



Enter & View Report Beachcroft House Care

June 2025

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors, and patients who met members of the Enter & View Team on that date.

Contents

Care Home Details	3
Introduction	4
General Information.....	6
Engagement & Methodology	7
Summary of Management Feedback.....	9
Enter & View Observations.....	14
Patient feedback	17
Staff feedback.....	19
Summary and Recommendations	22
Acknowledgements	Error! Bookmark not defined.
Provider response	29

Care Home Details

Contact details:

Beachcroft House Care Home,
111 Shirland Road
Westminster
W9 2EL

Tel: 020 8187 1040

Care Home Manager:

Tohibat Kesington

Completion Date of Enter & View Visit:

June 2025

Healthwatch Westminster Authorised Representatives:

Ruth Daniel (Volunteer Management Coordinator)

Maria Ghaly (Healthwatch Kensington & Chelsea Manager)

Introduction

At Healthwatch Westminster, our mission is to gather the perspectives and experiences of individuals—particularly those whose voices are often overlooked—and provide them with a platform to share their views about NHS and social care services.

The purpose of an Enter and View visit is to collect feedback and insights from both residents and staff, while also assessing the overall quality of the environment.

During our 2024–2025 Enter and View programme, Healthwatch Westminster visited three care homes in Westminster, including Beachcroft House. These visits focused on evaluating how well safeguarding measures protect residents, identifying any challenges residents may experience in relation to their care and feelings of safety, and reviewing the complaints procedure to ensure it allows residents to raise concerns safely and have them resolved appropriately.

Particular attention was given to residents who may be more vulnerable—such as those living with dementia or disabilities—which can affect their understanding of what constitutes abuse and their confidence in reporting concerns.

All Enter and View visits were carried out by authorised representatives, who have the authority to visit health and social care facilities, whether announced or unannounced. All visits conducted in Westminster during this period were announced.

On 6 June 2025, Healthwatch Westminster conducted an announced visit to Beachcroft House. A staff member greeted our team on arrival and showed us around the facility. We were later joined by the duty manager approximately an hour into the visit.

We gathered feedback from both residents and staff and made observations of the care home environment. These findings form the basis of this report, which highlights both examples of good practice and areas for improvement.

As an independent organisation, Healthwatch Westminster does not make judgments or express personal opinions. Instead, we base our reports on the feedback received and our objective observations.

Before publication, the draft report along with our recommendations of improvements is shared with the care home manager, providing an opportunity for them to respond. Once finalised, the report is published on the Healthwatch Westminster website at www.healthwatchwestminster.org.uk.

Additionally, a follow-up visit may be scheduled to review the progress made on any recommended improvements. The final report, which includes the care home manager's response, is then shared with the Care Quality Commission (CQC), Healthwatch England, and other relevant stakeholders.

General Information

Beachcroft House is registered to provide accommodation for individuals who require nursing or personal care, including older adults over the age of 65, individuals living with dementia, and those with physical disabilities.

The Care home was newly registered on 17 September 2020; the building is modern and relatively new. and offers personal and nursing care for up to 84 older people with physical disabilities, frailty, and/or living with dementia.

The last CQC inspection was in February 2021. It found that residents and their relatives were generally satisfied with the quality of care and support provided.

Care and support plans were designed to meet individual needs, though some risk assessments required further personalisation to better reflect each resident's unique circumstances.

Medication support systems were in place, but the inspection identified areas for improvement to ensure they were fully safe and effective.

The environment was reported to be clean and hygienic, with staff following appropriate infection prevention and control procedures.

Overall, Beachcroft House demonstrated good practice across several areas though the CQC rated the home as requiring improvement. The findings serve as a useful benchmark for assessing the home's ongoing performance and identifying areas for continued development.

During Healthwatch Westminster’s Enter and View visit in June of 2025, these CQC findings provided important context for evaluating the care home’s safeguarding practices, resident wellbeing, and overall quality of care.

Engagement & Methodology

During the announced Enter and View visit to Beachcroft Home, Healthwatch Westminster representatives engaged with seven residents and three members of staff to gather feedback about their experiences of care and safeguarding within the home.

