



Woodcote Hall Residential Care Home
Re-visit
08th Jan 2025

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What is Enter and View

Part of Healthwatch Telford and Wrekin's remit is to carry out Enter and View visits. Healthwatch Telford and Wrekin's Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. Revisits will also take place.

The Health and Social Care Act allows 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 that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Telford and Wrekin's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Telford and Wrekin's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

1. Provider details

Name and Address of Service: *Woodcote Hall Residential Care Home, Woodcote Hall, Woodcote, Newport TF10 9BW*

Manager: Sherrelle Bell

Service type: Residential Care Home

Date and Time: 8/1/2025

Provider name: Select HealthCare Group

2. Acknowledgments

Healthwatch Telford and Wrekin would like to thank all the staff/residents for their co-operation during our visit.

3. Disclaimer

Please note that this report is related to findings and observations made during our visit made on *8th January 2025*. The report does not claim to represent the views of all service users, only those who contributed during the visit.

4. Authorised Representatives

Jan Suckling Lead Engagement Officer

Promise Ewuzie (observing)

5. Who we share the report with

This report and its findings will be shared with the service provider, Local Authority Quality Team (depending on the visit), Shropshire Telford and Wrekin ICB, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Telford and Wrekin website.

6. Healthwatch Telford and Wrekin details

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7. Healthwatch principles

Healthwatch Telford and Wrekin Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. **A healthy environment:** Right to live in an environment that promotes positive health and wellbeing
2. **Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients' reaching crisis
3. **Access:** Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family
4. **A safe, dignified and quality services:** Right to high quality, safe, confidential services that treat me with dignity, compassion and respect
5. **Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system
6. **Choice:** Right to choose from a range of high-quality services, products and providers within health and social care
7. **Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received
8. **Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

8. Purpose of the visit

The visit was an announced follow up visit on the recommendations that were made on our initial visit on 28 May 2024.

9. What we did

On arrival the Authorised Representatives (ARs) were greeted by the receptionist. We were asked to show our identification and to sign in. The ARs then met the Manager and explained what they were going to do. The ARs were made very welcome and offered refreshments.

We spoke with the manager around the recommendations that were made on our first Enter and View visit. All our recommendations have been actioned. On our look around the home we noticed a board which had all the recommendations we made and what the Home had done to action them.

The lounge has now been decorated, and the layout made more homely. The residents chose the colour of the lounge.

The ARs were shown around the home and spoke with a member of staff and a resident.

The ARs did not find any further recommendations at this time.

10. Outcome of Recommendations made at previous visit

Recommendations made from findings	
1	Ensure staff are easily identified by wearing their uniform and badges.
	All staff are now issued with ID badges and uniforms before they commence employment.
2	Consider providing all temporary / agency staff with ID badges.
	Agency and temporary staff all are issued ID badges while they are on shift at the home.
3	Ensure all toilets are ready for use if required, with accessible toilet paper, hand towels and accessible.
	All toilets now have paper towels and soap in them and are ready for use at all times.
4	Consider changing the toilet seats to a primary colour and not white, so they are easily identifiable to residents living

	with dementia, we understand that new ones had been ordered.
	New toilet seats in blue were delivered while we were visiting, they had been on order for a while.
5	Ensure that call bells are available within the lounge / dining area for residents to use.
	The lounge has been changed around to provide smaller seating areas and to have a more homely feel. Call bells are now available in the lounge area.
6	Ensure fluids are easily accessible to all residents in the lounge.
	All residents now have access to fluids on tables next to them. The home now has a hydration trolley available as well.
7	Consider removing warning signs that are no longer required.
	All signs that were no longer in use were removed on the day of our visit
8	Ensure that residents have a variety activity they can choose to get involved in.
	The home now employs a activity coordinator. On the day we visited the residents were playing bingo, one of the residents was calling the numbers.
9	Consider reviewing infection control policy when there is an incident of sickness and diarrhoea, especially for couples sharing the same room.
	The Home Manager has reviewed and updated their infection control policy. They have also looked at ways they can accommodate residents in different areas of the home should they need to.
10	Consider ensuring that residents meetings are displayed when they are taking place
	We saw a notice advertising the next Residents/Family meeting in January when we looked around the home.

11.Provider feedback

Healthwatch Telford and Wrekin

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The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

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