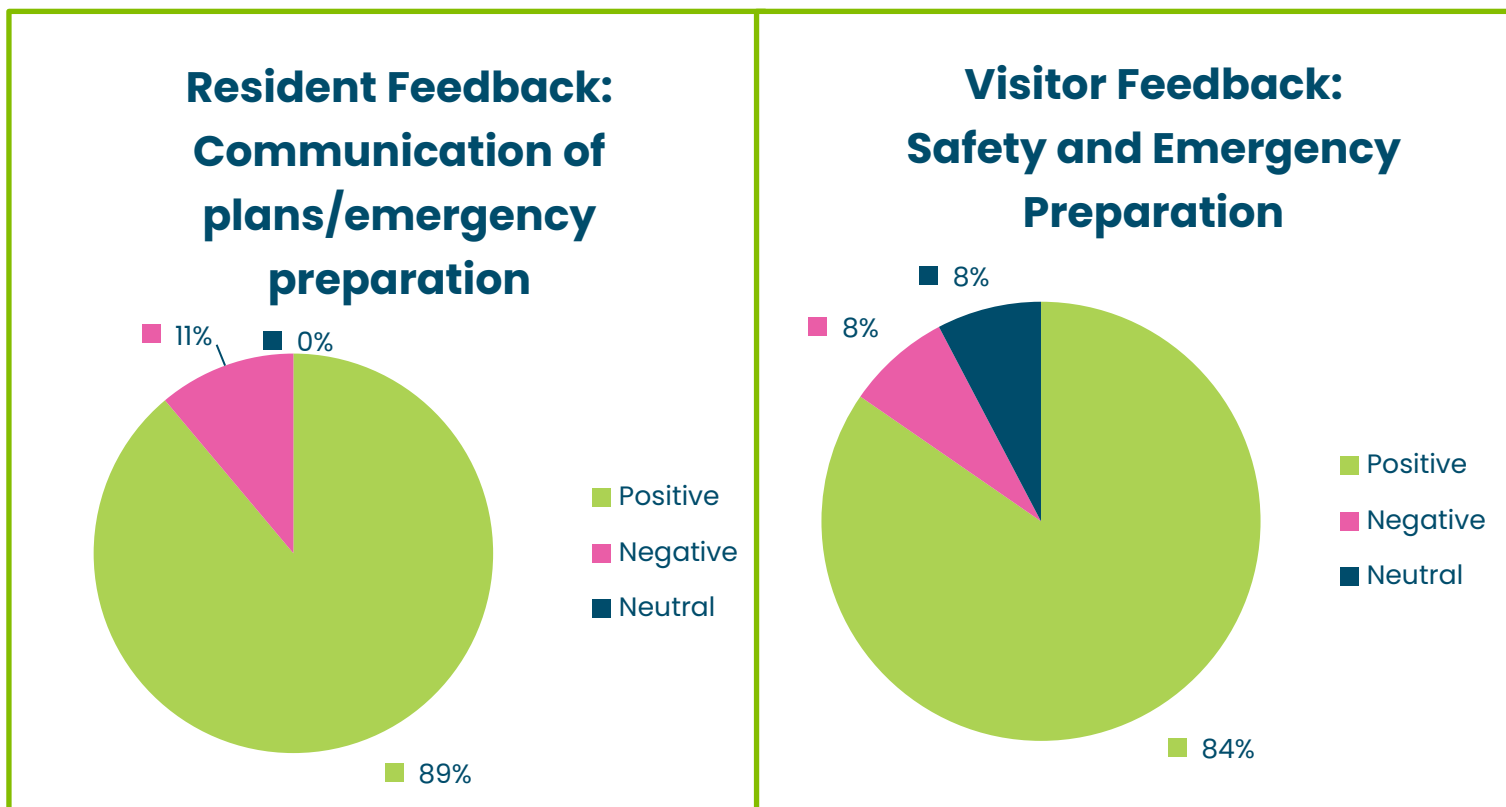


Figure 1: Resident feedback is presented on the Left side and Friends/Family/Carer (Visitor) feedback is presented on the Right side.

The general consensus between residents and family members regarding the communication of plans and emergency preparation was positive (residents 89%, family 84%).

