

Georgian House Nursing Home Enter & View Report

13th March 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 customers at Georgian 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	Georgian House Nursing Home, 20 Lyncroft Gardens, Ealing, W13 9PU
Registered Manager	Frenklin Khedia
Date & Time of Visit	13 th March 2026, 11am-2pm
Status of Visit	Announced
Authorised Representatives	Mari Tiitinen, Daniyah Kaukab, Victor Hall
Lead Representative	Mari Tiitinen

On March 13th 2026, we visited Georgian House Nursing Home in the borough of Ealing.

Georgian House provides residential and nursing care for older adults, including those with dementia. The home has 21 rooms, 16 single-occupancy and 5 double-occupancy, providing a maximum capacity of 26 beds.

The home has 22 staff members in total.

2.1 CQC Rating

The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Georgian House was last inspected by the CQC in March 2025. The inspection [report](#) gave an overall rating of 'Good', with individual ratings of 'Good' for being Safe, Effective, Caring, Responsive, and Well-led. This was an improvement from the previous inspection [report](#) in October 2022, which gave an overall rating of 'Requires Improvement'.

2.2 Online Feedback

Georgian House Nursing Home currently has an average score of 9.5 out of 10 on [carehome.co.uk](https://www.carehome.co.uk), based on 8 reviews in the last 2 years.

2.3 Purpose of the Visit

The visit was a follow-up to a visit carried out in January 2024. In our report, we recommended designing a dementia-friendly food menu, updating outside signage damaged by weather, improving activities provided to residents and hiring an activities coordinator.

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 welcoming, and overall, it is nicely decorated with some artwork made by residents and staff.
- The front door has a number-coded lock and therefore requires a staff member to open it, making the home secure.
- At the time of our visit, most residents were in the lounge doing small activities, such as colouring, with staff. The chairs were arranged around the room, and music was being played in the lounge. There is also a large TV screen.
- The food menu is displayed in the dining room with photos, making it dementia friendly. There is dementia-friendly signage displayed throughout the home.

What has not worked so well

- There is some wear and tear, such as damage to the floor upstairs; however, we were told that refurbishment work is ongoing. For example, one of the residents' rooms had just had its bathroom redone.

Patient Feedback

What has worked well

- All residents told us they are either Very Satisfied or Satisfied with the Cleanliness, Helpfulness of staff, Visiting arrangements, Support from care staff regarding their health, and Garden/Outside space.
- The residents are generally very happy with the staff and described them as "good at their jobs", "amazing", and "close-knit". One resident said that the staff create a lovely atmosphere.
- The residents told us there is a variety of activities that take place at the home daily. We were told these include exercise, such as hand-eye coordination exercises, singing, pantomime, bingo, and outside trips.

- The home also does dementia-friendly activities, such as colouring.

What has not worked so well

- A few residents expressed some dissatisfaction with the variety of meals, in particular for vegetarians.
- One resident expressed their wishes to replace dinner with something other than sandwiches.
- A resident expressed their wishes for better communication between the home and the GP.

Staff Feedback

What has worked well

- All staff members we spoke to expressed satisfaction with Cleanliness, Helpfulness of management, Pay, Support for direct supervisor, and Leave/sick time
- Staff mentioned various training that they received as part of their induction, such as moving and handling, fire safety, end-of-life care, infection control, dementia, first aid, safeguarding, and food and hygiene. Staff also told us that they can access further training that will help them to improve the care they provide to residents.
- Staff mentioned that being able to help and care for residents and seeing the residents happy with the care they are providing is the best part of their job. Additionally, having supportive team members and management makes for a good working environment.
- Staff also welcome resident feedback and suggestions for improvements. We were told that the home had recently surveyed residents about how to improve the home.

What has not worked so well

- We were told there is a long wait time for dentist appointments.

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 5 residents/family members, 6 staff members and the Home Manager, who had recently started in the role.