To ensure a structured and inclusive approach, resident questionnaires were used to capture individual experiences and perceptions of safeguarding, as well as how safe and supported residents felt in their day-to-day care. Residents were also encouraged to share suggestions for improving the care home, offering feedback on safeguarding procedures, staff training, communication, and the overall living environment.

Similarly, staff questionnaires were distributed to gather insights from care staff about service provision, safeguarding training, staffing levels, and management support. Staff were also invited to comment on training opportunities, team communication, and any challenges they face in maintaining a safe and caring environment for residents.



In addition to collecting feedback, Healthwatch representatives conducted direct observations of both the internal and external environments of the care home. Observations focused on identifying any potential safeguarding concerns, barriers to accessibility, and assessing the friendliness, approachability, and communication skills of staff when interacting with residents.



To protect the confidentiality and anonymity of the residents and staff who took part in the Enter & View, all names, pronouns, and other identifying details have been removed from this report. However, the home manager and safeguarding leads agreed to be identified, and their information is already publicly available, so it has been included.

Summary of Management Feedback

During the Enter and View visit to Beachcroft Home, the Acting Home Manager, Tohibat Kensington, provided detailed information about the home's safeguarding systems, policies, and practices. Tohibat demonstrated a comprehensive understanding of safeguarding responsibilities and highlighted a proactive, open culture that encourages transparency and continuous improvement.

Safeguarding Policies and Training:

Beachcroft Care Home has a written safeguarding policy that is reviewed annually or whenever there is a major incident or change in legislation. All staff members receive mandatory safeguarding training during induction and annually thereafter. Training covers key topics including safeguarding legislation and guidance, roles and responsibilities, recognising and reporting abuse, mental capacity and consent, and encouraging a culture of prevention.

The manager emphasised that staff are reminded of safeguarding procedures through a range of methods, including training sessions, supervisions, staff handbooks, posters, and an open-door management culture.

Reporting and Escalation Procedures:

The care home follows a clear, structured process for reporting safeguarding concerns: recognising signs of abuse or neglect, responding appropriately, reporting immediately to a senior member of staff, recording the concern accurately, reviewing and referring where necessary and reflecting to improve practice.

Residents and their families are informed about safeguarding and how to raise concerns through resident meetings, service user guides, posters, and newsletters. The home's designated safeguarding leads are Elizabeth Edosomwan and Martha Sobogun, and their roles are well-communicated to staff, residents, and families.

Risk Assessment and Prevention:

Safeguarding risks are identified during initial admission assessments and through ongoing reviews. Regular risk assessments are conducted in collaboration with residents, families, and multidisciplinary teams. Key areas of focus include risks of physical, financial, or emotional abuse, neglect, isolation, and peer-to-peer abuse, particularly among residents with cognitive impairments.

To mitigate these risks, the home implements robust management plans, safe recruitment, regular supervision, training, and quality assurance monitoring.

Case Example of Incident Reporting:

All incidents are documented and reported promptly to ensure compliance with regulatory standards. The manager described a recent safeguarding incident involving an unexplained bruise on a resident with cognitive impairment. The home acted immediately by ensuring medical assessment, notifying family, reporting to the local authority safeguarding team, and investigating thoroughly. The investigation

concluded that the injury was likely due to the resident's frailty rather than deliberate harm.

This case demonstrated that safeguarding procedures were followed correctly and that communication with families and authorities was transparent and timely.

Monitoring and Supervision:

Staff receive bimonthly supervision that includes safeguarding discussions.

Safeguarding performance is monitored through incident analysis, audits, training reviews, and feedback from residents and families. The manager described a strong safeguarding culture where staff feel confident raising concerns and lessons learned are routinely shared to improve practice.

Resident and Family Involvement:

Residents are educated about their rights and safeguarding through accessible communication methods such as easy-read materials, posters, one-to-one sessions, and meetings. Families are actively involved in safeguarding discussions, care planning, and investigations where appropriate. They are kept informed about outcomes and actions taken following any incident.

Feedback, Complaints, and Continuous Improvement:

Feedback is collected through residents' and family meetings, anonymous feedback systems, care plan reviews, and post-incident follow-ups. Complaints or concerns are addressed swiftly using a structured approach—implementing safety measures, investigating, taking action, and providing follow-up communication.

