



# Enter & View Report Garside House

November 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.

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# Care Home Details

## Contact details:

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## Care Home Manager:

Brian Njeri

## Completion Date of Enter & View Visit:

November 2025

## Healthwatch Westminster Authorised Representatives:

Ruth Daniel (Volunteer Management Coordinator)

Fana Futsum (Volunteer)

# 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 gather feedback and insights from patients, relatives, and staff, while observing how the service operates and assessing the overall quality of the environment. The findings help drive positive change to NHS services by highlighting what works well and where improvements can be made.

During our 2024–2025 Enter and View programme, Healthwatch Westminster visited three care homes in Westminster, including Garside 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.

In November 2025, Healthwatch Westminster completed an announced visit to Garside House. A staff member greeted our team on arrival and showed us around the facility, as the care home manager, Brian, was on annual leave.

We gathered feedback from both residents and staff and made observations of the care home environment. These findings formed 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 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](http://www.healthwatchwestminster.org.uk).

Additionally, a follow-up visit may be scheduled to review progress on any recommended improvements. The final report is also shared with the Care Quality Commission (CQC), Healthwatch England, and other relevant stakeholders.

# General Information

Garside House Nursing Home is registered to provide nursing care and accommodation for older adults, including people living with dementia and those with complex or long-term health conditions. The home can support up to 64 residents and is arranged across several floors in a purpose-built, mixed-gender setting. Many residents have limited mobility or high nursing needs, requiring close monitoring, regular interaction, and consistent staff support throughout the day.

Most of the residents we spoke with reported positive experiences of their care. We observed staff engaging with residents in a caring and considerate manner, and the home presented as well kept, hygienic, and suitably equipped for people with mobility needs.

CQC's findings in 2019 provided important context for our visit. Earlier inspections identified significant safeguarding concerns, including residents being placed at risk of harm due to delays in care, inaccessible call bells, and inconsistent supervision. These failings contributed to several breaches of regulations around safeguarding, dignity and respect, safe care, staffing, and medicines management, leading to the home being placed in special measures at the time. However, CQC later reported substantial improvements during its most recent inspection in 2022. Safeguarding arrangements were found to be much stronger, with staff demonstrating a clear understanding of

how to protect residents from abuse and harm. Systems for identifying and managing risk were more robust, and both relatives and residents told inspectors that staff were kind, attentive, and provided care in a calm and respectful manner.

Given the findings from past CQC inspections of Garside House, Healthwatch Westminster selected this home for an Enter and View visit to ensure safeguarding standards continued to be upheld. Although the CQC's most recent inspection in 2022 confirmed that significant improvements had been made, Healthwatch Westminster considered it important to revisit the service. The purpose was to check that these improvements had been maintained over time.

# Engagement & Methodology

During the announced Enter and View visit to Garside House Nursing Home, Healthwatch Westminster representatives engaged with five 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 were questioned 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 everyone who participated in the enter and view visit at the care home, all names, pronouns, and other identifying details have been removed from this report. The only exception is the care home manager, whose details are already publicly available.

# Summary of Management Feedback

## Visit Summary

During the Enter and View visit to Garside House Nursing Home, the Manager was on leave, so the interim manager and other members of staff provided some information about the home's safeguarding systems and practices.

## Safeguarding Policies and Training

At Garside House, safeguarding procedures are supported by a written policy that is revised whenever significant events occur or updates in legislation require it. Staff receive compulsory annual safeguarding training, offered online and in person.

Training content addresses key themes such as relevant legislation, recognising and escalating concerns, understanding staff responsibilities, issues of consent and mental capacity, and promoting a culture where risks are identified and prevented action taken promptly.

# Enter & View Observations

## Location and External Environment

Garside House sits within a relatively quiet part of Westminster, close to The home benefits from a pleasant setting, adjacent to residential properties, community buildings, and local amenities. The area is well served by public transport, ensuring convenient access for relatives, professionals, and staff.

