

Enter and View Report

Alexis Beaumont, 1 Farndale Crescent July 2nd 2025



A report by Healthwatch Ealing

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Visit Details	
Service Visited	Beaumont Alexis, Farndale Crescent
Manager	Mohamad Adan, Riyaz Mohammed
Date & Time of Visit	11:00 AM July 2 nd 2025
Status of Visit	Announced
Authorised Representatives	David Crawley, Nohemi Aguilar, Anna Prokop
Lead Representative	David Crawley

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake 'Enter & View' (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made 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 gain an impartial view of how the service is operated and experienced.

Following the visits, our official 'Enter & 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.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit, they are reported in accordance with the safeguarding policies. If at any time an authorised representative (AR) observes anything they feel uncomfortable about, they will inform their lead who will inform the service manager, ending the visit.

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 concerns.

1.2 Disclaimer

Please note that this report relates to findings observed on this specific visit. It is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed on this date.

1.3 Acknowledgements

Healthwatch Ealing would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

2. About the Visit

2.1 Beaumont Alexis, Farndale Crescent

On July 2nd, 2025, we visited Farndale Crescent located in Ealing.

Farndale Crescent is a mental health living facility with the purpose of housing and rehabilitating residents who struggle with mental illness. The service is run by Beaumont Alexis Limited.

Drugs and alcohol are forbidden.

The home may accommodate up to 5 residents, and 5 were in residence at the time of the visit. This is an all-male facility.

The home has a staffing complement of 3 and is led by 2 managers.

2.2 Online Feedback

There is no recent online feedback for this provider.

2.3 Purpose of the Visit

Enter and View visits enable Healthwatch Ealing to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report. We are examining services that are not regulated by the CQC to allow the community to better understand how these services work. This hostel visit is also a part of our mental health work.

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?

- There is always at least 1 member of staff at the facility.
- There is a sleeping staff member present throughout the night.
- A fire drill is conducted once a month.
- All medications are kept in a locker with clear labeling. Staff members supervise or prompt the ordering of medication to encourage independence.
- Staff have ensured that all residents have transitioned to Universal Credit.

What could be improved?

- No areas of improvement could be found.

Resident Feedback

What has worked well?

- Residents are very satisfied with the cleanliness of the facility, the helpfulness of staff, the support received regarding their health, and the garden and outdoor space.
- Residents feel safe, taken care of, and happy in the facility.
- Residents feel comfortable communicating with staff to ask questions and make requests or complaints and are very satisfied with follow-ups on part of the staff.

What could be improved?

- No areas of improvement could be found.

Staff Feedback

What has worked well?

- Staff is very satisfied with the helpfulness of management and support from their direct supervisor.
- All staff have completed extensive training that assist them in their roles.
- Staff receive adequate breaks and have reported sufficient time to handover to the next shift.
- Staff are satisfied with the opportunities they have to support residents with their health, well-being, and communal/individual activities.

What could be improved?

- Members of staff mentioned wanting better coordination or communication with staff members they do not get to interact with frequently.
- Members of staff mentioned wanting more activities in the facility for residents, including a pool table or ping pong table.
- Members of staff have suggested involving residents with household chores, such as gardening, helping with putting up groceries, and putting bins out when they are not motivated to do other activities.

4. Full Findings

During the visit we collected responses from 3 residents, 3 members of staff, and the 2 managers (8 people in total).

This report is based on their collective feedback, plus notes and observations made at the visit.

We would like to thank the staff and management for their time, and for their warm welcome and cooperation.

4.1 Observations

During our visit, our team of Authorised Representatives made observations on Entry and General Accessibility, General Environment, Safety and Visiting, Personal Care and Activities, and Staffing and Management. We have highlighted both good practice and areas for improvement.

Entry and General Accessibility

Notes

- There is step free access into the home.
- Visitors need to be let in and must sign in.
- The front door is kept locked.
- There is a bus stop outside of the home; the home is a short bus journey to different underground stops.
- Residents' rooms are on the main floor and upstairs. If a resident had accessibility issues, they would need a room on the main floor.

What has worked well?

- Stairwells are kept unobstructed and clear for use.
- The entryway of the home is open, clean, and bright.