External safeguarding audits have taken place within the past year, identifying areas such as falls prevention plans, medication management, and risk documentation for

review. The manager confirmed that corrective actions were promptly implemented, including updates to risk assessments, care plans, and medication protocols.

Overall Summary

The manager described a well-structured safeguarding system supported by clear procedures, regular training, and a positive culture of openness. Continuous improvement is evident through reflective practice, resident and family engagement, and prompt response to inspection feedback. Overall, it appeared that the management team is committed to maintaining high standards and strengthening safeguarding across all areas of the service.

Visit Summary

On the day of the Enter & View visit, the Manager informed the team that Beachcroft Care Home had recently responded to a bedbug outbreak. Tohibat provided a detailed account of the actions taken, which demonstrated adherence to safeguarding principles and effective infestation control practice.

Upon identifying the issue, the home implemented immediate containment measures. Affected bedrooms were isolated without delay to prevent potential spread throughout the home. Soft furnishings, bedding, and any movable items were sealed and contained in accordance with standard environmental safety procedures. Residents occupying the affected rooms were temporarily relocated to alternative areas to ensure their comfort and safety during the treatment process.

In line with local safeguarding and public health protocols, Tohibat contacted the local authority's pest control service, who attended the home twice—on Saturday and Sunday—to carry out professional assessment and treatment. Staff were issued clear instructions on maintaining isolation measures, including restricting movement of

items from affected areas, enhancing environmental cleaning in adjoining spaces, and monitoring for any signs of cross-contamination.

Tohibat also reported that these measures were communicated promptly and effectively to all relevant staff, ensuring a coordinated response. At the time of the Enter & View visit, staff confirmed that the outbreak had been fully contained and resolved by the council's intervention.

Tohibat's approach—timely escalation, isolation of affected areas, implementation of precautionary cleaning protocols, and appropriate engagement with external authorities—represents good practice in managing environmental safeguarding concerns within a residential care setting. As the situation had been appropriately managed and no ongoing risk was identified, the visit was able to proceed as planned.

The home appeared modern, clean, and well-maintained from the outside. Inside, there was a noticeable smell of urine in the dining area; however, this may have been due to one resident and unfortunate timing rather than a hygiene concern. Other areas of the home smelled clean and well-ventilated, and the resident in question was assisted to change once the issue was brought to the attention of staff. Staffing levels appeared appropriate for the number of residents, and the nurses and care staff were friendly, professional, and respectful in their interactions. They were welcoming and pleasant, allowing us to carry out our observations independently while remaining nearby and available, if needed. The staff seemed to be well-liked by residents, who generally appeared content and comfortable. Staff also appeared experienced and capable of managing more challenging behaviours in a calm, safe, and respectful manner.

During the visit, there was a minor incident involving a cracked fishbowl in the living room, which caused some water on the floor. The area was promptly cordoned off and

cleaned. There was a short waiting time upon arrival, but overall, the visit was positive. The home offered a pleasant, modern environment with a nice outdoor balcony space for residents to enjoy.

Challenges and Areas for Support:

The manager identified several challenges to maintaining high safeguarding standards, including “staff training needs, balancing autonomy and protection, maintaining documentation and audit trails, staffing awareness and training, resource and staffing constraints, and fear of repercussions from a blame culture.”

Enter & View Observations

Location and External Environment

Beachcroft House is located in the City of Westminster, on a relatively quiet residential street within a vibrant urban area. The home is situated close to a mix of residential housing, local shops, cafés, and community facilities, reflecting the diverse and active nature of the local neighbourhood.

The surrounding area offers convenient access to public transport links, including nearby bus routes and underground stations such as Maida Vale and Warwick Avenue, making it easily accessible for visitors and staff. The



location also benefits from being within reach of local parks, health centres, and community services, helping residents maintain a sense of connection with the wider community.

Although located in a busy part of London, the home itself provides a calm and secure environment, offering residents a balance between privacy, safety, and access to local amenities. The setting supports the home's mission to promote wellbeing, inclusion, and independence among older adults and individuals living with dementia or physical disabilities.

