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Mel Christodoulou,  
CWL Healthwatch,  
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**Private and Confidential**

Dear Mel,

Thank you for your inspection report for Garside House Nursing Home which we received on Friday 24th April 2015. We have shared the report with key members of the team at Garside House in order to understand your findings and ensure that we developed an effective action plan as requested, to address some of the areas for improvement that have been highlighted in the report. Please find this enclosed.

It was disappointing to hear that your champions had mixed feelings about the staff and at times felt uneasy as a result of some staff interactions. This is obviously not acceptable and we are extremely sorry that your champions found this during their visit. We welcome the inspections from Healthwatch and the support to ensure that we are providing excellent standards of care and experience to both our residents and their families and carers. I understand that having received the report, Mr Patrick Geraghty, CBU Manager, contacted you to thank you for the feedback and to discuss a specific aspect of the report relating to the paragraph at the top of page 9 of the report, which referred to the behaviour of a senior manager. I understand that you agreed that you would change the wording to say "staff member" rather than "senior manager" and would liaise directly with him if you had any further concerns or evidence regarding the behaviour of any member of staff who spoke to the dignity champions and made them feel uncomfortable, in order for him to investigate and take any necessary steps to facilitate improvement in behaviour.

We were pleased that the dignity champions found the overall clinical care good and noted the number of positive findings seen during your visits. However; there are clearly areas where we can improve as outlined within the recommendations you provided and we hope that you feel assured that these will be taken forward as indicated within the action plan developed by the team.

We would like to thank you and the other dignity champions for undertaking the inspection at Garside House Nursing Home and for your feedback. We would welcome the opportunity in the summer, to share our progress with the actions outlined in our plan and invite you to one of our team meetings.

Yours sincerely



Holly Ashforth  
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Enclosed: HealthWatch Recommendations CLCH action plan  
Summer Menu