Healthwatch Warwickshire

Enter and View Report

Name of Service Provider: Extel Ltd
Premises Visited: 55 Daventry Road, Dunchurch, Rugby, Warwickshire CV22 6NS

Date of Visit: 9th July 2025
Time of Visit: 10:00 am – 1:30 pm
Registered Manager: Linda Dickinson
Assistant Manager: Patryk Golebiewski

Authorised Representatives: Robyn Dorling, Dilys Skinner

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1. Report overview

This Enter and View visit was carried out to assess the quality of life and support offered to residents at a residential care home for people with complex needs; learning disabilities, autism and mental health issues. During the visit, we observed a good standard of care, with person-centred practices and a cheerful and inclusive environment. Residents appeared to know the staff well and were supported in exercising their choice and independence.

The physical environment was clean and well-maintained, and staff demonstrated knowledge of individual needs. Each of the three houses (Maple, Aspen, and Redwood) offered a distinct atmosphere tailored to residents' preferences and support levels.

Staff consistency and internal promotion contributed to a stable and committed workforce.

Notable strengths included the reduction of restrictive interventions, active community integration, and efforts to support residents' long-term aspirations.

2.Disclaimer

Please note that this report relates to observations and feedback gathered during a single visit on 9th July 2025. It may not reflect the experiences of all service users, staff, or relatives.

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3. Purpose of the Visit

This announced visit was conducted as part of Healthwatch Warwickshire's statutory responsibility to gather insights into health and care services. We listened to residents and staff and observed how people engaged with each other and spent their time. Our aim was to ensure that people were treated with dignity and respect and had choice and control over their lives.

4. Approach Used

Healthwatch Warwickshire's Enter and View Lead and one volunteer Authorised Representative arrived at Daventry Road, having given a week's notice that we would be carrying out an Enter and View visit. We were welcomed by the Assistant Manager, Patryk Golebiewski, who supported our visit throughout. We then visited the three houses, where we spoke with staff and residents and observed lunchtime in one of the houses. At the end of our visit, we provided feedback to the Assistant Manager.

The Registered Manager was made aware of the visit, was not present, and no explanation was offered.

5. Summary of Findings

During our visit we saw staff providing a good standard of personalised care and support for residents with learning disabilities, autism, and mental health issues. The atmosphere across all three houses (Maple, Aspen, and Redwood) was observed to be warm, respectful, and inclusive. Staff knew residents well, and interactions were characterised by kindness, patience and humour.

We saw that residents were being supported to live with meaningful engagement in daily life, including shopping for their own food, pursuing hobbies, participating in community activities and making choices in their daily routines. Staff spoke to us about supporting residents to build life skills at a pace that respects their preferences and capabilities.

Residents' health and welfare are supported through coordinated access to a wide range of professionals including primary care, dietitians, advocacy services, and a psychiatrist.

The continuity of staffing, internal promotion, and absence of agency workers have contributed to trained, stable and consistent staff teams in each house. On the day of our visit, we observed that there were enough staff to support people in making choices about what they did.

The physical environment was clean and well-maintained with personalised bedrooms and accessible communal areas.

We were told that use of restrictive interventions has been significantly reduced through proactive staff training, de-escalation techniques, and regular medication reviews.

Residents appeared relaxed, content, and well cared for, and staff showed genuine commitment to enabling individuals to live fulfilling lives within their community.

6. Recommendations

We do not have any recommendations.

7. Interview with the Assistant Manager

When we arrived, the Assistant Manager, Patryk Golebiewski, welcomed us and spent time with us telling us about the residents and the home.

The service is registered as a residential care home and supports people with learning disabilities, autism, and mental health needs, including individuals who have come from long-term hospital settings. Residents range in age from

their late 20s to 50s. The home will not admit people over the age of 65 but people who reach that age, while living there, can stay.

The home consists of three separate houses: Maple, Aspen, and Redwood. Each house has a Deputy Manager. There are currently fifteen residents, with one vacancy. Each house has a consistent team of staff working 8 am to 8 pm shifts, reducing the need for handovers during the day.

Patryk told us that he began as a support worker and progressed over thirteen years to his current position. The provider operates thirty homes across the West Midlands. Notably, there are no agency staff used at Daventry Road. Staff retention is currently stable, and the team comprises long-serving members with over ten years of experience.

Night shifts also follow a waking staff model, with two or three staff depending on the house. Managers can check logs are entered into the system throughout the night.

All staff can access care plans through the 'Log My Care' system.

Induction training consists of a 12-week programme, and staff complete some mandatory training before starting work. Staff are promoted from within, and the company offers staff the opportunity to complete NVQ's. The home has not needed to sponsor staff from overseas.

Residents have a wide network of outside professionals, including Speech and Language Therapists, Dietitians, Nurses, Occupational Therapists, Physiotherapists, and Advocates. A Consultant Psychiatrist from The Railings has overseen medication reviews, which Patryk told us has been very beneficial for residents.

The local GP carries out annual health checks for all residents.

Nutritional needs are assessed, and risk assessments are put in place. The Dietitians support nutrition and hydration training for all staff who then provide education and support to residents to make healthier food choices.

