

Parkfield House Nursing Home Enter & View Report

10th December 2025



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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 Hillingdon would like to thank the staff and residents at Parkfield Care Home 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 residents and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.



"I am working in an environment where I feel supported and can also showcase my talent." - staff



2. Visit Details

Visit Details	
Service Visited	Parkfield House Nursing Home, Charville Lane West, Uxbridge, UB10 0BY
Registered Manager	Glendeen Quow
Date & Time of Visit	10 th December 2025, 10am-2pm
Status of Visit	Announced
Authorised Representatives	Samreen Nawshin, David Crawley, Stuart McMichael, Odette Carvalho
Lead Representative	Samreen Nawshin

On December 10th, 2025, we visited Parkfield House Nursing Home in Uxbridge in the borough of Hillingdon.

The Parkfield House Nursing Home is a care home for older adults. Care types provided include residential care, nursing care, dementia residential care, and dementia nursing care. There are 39 rooms, including 6 palliative beds, but the home is registered to have a maximum capacity of 44 service users. There were 32 residents living at the home at the time of our visit.

The home has 57 staff members in total.

2.1 Online Feedback

Parkfield House Nursing Home has a total of 52 reviews on the carehome.co.uk website. The home has a Review Score of 9.6 (9.587) out of 10, based on 12 reviews in the last 2 years.

2.2 Purpose of the Visit

Parkfield House Nursing Home is currently rated by CQC as *'Requires Improvement'* based on an assessment carried out in December 2024. The home was rated *'Good'* for being Responsive, and *'Requires Improvement'* for being Safe, Effective, Caring and Well-led. The report is available to read [here](#).

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 has clear signage throughout the building, with each room individually named. All staff members were observed wearing identification badges.
- The home is well-secured, with appropriate measures in place to manage visitor access. Visitors are required to sign in and out using an electronic system.
- The home is modern, clean, and well run, with managers and staff appearing welcoming and approachable. The environment did not feel clinical; festive decorations were in place, creating a warm and welcoming atmosphere.
- We spoke with several residents who appeared well presented, calm, and happy to engage in conversation with us.
- A staff recognition board was displayed outside the manager's office, alongside activity boards including a "What's on this month" board. These were up to date, clearly presented, and well maintained.

What has not worked so well

- There was a lack of consistency in dementia-friendly signage throughout the home, despite the service supporting residents living with dementia.
- As all lifts and internal doors are accessed via coded entry, visitors are unable to exit independently without knowing the code. This means visitors often need to be accompanied by a member of staff or shared the code with, which may not always be practical or appropriate.

Patient Feedback

What has worked well

- Most residents we spoke with reported either *Very Satisfied* or *Satisfied* with the cleanliness of the home, the helpfulness of the staff, visiting arrangements, and the support provided by the care staff.

- All residents reported feeling safe and comfortable living at the nursing home.
- Residents spoke positively about the staff, telling us that staff are usually quick to respond to their requests.
- Residents reported feeling happy with the activities offered at the home and were generally satisfied with the environment and the food.
- All residents agreed that they feel comfortable asking questions, making requests and raising complaints with the staff.

What has not worked so well

- Some residents commented that the carpets and walls require cleaning, and that unpleasant odours be removed from some areas of the home.
- Some residents said they would like greater variety in the food provided, with one person commenting that they would like steak and chips occasionally.

Staff Feedback

What has worked well

- In general, the staff felt supported by their supervisors and manager; they expressed good levels of satisfaction with the helpfulness of the management team.
- Staff reported receiving extensive training and described a positive workplace culture. Many staff members spoke encouragingly about teamwork and their satisfaction with working at the home.
- Most staff told us that they have good relationships with residents and that they are happy to provide care and support to them.

What has not worked so well

- Staff reported challenges in communicating with some families, particularly when they were difficult to reach by phone. Staff felt that communication could be improved and suggested exploring alternative ways of engaging with families, specially taking time differences into account.
- Some staff also reported that they would benefit from additional support when providing palliative care to residents. A few staff described palliative care days as emotionally and physically demanding and felt that extra support would help them in carrying out their roles.

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 8 residents, 5 staff members, the Manager and the Deputy Manager of the Home.

We would like to thank the staff and management for their time and 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, Dementia-friendly Environment, Safety and Hazard, Activities and Other Information, Dining Room and Lounge areas, and Resident Bedrooms.

Outside Area and Entrance

- The home is easily accessible for visitors and has clear external signage.
- There is a designated disabled parking space along with additional parking available for visitors.
- The home has an outdoor garden area that is used by residents for activities. At the time of our visit, due to the weather and season, the space was not in use and contained benches and seating.

