

Enter and View Report

Eliza House, 18th July 2023



A report by Healthwatch Enfield

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Visit Details	
Service Visited	Eliza House, 467 Baker Street, Enfield, EN1 3QX
Manager	Bhima Dookhit
Date & Time of Visit	Tuesday 18 th July 2023, 10.00am
Status of Visits	Unannounced
Authorised Representatives	Darren Morgan, Elizabeth Crosthwait, Janina Knowles & Margaret Brand.
Lead Representative	Darren Morgan

1. Visit Background

1.1 What is Enter and View?

Part of the local Healthwatch programme is to undertake ‘Enter and View’ visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

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 get an impartial view of how the service is operated and being experienced.

Following the visits, our official ‘Enter and View Report’, shared with the service provider, local commissioners and regulators outlines what has worked well, and gives recommendations on what could have worked better. All reports are available to view on our website.

1.1.1 Safeguarding

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, 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 the specific date(s) 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.

1.3 Acknowledgements

Healthwatch Enfield would like to thank the service provider, service users, families and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

On this occasion, 4 Enter and View Authorised Representatives attended the visits. For continuity the same representatives visited the home previously, all have years of experience in social care, safeguarding and dementia care. Authorised Representatives spoke to residents, visitors and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

2. About this Visit

2.1 Eliza House

On 18th July 2023 we visited Eliza House, a residential care home in Enfield.

Operated by Peaceform Limited, the home specialises in residential care for older people with dementia. It also provides specialist care for respite and short stays, hearing, speech and visual impairments, epilepsy and schizophrenia.

The home may accommodate up to 26 residents and was fully occupied at the time of the visit (no vacancies). 22 staff members are employed.

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.

Eliza House was last inspected by the CQC in April 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 [reviews](#) posted on Google give an average rating of 4 (out of 5) stars. There is currently no feedback posted on the carehome.co.uk [review page](#).

2.4 Purpose of the Visit

We originally visited Eliza House on 8th November 2022. Our Enter and View [report](#) made several recommendations, especially on the environment. It was clearly evident that the interior needed refurbishing, redecorating, and deep cleaning.

As part of our Enter and View strategy, we planned to revisit at a later date - in an unannounced capacity (without notifying management or staff) to assess progress made on our recommendations, and to make general observations.

3. General Observations

During the visit, our Authorised Representatives worked in teams of two, to view the premises, and observe residents and staff.

General notes and observations:

- We had difficulty gaining entry. On pressing the bell (several times) we had to wait, to be admitted. It is not clear, that the bell is working.
- Once in, we were notified that the manager was travelling in, and due to arrive shortly.
- We were asked to sign in, however the signing-in book had to be retrieved from the office and was found to be full. We signed-in on a makeshift piece of paper, and later (halfway through the visit) a printed form, supplied by the manager.
- All staff were pleasant and accommodating, at all times. However, we feel that answers to some of our questions were either misleading, or incorrect (examples are given in the sections below). There is no suggestion that this was intentional, but it needs to be stated.
- On leaving, we were asked to sign out.

4. Progress on Our Recommendations

At the visit, we assessed progress made on our recommendations of November 2022, looking at what has been achieved – and potentially what more could be done.

4.1 Entry and General Accessibility

We made the following recommendations on entry and general accessibility.

4.1.1 External Signage

November 2022 – Our Finding:

It was difficult to find the home from the main road – there is signage, however small and easily missed. The main sign indicates ‘this way to the car park’ however it does not state that this is also the main pedestrian entrance.

Our recommendation said:

We recommend that the home reviews its exterior signage, perhaps asking for feedback from families and visitors, so that it may be more easily located.

July 2023 - What has changed?

Signage remains unchanged.

What can be done, going forward?

We would like to reaffirm our view, that signage located on the main road would benefit visitors.

4.1.2 Upstairs Corridors

November 2022 - Our Finding:

Some of the upstairs corridors are very old, with uneven, noticeably creaky floors, constituting a trip hazard and unpleasant, noisy environment especially at night.

Our recommendation said:

Ideally the corridors should be inspected and assessed, to see if floorboards can be replaced or strengthened, and/or floor surfaces modified. It may be cheaper to address this in the shorter term, as the condition of the building will deteriorate further over time.

