



Enter and View visit report – Easy Read

Wellcroft House

14th June 2017



Acknowledgments

Thank you to everyone at Wellcroft House for letting us visit you.

Visiting Team



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

- You are happy and well looked after
- You do a lot of activities
- Staff are well trained and dedicated

We think

Wellcroft House is a good place to live and the staff do a good job

Results of Visit

Residents

There are 6 residents.

We spoke to 3 - who like



Gardening



Disco



Festivals

Staff



There are 19 members of staff



Staff are well trained



Staff are happy

Environment

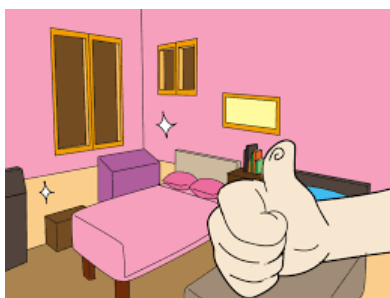


The building is very nice and has a good garden and a large conservatory



The home is clean and tidy

Privacy



Residents have their own rooms with bathrooms, TVs etc.

Getting Involved



Residents have monthly meetings

Ongoing Medical Care



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Residents go to the GP or the GP visits the home



Heath Lane is lovely



Local Safeguarding Service is very good

Complaints



There hasn't been any!

Food

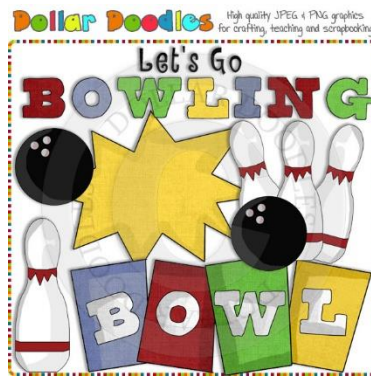


The menu is changed every month



Residents help to choose the menu

Activities



Thank you, Wellcroft House, 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