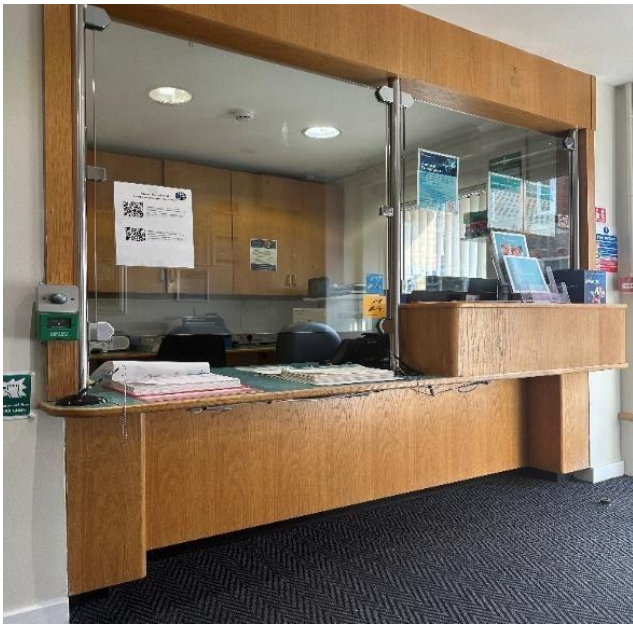


## Internal Environment and Waiting Area

When entering Garside House, visitors walk through a set of automatic external doors into a small entrance lobby. In this area, visitors are required to sign in and out using a paper form. This system helps ensure the safety and security of residents by keeping an accurate record of everyone entering and leaving the building.

After completing the sign-in process, visitors wait for a member of staff to arrive, there was no one stationed at reception area.

The reception area itself is modest but welcoming, with clear signage and seating available for those waiting. Information leaflets are displayed for relatives and visitors.



Beyond reception, the internal environment is designed to be functional, safe, and accessible for residents with mobility issues. Corridors are wide, uncluttered, and well lit. Certain doors have keypad access to ensure that residents are safe and secure



Noticeboards around the home displayed clear, relevant information, including activity timetables and safeguarding guidance. Overall, the internal environment at Garside House creates a structured, safe, and welcoming setting for residents, families, and visitors alike.

## **Resident Involvement**

During our visit to Garside House, staff were seen engaging with residents in a respectful and considerate manner. They addressed individuals by name and

interacted with warmth and confidence, suggesting strong, trusting relationships have been established.

Those supporting residents demonstrated a strong understanding of each person's needs and preferences. Individuals were greeted by name, spoken to in a clear and considerate way. The atmosphere throughout the home was calm and inviting. These interactions suggested a culture of care grounded in dignity, empathy, and respect.

# Patient feedback

## Do you know how to report abuse or harm?

Residents were asked as part of the visit if they were aware of how to report any form of abuse or harm. Three of the five interviewees confirmed that they knew what steps to take. They indicated they would speak with a senior staff member, the home's manager, or a trusted care worker should they feel unsafe or have any concerns.

Two residents, however, were not confident about the formal steps involved in reporting a concern.

## Resident Voices:

6 *"The Staff are kind and I feel safe here"* 9

*“Things take a long time to get fixed”*

*“They are nice but very busy, I understand”*

*“I don’t feel alone, always things to do here”*

*“No one comes to visit me; it can be lonely”*

*“everyone is nice. I can report to anyone”*

*“Not seen abuse here, only in other homes”*

*“don’t know how, I have nothing to report anyway,”*

### **Do you feel safe reporting abuse or harm?**

Most residents expressed that they feel secure within the home and are comfortable raising any concerns. Three of the five individuals interviewed stated they would report issues directly to the manager or a senior member of the care team, emphasising that they find them approachable.

### **Do you feel isolated?**

Two of the five residents we spoke with said they did not feel isolated, noting that regular social activities help them stay engaged and included. The remaining three residents expressed more mixed experiences; some explained that mobility difficulties can limit how often they join group activities, while others mentioned that they rarely receive visitors, which can contribute to feeling less connected at times.