July 2023 - What has changed?

The flooring is in the same condition – old, uneven and creaky (it is possible that some of the floorboards are broken). While upstairs, we also noted that:

- The carpet was old, stained and dusty, also along the stairs.
- A curtain was not installed correctly (rings were missing).
- One large picture was exceptionally crooked.
- A dead plant was on a windowsill.
- Windows, sills, handrails and fittings were noticeably dirty and dusty.
- A musty smell was prominent throughout.

What can be done, going forward?

There is clear evidence of environmental neglect, and what we viewed falls well below minimum expectations and standards.

We would strongly suggest that:

- A deep clean takes place – all floor and wall surfaces, fixtures and fittings.

- The curtains are refreshed and installed properly.
- Pictures are straightened, dead plants replaced.
- Floor boards are inspected, to ensure they are safe, and fit for purpose.
- A cleaning rota is introduced, to ensure that the environment is of a decent standard – at all times.

4.1.3 Staff Lift

November 2022 – Our Finding:

The lighting in the staff lift is very dim, we did not clearly see the press-buttons.

Our recommendation said:

We assume a routine maintenance visit may resolve this.

July 2023 – What has changed?

The light appears to have been fixed.

What can be done, going forward?

We are satisfied that this issue is resolved.

4.1.4 Flooring

November 2022 – Our Finding:

In one of the resident's rooms (Room 16) a piece of lino was missing from the floor – resulting in raised, sharp edges.

Our recommendation said:

This section of floor needs to be covered to prevent tripping or cutting. It would be reassuring if the home also assesses all residents' rooms with a basic health and safety checklist, to identify and remove other potential hazards.

July 2023 – What has changed?

Flooring is still broken or missing in places, in residents rooms on both floors.

Room 16:

We were disturbed to find that the floor surface is completely gone, with a stark, concrete-looking underlay only. The room is absolutely not fit for habitation and may be considered semi-derelict.

When raising this with the manager, we were told that the flooring was soon being replaced, and that the resident had been 'relocated in the meantime'. After pressing the manager on this issue, we were then told that the resident was in fact back in this room, due to full occupancy.

What can be done, going forward?

We are disappointed by the lack of transparency, and housing a resident in a semi-derelect room is a 'never event' in our view (no circumstances should allow this). We have notified the local authority.

On flooring generally, other rooms need attention – to ensure both dignity and safety.

4.2 General Environment

We made the following recommendations on the general environment.

4.2.1 Cleanliness and Hygiene

November 2022 – Our Finding:

Cleaning was taking place during the visit, however the general cleanliness of the home was not of a high standard – we observed dirty skirting boards, doors, walls and shelving, dust on chairs, and floor surfaces that were not completely clean.

Our recommendation said:

The home, without any doubt would benefit from a 'deep clean'. This may be done in stages to minimise any disruption and cost. We recommend a plan is drafted and implemented, perhaps utilising checklists, to ensure that areas are regularly and methodically cleansed.

July 2023 – What has changed?

As with upstairs, we found the downstairs environment to be unclean. Specifically:

- Skirting boards were coated in dust.
- While the floors were generally clear of dust and debris, it would appear they haven't been washed for a while – some laminate floors were sticky underfoot.
- Light switches were grimy, and surrounded by rings of dirt.
- Furniture (such as the filing cabinet in the sensory room) was also grimy.

- We noticed that food containers – milk and butter were left opened in the kitchen and we observed the cook, who was not wearing gloves, to be visiting outside buildings.

What can be done, going forward?

We are concerned that cleaning, and with it infection control is lacking throughout the home. It would be reasonable to assume, based on our observations, that germs are easily transmissible.

We strongly urge the home to implement our original recommendation, without delay. Currently, it does not meet minimum requirements or expectations.

4.2.2 Condition of Toilets

November 2022 – Our Finding:

The toilets had a strong odour of urine and bleach, and we noticed dust and grime on some of the toilets. Shower fittings were also dirty.

Our recommendation said:

Toilet and washing areas should be cleaned several times a day – a checklist posted on the wall (as in commercial services) would help to ensure that this is done. It might be an option to appoint a staff member with overall responsibility for cleanliness checks, we also hope it is discussed at staff meetings.