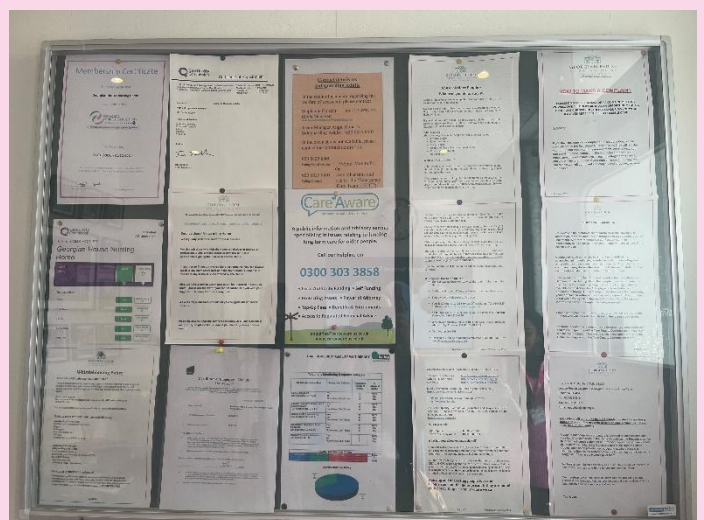
We would like to thank the staff and management for their time, their warm welcome and cooperation.

Observations

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

Outside Area and Entrance

- The home is on a quiet, residential street, and there is a small external sign displaying the name of the home.
- The home provides easy access for wheelchair users with a gated side entrance leading to the garden with a ramp at the back entrance.
- There are a total of 6 parking spaces. There is no designated ambulance parking because the parking spaces at the front of the home are not suitable for an ambulance. However, they can park on the road in front of the house, which is convenient.
- The front door has a number-coded lock and therefore requires a staff member to open it, making the home secure.
- Visitors are required to sign in and out at the front entrance.
- Information such as safeguarding contacts and complaints procedure is displayed at the reception area.
- There is also a TV screen displaying testimonials and staff photos.



General Environment and Communal Space

- The home consists of two-storey residential homes that have been converted into one large home.
- The home is welcoming, and overall, it is nicely decorated with some artwork made by residents and staff.
- The home appears clean, and the communal lounge and dining areas have windows facing the garden, providing plenty of sunlight.
- At the time of our visit, most residents were in the lounge doing small activities, such as colouring, with staff. The chairs were arranged around the room, and music was being played in the lounge. There is also a large TV screen.
- There are communal bathrooms with shower facilities on the ground and the first floor, as not all rooms are en-suites.
- The garden has a small summerhouse, a laundry room, a boiler room and food storage space. It appears well-kept, and there is a mini garden with various plants in a box, which is maintained by one of the residents.
- The kitchen is adjacent to the dining room on the ground floor. It was clean, and information on food hygiene and residents' diets and allergies was displayed.
- There is a lift that has a capacity for 4 people.
- There is some wear and tear, such as damage to the floor upstairs; however, we were told that refurbishment work is ongoing. For example, one of the residents' rooms had just had its bathroom redone.
- We were also told that there were plans to change the carpets to be consistent throughout the home and to build a new staff room in one of the outbuildings.

Safety

- We were told there is CCTV throughout the home.
- We observed masks, gloves and hand sanitisers available.
- Fire exits are clearly signposted, the fire emergency procedure is displayed, and fire extinguishers are visible.
- In case of an emergency, there is an emergency kit on the ground floor with information on each resident and their mobility needs.

- There is an emergency evacuation sledge located upstairs.
- The fire alarm notifies the local fire station automatically. In case of a false alarm, the staff have 2 minutes to cancel the alarm.
- COSHH (Control of Substances Hazardous to Health) information is displayed.
- Not all residents have a call button in their room because it can present a safety hazard if residents wrap it around themselves. However, we were told that those residents are checked regularly.

