

Enter & View

The Farmhouse

(Part of the former Lilliputs Complex)

Wingletye Lane, Hornchurch, Essex, RM11 3BL

Informal follow up visit

13 August 2025



What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your voice, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

*'You make a living by what you get,
but you make a life by what you give.'
Winston Churchill*

What is Enter and View?

Under Section 221 of the Local Government and Public Involvement in Health Act 2007, Healthwatch Havering has statutory powers to carry out Enter and View visits to publicly funded health and social care services in the borough, such as hospitals, GP practices, care homes and dental surgeries, to observe how a service is being run and make any necessary recommendations for improvement.

These visits can be prompted not only by Healthwatch Havering becoming aware of specific issues about the service or after investigation, but also because a service has a good reputation, and we would like to know what it is that makes it special.

Enter & View visits are undertaken by representatives of Healthwatch Havering who have been duly authorised by the Board to carry out visits. Prior to authorisation, representatives receive training in Enter and View, Safeguarding Adults, the Mental Capacity Act and Deprivation of Liberties. They also undergo Disclosure Barring Service checks.

Occasionally, we also visit services by invitation rather than by exercising our statutory powers. Where that is the case, we indicate accordingly but our report will be presented in the same style as for statutory visits.

Once we have carried out a visit (statutory or otherwise), we publish a report of our findings (but please note that some time may elapse between the visit and publication of the report). Our reports are written by our representatives who carried out the visit and thus truly represent the voice of local people.

We also usually carry out an informal, follow-up visit a few months later, to monitor progress since the principal visit.

Background and purpose of the visit

Healthwatch Havering is aiming to visit all health and social care facilities in the borough. This is a way of ensuring that all services delivered are acceptable and the welfare of the resident, patient or other service-user is not compromised in any way.

Introduction

The Farmhouse is co-located with Cherry Tree and The Paddocks on a site just off Wingletye Lane in Hornchurch. They are care homes that offer residential care for people aged under 65 who are living with learning disabilities; they share the site with a Day Centre and a children's unit (both outside the remit of Healthwatch).

The facilities were formerly known as the Lilliputs complex (the whole site was once part of a farm known as Lilliputs) but, since the current providers, R G Care Ltd, took them over, they are treated as individual units rather than as a complex. The three homes are individually registered with the Care Quality Commission (CQC).

The site is located in a semi-rural area within the Ingrebourne Valley, between the built-up areas of Hornchurch and Upminster, on former farmland. Residents are accommodated

from a wide geographical area, across London and South East England.

Healthwatch Havering has visited the site on several previous occasions, both formally and informally.

This report relates to an informal visit undertaken by the teams that had carried out a formal Enter and View visit in October 2024.

The visit

This visit was on an informal basis and as a follow-up to the official visit carried out in October 2024. It was also prompted by ongoing interest in the facility by the CQC.

The team were met on arrival by one of the directors of R.G. Care, the home's providers, who welcomed them and advised that the unit manager was unavailable but that his deputy was awaiting them. The unit was secure and the team were admitted by the deputy.

At the time of the team's arrival, the residents were all taking their lunch in the garden, under the shade of umbrellas, accompanied by staff.

There were 5 residents, all of whom had been resident in the home for a number of years. Following concerns expressed by the local authority and CQC, there had been two vacancies for some time and, although the concerns had now largely been dealt with, the rooms remained vacant, even though they had been completely refurbished.

The team were advised that all redecorating and refurbishment of en-suite facilities and bathrooms had also now been completed.

The team noted that all residents have a choice of two meals (except for one resident for whom halal meals were pre-ordered).

All residents are encouraged to take a daily walk, winter and summer, and the team noted that one resident had lost a considerable amount of weight in this way, alongside an appropriate diet regime. Residents are often accompanied to the local shops, parks and even to Romford market; on the afternoon of the visit, residents were due to visit to Southend. Only 3 residents could be taken on visits at one time in order to comply with staff/resident ratios but the remaining two would be taken out at a later date. Residents may also use the facilities of the day centre where there is a swimming pool, and this is more appropriate for some residents who find the atmosphere of the local public Leisure Centre somewhat overwhelming. Unfortunately, this facility is not available during school holidays.

Three residents are subject to covert medication, with the approval of the GP and the pharmacist. No residents require controlled drugs.

The team enquired what actions had been taken to mitigate the danger of uncontrolled epileptic episodes in residents, following the untimely death of a resident some time ago as the result of such an episode. They were advised that all staff had undergone a comprehensive training module, renewable on a yearly basis, on managing epilepsy. Additionally, where a member of staff is allocated to a resident with epilepsy, they are required to carry a bag, at all times, which contains appropriate medication, and this is accompanied by strict guidelines on how to proceed in the event of an attack. Where medication is administered, a call to 111 or 999, as appropriate, is made. The team were advised that there is good response from the LAS should an ambulance be required.

As before, the team remained impressed by the unit and the positive attitude of the management and staff.

It was a little disappointing to see that only solar tints had been applied to the roof of the conservatory as the team felt that window blinds would have added to its cosiness and allowed its use for longer periods in winter and in summer.

Acknowledgments

Healthwatch Havering would like to thank the managers, staff and residents at The Farmhouse for their assistance and co-operation during the visits.

Participation in Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Healthwatch Havering Friends' Network

Join our Friends' Network for regular updates and other information about health and social care in Havering and North East London. It cost nothing to join and there is no ongoing commitment.

To find out more, visit our website at

<https://www.healthwatchhaverling.co.uk/advice-and-information/2022-06-06/our-friends-network-archive>



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