What could be improved?

- We found no potential areas for improvement.



The lounge.

General Environment

Notes

- Farndale Crescent is a converted home.
- The home has 5 beds with 5 residents living there.
- Fire exits are signposted properly.
- Residents rooms are on two floors.
- All residents have access to two bathrooms with a toilet and shower.
- There is a large, secured garden that residents can enjoy.
- The garden uses natural grass that is maintained nicely.
- There is a communal kitchen, while one resident has their own refrigerator and pantry that they brought with them to the facility.

What has worked well?

- The home is bright clean and fresh.
- Residents told us that they enjoy the environment of the home, describing it as calming, nice, and clean.
- Residents are free to decorate their rooms. They have expressed satisfaction with the facilities that have been made available to them.

What could be improved?

- We found no potential areas for improvement.



The garden.

Safety and Visiting

Notes

- Fire alarms are tested biweekly, whereas full fire drills are conducted once a month.
- All staff are trained in safeguarding alerts.
- Visits are requested to be held outside of the home, for privacy and safety concerns.

What has worked well?

- Staff and Residents all told us that they felt safe at Farndale Crescent.
- The residents we spoke with told us that they were happy with the visiting arrangements at the home.

What could be improved?

- We found no potential areas for improvement.



The kitchen.

Personal Care, Diet, and Activities

Notes

- The home facilitates activities for the residents including but not limited to, arts and crafts, trips to museums and cinemas, and trips to the beach.
- Residents are supported in making their own breakfast, lunches and dinner. There is a communal kitchen on the ground floor of the hostel.
- Farndale Crescent is not a CQC service. Due to this, staff cannot make residents take their medicine. They simply monitor residents as they do. In instances where residents do not take their medicine, it is noted and reported to their care team.
- Residents come down to the office to take their medicine and are observed by a member of staff.

What has worked well?

- Residents have expressed satisfaction with the variety of activities that are offered at the hostel

What could be improved?

- We found no potential areas for improvement.

4.2. Resident Feedback

At the visit, we collected feedback from 3 residents. Their stays ranged from 11 months to 5 years. It should be noted that one resident we were unable to interview due to their mental capacity had been at the residence for over a decade.

Staff

- Residents only had praise for the staff.

Environment

- Residents enjoy the environment, saying it is calming and helps them.
- No resident we spoke with told us that they had anything they would do to change or improve the home, because it is good as it is.

Food

- Residents cook their own food independently. They are supported by staff if they need it.
- There are communal meals on occasion.

Improvements

- Residents found no potential areas for improvement.

Feedback and Complaints

- Residents told us that they felt listened to, and that complaints are addressed in a timely manner, even if they do not get the outcome that they sought.

Selected Comments

General Care

"I go to the gym and visit friends and family. I also attend workshops for learning skills and do community outreach."

"I volunteer in Central London, the staff here enables me to do that. It helps me a lot."

Thoughts on Staff

"They are friendly, help right away, and I am happy with them."

4.3. Staff Interviews

During the visit, we received feedback from 3 staff members.
Length of service ranges from 1-2 years.

- The home has a staff complement of 9.

General Feelings

- Staff enjoy their work at Farndale Crescent and feel supported by their colleagues and management.
- Staff told us the thing they enjoy most about their work is talking with patients. They felt like every day they helped to make a difference in residents' lives.
- Staff have mentioned that working at Farndale Crescent has improved their understanding and compassion with people outside of the facility.

Selected Comments

General feelings

"I like to bring a positive change in the lives of our residents, it is a great feeling. Also, I enjoy days when I am able to achieve outcomes."

"I enjoy building relationships with residents and can understand mental health better in my personal life."

Training

- Trainings undertaken by staff include: safeguarding, duty of care, de-escalation, mental health awareness, first-aid, substance misuse, and fire safety.
- Staff found training to be effective for their day-to-day work.

Accessing community health and social care services

- Staff don't believe there are problems with accessing community health and social care services as they as well as management are always helpful.
- Staff has mentioned that their schedule covers timely visits to the GP dentist, optician, hair dresser, and those who need chiropodists.
- Care-coordinators do inhouse visits and residents are supported with escorts and directions to depot injections and dentists.

