Oldfield Lodge Enter & View Report

2nd September 2026



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1. Visit Background

1.1 What is Enter & 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 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 makes recommendations on what could work better. All reports are available to view on our website.

2.1 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.

3.1 Disclaimer

Please note that this report relates to findings observed on the specific date 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.

4.1 Acknowledgements

Healthwatch Ealing would like to thank the staff and service users at Oldfield Lodge 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.

The Authorised Representatives spoke to patients and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

2. Visit Details

Visit Details	
Service Visited	4 Oldfield Farm Gardens, Greenford, UB6 8QA
Registered Manager	Mohammed Adnan
Date & Time of Visit	2nd September 2026 11 am – 2pm
Status of Visit	Announced
Authorised Representatives	Sadie Edmondson, Djariato Balde, Cornelia Mezu
Lead Representative	Sadie Edmondson

On 2nd September 2026, we visited 4 Oldfield Farm Gardens in Greenford in the borough of Ealing. The residence is overseen by Beaumont Alexis HC Limited a supported housing provider. The company specialises in providing support to people with mental health issues.

The home has four staff members in total. One member of staff is always on site from Monday to Sunday 8:00 am to 7:00 pm. There is also a senior member of staff who works Monday to Friday 9:00 am to 7:00 pm but may be offsite attending meetings at other locations.

2.1 Online Feedback

The accommodation currently has no online feedback.

2.2 Purpose of the Visit

The care and quality commission (CQC) do not regulate the accommodation or the accommodation provider.

3. Executive Summary

This section of the report details the key findings from our observations, and the resident and staff feedback collected during our visit.

Observations

What has worked well

- The home is tidy, with a fully equipped kitchen and a large sitting area with sofas and a TV.
- There is a large outdoor area.

What has not worked so well

- There are little activities provided for residents to take part in.
- There was a large pile of rubbish in the garden.

Patient Feedback

What has worked well

- All residents we spoke with reported feeling safe and happy in the home.
- The residents reported that the staff are kind and supportive.

What has not worked so well

- It was mentioned that there could be more activities offered at the residence.

Staff Feedback

What has worked well

- Overall, the staff members we spoke to are very happy with their experience of working at the home.
- They feel supported and have received training in substance misuse, the mental capacity act and medication handling and administration training.
- The staff members agreed that there are good relationships between residents, families, and themselves.

What has not worked so well

- Staff stated that they would like more opportunities to socialise as a group, however this can be difficult to achieve as at least one member of staff is always needed on site at the accommodation.
- Staff also mentioned that they would like more support when there is a new member of staff to help them integrate into the team. (Provider response: *I think there has been some miscommunication, actually its contrary to the statement mentioned, new members of staff are supported well to integrate.)*

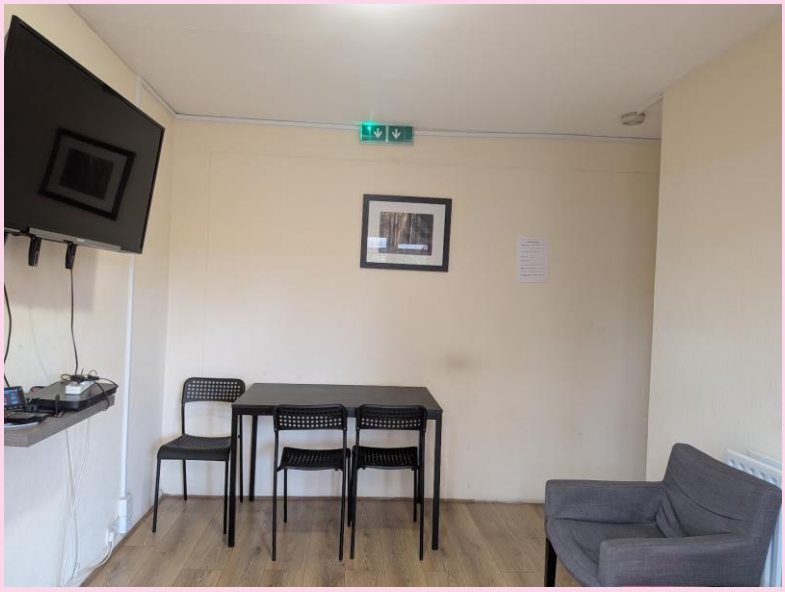
4. Full Findings

This section of the report presents detailed information on our observations and resident and staff feedback collected during our visit.

During the visit, we collected responses from three residents and three staff members. We would like to thank the staff and management for their time, their warm welcome and cooperation.

