



**Enter and View visit report**

**Wellcroft House**

24/07/2018

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[Wellcroft House, 11 Wellcroft Street, Wednesbury WS10 7HU]

**Healthwatch Sandwell**  
Enter and View visit report  
Wellcroft House – 24<sup>th</sup> July 2018

## 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 Khush Chahal, who was accompanied by our staff support officer Melissa Elders.

## 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 a day 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.

Wellcroft House is a small residential home that caters for people with profound learning disabilities. It has a capacity for six residents, and two new residents moved in the past 2 weeks.

## Overview

It is a modern, private residency in Wednesbury that covers two floors. It is part of the Progress Adult Residential Services LLP.

The manager greeted us on arrival and we signed the visitors' book in reception. Our Healthwatch Sandwell visit poster was on display, along with CQC report, staff photographs, food hygiene rating, calendar and a poster advertising a family barbecue.

The manager gave us tour of the home and introduced us to staff and residents. There was a sensory room, kitchen, a lounge area that lead to a spacious conservatory with a large garden area. All rooms were clean and tidy and well maintained.

We were able to view some of the residents' rooms. They were all looked clean, well decorated with ample space. The residents have been able to show their personalities with the way they have decorated their rooms with photographs, a disco ball, a tipi and superhero themes that gave a homely feel.

They were able adapt rooms to meet the needs of the residents by giving them different beds or making a metal wall feature.

They have 4 staff in the morning and 5 in the evening; 2 residents need 24-hour care, 2 need 8 hours care 1:1 and another 2 need 4 hours care 1:1.

## Summary of findings

At the time of our visit, the evidence is:

Modern, light, and ample space residence

Staff engage well with the residents

Residents are given plenty of choices regarding food and activities

Staff had a comprehensive training program

## Recommendations

We have no recommendations at this point.

## Service Provider response

Thank you and we are very pleased with the report.

## Results of Visit

### Residents

We were introduced to three residents, however because of their complex needs we felt none of them were suitable for our questions. Three were unavailable, as one was unwell and in bed and two other residents had gone out to the cinema.

### Staff

The staff had a comprehensive training program that flags up when they need to complete their training. The manager highlighted their 91% completion rate.

All the staff members were able to complete PEG (Percutaneous Endoscopic Gastrostomy) in preparation for a new resident. They also had a new resident from Progress Children's Services and to help the resident settle in at Wellcroft House they were able to send some of their over staff there to build relationship.

A key worker and a support worker were spoken to and they had been working there for 1½ years and 5 years. The manager stated she had been working there 9 years while the deputy manager had been there for 10 years. They stated that staff turnover was low.

They normally recruit from the local Jobcentre in West Bromwich.

### Visitor and Relatives

Prior to our visit we sent out six questionnaires for relatives to complete. One relative returned their questionnaire. The comments were positive:

- Quality of care - very good
- Staff friendly - yes
- Involved in key decisions - yes

### Environment

- Residents have access to a large garden for activities under staff supervision. With the recent hot weather, they had let residents use a pool in garden, play with sand and water plants.
- Modern, light, and ample space residence.
- Sensory room
- Lift access

## Interaction between Residents and Staff

The staff were attentive to the resident's needs.

## Promotion of Privacy, Dignity and Respect

They have shown respect and dignity for a resident that was unwell by putting their care by first and giving them space and privacy to recover.

## Local NHS Services

All residents are under Dr Bhumi at Jubilee Health Centre. They meet the residents needs and are very good with all of them.

There is also involvement with a consultant at Heath Lane, physiotherapists, occupational therapists and a dietician.

## Involvement in Key Decisions

Family members lead in key decisions for the residents, alongside key worker and doctors.

## Assessments of Needs, Care Planning and Complaints procedure

There has been one complaint in the past year and it was resolved promptly.

The care plans are completed regularly and are done between 1-3 months depending on the what the resident's needs.

When medication was given there was always to staff members present; one to checks it off and the other administers it.

## Food

The residents have a 6-week menu. The residents can decide what they want to eat by using photographs of food. The menu was varied and gives them plenty of choice. Some residents are excluded from having certain foods and they seek advice from doctors and dieticians to make sure they have a nutritionally balanced diet.

## Activities

The residents have a large variety of activities available to them. They go the cinema, bowling, swimming, coffee mornings, theatre (London - Lion King), Emmerdale tour, music festivals (Reading), food festivals, weekends away, massage therapy, culture nights where they get to eat foods from around the world. One of the residents did a sponsored walk for West Midlands Autism. Some of the residents go to college and have access to a day centre.

When they are planning resident holidays, they give them an option of two places and get the residents to make the choice.

The manager mentioned about plans for a sensory garden.

## 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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