



Enter and View visit report – Easy Read

Wellcroft House

24/07/2018



Wellcroft House, 11 Wellcroft Street, Wednesbury WS10 7HU

Acknowledgments

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

Visiting Team



Khush



Melissa

(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 well residents are looked after



To talk to the residents



See how the residents and the staff get on



Talk to the staff

What we found

- Modern with lots of space
- Staff look after the residents well
- Lots of choices of food and activities
- Staff are well trained

Results of Visit

Residents

There are 6 residents.

We could not talk to the residents as one was not very well and the others had gone to the cinema

Relatives

3 relatives told us that:

- The care is very good
- Staff are friendly
- Relatives involved in the key decisions

Staff



We met 2
members of staff



Staff are
well trained



Staff
are happy

Environment

- There is a large garden
- There is a sensory room
- There is a lift

Privacy



Residents have their own rooms with bathrooms and TV



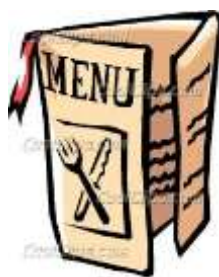
Residents can decorate their rooms with their own things

Needs and Care



Families are involved in decisions about care

Food



There is a 6-week menu and a good choice of food



Residents can choose the food from pictures

Activities



Trips to the cinema



Swimming



Theatre - Lion Ling in London



Music Festivals



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