

# **Enter and View**

**Knightsbridge Lodge**

**March 10<sup>th</sup> 2025**

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# About Healthwatch Gloucestershire

Healthwatch Gloucestershire is the county's health and social care champion. As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

Healthwatch Gloucestershire is part of a network of over 150 local Healthwatch across the country. We cover the geographical area of Gloucestershire County Council, which includes the districts and boroughs of Cheltenham, Cotswold, Forest of Dean, Gloucester, Stroud, and Tewkesbury.

## What is Enter and View?

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action. During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service, including patients, residents, carers and relatives.

Enter and View visits are carried out by our authorised representatives who have received training and been DBS (Disclosure and Barring Service) checked. These visits are not part of a formal inspection process or audit.

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system. We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England and any other relevant partners based on what we find during the visit.

# Details of the visit

Service visited	Knightsbridge Lodge
Visit date	March 10th 2025
About the service	<p>Knightsbridge Lodge is a care home housed within an historic Toll House. It has had several stages of expansion, resulting in a Care Home that can care for 22 residents or respite users. It is operated by Kudos Care and provides accommodation and offers care for frail older people (aged 65+). The Registered Manager, Mr. Nicholas Coates, is also the Nominated Individual for the Care Home.</p> <p>The Home includes facilities for the older and residents with dementia.</p> <p>Accommodation is provided on two floors. The ground floor provides for general care and offers a dining room and two lounges, also provided are a laundry and hairdressing facilities.</p> <p>There are currently 18 residents, 12 of whom are privately funded.</p>
Purpose of the visit	<p>This visit was part of our ongoing partnership working with Gloucestershire County Council and the CQC to support quality monitoring of residential care homes in the county. These have been rated 'Good' by their last CQC inspection, however, inspections have not been conducted since pre-Covid times.</p>
How the visit was conducted	<p>The Manager was informed of the visit 10 working days before arrival. The date was unannounced, however the Manager was informed that the visit would occur within the period March 10th – April 11th 2025.</p>
Authorised Representatives	<p>Pete Harper (Lead), Amanda Naylor, Fred Ward, David Pugh</p>
Disclaimer	<p>This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the Lead Enter and View 'Lead Representative' who carried out the visit on behalf of Healthwatch Gloucestershire.</p>

# Visit overview

Length of Visit: 9:30am – 1:30pm

9:30: Team introduction with Manager

10:00: Pete Harper & Amanda Naylor discussion with Manager. Fred Ward & David Pugh commenced visit

10:30–1:30: All Team engaged in visit

During this time we collected observations of residents and staff, in communal areas, and one pair of visitors were invited into a number of residents bedrooms. Observations were made within the context of regular daily activities including lunch and a regular activity (visit from 'Care dog' and owner). Interviews with staff and the manager and residents utilised a series of agreed questions. Perspectives were also gained from the Activity provider ('Pets for Therapy'). It was noted from the Team that all respondents positively engaged and interviews were informative. Further, it was also commented by the Team that all residents responded enthusiastically with visitors to their home, with immediate eye contact, smiles and warm welcome.

The Team met twice during the visit to consolidate findings and review interview schedules and had a final meeting at the end of the visit to review and consolidate findings and prepare recommendations. Amanda Naylor and Pete Harper then delivered preliminary recommendations to the Manager.

The Team interacted with, and interviewed, 6 members of staff, 8 residents and 1 activity provider. No relatives were present during the visit.

## Key findings

Manager:

- **Ethos of Care Home:** Beyond care and safeguarding the aim is to ensure all residents are 'content and comfortable'.
- **Ethos of Care Home:** maximising Independence by encouraging residents to 'do what they can' – staff will then support if residents struggle with tasks.
- **Ethos of Care Home:** Provide daily opportunities and special events both inside the home and in local community.
- **Good relationships:** Efficient network utilising GP, District Nurse and local Pharmacist, amongst others, for the benefit of residents

- **Restructuring:** Due to imminent retirement of several members of staff, the number of apprentices has increased from one to two. The opportunity to consider the employment of manager to coordinate cleaning staff
- **Composition of Residents Group:** Increasing dementia is an issue. 6 applications for Deprivation of Liberty have been sought. This change provides direction for increased training.
- **Staff:** Retention is very good, and capacity is maintained without reliance on agency staff. This situation has been maintained for a decade. Training is sought from local organisations and where possible training packages that are tailored to Knightsbridge are utilised.

# Recommendations

The Team unanimously noted that the recommendations should be seen as improvements to existing good practice, and not as criticism of existing practice, situation or from omissions within existing arrangements. The recommendations were offered to the manager and responses are noted below.

## Surveys for residents and family

Whilst a Suggestion Box had already been noted by Team, it was raised that surveys were feasible to increase communication. The manager acknowledged this, but this would be a burden on capacity. However, the favoured practice was to ensure that dialogue and conversation was continuous with both residents and relatives. The term 'care plan' did not seem to be recognised by all residents. Although, dementia was an issue for the respondents in certain conversations, it was noted that all residents were capable of identifying who should be notified if any changes were required for personalised care. Also, all claimed to be confident about talking to any member of staff should the need arise. One resident did highlight her satisfaction that her son was also engaged in her personalised plan should she require it.

## Disability Parking

Whilst disability parking was accommodated (at the frontage of the property – an area kept clear for dropping off and disability parking) it was agreed that a designated bay should be highlighted.

## Bathrooms and Toilets

As noted above in Observations the standard was good and recent refurbishments were 'dementia friendly' and suitable for frail residents. In future refurbishments consideration could be given to sink/bath taps – bigger

identification of hot/cold taps, also toilet seats could be replaced for contrast to aid those experiencing dementia.