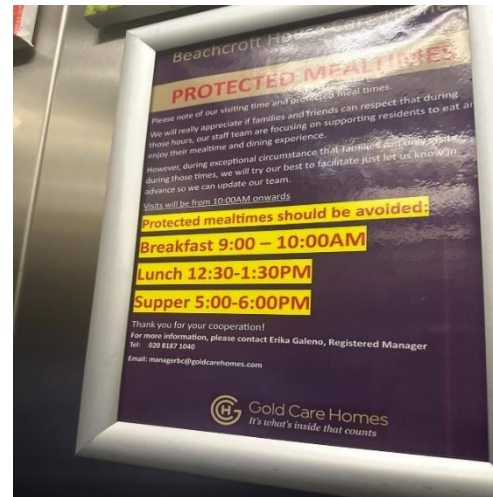
Internal Environment and Waiting Area

On entering Beachcroft House, visitors are greeted by a welcoming reception area that feels calm, bright, and well-organised. The entrance is spacious enough to allow easy movement for residents and visitors, including those using mobility aids. The reception is clean and neatly presented, creating a positive first impression of the home.

Information leaflets are displayed on noticeboards and tables, providing details about upcoming activities, safeguarding information, resident rights, and local community support services. Staff at the front desk are approachable and ready to assist visitors, contributing to an overall atmosphere of warmth, professionalism, and care. There is also an electronic sign-in pad opposite the reception window where guests can sign in.

Resident Involvement

The engagement between residents and staff was warm, respectful, and supportive. Staff interacted with residents in a calm and friendly manner, often taking time to engage in conversation and offer reassurance. Residents appeared comfortable and at ease, indicating positive relationships built on trust and familiarity.



It was evident that staff knew the residents well – addressing them by name, showing patience, and adapting their communication style to meet individual needs.

Interactions were not rushed; staff listened attentively and responded with kindness and empathy. The atmosphere throughout the care home felt inclusive and person-centred, with staff encouraging residents to take part in activities and promoting their independence wherever possible.

Overall, the engagement between staff and residents reflected a strong culture of care, dignity, and respect, demonstrating a supportive and nurturing environment for everyone.

Resident feedback

As part of patient feedback, seven residents were interviewed, five stated that they knew how to report a problem or concern. These residents were aware that they could speak to a senior member of staff, the manager, or a trusted carer if they had any worries about their safety or wellbeing. Two residents, however, were unsure of the formal reporting process, indicating that while awareness is generally good, there is room to further strengthen residents' understanding of safeguarding procedures. This suggests that continued communication and accessible information about how to raise concerns would be beneficial in maintaining a transparent and safe environment.

Resident Voices:

 *"I know which staff to report to."* 

"I don't know how to report a problem; I have never had to."

"I am not sure who to report to."

"Yes, I am aware how to make a complaint."

"I feel safe to report anything."

“Sometimes I feel isolated, not much to do on the weekends.”

“They wake me up too early for breakfast.”

“I feel safe here.”

Do you feel safe reporting abuse or harm?

Most residents reported that they feel safe and confident raising concerns with staff. Five out of seven residents said they would feel comfortable reporting any issues to the manager or a senior carer, describing the staff as approachable and trustworthy. Two residents, however, were unsure about the exact process for reporting abuse but said they believed staff would respond appropriately if they raised an issue.

Do you feel isolated?

Most residents said they did not feel isolated, noting that there are regular social activities and that staff try to engage with them throughout the day. Six residents commented positively on the friendly and inclusive atmosphere, one resident mentioned that they sometimes feel lonely during quieter periods or when activities are limited, suggesting there could be more opportunities for group interaction, particularly at weekends.

Have you witness any form of abuse to other residence?

All seven residents stated that they had not witnessed any form of abuse or mistreatment within the home. Several expressed that staff treat residents respectfully and act quickly to resolve any issues or disagreements that arise.

Suggestions for improvement

Residents' suggestions for improvement included having more varied and stimulating activities, especially for those with limited mobility, and more opportunities for outdoor time when the weather allows. A few residents also suggested improved communication about menu options and daily schedules, so everyone knows what to expect. One resident mentioned been allowed to have breakfast when they like, as they believed breakfast was served too early. Overall, residents expressed satisfaction with the care they receive and appreciation for the dedication and kindness of the staff team.