A resident shared that they are not taken seriously enough and felt like the communication was very one-sided – despite requesting to see their care plan, they had not seen it yet. It was also mentioned that although visitors felt that the residents were safe at Rosewood House, only professionals are required to show their ID, not all visitors.

6.2 Food, Hydration and Temperature

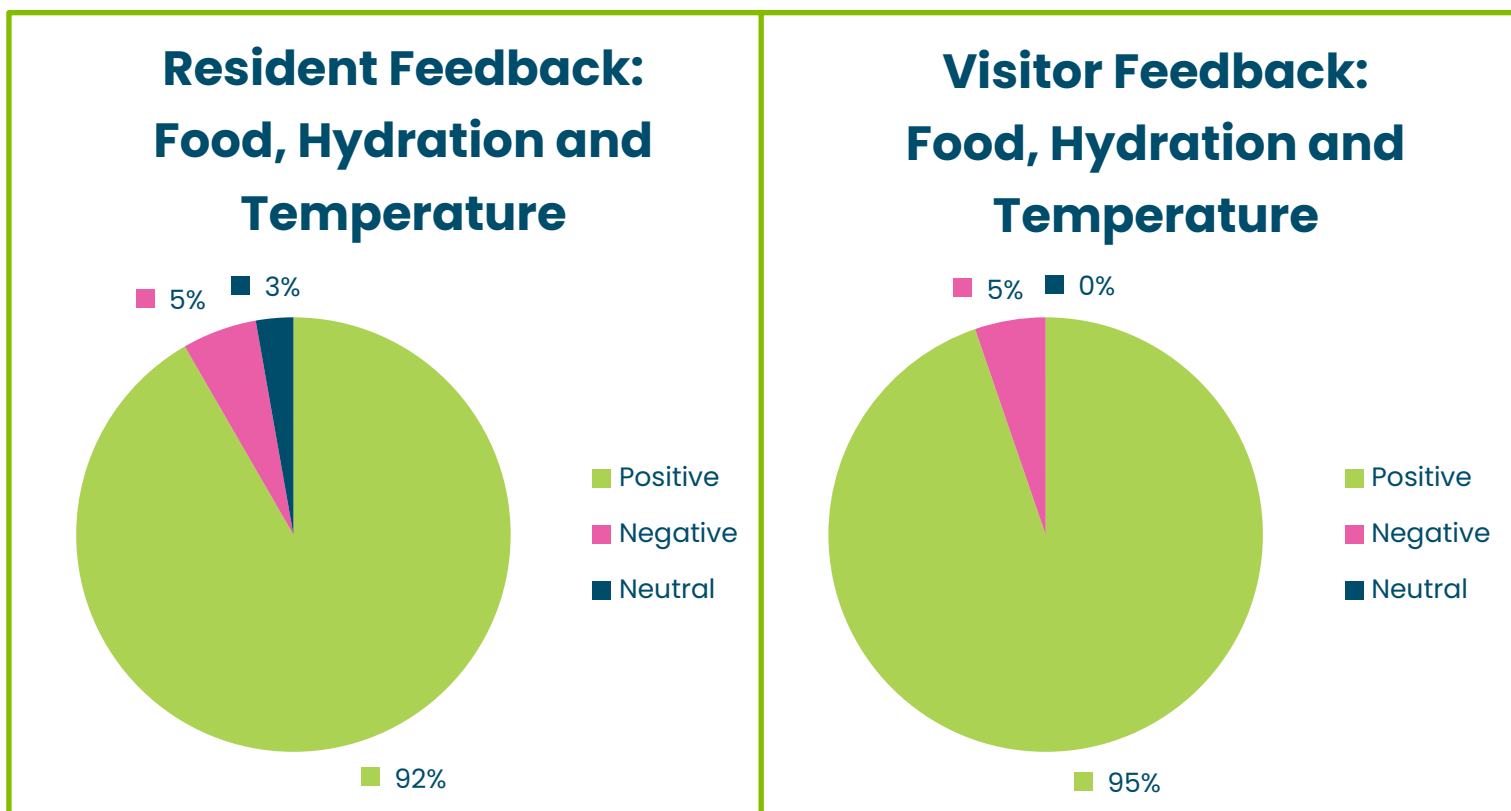


Figure 2: Resident feedback is presented on the Left side and Friends/Family/Carer (Visitor) feedback is presented on the Right side.