Information Displayed

- There is a notice board by the front entrance displaying information such as safeguarding contacts and the complaints process.
- There is an activities timetable displayed in the dining room. This is not in the dementia-friendly format; however, we were told that residents do not pay attention to this type of information.
- The food menu is displayed in the dining room with photos, making it dementia friendly.
- There is dementia-friendly signage displayed throughout the home.
- There is a resident and relatives information board, including the complaints process.
- Some information, such as activities, is also displayed on the TV screen in the lounge.
- We were told that the home is moving to a digital system called Life Library that will have information such as residents' photos, personal interests and preferences stored. This system is accessible to family members.

Staff

- The staff were very friendly and welcoming.
- Each staff member was wearing a name badge that also displayed their job role.
- The interactions with staff and residents were familiar and warm. They were helping them with small activities such as colouring and taking them to the dining room for lunch.

Resident Bedrooms

- The rooms appeared clean and spacious enough.
- Residents are allowed to decorate their rooms according to their preference.
- Each room had a photo of the resident displayed and a short introduction including their interests. However, we were told that these were being moved to the digital system, Life Library.

Patient Feedback

We spoke with 5 residents/family members during our visit.

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

General

- All residents told us they are either Very Satisfied or Satisfied with the Cleanliness, Helpfulness of staff, Visiting arrangements, Support from care staff regarding their health, and Garden/Outside space.
- The length of time that the residents we spoke with had been living at the home varied from a few months to just over a year.
- Most residents reported feeling safe and happy at the home, although one resident told us they are not happy in the home, and another said they were somewhat happy.

Staff

- The residents are generally very happy with the staff and described them as “good at their jobs”, “amazing”, and “close-knit”. One resident said that the staff create a lovely atmosphere.

Activities

- The residents told us there is a variety of activities that take place at the home daily. We were told these include exercise, such as hand-eye coordination exercises, singing, pantomime, bingo, and outside trips.
- The home also does dementia-friendly activities, such as colouring.
- One resident told us they don't usually participate, but when they do, they enjoy it.

- The residents didn't have any suggestions for additional activities, which suggests that they are happy with the variety and availability of activities at the home.

Environment

- The residents told us they are happy with the environment of the home and described it as nice.
- One resident told us they had just had a new carpet and bathroom installed in their room.

Food

- The residents were also generally happy with the food. We were told that it has improved; however, a few residents expressed dissatisfaction with the variety, in particular for vegetarians.
- One resident expressed their wishes to replace dinner with something other than sandwiches.

Feedback and complaints

- The residents told us they feel comfortable communicating with staff to ask questions, and to make requests and complaints.
- We were told that staff are generally pretty quick to respond and to follow up on requests, although this can vary.

Improvements

- A resident expressed their wishes for better communication between the home and the GP.

Staff Feedback

We spoke with 6 staff members, including the Deputy Manager, Clinical Lead, HR Lead, Activity Coordinator, Carer and Care Assistant.

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

General

- The length of employment at the home varied from just under a year to 13 years.
- Some staff members told us that they had started as agency workers before being hired as permanent staff, or that they had been promoted.
- All staff members we spoke to expressed satisfaction with Cleanliness, Helpfulness of management, Pay, Support for direct supervisor, and Leave/sick time.
- All staff members we spoke to told us they were aware of how to raise a safeguarding alert.

Training, Development and Support

- Staff mentioned various training that they received as part of their induction, such as moving and handling, fire safety, end-of-life care, infection control, dementia, first aid, safeguarding, and food and hygiene.
- Staff also told us that they can access further training that will help them to improve the care they provide to residents.
- There are 3 handover times throughout the day, occurring at 8am, 2pm, and 7/7.30pm, allowing staff to pass on information about residents and any specific incidents.
- Staff members get 3 breaks, totalling 1 hour. The specific break times are allocated to ensure staff are supporting residents at all times
- Staff mentioned that being able to help and care for residents and seeing the residents happy with the care they are providing is the best part of their job. Additionally, having supportive team members and management makes for a good working environment.
- Staff can find it difficult when a resident they've built a connection with passes away. Also, managing residents with dementia when they become frustrated can be hard, and it can be overwhelming when several things happen at the same time.
- Staff told us they usually feel happy at the end of their shift due to being able to help and care for residents.
- Staff are happy with the support they receive from the management. One staff member told us that getting rewarded for their hard work with an outing, for example, would be beneficial.

