

# George Dooley House Enter & View Report

24<sup>th</sup> March 2026



# Contents

1. Visit Background.....	2
2. Visit Details .....	4
3. Executive Summary.....	5
4. Full Findings .....	8
5. Recommendations.....	15

# 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 customers at George Dooley House 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	66-68 West End Road Southall UB1 1JL
Registered Manager	Ryan Burke
Date & Time of Visit	March 24 <sup>th</sup> 2026, 11am-12pm
Status of Visit	Announced
Authorised Representatives	David Crawley, Stuart McMichael, Mary Napoleon
Lead Representative	David Crawley

On March 24<sup>th</sup> 2026, we visited George Dooley House in Southall in the borough of Ealing.

Community Housing and Therapy (CHT) provides support for adults with mental health conditions, autism, learning disabilities, substance use challenges, and brain injuries. The accommodation in Southall has 6 rooms available for residents with 1 room for a sleep in member of staff, but only 3 were occupied on the day of our visit.

From their website: "George Dooley House is a mixed-gender community located a short distance from Southall Park and the bustling Southall Broadway shopping area. It operates as a Psychologically Informed Environment (PIE), offering a 24/7 safe, supportive environment for adults living with severe, complex mental health conditions, dual diagnosis, and who may have experienced multiple placement breakdown"

The home has Two members of staff are available to support on site Monday - Friday 9am to 5pm, with 1 sleeping night staff Monday - Sunday 9am to 9pm.

Alongside the regular on-site staff, there is also a wider team within CHT which

consists of a Community Psychotherapist, Service Manager and Team Leader who are also on hand to support with the clinical and operational needs of the service.

## 2.1 Online Feedback

The accommodation currently has no online feedback.

4

## 2.2 Purpose of the Visit

The West End Road accommodation is not regulated by the CQC.

# 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 fairly tidy, has a fully equipped kitchen and a small sitting area with a sofa and a TV.
- There is a dedicated room for group activities, such as such as community meetings, reflective spaces, bonding and cleaning group as well as other adhoc engagements. This is considered a safe space for residents.

### What has not worked so well

- We found no idea for improvement

## Patient Feedback

### What has worked well

- All residents rated Cleanliness, Helpfulness of Staff, Support from Care Staff Regarding Your Health, and Gardens/Outside Space as 'Very Satisfied' or 'Satisfied'.
- All residents we spoke with reported feeling safe and happy in the home.
- The residents reported that the staff are "funny, nice and caring".

### What has not worked so well

- It was mentioned that there could be more outdoor activities, such as an outdoor activity like tennis or badminton, or going to the cinema.
- 1 out of 3 residents told us they felt neutral about staff responding to their questions, requests and complaints

## Staff Feedback

### What has worked well

- Overall, the staff member we spoke to is very happy with their experience of working at the home.
- They feel supported and have received training such as moving and handling, medication, and safeguarding training.
- The staff member agreed that they are able to foster as much communication with the residents and their families as they would wish.

### What has not worked so well

- They did note that they prefer practical hands on training where appropriate.
- Staff mentioned a desire for mental health and wellness programs for their own wellbeing

# 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 3 residents and 3 staff member. 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 a supported accommodation.
- Door was locked, residents have their own keys.

### General Environment and Communal Space

- The home is well decorated and has the basic facilities.

- There is a dedicated room for group activities, such as group therapy. Such as community meetings, reflective spaces, bonding and cleaning groups as well as other adhoc engagements. This is considered a safe space for residents.
- There is a sitting room with a television and board games.
- The kitchen has the basic cooking facilities, there is also a fridge freezer.
- There are individual cupboards for residents, with locks. The fridge is communal.
- There is a small garden accessible from the kitchen.
- The staff office is on the ground floor, next to the group activity room.
- One resident and one staff bedroom on the ground floor and five resident bedrooms on the first floor.

### Safety

- There is a visitor book in the group room where visitors sign in and out. All authorised representatives were asked to sign in and out.
- All of the residents and staff we spoke with told us that they found George Dooley House to be safe.

### Information Displayed

- There is a notice board in the group room with information about upcoming events.
- The phone numbers of managers were also displayed on the notice board for residents to raise complaints.
- In the staff office, there was also a notice board that displayed useful phone numbers such as phone numbers for the GP, pharmacy, and other health professionals.

# Patient Feedback

We spoke with 3 residents during our visit. Their lengths of stay were from 3 to 7 years, with an average stay of 4.3 years

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

### General

- All residents rated Cleanliness, Helpfulness of Staff, Support from Care Staff Regarding Your Health, and Gardens/Outside Space as 'Very Satisfied' or 'Satisfied'.
- One resident rated Support from Staff regarding your health as Neutral.
- All residents we spoke with reported feeling safe and happy in the home.
- The residents told us they had been given an orientation of the home when they first arrived and were given information on their mental health rights.



### Staff

- The residents reported that the staff are "funny, nice and caring".
- One resident in particular wanted to thank the staff for helping them out of a fiscal abuse situation they were in.

### Activities

- The residents mentioned that the home has a large variety of activities that include a variation of groups in accordance with the regular weekly therapeutic programme. Kew Gardens, etc.
- However, it was also mentioned that there could be more outdoor activities, such as an outdoor activity like tennis or badminton, or going to the cinema.

