

Report & Recommendation Response Form

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013 Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

If there is a **nil** response, please provide an explanation for this within the statutory 20 days.

Report submitted:

Report sent to	Glendeen Quow	
Date sent	30/01/2026	
Report title	Enter & View: Parkfield Nursing Home	
Date of response provided	22/02/2026	
Please outline your general response if applicable		

Recommendations:

Please outline what actions and/or improvements you will undertake as a result of the report's findings and recommendations.

If not applicable, please state this and provide a brief explanation of the reasons.

1. Please outline what you are currently doing to address issues identified.

2. General comments

If not applicable, please state this and provide a brief explanation of the reasons.

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Signed:	<i>G Quow</i>	
Name:	Glendeen Quow	
Position:	Registered Manager	

--- COMPLETED RESPONSE BELOW ---

Date of response provided: 22nd February 2026

GENERAL RESPONSE:

Parkfield House Nursing Home would like to thank Healthwatch Hillingdon for undertaking the Enter & View visit and for the constructive and balanced report. We were pleased that the report reflected positive resident feedback, a supportive staff culture, effective safeguarding systems and a welcoming environment.

The recommendations have been reviewed at management and governance level and incorporated into our continuous quality improvement plan, with progress monitored through monthly governance meetings.

RECOMMENDATIONS – ACTIONS & IMPROVEMENTS:

1. Visitor Navigation: The home operates a reception-controlled release system and coded access as part of safeguarding practice. Visitor signage will be reviewed to improve clarity while maintaining safety.
2. Dementia-Friendly Signage: An environmental audit will be undertaken to ensure signage is consistent, high-contrast and dementia-friendly, aligned with our refurbishment programme.
3. Cleaning & Environment: Structured housekeeping schedules remain in place. Enhanced environmental walk-round audits are ongoing. Three bedrooms have recently been fully refurbished and a phased redecoration plan continues.
4. Outdoor Garden: Two new pathways have been installed providing improved access to both pavilions. Residents remain actively involved in gardening throughout the year. A garden enhancement plan will continue to be developed.
5. Menu Variety: Pictorial menus and show plates are in place. Food satisfaction is reviewed monthly. Catering has transitioned to in-house

management retaining the same team. A Resident of the Day (ROD) initiative will commence 1st March 2026.

6. Activity Programme: Activities are resident-led, with entertainers and outings chosen at monthly meetings. Documentation will further evidence resident decision-making and link to the 'You Said, We Did' display.

7. Communication with Families: Regular communication occurs via email and telephone, including monthly ROD updates. Care plans are reviewed monthly. Structured six-monthly face-to-face care plan review meetings will be introduced to enhance partnership working.

8. Palliative Care Support: The home provides six commissioned palliative beds in partnership with the Hillingdon Palliative Care Team (Hillingdon Hospital / Michael Sobell Hospice). Weekly consultant and CNS support is in place, alongside bi-weekly complementary therapy and access to specialist therapies. A 3-day palliative course continues (next cohort 26th February 2026 – 10 staff attending). Bespoke training and reflective debrief sessions are being strengthened.

CURRENT ACTIONS:

- Ongoing refurbishment including new ground floor bathroom, hairdressing salon redecoration, staff room refurbishment and external rendering.
- Enhanced environmental monitoring.
- Resident-led activity planning.
- Monthly food satisfaction reviews.
- Structured palliative partnerships and training.
- Monthly newsletter distribution and relative engagement.

GENERAL COMMENTS:

The Enter & View report reflects a service that residents describe as safe, welcoming and supportive. We were particularly encouraged by the positive feedback regarding staff attitude, resident experience and the overall culture within the home.

The recommendations align with our commitment to continuous improvement and have been incorporated into our governance and quality assurance framework. Progress will be monitored through regular management review to ensure sustained improvement.

Parkfield House remains committed to delivering safe, effective and person-centred care and values continued engagement with Healthwatch and our wider community partners.

Signed: G Quow

Name: Glendeen Quow

Position: Registered Manager

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