Residents' health and well-being

- Staff are satisfied with the opportunities they have to monitor residents' health and well-being.
- We were told the GP for the care home is contactable 7 days a week, with a phone line dedicated to care homes.
- The dedicated pharmacy for the care home is also easy to reach, and they manage the residents' medication.
- The new activity coordinator is supporting residents to participate in activities while other staff can focus on providing care.
- We were told there is a long wait time for dentist appointments, but otherwise, there are no issues accessing community health and social care services for residents.
- We were informed that the care home has adopted a new online system, Life Library, where families can access information about residents, such as activities they've participated in and care plans.
- Staff told us that most families are friendly, but some can be difficult to communicate with, especially if they don't fully understand dementia and its symptoms. However, the care home maintains open communication with family members and always updates them with events, visits and incidents.
- Staff also welcome resident feedback and suggestions for improvements. We were told that the home had recently surveyed residents about how to improve the home. Residents had suggested improvements to the garden, the carpet and the curtains, and the home is currently undergoing refurbishment to implement these.
- The activity coordinator also told us that they adjust activities based on residents' preferences.

Management Feedback

We spoke with the Home Manager, who had started in the role the same week as our visit.

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

Overview

- There are 22 staff members in total, including an Activity Coordinator who has been hired since our last visit.
- Staff roles include Care Assistants, Senior Carers, a Nurse, HR and Admin Staff and Chefs.
- The home is currently hiring for a Maintenance Assistant and a Nurse position.

Experience, Culture and Dynamics

- The Home Manager told us that they want residents to feel at home by following the residents' preferences while ensuring their safety. This gives residents autonomy to make their own decisions on how they want to spend their time.
- The home follows an open-door policy where visitors are allowed at any time, but preferably not after 8pm. The home prefers to be notified in advance so they can ensure residents do not have appointments booked when their family is coming.
- The home takes into consideration residents' cultural and religious preferences. We were told most residents are Christians, and the home arranges for priests to visit them. The home also provides religious leaders for residents of other religions to visit.
- In terms of cultural practices, the home celebrates various cultural festivities by decorating the home and arranging for someone to come and sing in their language.
- Currently, all residents speak English. The staff members also speak a variety of languages, including Romanian, Polish, Hindi and Punjabi.
- The Home Manager told us that residents who require additional support to eat are provided with one-to-one care with an allocated staff member.
- The home organises monthly residents' meetings, and they had one planned for later in the month. This allows residents to get involved in planning menus and activities. Minutes of each meeting are recorded and used to plan.
- Residents' preferences for food are also asked during the pre-admission assessment. Activities, interests and hobbies are discussed with each resident and their next of kin.
- The residents are informed of the daily activities every morning and encouraged to participate. The newly hired Activity Coordinator checks

with residents daily whether they want to participate in the planned activity. If they prefer to do something else independently, this preference is accommodated.

- The home also plans dementia friendly activities such as reminiscence and music therapy, and residents with dementia are allocated a staff member to work with them individually and ensure they are not left in isolation. The home has a dementia friendly volunteer who comes in to provide support.
- With residents who typically do not participate, staff members discuss options to accommodate their preferences and interests.
- Residents with physical barriers can be assisted using a body hoist to move them from bed to a wheelchair, allowing them to go and sit outside, for example.
- Family members and friends are encouraged to give feedback using the family feedback survey. They are also provided a link to carehome.co.uk, where they can leave feedback.
- The Home Manager has only recently started. They have met each staff member to introduce themselves and build a good relationship.
- In the past, the management has provided the staff with a summer BBQ, a sports day with residents, a meal at a local restaurant and a Christmas hamper to show appreciation.
- The home also has an Employee of the Month programme, where they receive a voucher for recognition of their work. There is also a staff referral scheme: the staff member who successfully refers someone for a position at the home receives a £500 voucher.
- We were told all staff are aware of how to raise a safeguarding alert. The training is provided through an online platform called Atlas. The last safeguarding alert was in December.
- Staff are given allocated break times and ensure they have their regular days off. A new staff room is being built in one of the outbuildings.
- In terms of lessons and improvements since the pandemic, staff are monitoring the residents' health conditions and notifying the GP regularly. Staff can raise any concerns they have with the health services.
- The home manager told us that all actions from our previous visit have been completed. The weather-damaged sign has been repaired, the food menu is in dementia friendly format, and an Activity Coordinator has been hired.