Majority of residents (92%) and family members (95%) were happy with the food and hydration provided at Rosewood House. One family member, although happy, mentioned that there had been some issues with changes in the food menu. It is unclear what the issue may have been.

All the residents and family members were happy with the temperature at the care home, stating that it is warm enough.

6.3 Social Engagement and Activities

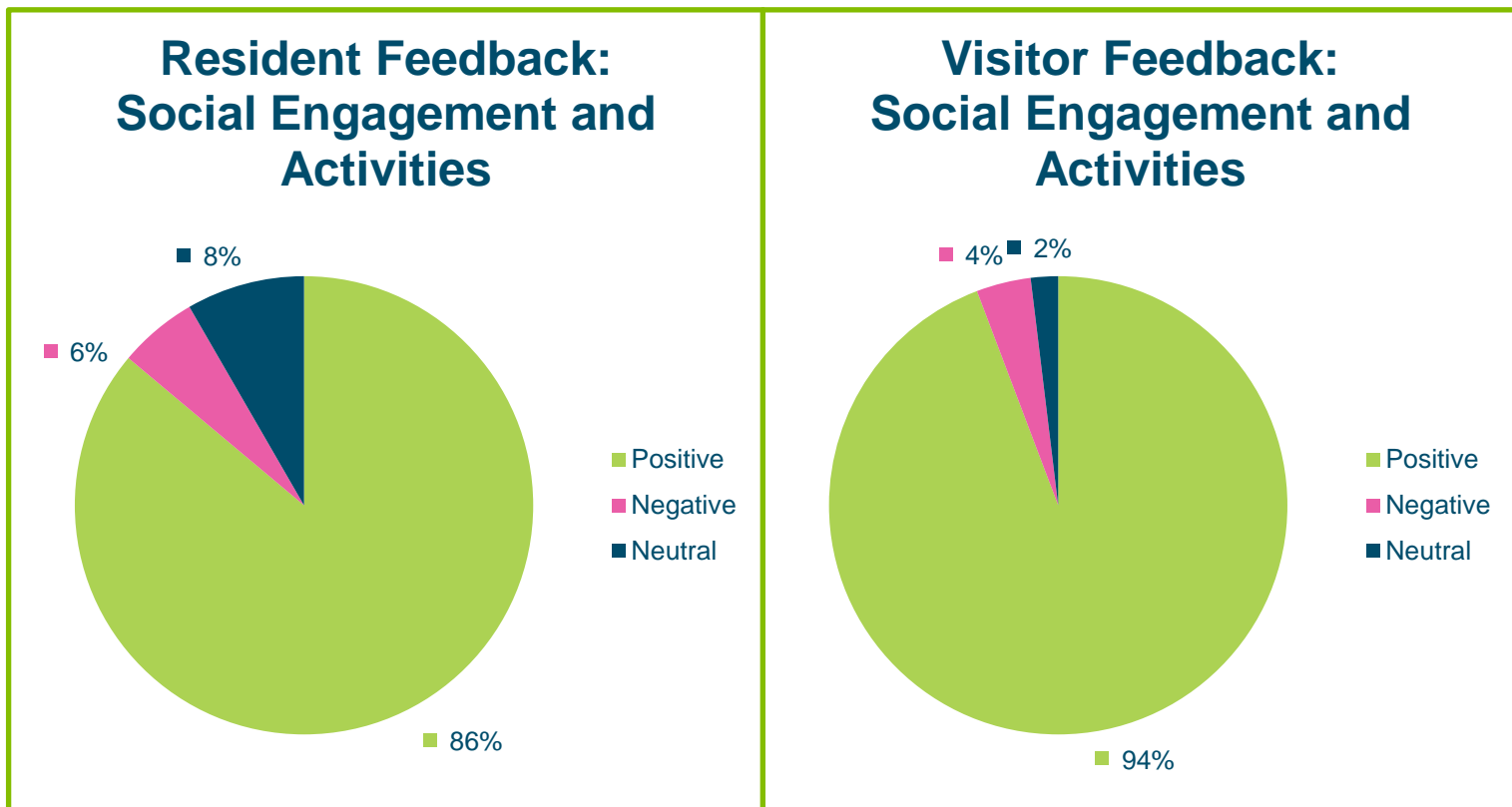


Figure 3: Resident feedback is presented on the Left side and Friends/Family/Carer (Visitor) feedback is presented on the Right side.

