

Enter and View Visit Final Report

Service Details

Name of Service Provider: Pinnacle Care Ltd

Premises visited: Elmhurst Assisted Living and Care Facilities

Location: 42 Hillmorton Rd, Rugby CV22 5AD

Date of Visit: 25th November 2025

Time: 10:45 am - 2:00 pm

Registered Manager: Anne-Marie Tacey

Authorised Representatives: Robyn Dorling, Enter and View Lead and Ali Raza (Volunteer Authorised Representative)

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 experiences of all service users, their relatives, and staff; it is only an account of what was observed and contributed to during our visit.

Summary of Findings

Elmhurst Assisted Living and Care provides a home for up to eleven people with complex needs. These include mental health, learning disabilities, and dementia.

The home is a large, grand, double-fronted listed building on a busy residential road in Rugby. The house has high ceilings, large windows, Victorian features and spacious communal rooms and bedrooms.

The home appeared clean, well-maintained, warm and homely.

During our visit, everyone at the home was happy to talk to us. Staff told us it was a good place to work, and residents told us it was a good place to live.

Residents used the large communal spaces and the garden, expressed satisfaction with their home, and appreciated the care and support they received.

Staff were friendly and professional. They appeared to know residents well and enjoy chatting with them. They told us the training was good and said they were eager to keep learning and to do their best for the residents. We observed that staff created an inclusive environment by involving everyone in the conversations.

Recommendations:

Further enhance staff communication and development through full staff meetings to discuss how best to work with new residents, or those whose needs may have changed.

Purpose of Visit

The visit was conducted as part of Healthwatch Warwickshire's statutory responsibility to gather insights into health and care services. Our aim was to understand the lived experience of the residents. We wanted to make sure they are safe, included in everyday life, living well together, and treated with dignity and respect.

Approach Used

This Enter and View visit was announced, meaning we gave a week's notice. We chose to give notice rather than arrive unannounced because the home is small, and we wanted to make sure people would be there on the day. We also felt that, since some residents have complex needs, they might feel more at ease talking to new people if they knew we were coming beforehand. Most Healthwatch Warwickshire Enter and View visits are unannounced.

When we arrived at the home, we were welcomed by the Registered Manager Anne-Marie Tacey, the Area Manager Carrol Flanagan, and the Compliance Lead Sam Batherhood. We spent time with them, learning about the home, before having a tour of the building and being introduced to staff and residents.

Conversations were held with six residents, including two in-depth discussions. We also spoke to two support workers, the housekeeper and the gardener.

Observations and Findings

The home is situated in a large, grand listed building on a major residential road in Rugby, surrounded by other houses. At the front of the building, there is a drive and parking. Inside, the large rooms have high ceilings, providing ample space and natural light.

The home was calm, despite a fire alarm malfunction during the visit. Cleanliness was good, and signage was clear. Safety measures such as stair rails and a chair lift were in place. The upstairs rooms are not wheelchair-accessible due to the absence of a lift. No trip hazards or clutter were observed.

The garden was well-maintained with seating areas. Residents and staff were using the garden on the day of our visit.

Anne Marie told us that most of the residents' rooms are large, but there is one smaller room. We saw one room, which was very well personalised, with a homely feel.

Interview with the Registered Manager

At the start of our visit, we spent an hour with the Registered Manager, Anne-Marie; the Area Manager, Carrol Flanagan; and the Compliance Lead, Sam Batherhood. They answered all our questions about the home and explained how they support residents and staff.

Anne-Marie had just received her official Registered Manager registration and told us that 'running a home like this has been my dream for a long time.'

The home can support up to eleven adults of different ages. Some residents stay for a long time, while others move on. Everyone living there has complex needs, and the age range and support needs vary widely.

Several residents have previously spent long periods in psychiatric hospitals. On the day we visited, only one person was subject to Deprivation of Liberty Safeguards. Anne-Marie explained that when people come to the home after extended stays in psychiatric hospitals, it can take time for them to adjust to having choices and freedom, for example, deciding when to eat or what time to get up.

Leadership and Workplace Culture:

Anne Marie told us how she values her staff and maintains positive working relationships. The home has three care workers in the day and three at night.

Pinnacle Care has a staff trainer, and the training room for all the homes is located at the back of Elmhurst.

