



Enter and View visit report – Easy Read

Ascot House Care Home

26th August 2015



Acknowledgments

Thank you to everyone at Ascot House

Visiting Team



John



Paul



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 well looked after
- Staff are helping you to live how you want

We think

Other homes could be as good as Ascot Lodge

Ascot Lodge said

Thank you very much for the way in which you visited us. We all felt very comfortable with your visit.

Results of Visit

Residents

There are 6 residents.

We spoke to 2 - you like



Angling

and



Gardening

Staff

6 staff work in the day

2 staff work at night

Staff are trained

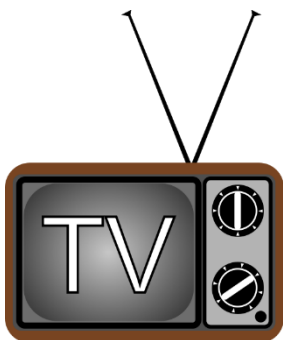
Staff work with the Manager

Environment



Building well looked after and the garden is looked after

Privacy



Residents have their own rooms and can have TV and Internet

Getting Involved

Residents are involved in decision making and help with the care plans

Ongoing Medical Care



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Local GP comes to the home regularly



Residents have eye and teeth checks at the Lyng Health Centre.



All residents are looked after by the learning disability team.

Complaints



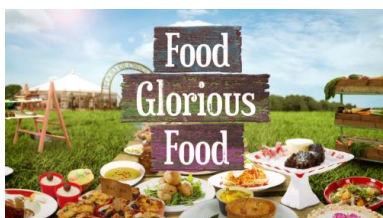
The home deals with all complaints

Food



The home has been awarded 5 stars by Sandwell Council for food hygiene.

Residents also cook for themselves with help



The food is good



No alcohol is allowed in the home

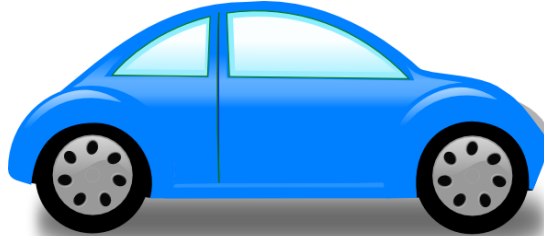
Activities



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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