

Uneda Drive Enter & View Report

11th August 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 9 Uneeda Drive 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	9 Uneeda Dr, Greenford UB6 8QB
Registered Manager	Mercy Cole
Date & Time of Visit	11th August 2026 11 am – 2pm
Status of Visit	Announced
Authorised Representatives	Sadie Edmondson, Khatija Shah
Lead Representative	Sadie Edmondson

On 11th August 2026, we visited 9 Uneeda Drive in Greenford in the borough of Ealing. The residence is overseen by Certitude Care Provider. Their website states We provide support to people with learning disabilities, autistic people, and people with mental health support needs. We support people to develop new skills, meet new people and live the life they want – so they can bring their own unique brilliance to the world.

The residence is a long-term home for residents, and they have shorthold assured tenancies for the property.

Community Housing and Therapy (CHT) provides support for adults with autism and learning disabilities. The accommodation in Greenford has 3 rooms available for residents with 1 room for sleeping night staff. All rooms are currently occupied by residents.

The home has 4 staff members in total. Two members of staff are available on-site Monday-Friday 9am-5pm with 1 member of staff sleeping overnight Monday- Sunday.

2.1 Online Feedback

The accommodation currently has no online feedback.

2.2 Purpose of the Visit

The care and quality commission (CQC) regulate the accommodation service provider but not the accommodation itself.

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 well maintained outdoor area.

What has not worked so well

- We found no room 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 tennis or badminton.

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 safeguarding, the mental capacity act and intervention training.
- The staff members agreed that there are good relationships between residents, families, and themselves.

What has not worked so well

- Staff mentioned that each resident has their own communication style and they have to learn and adjust when communicating with each resident.
- Staff also mentioned concerns with funding cuts stating that it was difficult to see how more cuts could be made while they continue to run the service.
- Staff mentioned that there is an ongoing mouse problem, but the house is visited monthly by a pest control company.

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 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.

General Environment and Communal Space

- The home is well decorated and has basic facilities

- There is a sitting room with a television and board games.
- The kitchen has basic cooking facilities, there is also a fridge freezer, washing machine and tumble dryer.
- There are individual cupboards for residents, with locks on the cupboard containing cleaning supplies to prevent residents accidentally consuming them. The fridge is communal.
- There is a large garden accessible from the kitchen.
- There is one toilet on the ground floor. There are two resident bedrooms, one staff office/ bedroom and one bathroom on the first floor, and one resident bedroom with an ensuite on the second floor.

Safety

- There is a visitor book where visitors sign in and out. All authorised representatives were asked to sign in and out.
- All the residents and staff we spoke with told us that they found 9 Uneeda Drive to be safe.

Information Displayed

- There is a noticeboard in the group room with information about upcoming events, food menus, and photos of residents.
- There was a noticeboard in the main hallway on the ground floor displaying the day and which staff members were present that day. Staff stated that this information is updated daily by the residents, so they are aware of who is present.

Staff Feedback

- We spoke with two residents during our visit. Their lengths of stay were from 8 to 18 years, with an average stay of 13 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.'
- 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 described the staff as 'helpful, friendly and kind.'

Activities

- The residents mentioned that the home has a large variety of activities including going swimming, bowling, cinema, or trips to the pub or to the temple.
- All residents attend a local day centre in Perivale at least 3 days a week. They commute via dial-a-ride or the tube assisted by staff.

- It was emphasised by staff and residents that residents choose which activities they would like to take part in, and trips are organised by them and supported by staff.

General Questions about the Therapeutic recovery Community

- The residents are happy with the environment at the home, describing it as very clean.
- The resident rooms contained a bed, desk, and storage. The residents pay for their own furniture and decorations with funds from their housing benefits.
- The residents have food provided for them, with lunch provided either at the house or when they are attending the day center. Dinner is cooked by staff from a menu chosen by residents.
- When asked what improvements the residents would like they had no suggestions for further improvement.