Staff feedback

During the Enter & View visit, Healthwatch Westminster provided a questionnaire to three reception staff members. These staff members were observed interacting with

patients briefly and demonstrated confidence in their roles while maintaining a friendly demeanour. Listed below are some of the questions they were asked including their response.

Staff Feedback Summary:

Do you feel that your training has adequately prepared you to deal with safeguarding concerns?

All three staff members reported that their safeguarding training had adequately prepared them to identify and respond to safeguarding concerns. They highlighted that the training covered key topics such as recognising signs of abuse, reporting procedures, and maintaining professional boundaries. Staff also mentioned that practical examples and case discussions during training sessions helped reinforce their understanding of how to respond effectively to real situations.

Are you confident that management would act appropriately if a safeguarding concern was raised?

All staff members expressed strong confidence in management's ability to handle safeguarding concerns appropriately. They described the management team as approachable, supportive, and proactive in responding to incidents or concerns. Staff said they would not hesitate to report an issue and felt assured that it would be investigated thoroughly and confidentially.

Are there enough staff on duty in every shift to keep residents safe?

Two of the three staff members felt that staffing levels were generally adequate to maintain residents' safety and deliver quality care. However, one staff member noted that staffing can occasionally be stretched during busy periods or when there are unexpected absences. They acknowledged that management tries to cover shifts

promptly, but suggested that additional staff during peak times would further enhance safety and workload balance.

How often do you have safeguarding training?

All three staff members confirmed that safeguarding training is provided annually, with refresher sessions or additional updates arranged when necessary – for example, following a policy change or after an incident that highlights learning needs. They also mentioned that safeguarding discussions are included in regular supervisions and team meetings to reinforce awareness and good practice.

Are there any areas where you feel safeguarding could be improved?

Staff suggested a few areas for improvement, including more refresher training focused on recognising subtle signs of emotional or financial abuse, and additional scenario-based learning to strengthen staff confidence in complex cases. One staff member also mentioned that improving documentation systems – particularly digital record-keeping – would make it easier to track and review safeguarding concerns efficiently. Overall, all staff expressed that safeguarding is treated as a priority and that there is a strong culture of openness and accountability within the care home.

Summary and Recommendations

Based on observations of the environment and questionnaire feedback from residents, managers and care staff, the following recommendations have been developed for Beachcroft house Care home:

Summary of Key Strengths and Areas for improvement

Key Strengths

- **Management demonstrates strong safeguarding leadership.**

The Acting Home Manager showed a comprehensive understanding of safeguarding responsibilities, best practice, and the importance of a transparent, learning-focused culture.

- **Clear safeguarding procedures are in place and followed consistently.**

A recent incident involving an unexplained bruise was handled promptly and in full compliance with safeguarding protocols—medical assessment, family notification, reporting to the local authority, and thorough investigation.

- **Staff feel confident raising concerns.**

All staff interviewed said they trust management to act appropriately on any safeguarding issues.

- **Residents feel safe.**

Most residents reported feeling safe and comfortable raising concerns.

- **Effective communication with families and authorities.**

The home has clear pathways for involving families, keeping them informed, and escalating safeguarding issues externally when necessary.

- **Regular training and supervision reinforce safeguarding awareness.**

Staff receive annual training, bimonthly supervision, and ongoing reminders through meetings, posters, and policy updates.

- **A positive, respectful, person-centred atmosphere was observed.**

Staff interactions with residents were warm, patient, and respectful, reinforcing the home's safe environment.

The key strength of Beachcroft House Care Home is its strong safeguarding culture, supported by clear procedures, timely incident responses, and proactive management. Staff and residents both expressed confidence in the home's approach to safeguarding, and observations during the visit showed respectful, person-centred interactions that promote resident safety, dignity, and wellbeing.

Areas for Improvement:

Safeguarding Recommendations for Beachcroft House

Based on the findings of the Enter & View visit conducted on 6 June 2025, Healthwatch Westminster recommends the following actions to strengthen safeguarding practice, improve resident awareness, and support continuous improvement at Beachcroft House Care Home:

1. Strengthen Resident Awareness of Safeguarding and Reporting

While most residents reported feeling safe, a proportion were unsure about how to report abuse or raise concerns.