Observations

During our visit, our team of Authorised Representatives (ARs) made observations on Outside Area and Entrance, General Environment and Communal Spaces, Safety, and Information Displayed.



Outside Area and Entrance

- The accommodation is on a residential street and not signposted. There is nothing to indicate that it is supported accommodation.
- Door was locked.
- There is a large garden area which residents use to play football or to hang out laundry.

- In the garden there were two large piles of litter. One contained foliage and the other contained leftover furniture. Staff stated that they were going to organize the removal of both the dead foliage and the leftover furniture. (Provider response: *The pile of leftover furniture was removed on 08 September 2026. The foliage was collected by Ealing Garden Waste collection service on 10 September 2026*)



General Environment and Communal Space

- The home is decorated and has basic facilities.
- There is a sitting room with a television and seating area.
- The kitchen has basic cooking facilities, there is also a fridge freezer, washing machine and tumble dryer.
- There are cupboards for residents to store food and a communal fridge.
- There is a large garden accessible from the living area.
- There is a resident bedroom on the ground floor. On the first floor there are two resident bedrooms, a shared bathroom and a bedroom/ office space for staff. On the second floor there is a resident bedroom with an ensuite.

Safety

- There is a visitor book where visitors sign in and out. All authorised representatives were asked to sign in and out.
- Residents are asked to give 24 hours' notice before a visitor can visit, staff emphasised that there is flexibility with family members.
- Staff stated they monitor possible risks and recognize individual warning signs and use de-escalation techniques.
- All the residents and staff we spoke with told us that they found Oldfield Lodge to be safe.

Information Displayed

- Fire safety information and fire escape plans were displayed around the house.

Resident Feedback



- We spoke with three residents during our visit. Their lengths of stay were from two months to eight years, with an average stay of 4.71 years.

This section of the report contains a summary of the feedback received.

General

- All residents rated Cleanliness, Helpfulness of Staff, and Gardens/Outside Space as 'Very Satisfied' or 'Satisfied.'

- All residents we spoke with reported feeling safe and happy in the home.
- The residents are responsible for their own food, staff support residents by assisting with food delivery orders and offering cooking sessions for residents to develop their cooking skills.
- The residents told us they had been given an orientation of the home when they first arrived. However, two residents mentioned that they had not received information about their mental health rights and advocacy services. (Provider response: *When a new service user moves in, they are provided with a document which provides them the information of mental health rights and give details of the advocacy services*)

Staff

- The residents described the staff as 'kind' and 'helpful'.
- One resident stated that they found the support workers encouraging.

Activities

- When asked what improvements they would like to the accommodation all residents said that they would like more activities offered for them. However, staff mentioned that it can be difficult to form a consensus on activities due to the wide age range between residents.
- Residents are signposted to services such as Recovery College and social prescribing.

Feedback and Complaints

- Two out of three residents we spoke to said that they felt comfortable talking to staff and making requests or complaints. One resident said that they did not feel comfortable making requests to staff.
- The manager of the service stated that informal complaints are dealt with internally and logged and if a resident chooses to make a formal complaint it is sent to their MINT care coordinators and the local authority and there is a response within twenty working days.
- Information about how to make a complaint was not on display in the residence.

Staff Feedback

We spoke with three staff members, two Service managers of the residence and a support worker, who were present on the day of our visit. This section of the report contains a summary of the feedback received.

Experience, Culture and Dynamics

- Overall, the staff members are happy with their experience working at the residence and feel supported by each other.
- They told us they enjoy taking care of residents and they support and encourage residents to complete tasks for day-to-day living.
- Staff mentioned that there was little opportunity for socialising as a member of staff must be on site.

Support, Training and Development

- Staff members told us they generally feel okay after every shift, as they are used to their work.
- They have received training recently in safeguarding and the mental capacity act.
- They mentioned that they feel that refresher training reminds them of previous training and makes them feel more confident at work.
- The staff members told us they feel safe during work, because of the relationships and rapport they have formed with residents.
- Two out of three staff members we spoke to said that they feel comfortable raising a safeguarding alert. One did not respond to this question (Provider response: *Everyone in the organisation is trained and knows to identify when a safeguarding is needed and how it is to be raised and to whom*).

Communication with Residents

- The staff members agreed that they are able to foster as much communication with the residents and their families as they would wish.
- They reported that residents have good relationships with their families and spend time with them.
- Staff mentioned that it can be difficult to engage with residents sometimes due to mood changes and they can become unwilling to engage but they still try to support them.

Manager's Feedback

We spoke with the manager of Oldfield Lodge and the service manager of the care provider during our visit.