July 2023 – What has changed?

Clearly, the toilets have further deteriorated since our last visit. Not only are they still unclean, there are plumbing issues. In one toilet, there is a bucket under the sink to catch drips, and the toilet itself is leaking at the base – with a ‘quick fix’ remedy in place (a mould-like substance, which is wholly inadequate).

What can be done, going forward?

Again, the home should implement our original recommendation and also again, with some urgency. It is disappointing and also concerning to note the ‘quick fix’ measures – plumbing should be repaired and maintained professionally.

4.2.3 Odours

November 2022 – Our Finding:

Drainage is clearly an issue, upstairs there is a very pungent, unpleasant smell in the corridors and to a lesser extent in the resident's rooms and bathrooms, and main bathrooms and showers.

Our recommendation said:

We are unsure if this is due to the home's own plumbing and drainage, or wider conditions in the area. Whatever the case, this does need to be addressed as without remedy, the environment will remain an unpleasant one for residents and staff.

July 2023 – What has changed?

The unpleasant, musty odour still exists and particularly so upstairs. The upstairs wet room, which we are told is in use, now has an over-powering nauseous smell. It is no longer fit for use in its current condition; therefore we have notified the local authority.

What can be done, going forward?

It is now looking likely, that the home's own plumbing, and possibly drainage, is in need of maintenance. It simply has to be addressed, as the environment within the washing/bathing facilities is now extremely unpleasant.

4.2.4 Lighting

November 2022 – Our Finding:

While some upstairs corridors are well-lit, others appear quite dim.

Our recommendation said:

Presumably, this is something that a routine maintenance inspection could address.

July 2023 – What has changed?

The lighting remains unchanged, with some corridors dim.

What can be done, going forward?

While this is not essential, enhanced lighting would certainly improve the general environment upstairs.

4.2.5 Interior Décor

November 2022 – Our Finding:

The home overall, upstairs and down would benefit from some redecoration.

Our recommendation said:

Areas that have long been neglected would benefit from a fresh coat of paint, perhaps new pictures and fittings. We realise that resources are very limited, so suggest this can be achieved in 'modest' stages, there may be grants available from local and national bodies. It might also be possible to fund-raise from families and local community.

July 2023 – What has changed?

There has been no change to the décor, and we observed that the walls are dirty and stained in places, with sections peeling off. The paintwork appears to be years old, along with the door facades and lino flooring – the interior is looking very old and neglected.

What can be done, going forward?

We are disappointed that no redecoration has taken place, given that painting (for example) is certainly affordable. If there is no redecoration planned, we would like to better understand why this is the case, as the home looks extremely austere and outdated.

4.3 Personal Care

We made the following recommendations on personal care.

4.3.1 Ensuite Facilities

November 2022 – Our Finding:

The ensuite showers have small cubicles and a raised step – this is unsuitable for people with dementia and older people generally, as are the baths.

Our recommendation said:

We would encourage the home to consider what can be done, to modernise its ensuite facilities. It may be possible to proceed on a 'room at a time' basis and achieve this over a number of years.

July 2023 – What has changed?

There has been no change, however given the cost we do not expect this to be a priority.

What can be done, going forward?

We hope that the home aspires to modernise its ensuite facilities, so that they are accessible and fit for current and future purpose.

4.3.2 Towels and Linen

November 2022 – Our Finding:

We note that while the bed linen was of good quality, the towels in some of the rooms were frayed and discoloured.

Our recommendation said:

Of course it would be more dignifying if residents had access to good quality towels and other basic essentials. Donations could be sought from local companies and organisations. It might also be reasonable to apply a surcharge to those services who have placed residents without any possessions or financial support.

July 2023 – What has changed?

In one room, the towel looked to be 'shabby' and the bed linen 'thin'.

What can be done, going forward?

We urge the home to consider our original recommendation, to uphold both comfort and dignity for residents.

4.4 Activities

We made the following recommendation on activities.

4.2.1 Activities

November 2022 – Our Finding:

While staff say they give encouragement to attend activities including going out for walks, this is disputed by one resident who has not been taken out – despite repeated requests.