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.

Food

Although residents were generally happy with the food, some expressed dissatisfaction with the variety of meals, in particular for vegetarians. Additionally, one resident expressed their wishes to replace dinner with something other than sandwiches.

***Recommendation 1:** We would recommend that the variety of food and catering for a vegetarian diet be discussed in the next residents' monthly meeting. This will ensure residents are fully satisfied with the meals offered at the home.*

Response: -Action has been taken in response to this recommendation. The variety of vegetarian food and catering provision will be added to the agenda for discussion at the next residents' meeting. -Resident feedback will be sought to ensure dietary preferences and satisfaction are appropriately considered. -Updated current menu with involvement of residents & shared with NOKs. -Any identified improvements will be reviewed and implemented as appropriate, and outcomes will be monitored by the management team. -The food comment book is in place, and the manager and chef will review it on a daily basis. -A meal survey has been introduced, and actions have been taken

Resident Bedrooms

During our visit, we observed that each resident room has a photo of the resident and a short introduction, including their interests, displayed next to the door. However, we were told that these were being moved to the digital system, Life Library.

***Recommendation 2:** While transferring to an online platform to store residents' information can make it easier for family members to access updates, we would recommend maintaining the memory boxes containing residents' photos, interests and other memories. This will help residents to identify their rooms and also bring them comfort.*

Response: -We agree that the memory boxes are an important part of creating a familiar and comforting environment for residents. -While the online platform will help families access updates more easily, we will continue to maintain the memory boxes with residents' photos, interests, and personal memories. -We recognise the valuable role they play in helping residents identify their rooms, support orientation, and promote emotional wellbeing. - We are very pleased to be using 'Life Library' app. This is used for NOKs to access for updates on recent events and activity involvements.

Access to community health and social care services

A resident expressed their wishes for better communication between the home and the GP.

***Recommendation 3:** Although mentioned by only one resident, we would recommend reviewing the current communication process to identify any issues and implementing a solution.*

Response: We recognise the importance of reviewing our communication processes to ensure information is shared effectively and promptly. -We will review the current system to identify any areas for improvement and implement appropriate solutions where needed. -We have an organizational chart for the communication process. -All team members actively listen and report the right information to ensure accurate and timely responses. -Staff are approachable to all residents and visitors while maintaining confidentiality at all times.

We were told that there is currently a long wait time for dentist appointments

Recommendation 4:

Working with the local authority and healthcare providers, continue to work towards ensuring that all residents are able to meet with dentists in a timely manner.

Response: We also acknowledge the concern regarding the long wait times for dentist appointments. We will look into this further with the relevant dental service providers to understand the reasons for the delays and explore ways to improve access to appointments for residents. -We have a community dentist facility available, as well as a list of private dentists for residents who prefer to see a private practitioner. -We offer regular weekly visits from a general practitioner (GP), who speaks with individuals as needed to provide care and treatment. We have care records software called "PCS" that enables detailed communication. It is connected with the GP Connect App and

London Care Records (LCR) to receive updated information for residents. This information is shared with the nurses on duty and the residents' next of kin (NOK) -Additionally, our on-duty nurse can contact the on-call GP for any urgent concerns. We have an effective communication process in place to update next of kin (NOK) after GP visits to ensure they are informed. -We recently attended an open coffee morning with Deidre Costigan, MP for Ealing Southall, where it was apparent that the challenges around Dental appointments are affecting everyone locally and nationally

Glossary

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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