

Enter and View Report

11 Kingsdown Avenue, Diverse Services LTD, August 20th 2025



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Visit Details	
Service Visited	11 Kingsdown Ave.
Manager	Jai Saundh
Date & Time of Visit	11:00 AM August 20 th 2025
Status of Visit	Announced
Authorised Representatives	David Crawley, Cornelia Mezu, 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 11 Kingsdown Avenue, Diverse Services LTD

On August 20th, 2025, we visited 11 Kingsdown Avenue located in Acton, on the border with Hammersmith and Fulham.

Kingsdown Ave is a mental health living facility with the purpose of housing and rehabilitating residents who struggle with mental illness. This home has residents who have dual diagnosis and are of high needs. The service is run by Diverse Services LTD.

Drugs and alcohol are forbidden.

The home may accommodate up to 6 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 an area manager

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?

- Stairwells are kept unobstructed and clear for use.
- The entryway of the home is open, clean, and bright.
- Residents have expressed satisfaction with the variety of activities that are offered at the hostel.
- Kingsdown Avenue, as well as other facilities in the Diverse Services LTD portfolio, have access to an in-house psychology team.

What could be improved?

- The front door was damaged, from a resident kicking it in at night.
- The cabinets in the kitchen had their doors ripped off, and locks broken, by residents.

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?

- A resident expressed a desire for a key so that they may come and go as they please.
- Residents have complained about other residents stealing their food.

Staff Feedback

What has worked well?

- Staff enjoy their work at Kingsdown 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.

What could be improved?

- Staff say one of the hardest aspects of their job is when residents exhibit difficult behaviour. This does not stop them from trying to engage, however.

4. Full Findings

During the visit we collected responses from 2 residents, 3 members of staff, and the 1 manager (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 sign in.
- The home is a 15-minute walk from East Acton station, as well as several bus stops.
- There are six rooms for residents, two located on each 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?

- The front door was damaged, from a resident kicking it in at night.



An example of a bedroom

General Environment

Notes

- 11 Kingsdown is a converted home.
- The home has 6 beds with 5 residents living there.
- Fire exits are signposted properly.
- Residents' rooms are on three floors.
- All rooms except for one have ensuite facilities. The one room that does not have ensuite facilities has a dedicated bathroom outside of it. This bathroom is also used and cleaned by staff.

What has worked well?

- Each resident has their own cabinet to store dry foods in.
- Residents enjoy the lounge area.
- One resident was observed using the common area to draw. They said that this area of the home was nice.

What could be improved?

- The cabinets in the kitchen had their doors ripped off, and locks broken, by residents.



The new building in progress on the back of the property

Safety and Visiting

Notes

- Fire alarms are tested weekly, whereas full fire drills are conducted once a month.
- All staff are trained in safeguarding alerts.
- Visits by friends and family are allowed at the home until 8PM. Family are allowed in the rooms of residents, whereas friends are asked to stay in common areas.

What has worked well?

- Staff and Residents all told us that they felt safe at Kingsdown
- The residents we spoke with told us that they were happy with the visiting arrangements at the home.
- Chemicals are kept locked under the sink.

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 wellbeing groups,
- Residents are supported in making their own breakfast, lunches and dinner. There is a communal kitchen on the ground floor of the hostel.
- Il Kingsdown 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. Medicine for patients is kept in a locker
- 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.
- Kingsdown Avenue, as well as other facilities in the Diverse Services LTD portfolio, have access to an in-house psychology team.
- The kitchen is well signposted, letting residents know the rules of the home for that area.

What could be improved?

- Some residents do not engage with the wellbeing group, or other activities.

4.2. Resident Feedback

At the visit, we collected feedback from 2 residents. Their stays ranged from 1 to 4 years. It should be noted that we were unable to interview the two other residents that were on site due to them being intoxicated at the time of the Enter and View.

Staff

- Residents had praise for the staff. Saying that they were helpful and okay with them.

Environment

- Residents had mixed things to say about the environment of the home. They told us that they did not feel happy in the home due to other residents' behaviour.
- Residents told us that they felt safe in the home.

Food

- Residents cook their own food independently. They are supported by staff if they need it.
- Residents purchase their own food, as learning how to manage money is one of the goals of Kingsdown. If there is ever an instance where a resident cannot buy food, they will be given a referral to a food bank by management and assisted.
- Residents complained about an ongoing issue with other residents stealing food that they purchase.

Improvements

- A resident told us they would like to have their own key to enter and exit the home, instead of relying on a member of staff to let them in or out.

Feedback and Complaints

- Residents told us that they were not happy in the home, due to issues with other residents. Due to this ongoing issue, they feel their complaints aren't followed up on as speedily as they could.