This section asked residents and family about the social life at Rosewood House, along with the variation of activities provided.

The general sentiment towards social engagement and activities was positive from both groups (residents 86%, family 94%) – it was highlighted that residents have activities planned out once a week.

Family members appreciated the varied activities which the residents enjoy and take advantage of. Some residents also have friends that visit multiple times a week but would appreciate more day trips out.

6.4 Satisfaction with Health Services and Personal Care

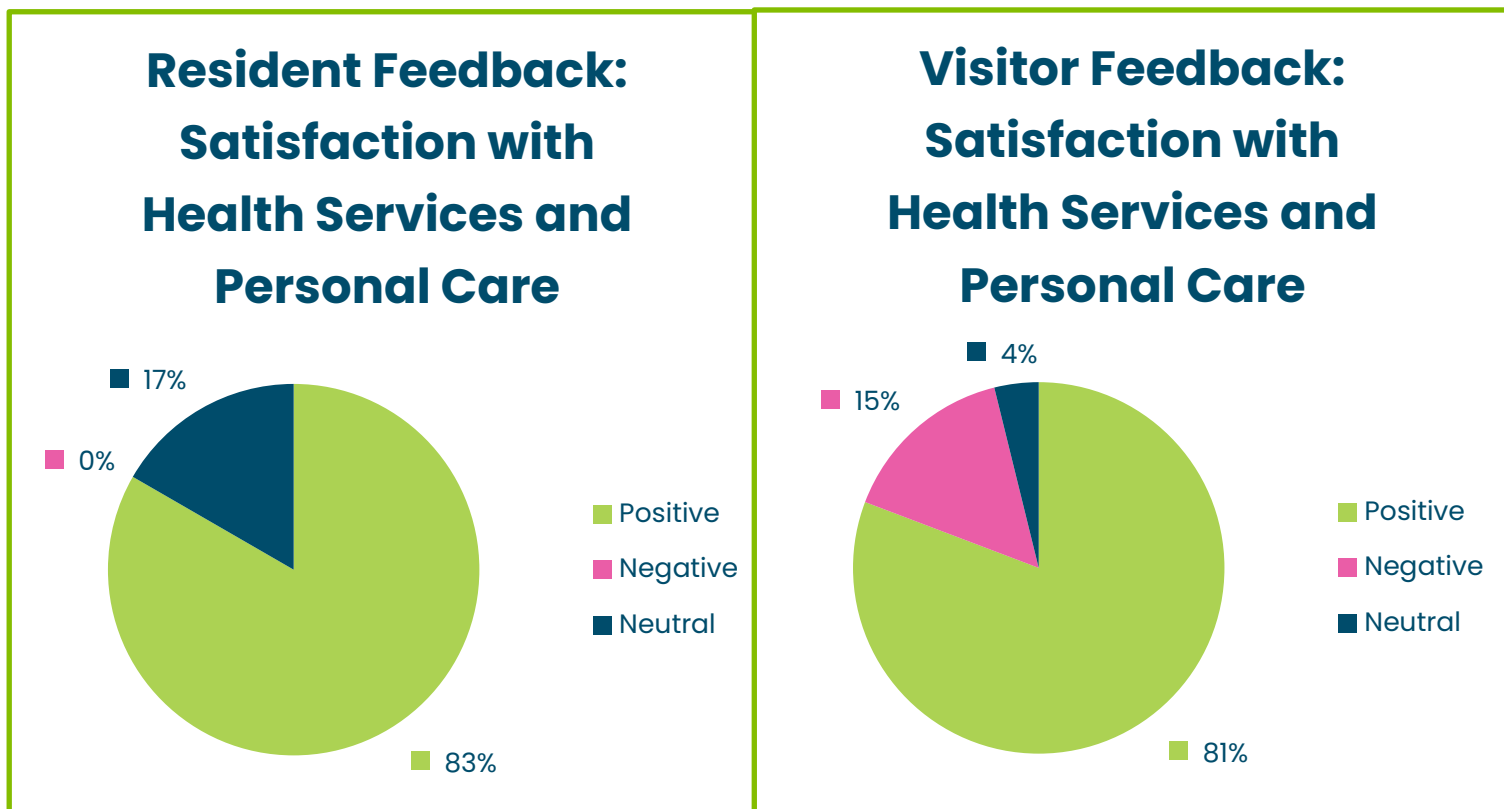


Figure 4: Resident feedback is presented on the Left side and Friends/Family/Carer (Visitor) feedback is presented on the Right side.

This section enquired about the level of support residents receive from other local health and social care services such as GPs, dentists and pharmacies. Residents and families were also asked about the quality of the personal care provided. Many residents (83%) were satisfied with the GPs and pharmacies. They added that the physiotherapists onsite are lovely.

The feedback from family members was overall positive (81%). When enquired specially about health and care services, 23% of responses stated they did not feel satisfied with the level of support received. One family member shared more dental cover would be ideal. Other family members with negative response did not elaborate.

All residents and family members were satisfied with the personal care provided, stating that staff are caring and gentle.