Senior staff conduct visits across homes to assess whether they are open and welcoming. We suggested that residents could be involved in these visits as part of good practice.

Health Support:

The local GP practice holds online meetings every week. District Nurses visit daily if residents need them, for example, if someone has diabetes and depends on insulin. Staff manage symptoms such as low blood sugar and raise any concerns with the District Nurses, who, we were told, give strong support to the staff.

Mental Health Support:

Residents and staff receive support from the mental health team. Psychiatrists are responsible for medication reviews. We were told that residents can get reviews and appointments, although they may have to wait. Crisis Team involvement seems to be limited to answering calls and signposting. If a resident has an allocated worker with the Mental Health Hub, safeguarding concerns are referred to them.

Safeguarding:

Anne Marie, the Registered Manager, is the Safeguarding Lead and demonstrated strong leadership in handling difficult safeguarding issues by providing detailed accounts of two safeguarding situations she had dealt with over the last year or so. Posters in the entrance clearly communicated safeguarding responsibilities.

Tour of the home:

After spending an hour with Anne-Marie and senior Pinnacle staff learning about the home, we were given a tour and had time to talk with residents and staff about what it is like to live and work there.

Residents

The people living in the home looked comfortable and well-dressed, with good personal care. Residents range in age and have varied needs; we were told that some enjoy being busy, while others prefer a slower pace and a calm environment. Staff seemed to know the residents well and showed genuine interest in their well-being.

On the day of our visit, residents were chatting with staff. Although we did not see any structured activities, we were told that people have daily opportunities for outings and social visits. Staff accompany residents on trips into town, and because many have previously lived in Rugby or nearby, they can keep in touch with family and friends.

Every Wednesday afternoon, residents visit other Pinnacle Care homes. These visits, called "round robins," help friendships grow across homes, give people the chance to meet new people, and let everyone experience both welcoming visitors and being a visitor.

Residents were happy to chat with us and shared positive experiences, expressing gratitude for care and support. One resident highlighted family visits as a valued aspect of their life. Another resident said they were pleased to be living at Elmhurst and did not wish to return home.

Resident Feedback

Comments reflected genuine satisfaction and appreciation for staff efforts:

"I do most things for myself."

"If I were cast away from here, I would really miss it."

"My family visits, and they take me out. I really enjoy that."

"Yes, I feel safe here, and I do the things I want to. I used to live on my own, so it took me a while to get used to it and adapt, but now I am okay."

Staff:

Staff cook for residents and shop for their food. Residents can get involved in all aspects of shopping and food if they want to.

Residents have their own small kitchen, which we saw stocked with cereals, tea, coffee, and enough fridges for everyone to have their own shelves. On the day of our visit, one resident was helping make lunch.

Staff support residents on difficult days by building strong relationships and getting to know them well. This helps residents feel calmer and reduces anxiety or distress.

Staff described Elmhurst as a good place to work, with plenty of training and support. They told us that managers are always supportive, and that staff can also contact the head office directly for help with any workplace issues.

Staff Feedback

Staff feedback reflects a positive workplace culture:

"This is a good place to work."

"The residents are well looked after."

"If we need training, we get it; the trainers know their stuff."

"There is time in the evening to read through residents' files if we want to know more."

"I have worked in lots of different places; this is a good home. One thing that could be improved is communication. I want all the staff to get together to discuss how best to work with a person. It would help me to know that I am doing the best for the residents. Needs change, and new people come in. I am always thinking about how to do things better, rather than copying what others do. But it is difficult to arrange, we don't want to have to come in on our day off, and we are not all here at the same time."

We discussed the idea of holding whole-staff meetings to review and discuss individual residents. Anne Marie immediately began considering the practicalities of arranging such meetings. She suggested introducing this approach once the two new staff members have started, to ensure the team is complete and able to participate fully.

Conclusion

Elmhurst Assisted Living and Care demonstrates strong leadership, a positive culture, and commitment to resident well-being. Staff appreciated the trainer and were keen to learn.

The environment is spacious and homely with potential for residents to add personal touches that reflect their character and taste. Residents appeared to care for themselves and others, and told us they appreciated the support at Elmhurst.

Healthwatch Warwickshire thanks the management, staff, and residents for their cooperation during this visit.