Our recommendation said:

We would ask the home to gauge interest in daily walks, and to facilitate wherever possible. This can only be a good thing for the wellbeing of residents and would certainly be worth the investment in time and effort.

July 2023 - What has changed?

We chatted briefly with residents (about general activities) and some said they would like to go out.

In the central garden, chairs were blown over from the Saturday storm, and given that we visited on Tuesday, we can assume that the garden had not been used in the three days, despite reasonably good weather.

The activities board was blank – with no content at all.

What can be done, going forward?

It would be good to receive some assurance from the home, that residents have been accommodated and supported.

5. Additional Observations

Additionally, we have made the following notes and observations:

Hot Water?

A hot water boiler (industrial style, around 50 litres) was located in the sensory room downstairs and also in the hairdressing salon upstairs. Staff gave us two different accounts of their use – to ensure there is plenty of ‘extra hot’ water for residents in the morning, and to make sure staff have access to hot water as needed.

We were later told, by residents in general conversation there was ‘no hot water for over 15 days’. It then became apparent, that the units are in fact to supply essential hot water, as we assume the home’s boiler is out of commission.

While we are not absolutely sure this is the case, circumstantial evidence would suggest this. The local authority has been notified, as a lack of hot water will

definitely impact on bathing and grooming, and odours in the wet room (as previously mentioned) give the impression of a lack of use.

Front of House/Covid-19

- We noticed the presence of weeds in the front garden, and unplanted pots.
- On entry to the building, there were no infection control measures – we were not asked to wash or sanitise hands.
- Some staff were wearing masks, others were not,

Upstairs

- The dis-used bathroom was unlocked, despite a notice to the contrary. The room is being used for storage and has a very unpleasant odour.
- The hairdressing salon felt cluttered, in need of redecoration and with cobwebs clearly visible – would benefit from a deep clean.

Personal Care

- During the visit residents were accompanied in and out of the toilet, and we wonder if this is necessary, given the impact on dignity.
- One resident was lingering by the door, attempting to get out, during the entirety of our visit.
- Another in the lounge appeared to be unkempt, with a stained cardigan.

Sensory Room

- At our initial visit, we were told that the mannequins (two adults and a child) are beneficial for those with dementia. We notice that the faces have been changed – with a child's face on the adult (and vice-versa) and wonder how this will be of potential benefit?

6. Eliza House Management Comments

Response to the following section are as follows:

General Observations

Please note that the time the visit took place staff are still busy attending at residents as they just finished breakfast and some were still having their breakfast. Our Resident is the priority therefore we always asking family members or any health care professionals to start visit from 10:30am onwards.

As mentioned the signing in book were full and we were expecting the delivery which also arrived on the same day. Please note that visitors should not signing in without any names and signing on behalf of other colleagues for fire safety reasons.

Upstairs Corridors

We have a rolling refurbishment program which run throughout the year and we do areas at a time. We already have a quote to replace the flooring upstairs which is also in this year action plan. We have maintenance person who inspect the floor and also maintain the overall of the building on day-to-day basis. Maintenance lists are done daily while Senior and Manager Floor walks and things get fix on a day-to-day basis. Please also note that this is a dementia Care Home whereby things get fixed, repairs and replaced. We employ 4 cleaners here at Eliza House and we have cleaning schedules, descaling rota, Resident of the day cleaning schedule which are done by the cleaners. Again, as mentioned before the time you were visiting, the cleaning of the care home was just starting and the cleaner was still working her way at the ground Floor therefore we do not expect the first floor to be cleaned. Please also note that we had been inspected by CQC last May 2022 as Unannounced Inspection and we have scored 5 Greens in all areas including cleanliness, infection control and Hygiene and we are closely being monitored by social Services on regular basis. Surely the home has not deteriorated in one year. We also have other healthcare professional visiting this home on day-to-day basis at any time of the day if there was any concern this would have been Safeguarding raising against the Care Home. We have received CQC confirmed to us two weeks ago that they were satisfied with the care at Eliza House and will not be inspecting at the near future and this decision are based on their audits and feedbacks and meeting with the local authority.

Flooring

Please note the lino in that room had been replaced last year so to health and safety of the resident.