## Information for residents (calendar & menu)

Two considerations were suggested, for easy access information. First, the addition of a calendar in the communal area. An easy format calendar would benefit residents, especially those living through dementia. It was also held that calendars, clearly stating day, date and month would be beneficial. The manager took this on board and will make good our suggestion. The Manager was amenable to this suggestion.

Second, the menu design and presentation was noted by Team members, with comment on small type face being difficult. The manager's response was that the menu was communicated to all residents who required it. Further, the set menu remains indicative, and residents' choice was accommodated on daily basis.

## Chairs

Several resident respondents did express a dislike of the chairs in the lounges. Several were not keen on the armchairs which had plastic upholstery (all chairs were armchairs). One respondent claimed that they were uncomfortable. An ample variety of cushions were provided. The manager recognised the residents' perspective, and whilst the issue is compounded by different levels of continence experienced by some residents, he is investigating solutions to the problem.

# Observations and findings

## Physical environment

- Both inside and outside there were good standards maintained.
- **Outside:** Attractive gardens and property is well maintained externally. There are 2 secure gardens and a further garden area adjoining car park (16 spaces). Garden areas are well equipped with benches, other seating, good lighting and a substantial covered area, to allow shade and use in variety of weather types. Adequate parking with overflow parking available for events (e.g. summer and Christmas fairs). Whilst disability parking is accommodated, no marked disability bay is marked out.

- **Inside:** Photos and first names of staff in entrance hall. Bright and clean throughout; no unpleasant aromas. Good presentation of information throughout. Good quality flooring throughout. Upstairs lacked a clock.
- **Lounges:** 2 lounges provided choice (different temperatures maintained for different residents' requirements). Laid out well, sufficient room for mobility.
- **Toilets/Bathrooms/Wet Room:** Clean. Good signage and colour coded doorframes allowed for increased visibility. Toilet seats not distinctive which may assist residents with dementia.
- **Dining room:** Tables well laid out, space for mobility issues, residents arts and crafts decorate the room.
- **Laundry Room:** Good standard – also doubles as hairdressing parlour (which appears well equipped)
- **Residents Rooms:** Each bedroom door has clear signage. Also, the door has a QR code containing personalised plan and allows monitoring of staff attendance (IT security ensures only staff can access code). One pair of volunteers were invited by a resident into their bedroom to conduct an interview. Visitors' impressions were favourable and the room was clean, had a good standard of furniture and was personalised by the resident. A room reserved for respite was also observed, this was clean and furniture of good standard.

## Interactions

Without exception, all interactions were friendly, informative and welcoming. There were no issues arising from individuals each having the ability to answer all of our questions directly. One resident with whom we did not seek an interview, due to her low level of communication, did acknowledge our presence with a smile and wave and seemed genuinely pleased to see us. Other interactions with staff and residents with whom we did not interview were also extremely cordial. As well as care staff the Team also engaged in conversation with member of maintenance staff who was keen to give his personal positive perspective.

# What people told us

## Care Home residents

Positive feedback was immediately forthcoming and residents were enthusiastic about their home. One resident commented 'I feel really lucky living here' and this sentiment was echoed amongst others e.g. 'I bet you've got the impression



its good here, I love it' and 'you couldn't get a better place'. Finally, 'this is as near as it can be to being at home'

### **Relationships:**

'amazing staff'/'all the staff are lovely'/'Nick (Manager) is great'; respect for Manager was also apparent to members of Team.

**'We're [staff and residents] a family'/'10 out of 10 for the staff'**

'Carers are always available and very helpful'

'visitors are welcome at any time'

'I've made good friends with other residents'

'always someone to talk to'

### **Activities and Choices:**

From various respondents:

('we can all join in everything')

Arts and crafts

Bingo

Indoor and outdoor games

Involvement in cooking (e.g. make your own pizza meals)

Sitting exercise sessions

Musical movement sessions

BBQs

Christmas Fayre/Summer Fete

Theatre and cinema trips

'if we just want to go out for a ride around the countryside, staff will take us'

'There is always good choice of lovely food. We can have what we want.'

[This listing is not claimed to be exhaustive.]

**"I was unsure when I first came here but I really love it here...I've been here for about three months... the staff are friendly and the food is out of this world... I can't praise it [Knightsbridge] enough... my family can visit at any**

time... I've never been in such a friendly place... I've made so many friends here... It's very much like a holiday resort"

## **Family and relatives**

No relatives were present during the visit.

## **Care home staff**

### **[Employee with long service, over 10 years]:**

'We all get on so well, it's like a family'

'staff are supported in every way physically, mentally'

'residents can always talk to us and senior management are easy to talk to.'

### **[Employee with 9 months service]:**

'It's really enjoyable here. The staff always make extra time for the residents and we have good relations with their families too'. I've had 18 years' experience in nursing and the training here is regular, relevant and good'.

## **Other Staff Comments:**

'I've been here for 10 years because I'm really happy here and I enjoy my work'

## **Summary:**

Residents' experiences are very good. The Manager is capable, approachable and respected by staff and residents.

Staff take pride in their work, feel supported and create good relations with residents. They are confident due to shared experience within the staff body and training. Good teamwork and relationship with the manager were also often cited.

# Acknowledgements

The Healthwatch Gloucestershire Enter and View team would like to thank the Directors and all staff and residents for a friendly welcome and unlimited access to the premises and activities.

## Provider response

Nicolas Coates, Manager, responded via email on 11<sup>th</sup> April 2025:

"I can not see any factual inaccuracies in the report and we have taken onboard all your comments and recommendations and where possible have or will be actioning them."



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