6.5 COVID-19 Precautions and Overall Satisfaction

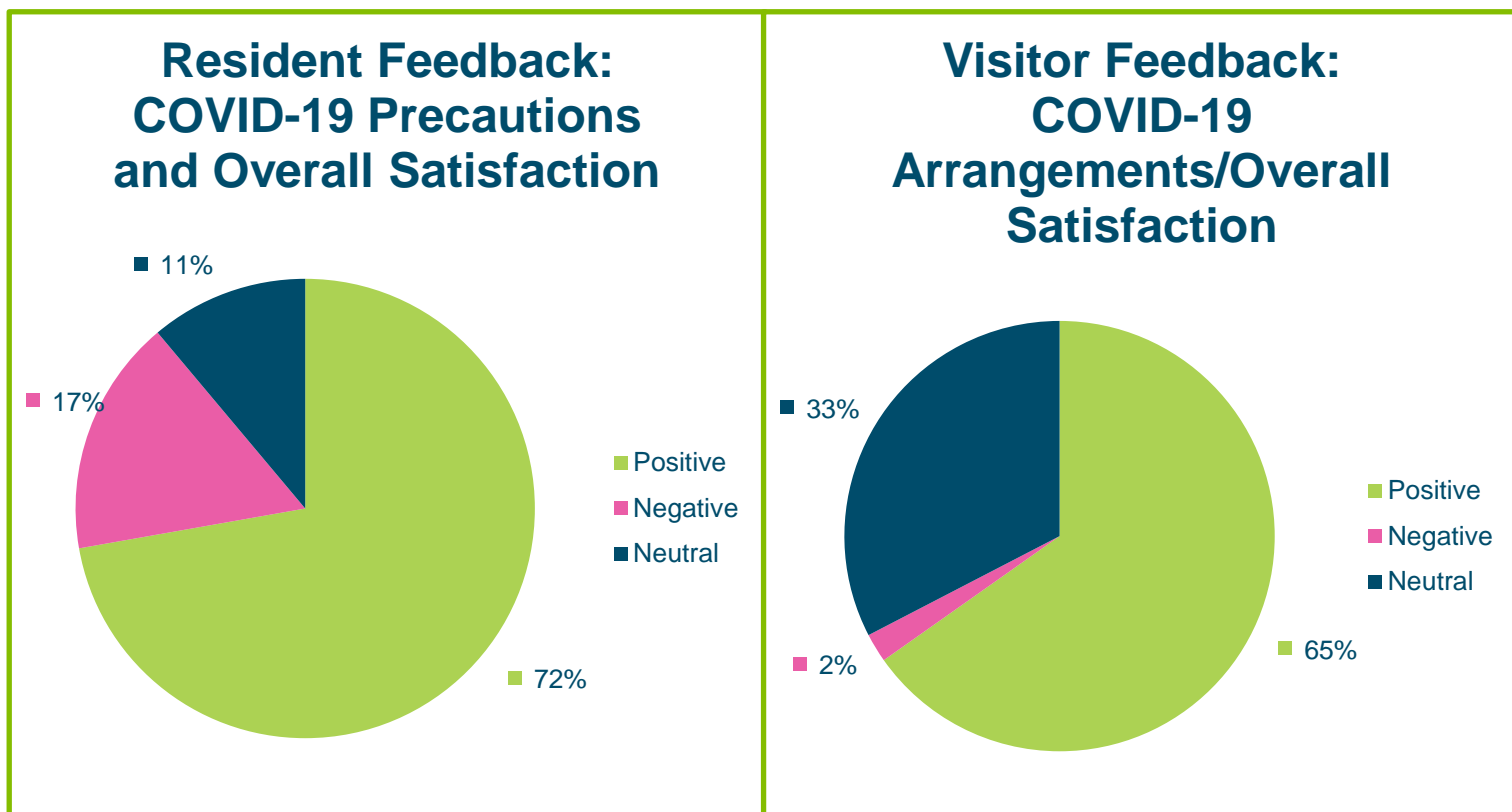


Figure 5: Resident feedback is presented on the Left side and Friends/Family/Carer (Visitor) feedback is presented on the Right side.

All residents and family members were content with the COVID-19 precautionary arrangements in place.

72% of residents and 83% of family members had a positive sentiment towards the services at Rosewood House, sharing that they have been treated with dignity and respect.

Most residents shared that they felt happy, protected and the staff members are nice but some added concerns regarding poor staffing affecting the quality of care they received, specifically in terms of leadership. It was also shared that staff had been neglecting the use of PPE and general uniform when tending to personal care, specifically staff wearing their outdoor clothing during such tasks. Residents mentioned feeling as though they are not treated with dignity, even if staff are respectful.

Family members shared that staff members are very open and communicative, explaining that they feel like their loved ones are well-cared for at Rosewood House.

7. Conclusion

The Healthwatch Tower Hamlets visit to Rosewood House was deemed a generally positive experience with several areas of improvement identified. Below, we have highlighted positive aspects of the care home visit and have included our recommendations for improvement.

7.1 Good Practice

General Observations:

- The entrance of Rosewood House is accessible and the doors leading into the reception is clearly labelled. The interior is inviting, and open space layout provides plenty of room of movement. The refreshments area is well-lit by natural lighting, and there is easy access to the outdoor space.