Selected Comments

General Care

"[The environment] of the home is okay."

"Everything you get here is taken out when you buy things, people take from you."

Thoughts on Staff

"They are very helpful, they are good staff."

4.3. Staff Interviews

During the visit, we received feedback from 3 staff members.
Length of service ranges from 9 to 18 months.

- The home has a staff complement of 3, supported by an area manager. Two members of staff on the day shift, and a third on a waking night shift..

General Feelings

- Staff enjoy their work at Kingsdown 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 management is especially supportive of them, both in work, and in issues outside of work.

Selected Comments

General feelings

"I really enjoy this job. It has helped me adjust to life in the UK. My management are very supportive."

Training

"Diverse Services provides regular and very helpful training. I was provided with a good induction when I started. I am also provided with lots of different online training to complete which is helping me with my role as a support worker."

Training

- Trainings staff have undertaken but are not limited to include Safeguarding, dealing with complex individuals, etc.

Accessing community health and social care services

- Staff report no issues connecting with community health and social services. This is in part due to Diverse Service LTD's in house psychology team.
- Relationships with Ealing RISE and local GPs are good.

Communicating with patients and their family

- Staff say one of the hardest aspects of their job is when residents exhibit difficult behaviour. This does not stop them from trying to engage, however.

What could be improved?

- We found no potential areas for improvement.

4.4 Management Feedback

We also spoke with the area manager of Kingsdown Ave about a variety of topics.

In Summary

Helping residents to become independent

- The ultimate goal of Kingsdown Ave is to help our residents become more independent so that they may live lives without the assistance of others.
- We do not do things for residents that have the ability to do themselves. We can monitor their cooking and cleaning, but we do our best to have the residents do these things by themselves.

Raising Safety Concerns

- All staff are trained on safeguarding methods.

Challenging Aspects?

- Our cohort can be difficult. We work closely with them in order to help them in their rehabilitation.

- Some residents do not want to engage with activities; we try our best to encourage them to take part.
- Some residents are suffering from addiction to drugs and alcohol. We have a zero-tolerance policy to these substances in the home, but some do use outside of the home. We are unable to do anything unless we see it. We work closely with local law enforcement and Ealing RISE regarding this issue.

Improvements

- We are undergoing some refurbishments in the home. We have recently completely refreshed a room that a resident has recently moved out of. We are in the process of building another building in the garden that will act as a space for wellbeing group and well as recreational activities.

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

Observations

- There were several examples of damage throughout the property.

5.1: We understand that the management of the home is currently undergoing maintenance and refurbishment. We do however recommend that they continue to press for these efforts to be done in a timely manner.

Response: A garden room is being built for the purpose of it being an activities room and leisure suite for service users. The housing manager has been asked to query with the landlord the timescale for the completion of the garden room. Emphasis has been placed on a quick completion without cutting corners to ensure a high quality purpose built room is achieved as soon as possible.

Resident Improvements

- Residents have complained about their food being stolen by other residents.

5.2 We recommend that the home continue their efforts of renovations, including having locks installed on designated cabinets for residents. We also recommend meeting with residents to go over the consequences of continued theft.

Response: All designated cabinets for residents will be fitted with new locks and residents will be provided with a copy of the key for the lock. The topic of theft was covered/discussed in the last house meeting. All service users were informed to be respectful of each other's personal belongings and food, and the consequences of theft were explicitly explained.

The housing manager ordered new locks. Unfortunately, the new locks did not appear to be strong and secure. Therefore, a further order has been placed for good/high quality locks to ensure longevity and security. Staff will continue to monitor service users in the kitchen and CCTV to observe if theft continues. If theft is reported/observed, upon investigation the perpetrator will be asked and provided the opportunity to replace the stolen items. If theft continues thereafter, warning letters will be issued which could put the perpetrator's tenancy at risk. If the perpetrator continues to steal, they might be experiencing difficult circumstances with money, buying food etc. This matter will be explored with empathy and the appropriate support interventions offered. For example, a referral to the local food bank for food

- A resident requested the ability to have a key so that they could come and go independently.

5.3: We recommend that this option be explored. If it is appropriate for an individual in their rehabilitation to be more independent, then having a key for the home may be a good option.

Response: All service users have been informed that it is not possible to be given a front door key to the unit in line with health and safety and security. The unit is setup so that there is 24-hour staff presence onsite. Therefore, service users should not have any problem accessing the community and returning day or night. All service users have a key to their rooms so that they can lock their own rooms.

That said, there are many other ways to demonstrate/support progression towards greater independence, and at Diverse Services we are passionate to enable this for all our service users

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 Kingsdown Ave enjoy their work.

Response: We continue our working practice and the delivery of support and services in line with the recommendation.

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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