Some residents have Deprivation of Liberty Safeguards. (DoLS) and staff are trained in the Mental Capacity Act (MCA) and Liberty Protection Safeguards. The Assistant and Registered Manager deliver training. Positive Behaviour Support (PBS) training is in place. All residents are assessed for capacity. Patryk told us he is trained to carry out mental capacity assessments. Some residents have Independent Mental Health Advocates (IMHA's) from Voiceability.

All residents have financial care plans and some have financial appointees (e.g., Penderel's Trust).

Patryk told us that physical interventions have been significantly reduced through improved staff education and medication reviews carried out by the Psychiatrist at the Railings. A commitment to minimising restrictive interventions through education and training means staff are now better equipped to spot early warning signs and de-escalate situations before restraint is needed. We were told that these are now only used as a last resort. A Deputy Manager later said to us that physical restraint had not been used in their house for at least a year.

8. Observations and Findings

a. Quality of Life and Support Environment

Residents are encouraged to use public transport and bikes. Those who can, walk into Rugby, which takes 30 to 40 minutes and others use Ubers or their own motability cars. The majority are accompanied by staff. Two minibuses and several Motability vehicles owned by the company can be booked for trips out when needed.

Staff have worked effectively to help residents integrate into the local community and be welcome at community events. They told us they chat with the person running the pub to support responsible drinking and also help out at the local fete.

Residents discussed visiting the pub and their hobbies, such as fishing. Staff emphasise the importance of friendships with residents, especially for those who may lack other social contacts. We saw people going out in cars. On the day of our visit, all the residents from one house had been to Dunchurch. Staff told us that people in the local town had now grown accustomed to seeing the residents and staff out and about. We were told this has taken time, but they now felt local people were welcoming.

Staff informed us that they support residents in making choices about what they wear, while also encouraging them to dress in an appropriate manner. Staff members dressed casually, saying that this helps them avoid standing out noticeably from the people they were supporting when they were out together.

Staff told us that, although it is a challenging job, they enjoyed working there and wanted to stay. Staff consistency, reduced need for handovers, and an established team contribute to this.

b. Person-Centred Planning and Aspirations

Residents' needs vary widely, and staff appeared responsive to these differences. Staff are familiar with the people they support, including their health and wellbeing needs. Deputy Managers in each house were able to discuss individual residents' needs and personal preferences confidently.

Staff talked about supporting residents in progressing towards their long-term aspirations, and we heard many stories about people moving forward with their lives. One resident has successfully transitioned into independent living, with overnight support provided initially. Other residents have moved into supported living settings. The home and staff demonstrate ambition for the residents while being realistic about individual capabilities.

Staff are trained in recognising fluctuating capacity, and in general, residents were assumed to have the capacity to make their own decisions.

People can decide when they want to get up, when they want to eat and what they want to eat. We observed that some people choose to lie in, and this decision is respected, though staff gently encourage them to get up.

Each house holds weekly meetings to plan food shopping, though some residents prefer day-to-day choices. Staff provide support and education around healthy eating. Residents are supported by staff to shop for their own food and participate in cooking if they can. Staff balance residents' nutritional needs for healthy eating with respecting residents' personal choices.

c. Consistency and Continuity of support

Each house has a consistent staff team that the residents get to know. We observed that the residents and staff appeared to know each other well and have friendly, supportive conversations.

9. Individual House Observations

Each resident has their own room with en-suite facilities, and rooms are personalised with their belongings and decorations. Flooring is vinyl wood-effect. Most residents can have double beds, but those who need them have hospital-style beds. One observer felt that the rooms could have been more homely, but all of the rooms we saw were different, so they were personalised to some extent. Cleaning is completed by staff, and a maintenance person ensures buildings and gardens are kept in good condition.

a. Maple House:

- Three residents. Two declined to meet us, and one engaged pleasantly in the lounge.
- Staff demonstrated strong knowledge of individual needs.
- We were told a resident is being supported through making some changes in their life.
- Rooms were well-maintained and personalised.

b. The kitchen had a key in the door. When we asked why, we were told this was a company rule. We observed that there were enough staff around to open the kitchen on request.

c. Aspen House:

- Six residents (five men, one woman), some with complex needs and challenging behaviours.
- Active atmosphere, residents engage in fishing and other hobbies.
- Residents may sleep late, which is respected by staff.
- Staff described balancing professionalism with genuine friendship and fun.
- Residents expressed satisfaction with their living arrangements.

d. Redwood House:

- Six female residents, some with more complex needs.
- Observed communal dining with residents enjoying meals and socialising.
- One resident described the home as friendly and said people made her laugh.
- One resident had twenty-four-hour support, with one-to-one waking night staff.
- Residents had been on a group holiday.

Conclusion

The home provides a warm, friendly, person-centred environment where residents appear safe and well-supported in making choices. Staff are trained, engaged, committed, and have a good understanding of the residents. There are opportunities for career progression and staff feel supported by the owners.

Residents have a variety of complex needs and may have come from long-term institutions where everything was done for them. Staff demonstrated that they try to encourage people to take more initiative slowly, but some do not want to. This was particularly evident in cooking, with some residents expecting staff to cook all their meals when they could do more for themselves. Encouraging greater independence took time and encouragement from staff.

As always, the process of listening, observing, and learning remains central to shaping care that is responsive, respectful, and person-centred. We are grateful to all who took the time to speak with us and support the visit.

This report aims to present an honest and balanced account of our visit, reflecting the lived experiences of both those receiving and delivering care.