- Regarding the dementia-friendly adaptations; All signage were visible and at an appropriate height for residents; the toilets and bathrooms were clearly labelled and accompanied with an image; All flooring and most handrails contrasted with the walls; Corridors were spacious and could accommodate for those in wheelchairs or using walking frames.
- All fire exits were clear with the fire extinguishers and appropriate fire safety poster present. In terms of information displayed, there was a good variety of up-to-date posters including activity timetables, meal timetables and food allergy posters.
- The residents' bedrooms were observed to be clean, spacious and well-decorated based on the residents' preferences. All bedrooms are ensembles, with emergency alarms installed appropriately.
- There was a lounge room on each floor (total of 3) to limit any access issues. The lounge rooms are filled with books, games, a TV, dining tables and several sofas. The windows overlook the nearby Stepney Green Park.

Interviews:

- Rosewood House is planning to digitalise the sign-in system across the company, meaning that the visitors will be able to sign-in by scanning a QR code and completing an online form.
- Residents are able to contribute to menu-planning by providing weekly feedback to the in-house chef – according to the manager, the food menu is entirely developed by residents. This was supported by the feedback from the residents and family, both groups were significantly happy with the food and hydration provided at Rosewood House.
- Residents are also encouraged to suggest social activities during resident meetings. Group trips to galleries or cinemas are regularly planned to meet the residents' wider interests, and activities are generally varied. Residents and family members had a significantly positive sentiment towards the social engagement and activities at the care home.

