



**Enter and View visit report**  
**Inshore Support, 5 Trinity Street**

Date of visit: Thursday 30<sup>th</sup> April 2015

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## Acknowledgments

Healthwatch Sandwell would like to thank the management of Inshore Support, 5 Trinity Street, Cradley Heath; staff and residents for accommodating our visit, and their contribution to this Enter and View visit report.

## 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 authorised representative carrying out this visit was our staff support officer Ian McGarry.

## Purpose of the visit

- Part of 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 by email prior to our arrival.**

The proprietor of this service is Inshore Support Limited. The service is located in Trinity Street in Cradley Heath which is a mid-terrace property located within a residential street. The service provided is for people with learning difficulties and complex needs.

On arrival we were requested to show our identification before being introduced to the deputy manager who briefly showed us around the premises and introduced us to two members of staff and two residents.

We then explained to the deputy manager the role of Healthwatch Sandwell, our enter and view process and the reason for our visit.

We carried out a formal interview with the deputy manager and with two of the three residents who were happy to talk with us. These two residents also gave their permission for us to view their care plans.

Prior to our visit, a poster was sent to the home together with relative/carer questionnaires. The poster was displayed near the front door of the premises although no questionnaires were returned.

## Summary of findings

At the time of our visit, the evidence is that this home is providing a very good quality of care for its residents.

- The premises was clean, tidy and had a welcoming and friendly atmosphere.
- Staff and residents interacted with each other positively, using first names
- Care plans are comprehensive and tailored to individual residents who are involved in the planning of their care
- Regular meeting with residents and staff
- Residents are involved in the delivery of the care they receive

## Results of Visit

### Residents

5 Trinity Street has 3 residents, all are very long term. The two residents interviewed were happy with their care with one saying that 'they all get on like a family'; and 'we do things for ourselves.'

### Staff

We met three members of staff. Our observations indicate that they are competent and happy with the work they do.

We observed staff interacting with residents which indicated to us that good relationships had developed which provided a happy and safe environment for the residents. Staff promote independent living for the residents who are encouraged to make their own decisions regarding their care.

### Visitor and Relatives

We did not receive any input from family members, carers or relatives although one resident goes home to family for the last weekend of every month. Residents showed us photographs of their family members and staff confirmed that family members are consulted and involved with the care provided.

### Environment

The home is sited within a terrace of older properties within a residential street. Subsequently the environment is homely and has a pleasant family feel. There are two rooms downstairs where residents can watch television, listen to their CDs etc. There is a modern kitchen provided for staff and residents.

## Interaction between Residents and Staff

Residents and staff interacted very positively, were on first name terms and there was evidence that staff treat residents as equals.

## Promotion of Privacy, Dignity and Respect

Our observations showed that dignity and respect is maintained at all times. Residents are treated as equals by staff members. Residents are able to make their own decisions.

## Involvement in Key Decisions

On viewing the care records there is evidence that residents are fully involved in decisions concerning their care. Care records are accessible to residents at all times. Staff and residents meet on a regular basis. A resident confirmed that 'Staff listen and put things right.' Residents have the choice of what to do during the day including local shopping trips.

## Care Planning

We are grateful that residents gave their permission to view their care records. The care record folders are comprehensive and the contents are tailored to the needs of the resident. Examples of the information contained are: Statement of purpose, living needs assessment, complaints procedure, continence assessment, nutritional assessment, personal appearance, fluid record chart, daily activity report, bowel movement record, sleep patterns, seizure record, accident report and medical report

## Concerns/Complaint Procedure

Residents have the opportunity to make complaints using a form containing pictures to help them to put forward any concerns or complaints that they have. Residents are able to discuss complaints at the regular meetings with staff, or able to discuss privately with staff. We saw evidence that complaints are taken seriously and are resolved locally. We did not hear from residents of complaints not being resolved satisfactorily.

## Food

Residents are encouraged to decide between them what food is to be prepared. They are also involved in shopping and choosing their own food. Residents are also encouraged to prepare their meals as a team.

## Activities

Residents are encouraged to be involved in activities. Whilst specific activities are not provided, residents choose the activities they wish to do. Examples of activities are going to the pictures, shopping, going for walks, gardening, listening to CDs and watching TV.



## Additional findings

This home provides a homely and safe environment for the residents. Staff are caring and offer a high level of care and support. We consider this to be a home providing a good level of care, dignity and respect within Sandwell.

## Recommendations

We have no specific recommendations to make.

## Service Provider response

Thank you for our report we find it very accurate and hope you enjoyed your visit to 5 Trinity Street we would like to commend you on the way you inspected and interacted with our service users .Thank you once again

Christine Bridgwater  
Registered Manager

## 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 2012 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 Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.



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## Distribution

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