## **Have you witness any form of abuse to other residence?**

Four residents stated that they had not witnessed any form of abuse or mistreatment within the home. one mentioned some staff were not as nice as others but had not been abused.

## **Suggestions for improvement**

Residents did not put forward any suggestions for changes. One individual commented that improvements are unlikely, noting that repairs often take considerable time to be completed because of financial constraints the home has.

# **Staff feedback**

Four members staff completed a questionnaire. A summary of the questions and their responses is provided below.

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

It was reported that safeguarding training had adequately prepared staff to recognise and respond to safeguarding concerns.

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

Staff expressed confidence that safeguarding concerns would be handled appropriately by management. The management team was described as approachable and supportive.

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

It was felt that staffing levels were generally sufficient to maintain residents' safety and provide quality care.

### **How often do you have safeguarding training?**

It was noted from staff that safeguarding training is provided annually, and most individuals had completed online training in the past few months.

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

staff that there were no areas for improvement, and that everything was functioning well as it currently stands.

# Summary and Recommendations

Drawing on feedback from residents, managers, and care staff, as well as observations of the care home environment, the following recommendations have been formulated for Garside House Nursing Home:

## Summary of Key Strengths and Areas for Improvement

### Key Strengths

#### Positive resident experiences and engagement

- Most residents reported feeling safe, cared for, and supported.
- Residents described staff as approachable, kind, and attentive.
- Staff were observed interacting respectfully, addressing residents by name.

#### Safeguarding awareness and practice

- Staff reported that safeguarding training adequately prepared them to identify and respond to concerns.
- Residents who were aware of reporting procedures felt confident raising concerns with management or senior care team members.

- Management was described as approachable and supportive, instilling confidence in staff that safeguarding concerns would be handled appropriately.

### **Safe, accessible, and welcoming environment**

- The home is clean, well-maintained, and suitably adapted for residents with mobility needs.
- Internal layouts, wide corridors, and safety signage support safe movement and care delivery.
- Reception and communal areas provide a structured, welcoming environment for residents, visitors, and staff.

### **Activities and social engagement**

- Regular social activities were available, helping residents feel included and less isolated.
- Residents spoke positively about the home's efforts to provide opportunities for engagement.

### **Improvement from previous regulatory concerns**

- CQC inspections (2022) reported strengthened safeguarding arrangements compared to 2019.
- Systems for identifying and managing risk are robust, demonstrating sustained improvements over time.

## **Comprehensive safeguarding policy**

- Reviewed annually and updated promptly following major incidents or regulatory changes.

## **Strong safeguarding culture**

- Staff are confident in reporting concerns, supported by open communication with management.

## **Clear reporting and escalation procedures**

- Structured process ensures timely response, documentation, and notification to relevant authorities.
- Safeguarding incidents are promptly investigated, recorded, and communicated transparently to families and local authorities.

## **Areas for Improvement**

### **Awareness of reporting procedures**

- Two of five residents were unsure about formal steps to report abuse or harm.

#### **Recommendations:**

- There is an opportunity to improve residents' understanding of safeguarding procedures through clear, accessible information and regular reminders.

## **Social inclusion and addressing isolation**

- Three residents reported feeling less connected due to mobility limitations or infrequent visitors.

### **Recommendations:**

- Consideration could be given to additional support for residents with reduced mobility to participate in activities and initiatives to encourage more visitor engagement.

## **Maintenance and timely repairs**

- Some residents noted that repairs take a long time to be completed due to financial constraints.

### **Recommendations:**

- Improving response times for maintenance issues could enhance residents' satisfaction and the overall quality of the environment.

This summary highlights the strengths in resident care, staff practice, and environment, while clearly identifying areas where minor adjustments or additional support could enhance resident wellbeing, safety, and satisfaction.

# Acknowledgements

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

# Provider response

Garside House , was contacted on Multiple Occasions to provide a response, but no response was provided before publication.





