



Enter and View visit report – Easy Read

Hilltop Lodge

19th April 2018



Hilltop Lodge Nursing Home. 93 Hill Top, West Bromwich. B70 0PX

Acknowledgments

Thank you to everyone at Hilltop Lodge for letting us visit you.

Visiting Team



Khush



Glenn



Ian

(This document does not constitute an official Healthwatch Sandwell Enter and View report. It is produced for information purposes only)

Why we visited



To see how you are looked after



To talk to you



See how you and the staff get on



Talk to the staff

What we found

- Good Care Provided
- Improvements being made
- Staff are caring and dedicated

We think

Hilltop Lodge is a good place to live and the staff do a good job

Results of Visit

Residents

There are 7 residents.

who said:

- I am happy with the way I am looked after
- Looked after well, unbelievable people
- Can usually talk the staff who sort out any problems

Staff



We met 4
members of staff



Staff are
well trained



Staff
are happy

Environment

- The building is very nice and has a good garden
- The home is clean and tidy
- Lounges could be more homely

Privacy



Residents have their own rooms with bathrooms

Relatives of residents

Relatives said:

- Residents are treated with dignity and respect
- Staff are sociable and easy to talk with
- Staff discuss any changes regarding resident's needs
- Staff are ready with a plan to deal with any queries
- Excellent care and kindness is always shown by staff

Needs and Care



Your relatives are involved with the care

Food



There is a good choice of food

Activities



Sing song with Elvis



Baking



Shopping



Trip to Blackpool



Thank you, Hilltop Lodge, for letting us visit
you

What is Enter and View

Healthwatch can visit to see how people are looked after

We work with

- The Council
- The NHS
- Other groups

Our office is in Tipton

We help people to have their say