Feedback and Complaints

- All residents agreed that they felt comfortable communicating with staff to ask questions and to make requests and complaints.
- The complaints procedure was clearly displayed on a noticeboard in the communal area.
- 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 Certitude and there is a response within twenty working days.

Staff Feedback

We spoke with three staff members, the Service manager of the home, one senior Support Worker 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 very happy with their experience of working at the home.
- They told us they enjoy taking care of residents and they support and encourage residents to complete tasks for day-to-day living. They emphasized that residents are encouraged to be independent and responsible for themselves and staff support where necessary.
- Two staff members mentioned that low pay was an issue and another staff member mentioned that each year there were year-on-year reductions.

Training, Development and Support

- Staff members 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 in safeguarding and the mental capacity act.
- They mentioned that they feel that refresher training reinforces and reminds them of previous training.
- The staff members told us they feel safe during work, because of the relationships and rapport they have formed with residents.
- All staff are aware of how to raise a safeguarding alert.

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 all residents have good relationships with their families and residents spend time with them.
- One staff member mentioned that an obstacle in communicating with residents is that residents have different communication styles. However, they stated that they are able to overcome this by adapting communication to suit resident's needs.

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 outdoor activities

Recommendation 1: As activities are resident chosen and led, we recommend staff set aside a dedicated time for residents to sit down and discuss which outdoor activities to take part in.

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 home to teach residents skills such as gardening or cooking.

Response: People regularly take part in chosen activities, such as swimming and eating out, and can also enjoy a wide range of ad hoc activities, including visiting parks, shopping, going on holiday, spending time with friends and family, and completing everyday household tasks. We will explore badminton and tennis opportunities for one person who has expressed an interest, including joining a group or practising at home with staff. People have opportunities to learn to meet their goals as they wish, for example taking part in meal preparations.

Residents' average length of stay in the accommodation is 13 years. As this is an extended period staff should ensure that the accommodation is beneficial for residents and their needs.

Recommendation 3: Staff should ensure that the length of residents' stay is reviewed alongside their individual needs, independence, and outcomes. Where residents remain in the service for extended periods, the provider should be able to demonstrate that their continued placement remains appropriate and that opportunities to develop or maintain independence are actively considered, while recognising that the service provides residents with a long-term home rather than temporary accommodation.

Response: Each person's support is reviewed with them and their significant others every 6–12 months, and their support plan is updated accordingly. We confirm that they remain satisfied with their support, review their activities and health outcomes, and agree on goals, including any new goals that arise between reviews.

Decorations

Residents stated that they enjoyed choosing decorations and furniture in the communal areas and their own bedrooms.

Recommendation 4: Continue to allow residents to choose furniture and decorations for communal areas via group decisions. Residents should also be encouraged to budget for decorations they would like for their own space or be given opportunities to make the decorations themselves.

Response: People are supported to decorate their own room and communal areas, for instance they do bunting for Christmas and Halloween decorations, and they decide when the Christmas trees are going up and what new decorations, they want to add to for that year.

Feedback and Complaints

All residents stated that they felt comfortable giving feedback.

Recommendation 4: 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.

Recommendation 5: Continue to display information about the avenues where residents can make complaints clearly on noticeboards in communal areas.

Response: We listen to people and where they are unhappy about support this is always supported without delay. Where the manager is not onsite a complaint can be escalated to the Locality Manager, the Operations Manager or Out of hours manager as appropriate for further support.

Staff Improvements

Staff mentioned concerns about funding cuts and the future of the service offered at Uneeda Drive.

Recommendation 6: Explore options with the head office for possibilities for programs for staff to increase funding. Arrange a meeting to discuss current and projected budget pressures.

Response: Salaries are reviewed by the Board every year and managed accordingly.

Staff mentioned that they enjoyed taking part in training as it kept them up to date on the latest methods of working.

Recommendation 7: Continue to offer staff a range of training opportunities for them to develop their skills further. Seek staff input on additional training topics they think would be beneficial and ensure that mandatory training is refreshed within required timeframes.

