

Enter & View

Cherry Tree, The Farmhouse and The Paddocks

Wingletye Lane, Hornchurch, Essex, RM11 3BL

Informal follow up visit

30 January 2026



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

Cherry Tree, The Farmhouse and The Paddocks are located 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 a number of previous occasions, both formally and informally.

This report relates to a follow-up, informal visit undertaken by the team that had carried out a formal Enter and View visit in October 2024.

The visit

This visit was arranged to see how much progress had been made since our last visit and to follow up on our successful visits to this establishment in the past. Previous Healthwatch Havering visits had resulted in tangible improvements being made; the team had been familiar with the homes for a number of years and always looked forward to visiting them.

On this visit, as always, the team were made to feel welcome and spent time in each of the homes, discussing the challenges they face and how they feel supported by the management.

There are some spaces in each home; one resident recently moved to an area of South London to be nearer to their family. At the time of the visit, there were four vacancies in the Farmhouse, awaiting potential residents who met the criteria for admission. The management take care to ensure that potential residents will fit in well with existing residents.

The home has recently admitted a resident who has a severe visual impairment, who is being carefully observed to ascertain how they will cope with their new life.

The team noted that support for residents can prove difficult sometimes, as local authorities face severe financial difficulties; most residents are supported by local authorities other than Havering Council as the homes take residents from a wide catchment area, well beyond Havering. That said, the team were told that, when residents go 'home' for the weekend to be with their families, they are eager to return to their supported living.

A wide range of activities is offered to residents.

Staffing is good and staff appear happy to volunteer to do extra shifts, if hours need to be covered. Since our last visit, one manager had moved on so the manager of one home is now covering the other as well. The team found her enthusiastic and committed to her work.

The buildings are very bright and clean, with decorating made a priority, and situated in a really nice area. During the course of the visit, the team witnessed residents going out for trips with their carers.

The team found that the attitude in these homes is positive. They do not wish to offer any recommendations for improvement.

Acknowledgments

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

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.healthwatchhavering.co.uk/advice-and-information/2022-06-06/our-friends-network-archive>



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