General Environment and Communal Space

- The home was observed to be clean, well maintained, and nicely decorated.
- There is a waiting room by the reception for visitors, which had festive decorations and felt welcoming.
- There is ample space throughout the home for residents and visitors to spend time together and maintain privacy outside of residents' bedrooms.
- There is a salon on site, which was clearly labelled, with a price chart displayed on the door.

Dementia-friendly Environment

- We observed a lack of consistency in dementia-friendly signages throughout the home.
- No sensory stimulation or other specific features designed to support residents living with dementia were observed.
- While some areas of the home appeared to consider the needs of residents living with dementia, this was not consistent across the whole environment.

Safety & Hazard

- Fire exits were clearly marked, and fire extinguishers were observed to be up to date.
- All entry and exit points, including lifts and staircases, were accessed via security-coded systems.
- Kitchen and laundry areas were clean, well maintained, and observed to be adhering to hygiene protocols. All staff were wearing appropriate headwear while preparing food in the kitchen.
- Nurses' stations were restricted, and medication units, along with COSHH cupboards, were observed to be well maintained and kept locked.

Activities and Other Information

- During our visit, we observed residents taking part in art and craft activities on the day, which many appeared to enjoy.
- We observed activity boards, staff recognition boards, and an information board displayed within the home. However, where information was displayed, larger print formats may improve accessibility compared to smaller print.
- The information displayed was up to date and included a range of content, from NHS services to general announcements.

Dining room and Lounge areas

- Meal menu was clearly displayed on the tables in the dining areas.
- The lounges were equipped with entertainment facilities such as televisions, books, and magazines. Adequate seating was available in the lounge areas, allowing residents and visitors to sit comfortably.
- A hydration station was available, providing residents with access to drinks.

Resident Bedrooms

- All bedrooms were en-suite, numbered and were observed to be tidy and free from hazards. Residents were able to personalise their rooms if they wished.
- The bathrooms were clean and had appropriate measures in place, including handrails and a call bell for assistance.

Resident Feedback

We spoke with 8 residents during our visit.

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

General

- 7 out of 8 residents we interviewed were either *Very Satisfied* or *Satisfied* with the cleanliness of the home, the helpfulness of the staff, visiting arrangements, and the support from the care staff.
- The length of stay for the residents we spoke with ranged from less than a week to several years.
- All residents we spoke with reported feeling safe at the care home. Most residents (7 out of 8) also reported being happy in the home.
- Most residents told us that they had been given an orientation of the home when they first arrived, and information on their mental health rights and advocacy services, if appropriate.

Staff

- Residents are very happy with the staff in the care home. The residents praised the staff for being “very kind”, “wonderful”, and “lovely”, and commented that the staff listen and go out of their way to meet residents’ needs.
- We were told that staff are usually quick to respond to requests from residents, and that staff are aware of residents’ preferences and routines, such as meal choices, morning routines and care plans. However, one resident commented: “If you expect too much, you’ll be disappointed”.
- A few residents said that staff come and sit with them in their room to have a chat, some even after their shift has finished.

Activities

- Residents feel happy with the activities offered at the home, including trips, games, and art activities. We were told that activities take place

every day, and residents are given leaflets showing the activities that are taking place.

Environment and Food

- The residents are happy with the environment at the home. They told us it is “lovely”, “clean” and feels “homely”.
- Some commented that the carpets and walls need cleaning, and odours removed.
- Food also received positive comments from residents with the consensus being that the food is good with it being prepared at the premises instead of being prepacked.
- Some residents said they would like some more variety, with one person saying they would like steak and chips.

Feedback and Complaints

- All residents agreed that they feel comfortable asking questions, making requests and complaints to the staff. Fewer residents, however, agreed that their questions, requests and complaints are followed up promptly. One resident told us: “You may have to ask twice, but they will (follow it up)”.
- A resident told us that they had in the past made a complaint, and that they were happy with the outcome.

Staff Feedback

We spoke with 5 staff members during our visit including care staff and nurses.

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

General

- In general, staff expressed satisfaction with the helpfulness and support provided by the management team
- Staff reported that they feel heard and listened to by management, regardless of their role. Their hard work is recognised and acknowledged, and spoke positively about the strong sense of teamwork within the home.
- They also explained that they receive regular training and find them useful in supporting their day-to-day roles.

- All staff said they were aware of safeguarding procedures and knew how to raise safeguarding alerts when required.

