



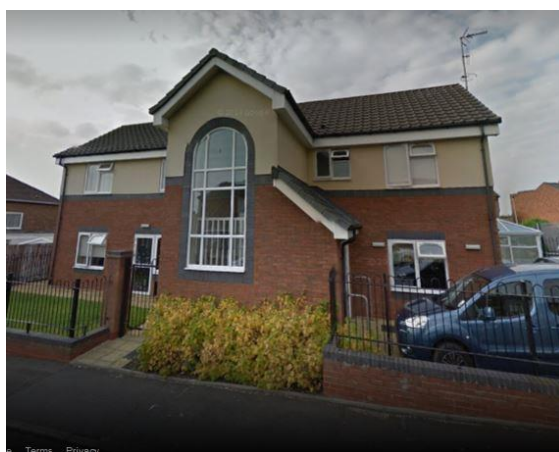
**Enter and View visit report**

**Wellcroft House**

14<sup>th</sup> June 2017

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Wellcroft House, 11 Wellcroft Street, Wednesbury. WS10 7HU

**Healthwatch Sandwell**  
Enter and View visit report  
Wellcroft House 14<sup>th</sup> June 2017

## Acknowledgments

Healthwatch Sandwell would like to thank the management of Wellcroft House, staff, residents and visitors for their contribution to our Enter and View visit.

## Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

## Visiting Team

The team of authorised representatives carrying out this visit was Glenn Jones. He was accompanied by our staff support officer Ian McGarry.

## Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell
- To engage with service users of care homes and understand how dignity is being respected in a care home environment
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

## Methodology

The visit was announced to the home prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

As a registered adult's residential home, Wellcroft House provides ongoing support for young people. Focusing on enabling greater independence for those with moderate to severe learning difficulties and complex disabilities. It supports a maximum of six residents.

All individuals are actively encouraged to become involved in the running of the home; this includes decision making such as décor, menu's, food shopping and activities.

## Overview

Wellcroft House is a modern building situated in a quiet residential street in Wednesbury.

On arrival, our ID badges were checked to ensure that our visit was in order. The reception area is very welcoming, clean and tidy. On display was the Healthwatch Sandwell visit poster, together with the latest CQC report.

Throughout the home all the rooms and facilities we observed were clean, well-furnished and accessible to support the resident's needs.

We were introduced by the deputy manager Victoria Turton who accompanied us during our visit.

Wellcroft House provides residential support and accommodation for 6 residents, this was the case on the day of our visit.

There are 19 staff members at the home. At night 2 staff members are on duty.

We were shown the rooms of two residents. They were well maintained and had en-suite facilities. They were also equipped with adaptations where needed to suit the needs of the residents.

## Summary of findings

At the time of our visit, the evidence is that Wellcroft House provides a good level of care for its residents

- Staff are well trained and dedicated
- Wide range activities for residents
- Well led

## Additional findings

We feel that Wellcroft House supports residents with complex needs.

Staff are dedicated and committed to supporting the residents in their care.

## Recommendations

Following our visit, we do not have any recommendations to report.

## Service Provider response

## Results of Visit

### Residents

We were introduced to 3 residents however because of their complex needs we felt unable to ask specific questions however we did see them in discussions with the staff and they appeared very happy and content. Some residents can visit home and even being able to skype with family members.

### Staff

We interview one member of staff, a care assistant. He has been at Wellcroft House for 3 ½ years and during that time he has achieved an NVQ in social care. He had carried out training for safeguarding, first aid and manual handling. In terms of staff training. Two members of staff are currently on a first-aid 3-day training course. Staff use internal, external and open learning courses for their training and some training at Workplace in Wolverhampton and through companies such as First Response and Price. There was an extensive staff training chart on the wall of the manager's office. One member of staff has become fully employed after starting as an apprentice.

### Visitor and Relatives

Prior to our visit we sent a posted and questionnaires for relatives etc to complete if they wish. The poster was clearly on display in the reception area and at the time of our visit we had not received any feedback

### Environment



Rear garden and conservatory  
(courtesy of Progress Care)

As mentioned Wellcroft House is a fairly new modern building and as such was built for purpose to suit the needs of the residents. There is a rear garden which was being used by residents and staff when we visited and a large conservatory that was built recently to give residents extra space to socialise and be involved in activities.

## Interaction between Residents and Staff

During our visit, we observed residents and staff engaged in communication - this is mainly by expression which is sometimes better understood than verbal means. Residents have a lot of photos to remind them of visits and parties and events.

## Promotion of Privacy, Dignity and Respect

Despite their disabilities and complex needs, residents were treated as equals by the staff. We observed staff supporting the residents in a respectful manner.

## Local NHS Services

Residents can visit local GPs, dentists etc or arrangements can be made for local services to visit the home. The deputy manager told us that the local safeguarding was very good.

Residents use the health service at Heath Lane which they say is lovely.

## Assessments of Needs and Care Planning

We were told that meetings are held with residents monthly and that care planning is discussed around the resident's needs. Regular contact is maintained with relatives regarding residents' care.

In the absence of family members and external advocate or social worker involved to support the resident.

Full risk assessments are carried out.

One resident is able to go home to family 2 days a week.

## Concerns/Complaint Procedure

There had been no complaints from the residents or family members in the last year. Any complaints (if made) are normally managed in-house.



## Food

The menu is discussed at the monthly residents meeting. Residents are sometimes able to help to prepare the meals.

A visual menu is prepared which is changed monthly and changes depending on the season.

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## Activities

We were told that the residents are involved in a wide range of activities including bowling, disabled disco, concerts, theme parks and festivals.

The residents also have access to games, gardening and can all have tv's etc in their rooms if needed. Residents can also go shopping accompanied by a member of the staff - there is always a ratio of 1:1 when going on visits.

There is a family barbecue planned for August.

Local neighbours are sometimes invited to events at Wellcroft House

## What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

To find out more about Healthwatch Sandwell, or to tell us your views on residential and nursing homes in Sandwell, please visit our website.



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