Communicating with patients and their family

- Staff have mentioned that their ability to be good listeners is helpful when communicating with residents and their family.
- Staff set polite, fair, and firm boundaries with residents to ensure that they learn to be independent. When communicating with families, education is provided to ensure realistic expectations.
- In general, families are often supportive of the care residents are receiving.

What could be improved?

- We found no potential areas for improvement.

4.4 Management Feedback

We also spoke with the managers of Farndale Crescent about a variety of topics.

In Summary

Helping residents to become independent

- Management encourages residents to learn independence through taking and ordering their medications with assistance if necessary.
- Management encourages residents to make their own grocery lists and do their own shopping with food with assistance if necessary.
- Management tailors activities for each resident so that they may independently remain active and sociable.

Raising Safety Concerns

- All management and staff are trained on how to raise a safeguarding alert.

Challenging Aspects?

- The transition from benefits to Universal Credit was challenging because it was all online and not all residents had experience completing online forms. Additionally, not all residents had IDs which Universal Credit required. All residents have transitioned to Universal Credit with the help from management and staff.
- In the past, all residents had a care coordinator but now residents must go to GPs to be referred to one. Not all care coordinators are indefinite. Single point access has limitations, including response times.

- There is no direct access to community health teams, as they must be referred by the GP.
- In rare instances it may be difficult to decide between calling the police or care teams to respond to a crisis.
- GPs pose difficulties because not all are familiar with mental health needs. Cases are made to see psychiatrists but there are long wait times. In addition, some GPs cannot administer necessary medications for residents.
- Some care is outsourced due to special needs like hoarding.
- Transitioning residents to more independent facilities is difficult depending on the patient.

Improvements

- Some residents stay longer than others due to comfort and wanting to stay in the facility. Each resident is different, but management has expressed wanting to see residents transition in to more independent living sooner.

5. Recommendations

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

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

Recommendations

Online Presence

- This location for Farndale Crescent does not have much of an online presence.

5.1: We recommend having a dedicated page for Farndale Crescent and promoting it online.

Response: In regards with not having a dedicated website for Farndale Lodge, the reason is we are a Non CQC regulated Supported Living Accommodation for service users placed by Local Authorities, and we do not have self-referred

private clients. We also do not receive any enquiries from privately paying prospective service users. However, in addition to our fully visible presence in the local authority's in-house databases, we have up to date details of Farndale Lodge for professionals and members of public to look us up online on Care Place. The link to that is <https://www.careplace.org.uk/Services/12949> Also as a matter of precaution, since we support individuals with complex mental health needs, so maintaining a low public profile helps reduce risk and protect the dignity, privacy, and safety of those we support

Resident Improvements

- Residents expressed great satisfaction with their stay at the facility and did not suggest any areas of improvement.

5.2 We recommend continuing the practices that you have put into place that has led to this level of satisfaction. It is clear from our point of view that residents enjoy their stay at the facility.

- Some residents have stayed in the home for more than the average 2 years..

5.3: We understand that each situation for each resident is unique, but we recommend that staff continues to review resident cases in order to ensure that they are in the appropriate place for their needs.

Response 5.2 & 5.3: Our principles align with the local authority's vision to have service users to gain independence and to move on to lesser support environment that suitably meets their care needs. However, we have services users with a wide spectrum of various mental health issues and associated risks, some require longer than the 2 years period to gain the necessary skills to become more independent. We have successfully been able to support numerous service users to enable them to become more confident and independent in the community. We adopt strength-based practises to achieve outcomes. We also work closely with the local authority teams to have service users reviewed regularly to ensure they are in a suitable environment and are progressing onwards as per their care pathway.

Staff Improvements

- Staff expressed great satisfaction with their work, team, and management.

5.4: We recommend continuing the practices that you have put into place that has led to this level of satisfaction. It is clear from our point of view that staff at Farndale Crescent enjoy their work.

Response: Our approach is grounded in key principles such as respect, empathy and consistency. We believe that when staff feel valued and supported, it reflects in the positive relationships they build with residents. We remain committed to fostering a nurturing environment—both for those we support and for the team that delivers that support.

6. Glossary of Terms

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

7. Distribution and Comment

This report is available to the general 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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