- The work force at Rosewood House reflects the diversity of the residents, actively recruiting those within the community who speak additional languages.
- The feedback received from staff, residents, families, carers and friends were predominantly positive – commending the level of support received in their personal care and communication skills.

7.2 Recommendations

Some recommendations have been suggested based on the observations and the feedback received during the visit. Overall, the areas of improvement are moderately significant and addressing these will serve as a preventative measure for any significant concerns.

The Care Home Manager at Rosewood House was requested to respond to the following recommendations:

Staff Interviews

During staff interviews, several areas of improvement were identified: more training opportunities in specific areas; more education and awareness of NICE guidelines of Oral Health in Care Homes; better organisation of breaks and shift handover; increased focus on mental health awareness for residents and minor management concerns.

32% of staff shared that they would like training on the following topics: Mouth care, Refresher course, medication, wound care/dressing, catheter care, sign language and feet care.

When questioned on their awareness of the NICE (National Institute for Health and Care Excellence) in relation to oral health in care homes, 53% of staff were either unsure or unaware or the guidelines.

24% claimed they didn't receive adequate breaks due to staffing shortages. Majority of staff were satisfied with the handover of shifts, but it was mentioned that more information could be given to the next set of staff.

It was mentioned that there could be more variation in activities and an increased focus on mental health awareness for residents. Approximately, 15% of staff claimed that residents do face difficulty in accessing community health and social care services – specifically accessing dental appointments.

Currently, 15% of staff stated that they are aware of issues that may be affecting the residents' welfare – none of the staff elaborated. 32% of staff have had an instance of raising a concern with a member of management – 27% were unhappy with the outcome, with mentions of management ignoring the issues raised.

- Healthwatch Tower Hamlets advice Rosewood House to provide more training opportunities for their staff, particularly on their awareness basic and advanced care for residents.
- Although majority of feedback received from staff were positive, it is important to review all comments made. It is clear that there is some room for improvement in the management of staff breaks and dealing with staff complaints. Rosewood House should consider implementing further training at a management level to improve this.

Manager Response:

- All staff at Rosewood House undertake mandatory training primarily through E-learning. Staff can complete additional courses if they wish to extend knowledge. Oral care is part of this mandatory training. The NICE guidelines were provided to each unit in the home, but we will resend these.
- Staff are allocated breaks throughout the day in line with employment law, and staffing levels are set at a level which should enable staff to take their breaks without compromising resident safety. We will reinforce with the nurses on the units that they need to ensure staff are taking breaks in line with this.
- Staff complaints are managed in the same way as any other concerns raised in the home. Staff receive feedback on complaints they raise and where it is appropriate actions will be taken in response to these. There are some complaints which may not be substantiated, and staff are informed of this. Our internal staff surveys indicated that staff were happy with the responsiveness of the management, and we had not received negative feedback in this area. We will address this within staff meetings and encourage staff to inform us if they do not feel complaints have been dealt with. It is also reasonable to highlight that staff may not always receive the response they would like so at times may interpret this as the issues not being addressed.

Entrance and Safety at Rosewood House

Before entering, there are gates with numerous keypads, and it is unclear what to press/which one to use for entry. The Healthwatch Tower Hamlets team resorted to walking through the gates available for transport vehicles, which was left open.

The reception did not require Healthwatch Tower Hamlets team to sign in before entering the premises. During resident interviews, it was mentioned that only professionals are required to show their ID, not all visitors - they are greeted by a receptionist, but it is sometimes left vacant.

- We recommend Rosewood House to consider the necessity of all the keypads and especially placing a sign to indicate which keypad is required to access the pedestrian gate into the care home. We also advise against leaving the gates into the care home opened at all times. This is especially important as the reception area is not secure and has immediate access to the refreshment and garden area of the care home, where residents are often lounging.
- Healthwatch Tower Hamlets also strongly recommends Rosewood House to consider implementing a mandatory digital sign-in and sign-out system for all visitors, not just professionals. This will be useful for feedback purposes and in case of any fire emergencies, so that the staff are aware of the individuals present within the building.

Manager Response:

- The keypads on the gates are no longer being used as alternative ways of ensuring the security of the home have been implemented.
- Staff are aware that anybody visiting the home should be asked to sign in including professionals.
- The issue of digital signing in will be discussed with the company who took over the Home in April of this year.

