

Enter & View Visit Report

Jubilee Villa,
Astley

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About Healthwatch Shropshire

Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

What is Enter & View

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided.

These visits are called 'Enter and View', and can be 'announced', 'unannounced' or 'semi-announced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

Details of the visit

Two authorised representatives visited Jubilee Villa, Upper Astley, Astley on Thursday 30th November 2023 at 10.00am. The visit was announced meaning that the home knew when we would visit.

The purpose of our visit was to speak to the Manager, staff, residents and visitors to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

Disclaimer

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

What we did

Before our visit we issued an invitation to resident's relatives and friends to meet us on the day or to contact us with feedback if they were not available. We arrived and were greeted at the door by the staff member in charge who told us the Manager was on her way. The staff were wearing masks so we put masks on to enter the building and speak to residents.

What people told us

The Manager

The home currently has 16 residents and has one vacancy. Most of the residents have a dementia diagnosis. The home currently has 20 staff and is fully staffed. They do not use agency staff.



“Staff would work extra shifts to avoid us having to use agency staffing”.



The Manager and the cleaner have both been at Jubilee Villa for 33 years. The Manager is also the owner of the home.

The Manager told us that at Jubilee Villa they encourage people to do what they can for themselves such as encouraging people to walk and to feed themselves. They try and push people to maintain their independence where possible. Residents are given choice over what time they want to go to bed and what clothes they would like to wear.

There is a set menu for food but the chef can always offer an alternative if requested by any residents. Everybody has a 'chippy' tea on Fridays with fish and chips from a local chip shop. Snacks are available throughout the day.

There is an activities coordinator who comes in 4 days per week. Other staff arrange and lead activities when she is not in. There are different activities offered depending on the day. We saw a craft activity in progress where residents were working together to make a Christmas decoration for the wall.

Residents are all registered at Severnfields GP surgery. They are not in any other catchment area so do not have a choice of GP although one resident remains registered with Clive GP practice as they had been with them for a long time.



The home struggles with access to dentists for the residents. Dentists would prefer that residents attend face to face appointments, but this is not possible for most residents.

Residents at Jubilee Villa have ReSPECT¹ forms and end of life care plans in place. The GP practice assist with completing these. The hospital avoidance team are very supportive and call regularly to see if they can provide any help.

The Manager finds that Shropshire Council Social Services department can be unresponsive particularly in respect of Deprivation of Liberty Safeguards (DoLS) requests. The Manager submitted a DoLS request for authorisation in March 2023 and has not had a response. We were told there are usually delays with these.

¹ [ReSPECT | Resuscitation Council UK](#)

Jubilee Villa send out quality assurance questionnaires annually, families of residents tend to complete these. Relatives will tend to speak to the manager when they come in if they have any questions or issues to raise. There are residents' meetings monthly.



"Any realistic improvements people suggested I would do it. I'm the boss and the owner so I can just get on with it."



The residents

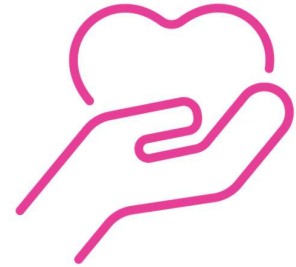
We spoke to three residents during our visit. We asked them about the care provided by Jubilee Villa, their opinion of the staff and the activities that are available.

Every resident we spoke to told us that they were satisfied with the staff who care for them:

- 'Wages should be tripled for the staff here.'

Residents felt there were enough staff:

- 'Never been struggling to find anybody.'
- 'I find it okay, the staff pop through and I see all of them. I know all of them now.'



"It's very good for me. I like it, I'm really comfortable here."



Residents told us that they see the same staff every day and are well known by them and that they felt this was important.

None of the residents we spoke to could identify anything that needed to change to make them more comfortable:

- 'I don't think so, not with me, I find it okay as it is.'
- 'No, all is okay.'

Residents told us that they enjoyed the food at Jubilee Villa:

- 'Yes, I've never refused it and I used to be a butcher so I know what good food is.'
- 'The cottage pie is good. The cook comes up to my room for a chat with a cup of tea and will make up whatever I want. He knows my likes and dislikes.'
- 'Cook will make up whatever I want.'
- 'They should never get rid of the kitchen staff here.'

We asked residents about the activities at Jubilee Villa. One resident told us that they don't get involved with activities because they don't want to and prefer to stay in their room where staff will pop in for a chat.