As mentioned before this resident was moved to another room when the flooring was removed. Explanation was given to one of the members about why the lino was replaced and also the placing authority was informed. There has been transparency throughout the whole process of your team member visit. Can you please elaborate what was meant by "Pressing the manager". The carpet was going to be fitted on the next day which is already in situ.

Cleanliness and Hygiene

The time of your visit, was still breakfast time therefore the butter and milk were still in use. The cook does not wear gloves as there are handwash facilities found in the kitchen for her to use before and after dealing with food. Best practice is handwashing and not wearing gloves. At times of your observation, she was not dealing with food preparation as the food delivery just came in and she was packing it away as it cannot be left outside. Cook also mentioned that someone from your team even saw her packing the food and greeted her.

Condition of Toilets - Maintenance person was already informed on that day for this issue to be fixed.

Odours

We do not have any drainage issues here at Eliza House. Any concern we have a company that comes to check the drains.

Lighting

Daily and Monthly Check are part of the audit which are carried out by management as well as the maintenance person. Any issues are straight away rectified by the maintenance.

Interior Décor

As mentioned, before we have a rolling refurbishment program and we do areas at a time. This includes refurbishments of the building, redecoration which run throughout the year. Any major re-decorations, paintings job is carried out in summer time and not in winter months . we already have quotes in place for the carpets to be replace but awaiting for all the decoration and painting to be done before new carpets are put in place. We have quote in place for replacement carpet for upstairs flooring and we are happy to forward it to you if you need it.

Towels and Linen

We do have the required resources to carry out these tasks. Towels, curtains and bed linen gets replaced on regular basis or even when it's required to be changed and we have record of this.

Activities

Residents are taken out by family members, friends. We have residents who has capacity who goes out for the day and return back as part of the wellbeing. We also have residents who have one to one activity booked with the activity coordinator who takes those residents who are on one-to-one basis out as part of their care plan. Whenever the weather is good staff including the activity coordinator take resident out for a walk around the block and also to the local farm shop which residents enjoys. We have a whole year planner of daily activities as well as trips organised by the care home following residents' meetings and choices of places they want to go. The planner can also be found at the entrance on the notice board.

The resident in question also states that as she lacks capacity and is always ready to go out. Due to the fact she lacks capacity she has dols in place. Her family (son) comes to visit her every week whereby he takes her out and return her back in the care home. Please note that Eliza House is a Dementia and Residential Care home.

The front of the building does get used by some of the residents and their families who chooses to stay outside. Some resident choses to have their breakfast and sometimes lunch in the front area. Tidying up the front of the care home is its part of the cleaner job therefore this task was not completed yet due to time factor

We had an issue with our boiler which we had notified CQC about this. There had been transparency throughout this visit from management. We had back up emulsion boiler as well as Urns in the building until the main boiler get fixed. The plumbers had been visiting and part for this had been ordered and waiting for delivery so that it can fixed. In the meantime, hot water is present and backup plan already in situ. The staff was right as the Urns are back up in case the emulsion tank gets empty and takes time to heat up. Staff and residents should not be waiting for the tank to be refilled and heat up as this tank is 300/400 litres which take times to heat. Hot water all working now and social services have inspected this few days ago.

There are sanitizers can be found around the building including the entrance as well as a sanitizer machine just at the front entrance as soon as you enter. Any visitors coming in the building sanitizer their hands before coming in. There are also posters at the entrance on the notice board about hand sanitizing.

We do not have any cases of covid at present and there is no obligation for staff to wear mask. Some staff who suffers from hay fever choses to wear mask to protection.

Each resident's care needs differ depending on their risks as well associated to their needs.

This is the residents' home they are free to walk around the home as long as there are no risk associated to them. The resident in question is a wanderer and has history of absconding and also likes to try the doors. Dols in place for the resident and risk assessment in situ.

Again, some resident chooses to have breakfast in the lounge, some in their bedroom and some in the dining room. After breakfast they are toileted, or some get changed as there are some who will have food spillages or drinks spillage on their clothes. Your visit was still around breakfast regime. We have laundry facilities here at the premises and any clothing with stains are replaced.

7. Glossary of Terms

CQC Care Quality Commission

8. 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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