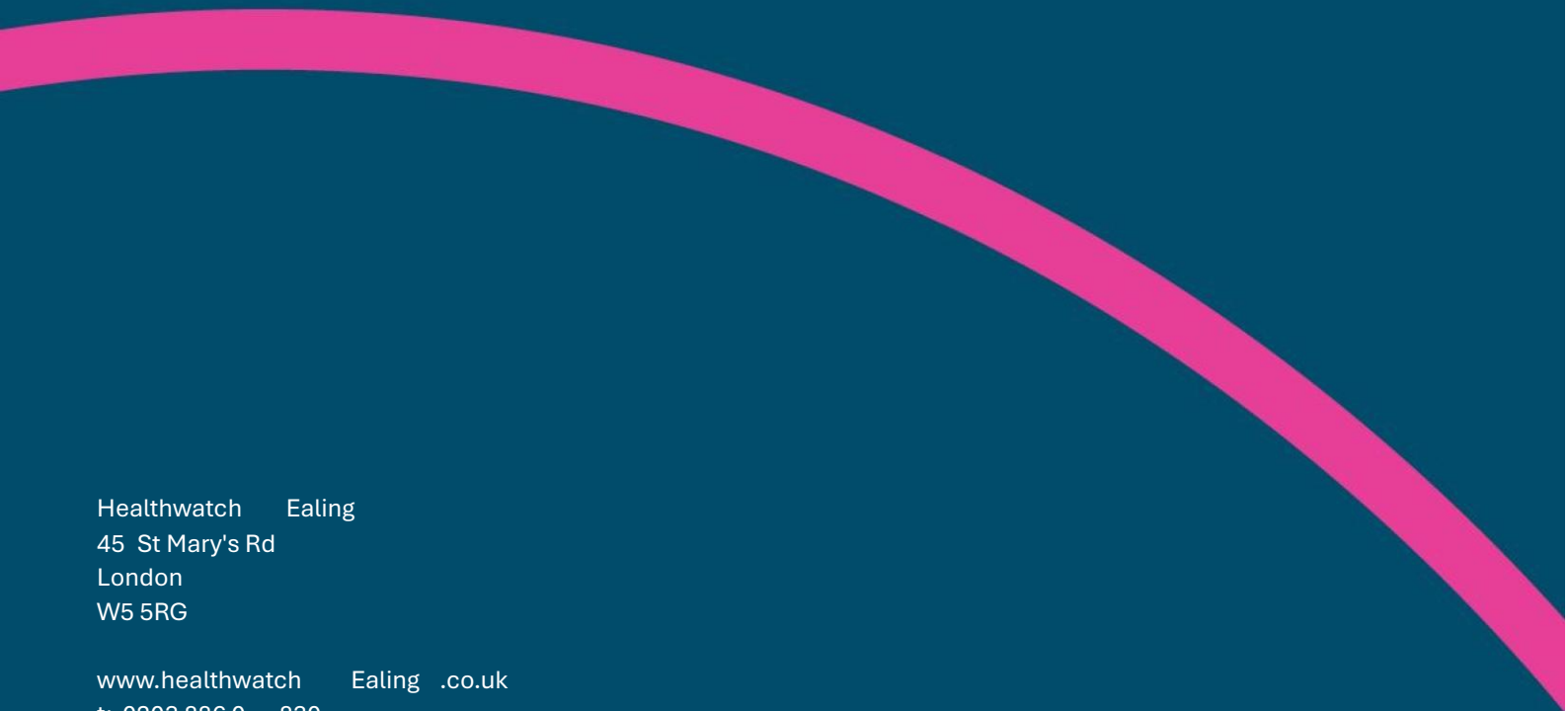
Response: Staff training is supported at Certitude, and managers ensure staff are up to date and that relevant extra training is also supported as per the needs of the people we support, like diabetes, epilepsy, etc. Staff have access to a huge amount of training online and in classrooms throughout the year.

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

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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