### General Questions about the Facility.

- The residents are happy with the environment at the home, describing it as very clean.
- The resident rooms come fitted with basic furniture including a small utility space with a wash basin.
- The residents are required to provide their own food as the accommodation does not provide meals. If there is ever an issue with residents being unable to afford food, the home does provide pathways to foodbanks or other means.
- When asked what improvements the residents would like, renovations for their bathrooms, new kitchen equipment, and new décor in the common areas of the home.

### Feedback and Complaints

- 2 out of 3 residents agreed that they felt comfortable communicating with staff to ask questions and to make requests and complaints. One resident felt neutral about this.
- 1 out of 3 residents told us they felt neutral about staff responding to their questions, requests and complaints.

## Staff Feedback

We spoke with three, staff members, the service manager, a support working, and keyworker 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

- George Dooley House is a very psychotherapy-based home, with clientele who tend to have multiple diagnosis. Due to this, there is an emphasis put on the mental wellbeing of residents and multiple avenues for group work one to one sessions, etc.

- Overall, the staff members are very happy with their experience of working at the home.
- They told us they enjoy taking care of people and helping someone to improve their health. To help individuals become part of a community again.
- The staff sometimes finds it difficult when the residents are not in a good mood and exhibit difficult behaviour.
- One member of staff noted that sometimes “residents get stuck” mentally in a certain place, and it is hard for them to break out of that and engage.

### Training, Development and Support

- The staff member told us they generally feel okay after every shift, as they are used to their work. They noted that it can be different, depending on the day.
- They feel supported and have received training such as fire safety, food hygiene, and safeguarding training. They also receive annual refresher training.
- They did note that they prefer practical hands on training where appropriate.
- Staff mentioned a desire for mental health and wellness programs for their own wellbeing
- The staff member told us they feel safe during work, because of the relationships and rapport they have formed with residents.
- They are aware of how to raise a safeguarding alert.

### Communication with Residents

- The staff member agreed that they are able to foster as much communication with the residents and their families as they would wish.
- They reported that sometimes when a resident is exhibiting difficult behaviour it can be difficult to communicate with them, however

## 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.

### Resident Improvements

When asked what improvements the residents would like, renovations for their bathrooms, new kitchen equipment, and new décor in the common areas of the home.

*Recommendation 1: We recommend working with residents on deciding on what decorations can go into the home that would please them and help with their mental well-being.*

**Response: Coproduction is something that we welcome, encourage and value, particularly as part of our ongoing journey to becoming a formally accredited Enabling Environment. We recognise residents' engagement may fluctuate depending on where they are at which may impact their ability to be involved in some of the decision-making processes such as redecoration works for the home. However, our work with choice and emphasis on autonomy means we are able to recognise and make space to reflect with residents the impact of their choice not**

**to participate in making certain decisions with the community. Nonetheless, recent redecoration works in the group room came from community discussions and featured resident input, where a dedicated group space was used to review budgets and make purchases in line with suitability and preference. In addition, ongoing garden works have featured upcycling projects on pre-loved garden furniture which residents and staff had an active role in competing together during adhoc spaces.**

*Recommendation 2: We recommend exploring possibilities of new kitchen equipment where appropriate.*

**Response: We continue to facilitate open discussions with residents to gather ongoing feedback as we remain open to requests on additional equipment if needed, however at present the preparation of weekly community lunches offer some indication we are currently well-equipped with the necessary resources to support residents to be able to prepare sufficient meals both independently and in group spaces, using the equipment provided in the home.**

*Recommendation 3: Working with the landlord, access the bathrooms for residents and determine if they are in need of upkeep or renovation.*

**Response: Plans in place with landlord for renovation works throughout the property, as we recognise the need to make improvements to ensure the home's overall appearance is well maintained.**

## Activities

However, it was also mentioned that there could be more outdoor activities, such as an outdoor activity like tennis or badminton, or going to the cinema *Recommendation 4: Consider arranging some outdoor activities, such as trips to a leisure centre or park to provide residents with some variety and to avoid boredom. This would also help to improve residents' mental wellbeing.*

**Response: This again is something that we can continue to explore with residents. However, we also want to encourage residents to have the autonomy to explore external activities independently, or with one another outside of the therapeutic programme, to foster their growing independence and reduce staff dependency. Although, we are currently anticipating upcoming summer events across the organisation which offer the opportunity for social interaction and connection for residents and staff to come together across all CHT services.**

## Feedback and Complaints

1 out of 3 residents told us they felt neutral about staff responding to their questions, requests and complaints. It was mentioned that when attempting to contact the manager, they do not always pick up or call back.

*Recommendation 5: Ensure residents' requests and complaints are followed up promptly. If the manager is not able to pick up their call straight away, they should call back as soon as possible.*

**Response: We invite and encourage residents to feel able to voice any concerns they may have. We have a dedicated complaints procedure, in which information on the steps of the complaint procedure is available to residents on the communal noticeboard. We would first invite residents to bring any complains or concerns to the community through groups such as community meeting as well as to their keyworker. The keyworker would then support the resident to escalate for manager involvement if necessary. Complaints are endeavoured to be responded to promptly, whilst also allowing the**

## Staff improvements

Staff mentioned a desire for mental health and wellness programs for their own wellbeing

Recommendation 5: *Explore options with the head office for possibilities for programs for staff.*

**Response: Structures are currently in place to ensure CHT staff have access to measures to foster self-care. All staff are also offered monthly supervision spaces to support with managing staff's wellbeing. We also work to support agency staff to be able to access additional support from their employer if required.**

AR            Authorised Representative

CQC            Care Quality Commission

Enter & View E&V

## 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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