Working Environment

- Most staff felt they are able to carry out their roles effectively and reported having adequate break times.
- Some staff reported finding palliative care work emotionally and physically challenging and felt that additional support would be beneficial when caring for residents receiving palliative care.
- A few staff commented that communication with families could be improved. Staff explained that contacting families by phone can be difficult due to visitors' work commitments, time constraints, or availability, and suggested exploring alternative methods of communication.

Management Feedback

We spoke with the Care Home Manager and Deputy Manager.

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

General

- The manager explained that the home supports residents with nursing needs, dementia, cognitive decline, and palliative care patients.
- The home has a total of 57 staff members, with nursing staff present on every shift.
- The home is registered with two GP practices, and a community matron visits weekly.
- Although the home works with a local pharmacy, it also operates its own in-house pharmacy system.
- Residents join the service through both referrals and private arrangements. All new residents undergo a pre-assessment by the nursing team prior to admission.
- The home also engages with local colleges, libraries, and community organisations, offering placement opportunities for students and contributing to community outreach.

Working Environment and Resident Experience

- Friends and family are welcome to visit residents at any time, although the home generally suggests avoiding meal times; otherwise, there are no restrictions on visiting.
- The management told us that residents are encouraged to share their views and preferences. Residents have input into meal choices, and the home is currently changing catering providers. Residents also taste and help decide menu options.
- There is a structured activities schedule supported by an activities coordinator and assistants. Examples shared included resident-led art exhibitions and organised outdoor trips.

Ongoing Improvements

- The manager reported ongoing renovation work across the home, including improvements to bathrooms, flooring, and windows.
- Communication improvements are also being made. A monthly newsletter has been introduced and is being shared with external partners, friends and family, and the CQC.
- Staff recognition is an active part of the management approach, with staff being acknowledged for their work and offered opportunities for learning and development.

5. Recommendations

Healthwatch Hillingdon 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.

Accessibility

We have observed visitors struggling to get in and out of the home after they have signed in, as all entry and exit points were security coded.

Recommendation 1: Improve visitor navigation and independence

Visitors currently require door codes to move between areas or exit the home, which means they often need staff assistance, or be shared the code.

We recommend exploring alternative visitor-friendly access systems, for example, time limited visitor passes, reception controlled release, or supervised but code free exit routes, to support independence and reduce staff interruptions.

Recommendation 2: Review and enhance dementia-friendly signage

There is inconsistency in dementia-friendly signage throughout the home, despite supporting residents with dementia.

We recommend a full review of signage across the home to ensure consistent, accessible, dementia-friendly design, aligned with best practice environmental standards.

General Environment and Cleanliness

Recommendation 3: Carry out deep cleaning of carpets and the walls of the home.

We recommend scheduling a deep clean of carpets and walls and investigating the source of odours to ensure the environment remains pleasant and homely.

Recommendation 4: Utilise and enhance the outdoor garden space

There is scope to further develop the outdoor garden area to make it a more inviting and engaging space for residents. We recommend enhancing the garden by introducing additional greenery, such as planting flowers, adding raised flower beds or pots, and creating visually stimulating areas for relaxation. When weather permits, the outdoor space could also be used more regularly for activities and social engagement, if not already in place.

Meal

Recommendation 5: Increase menu variety based on resident input

While most residents are satisfied with the food, some requested more variety, including occasional favourites like steak and chips.

We recommend expanding menu options in consultation with residents and continuing to involve them in the planned catering changes.

Where possible, pictorial menus should be introduced to support residents living with dementia.

Activities and Engagement, and Communication

Recommendation 6: Maintain and further strengthen the activity programme

Residents enjoyed and actively took part in activities, and the activities coordinator was seen engaging warmly with them.

We recommend continuing this strong practice, ensuring residents remain meaningfully involved and have ongoing opportunities to lead or shape activities.

Recommendation 7: Explore more communication systems with families

Staff reported difficulty reaching some families by phone due to availability and sometimes time zone differences.

We recommend exploring additional communication methods, such as email updates, scheduled call slots, or messaging platforms, to improve responsiveness and reduce communication delays.

Staff Support and Wellbeing

While there is a good provision of range of trainings and good team support, some staff felt the need of extra support for palliative care.

Recommendation 8: Provide additional support for staff delivering palliative care

Some staff reported that palliative care days can be emotionally and physically demanding.

We recommend working with staff to identify what additional support would be most helpful, such as enhanced supervision, rotational staffing, or emotional wellbeing support.

Glossary of Terms

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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