

Healthwatch Lewisham  
The Albany  
Douglas Way  
SE8 4AG

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

## Report & Recommendations Response Form

Report sent to	
Date sent	09/08/2023
Report title	Enter and View report, Park Lodge Care Home, November 2022

Response

(If there is a nil response, please provide an explanation for this within the statutory 20 days)

General feedback	N/A
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We would appreciate if you could outline what actions and/or improvements you will undertake as a result of the report's findings and recommendations.

Recommendation	Park Lodge care Home
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### 1. **Updating the Décor**

The carpets could be updated to be brighter and to have more contrast with the walls.

The paintings could be replaced to give the home more character.

#### **Response:**

- ***Carpets is removed and replaced with floor boarding.***
- ***Paintings are ongoing around the home which has given the home soft, calm tones for the main walls Only small hints of colour was introduced, and more saturated colours used on feature walls for highlighting obstacles such as pillars, handrails and radiators, while also give support in way finding.***

### 2. **Considerate Environments**

Staff should check that the television was at an appropriate volume, particularly if residents are not watching it. More effort should be made to maintain low volumes in quiet rooms, particularly if the television volume is high in the main room.

Signage, both internal and external, should be large and clear enough to read from a distance

#### **Response:**

- ***We will take this advice on board to ensure it is on appropriate level even though some residents often complain of not loud enough.***
- ***Most times, the residents are the ones in possession of the remote control and they will put the volume at their individual desire. But we can always work around this and be more persuasive with the residents.***
- ***With people with dementia, it is particularly important that the design of the signage not only highlights useful information but also, to avoid confusion, reduces the extent of non-critical and unhelpful information. All this has been taken up with the maintenance supervisor and the provider.***

### 3. **Communication Channels**

Channels of communication could be clearer. Perhaps a response

#### **Response:**

- ***I attached the last edition of our Quarterly Newsletter which was sent to the families. However, there's still room for improvement which will be taken up with the new provider.***

form could be added to the website, or a quarterly or monthly newsletter could be produced.  
A more direct channel of communication could be opened between the staff/managers and owners.

#### **4. Activities**

There should be a range of activities that are meaningful and help keep residents physically and mentally active. These activities should be regular.

#### **Response:**

- ***We have daily activities (person centred) in our daily staff allocation of duty. We also have external activities coordinator that comes in for reminiscence and entertainment 3 times a week.***
- ***Other in house celebrations are: Birthdays, Barbecue, Garden parties and etc.***

Signed

***E. Williams***

Name

Elaine Williams

Position

Manager

Date

17/09/2024