Recommendations:

- Provide regular, accessible safeguarding information to residents, including easy-read posters, visual prompts, and short group reminders during activities or meetings.
- Ensure safeguarding and complaints information is clearly displayed in communal areas and in residents' rooms where appropriate.
- Introduce a quarterly safeguarding awareness session for residents wishing to attend, reinforcing who to speak to and what happens after a concern is raised.

2. Enhance Resident Involvement in Care Decisions and Daily Routines

Some residents reported feeling isolated at times, especially at weekends, and one resident noted being woken too early for breakfast.

Recommendations:

- Review the breakfast and morning routine to ensure it promotes resident choice and aligns with person-centred care principles.
- Increase weekend activities and engagement to reduce feelings of isolation during quieter periods.
- Involve residents in activity planning, ensuring options are inclusive for those with limited mobility.

3. Continue Improving Documentation and Audit Trails

The manager highlighted challenges with maintaining documentation and audit trails. Staff also expressed an interest in improved digital systems.

Recommendations:

- Conduct a review of current digital record-keeping to identify gaps, delays, or difficulties in recording safeguarding concerns and observations.

- Provide refresher training on accurate recording, incident reporting, and risk assessment completion.
- Strengthen internal audit processes to ensure consistency and timely updates across care plans and risk assessments.

4. Increase Training Opportunities, Particularly Around Complex Safeguarding Issues

Staff reported that training was adequate but expressed a desire for more scenario-based learning and sessions on subtle forms of abuse.

Recommendations:

- Introduce enhanced safeguarding training, focusing on:
 - emotional and psychological abuse
 - financial exploitation
 - peer-to-peer abuse
 - safeguarding residents with dementia
- Use case studies from the home's own incidents (appropriately anonymised) to promote reflective learning.
- Provide role-play or scenario-based practice during team meetings or supervisions.

5. Support Staff Through Workforce and Resource Pressures

One staff member noted occasional staffing strain during busy periods or absences. The manager also cited challenges relating to resources and staffing.

Recommendations:

- Review staffing patterns during peak times, including mealtimes and evenings, to ensure coverage aligns with resident needs.

- Explore options for bank staff or flexible cover to reduce pressure during absences.
- Continue encouraging an open culture where staff feel safe reporting concerns related to workload, fatigue, or risk.

6. Sustain and Strengthen the Open, Blame-Free Safeguarding Culture

The manager highlighted fear of repercussions and blame culture as ongoing challenges across the sector.

Recommendations:

- Continue promoting a learning-not-blaming approach by sharing “lessons learned” from incidents in reflective sessions.
- Reinforce the message that safeguarding concerns are welcomed and essential, not punitive.
- Encourage anonymous internal feedback mechanisms for staff to raise concerns safely.

7. Review Environmental Safeguarding and Infection Control Procedures

The bedbug outbreak was managed well, but the incident highlights the importance of environmental safeguarding. Additionally, occasional odour issues were noted.

Recommendations:

- Continue to ensure rapid environmental risk assessments are conducted after any infestation, spill, or damage (e.g., cracked fishbowl incident).
- Review cleaning protocols for high-use areas such as the kitchen seating area to minimise odour-related issues.

- Maintain proactive communication with local authority environmental teams as needed.

Overall Recommendation Summary

Beachcroft House demonstrates strong safeguarding systems, committed leadership, and a positive culture of care. The key areas for improvement relate to resident empowerment, enhanced training, documentation, and ensuring consistent engagement, particularly at weekends.

Implementing these recommendations will help ensure that safeguarding standards remain strong, residents feel well-informed and supported, and the home continues to build on its good practice.

Acknowledgements

Healthwatch Westminster would like to thank management, staff and patients for taking the time to speak to us during our visit.

Provider response

We are happy for the report to be shared and published. I would also like to confirm that we have carefully reviewed all the recommendations outlined in the report and have taken them fully on board. These recommendations have now all been implemented into the practice to support continuous improvement and enhance the quality of care provided within our service.

Tohibat Kesington

Home Manager of Beachcroft Care Home