- Oldfield lodge provides supported living accommodation for people with mental health needs and substance addiction.
- Residents receive support based on their own abilities and individual level of need. This includes assistance with healthcare appointments, prescriptions and medication. Staff encourage independence where possible, but medication intake is supervised when there are health or safety risks. Regular checks and reminders are also used to ensure prescriptions are ordered and collected on time.
- Residents pay a service charge of £30 a week including bills. Payment can be made via direct debit or in cash which is recorded.
- Referrals come from hospitals, placement teams, before accepting the placement staff will assess the person, arrange a visit and prepare support plans.

5. Recommendations

Healthwatch Ealing would like to thank the service for their support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

Resident Improvements

When asked what improvements the residents would like, residents suggested more activities.

Recommendation 1: *Staff should set aside time to meet with residents and discuss what activities residents would like to take part in. Staff should also continue to work with other assisted living facilities to facilitate group activities or day trips to other locations.*

Response: We regularly encourage our residents to engage in various structured activities like attending a football club, Recovery College, CAPE, Solace, online courses based on service users' interest, gym, in-house exercise sessions and cooking sessions. We also arrange activities where service users of other locations also meet and do activity together. However, service user uptake has been mixed due to various reasons. We take onboard your recommendation of setting aside dedicated time to explore alternatives and their motivation.

Recommendation 2: *Staff should encourage residents to explore a range of different activities they could take part in and seek out individuals to come to the residence to teach residents skills such as gardening or cooking.*

Recommendation 3: *Residents could be offered activities they are able to take part in without supervision such as watercolour painting or puzzles.*

Response: In addition to response 1, we will aim to arrange a dedicated activity worker to engage service users in various activities including gardening etc.

Two out of three residents stated that they had not been given information on their mental health rights and advocacy services.

Recommendation 4: *When residents first arrive ensure that they are told their mental health rights and details for advocacy services. The date and time that this information is given should be noted down.*

Recommendation 5: *Residents should be reminded if they want to access this information, it can easily be provided for them.*

Response: When a new service user moves in, they are provided with a document which provides them the information of mental health rights and give details of the advocacy services. We take on board the recommendation to record this after they have read and are reminded about it.

Staff Improvements

Staff mentioned that there can be issues when residents are acting aggressive and receiving external support from the police in a timely manner. Staff emphasised that police are extremely helpful when they arrive, but they often face a long wait for the police to arrive and assess the situation.

Recommendation 6: *Continue to foster good working relationships with the local police force and other community support. Staff should continue to take part in de-escalation training.*

Response: All staff have completed challenging behavior training programmes and this training is refreshed periodically and updated in their training matrix.

Staff mentioned that they would like opportunities to socialise as a team, however this can be difficult as at least one member of staff is always needed on site.

Recommendation 7*: Consider introducing structured team- building or social opportunities that can be accommodated within staffing requirements. This could include shared lunches during shift overlaps or staggered social events. Management should also explore funded options where temporary cover is arranged.*

Response: We do encourage team-building activities wherever possible such as movie nights, sporting activities, staff birthday celebrations etc. We will take on board the recommendation to explore other options so that no staff member misses out.

Feedback and Complaints

Two out of three residents stated that they felt comfortable giving feedback.

Recommendation 8: *Ensure residents' requests and complaints are followed up promptly. If the manager cannot pick up their call straight away, they should call back as soon as possible.*

Response: Being a small organisation with managers meeting the residents on a daily basis, we do have a speedy response to all queries, requests and complaints from residents and their families. If the managers are engaged in meetings or are off site there is a system to pass on messages and a response is usually made within few hours or sooner, depending on the urgency.

Recommendation 9: *Consider displaying information about the avenues where residents can make complaints clearly on noticeboards in communal areas. If residents need further support with this process, set aside time to discuss their options with them.*

Response: This will be considered and will be actioned based on the feedback we receive from colleagues and service users.

Environment and Decorations

In the garden area there were two separate piles of rubbish that had not been removed. These piles were potential trip hazards and posed a safety risk to both staff and residents. Staff assured the Healthwatch representatives that this would be removed as soon as possible.

Recommendation 10: *ensure that the rubbish is removed as soon as possible from the back garden area. The rubbish hinders the environment of the garden and poses a safety risk to both staff and residents*.

Response: The pile of leftover furniture was removed on 08 September 2026. The foliage was collected by Ealing Garden Waste collection service on 10 September 2026.

AR	Authorised Representative
CQC	Care Quality Commission
E&V	Enter & View

Distribution and Comment

This report is available to the 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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