Two residents who were involved in the craft activity said they enjoyed the activities:

- '(Activities Coordinator) is a nice lady who organises lots of events'.
- 'We have fun.'
- 'Yes I enjoy them (activities), I wouldn't do it if I didn't.'



Residents told us they can go out and use the garden when they want to and sometimes go on walks to gardens further down the road.

Residents said they felt involved in decision-making and could choose where to eat their meals and what time they went to bed or got up in the morning.

We were told by residents that they knew who to speak to if they wanted to make a complaint.

- 'I'd speak to the manager.'
- 'Yes, I know who to speak to.'

The staff

We spoke to 4 staff during our visit; the Activities Coordinator and three care staff. All staff greeted us in a friendly manner throughout our visit.

Staff told us about the training they complete with mandatory courses such as manual handling and first aid completed face to face and delivered by Shropshire Partners in Care and additional courses in Dementia, Challenging Behaviour and End of Life Care delivered by distance learning in the home.



Staff we spoke to felt that Jubilee Villa was a good place to work and we were told:

- 'All of the staff know each other well and jobs are usually recruited to through word of mouth.'
- 'It's a lovely place to work.'
- 'I love it, I've worked in lots of care homes before, but this is my favourite.'

Staff told us they felt supported in their job roles at Jubilee Villa.

The visitors

There were no visitors at Jubilee Villa at the time of our visit.

Other feedback received

We didn't receive any other feedback about Jubilee Villa outside of our visit.

What we saw

Jubilee Villa is an attractive small home set in well-tended grounds with a car park to the rear. We were able to park in the car park. There are no marked bays.

We walked through the secure garden, which was fairly large and with flower beds, a lawn and a summer house, to the front door which was signposted as the entrance and we were met by a member of staff. We were not asked to sign in. The entrance hall has original features such as a stained glass front door and tiled floor.

We walked through one lounge and dining area to another – both were bright and airy. In the first lounge residents were sitting quietly, one stroking her 'cat' which she told us about. There was a large whiteboard which told residents which staff were working that day, what the weather was and what was on the menu for the day. This board was up to date.

In the second lounge we saw the Activities Coordinator was leading a craft activity at the table with 4 residents involved. They were making a Christmas picture to put on the wall. There was lively conversation and interaction going on between staff and residents during this activity. Other residents were sat in the chairs the other end of the room with the television on.

All residents looked clean and comfortable and were dressed and prepared for their day. Towards the end of our visit we saw a resident helping staff to lay the tables for lunch, counting out napkins and cutlery and putting these out. We saw another resident being encouraged to walk from room to room with her walker.

When we toured the home we saw very clean toilets and bathrooms, although we did see some items stored in one. The Manager told us the home struggles with a lack of storage space. Bedrooms were of a good size and residents could bring personal items with them to decorate their rooms. Three bedrooms were shared and we saw privacy screens in the middle of these rooms.



A bathroom upstairs is down some steep steps. We asked the Manager about this and she confirmed some of the residents are able to access this bathroom safely although there are others who prefer to use the bathroom downstairs. These steep steps were not marked with hazard tape or a sign at the time of our visit. Handrails on the stairs were the same colour as the wall.

Key findings

- Jubilee Villa is a small, homely care home with a dedicated and friendly staff team.
- We saw that choice, mobility and independence were encouraged during our visit.
- Staff enjoy working at Jubilee Villa and feel supported by the Manager.

- Residents told us that they are happy at Jubilee Villa and cannot think of any improvements needed.
- The layout of some parts of the upstairs of the home would be difficult for those with mobility issues but this is clearly considered when residents are allocated rooms.
- The steep steps upstairs would benefit from a warning sign and hazard tape.
- The handrails in parts of the home could be painted in a contrasting colour to make them easier for residents with sight loss to see.

Recommendations

Following our visit, we recommend that the provider:

- Celebrate the dedication of the whole staff team in making Jubilee Villa a homely and welcoming environment for its residents.
- Address the safety of the steep stairs upstairs.
- Consider repainting handrails on the stairs to contrast with the walls behind them.

Provider Response

Identified Area for Improvement	Provider response, including steps to be taken	Who will oversee this?	When will it be completed by?	Progress
Painting of bannister rail upstairs	To be done in next 2 weeks	S. Edwards (Manager)	30-01-2024	
Steps upstairs	New notice put on door stating mind the steps. Hazard tape attached to steps	S. Edwards (Manager)	Done	



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