Environment and Dementia-Friendly Additions

Generally the environment at the care home was good – it was observed to be mostly clean and brightly lit but more maintenance would be ideal. Furthermore, there was a lack of personalised, dementia-friendly decoration throughout the care home, not just in residents’ rooms.

The cleanliness at the premises could be monitored more regularly – for example, cobwebs were observed in areas like the stairwell.

The maintenance of lifts should be regularly monitored as lifts were observed to be squeaking during use.

Decoration around the care home could be personalised to the residents’ preferences – paintings of their hometown or favourite movies hung in the corridors.

Handrails located in resident toilets and toilet seats were not contrasting enough with the walls. Similarly, railings on stairwell were the same colour as the wall. Resident room doors could be decorated with a picture of their choice.

- We recommend regular servicing of the lifts present within Rosewood House to prevent any serious issues in the future.

- It is very important for care homes specifically caring for individuals with dementia to provide a dementia-specific environment. It helps residents to feel relaxed and reminds them of their fond memories, passively enhancing their quality of life. Therefore, Healthwatch Tower Hamlets strongly encourages Rosewood House to replace the miscellaneous photos displayed in corridors with photos of residents' choice. Additionally, the same should be applied to their bedroom doors, whilst keeping the existing room door numbers to alleviate any confusion.
- We also observed handrails and toilet seats in resident toilets, along with handrails on the stairwells which were not contrasting enough or the same colour as the surrounding walls. We would recommend that the mentioned essential features are either repainted or replaced appropriately. This would allow the features to be more visible to residents and prevent any serious accidents.

Manager Response:

- A new contract is in place for lift monitoring and servicing as well as regular checks from our internal maintenance team we have them serviced in line with the legal requirements this is monitored as part of CQC inspection where the home was found to be compliant.
- The Dementia units have photos in line with the recommendations, we have also recently started displaying artwork produced by the residents. The home does however support a wide range of residents in differing age groups and from cultures and with a wide range of conditions separate to Dementia so the units by their nature are different.
- The home was exploring changing handrails and toilet seats under a new Dementia strategy with the previous owners so this will be revisited.

Resident and Visitor Interviews

Although residents and visitors were generally happy with the service provided at Rosewood House, a few concerns were raised during interviews – residents' requests were not actioned, concerns regarding dental coverage, not feeling supported by health and care services and serious staff concerns.

A resident shared that they are not taken seriously enough and felt like the communication was very one-sided – despite requesting to see their care plan, they had not seen it yet. Some residents also have friends that visit multiple times a week but would appreciate more day trips out.

When enquired specially about health and care services, 23% of responses stated they did not feel satisfied with the level of support received. One family member shared more dental cover would be ideal. Other family members with negative response did not elaborate.

Some residents shared concerns regarding poor staffing affecting the quality of care they received, specifically in terms of leadership. It was also shared that staff had been neglecting the use of PPE and general uniform when tending to personal care, specifically staff wearing their outdoor clothing during such tasks. Residents mentioned feeling as though they are not treated with dignity, even if staff are respectful.

- Mentions of poor staffing affecting the quality of care received is concerning as the care home manager mentioned that the care home is currently overstaffed. More rigorous training for staff members is advised as previously mentioned. Implementing stronger rules regarding the use of PPE when providing personal care for residents and treating them with utmost respect and dignity when doing so is imperative.

Manager Response:

- The staffing levels at the home have been assessed by CQC and no concerns have been raised. On the nursing/Dementia nursing units the ratio is 1:3, in residential 1:3.75 in the neuro units it is 1:2 supported by a therapy team. We do not accept that poor staffing is an issue. We do also not accept that staff are not appropriately trained as this is again a mandatory requirement for us and has also been inspected by CQC who raised no concerns. We are always looking at specific training that will support the residents and encourage staff development but this is in addition to a robust training package where we have a compliance rate of 94%.
- Staff have all received training in infection control and use of PPE this is monitored by the management team and nurses. Where there is non compliance this is challenged at the time and if it continues to be an issue more formal action is taken.



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