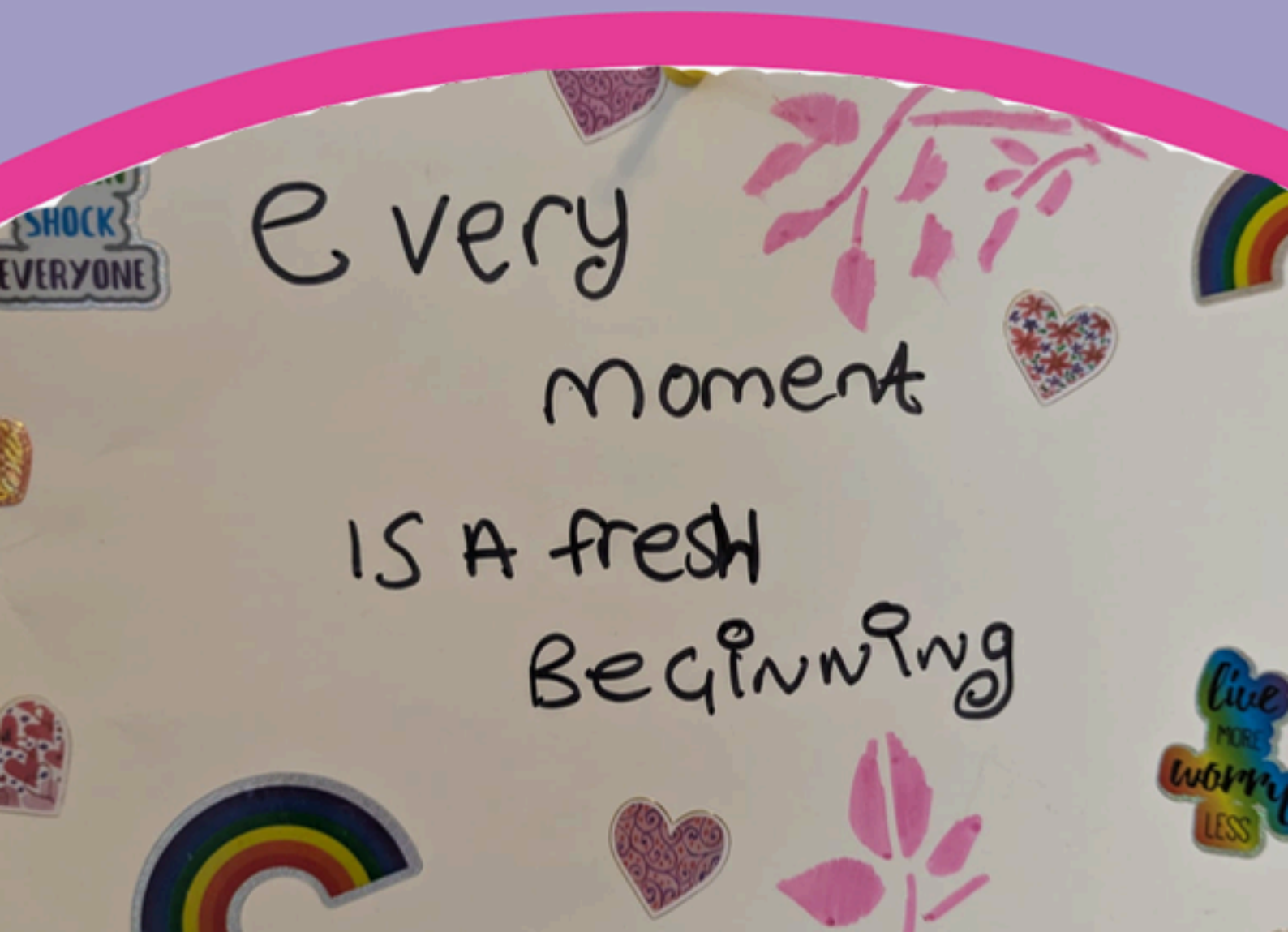


Enter & View

Pathways Supported Accommodation

July 2025



Enter & View

Healthwatch Dudley has been working with the Dudley Quality Partnership to identify care, nursing homes and supported living accommodation to visit throughout the year to listen to residents and relatives experiences of care.

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits provide an opportunity to make observations and speak to people accessing services, carers, and relatives to understand their experiences.

Enter & View visits and reports capture feedback and opinions from residents, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

Healthwatch Dudley are able to seek opinions from people accessing services and their families who may not be confident to share with the provider directly.

We publish our findings at www.healthwatchdudley.co.uk and share the report with relevant organisations.

What we did



We conducted an announced Enter & View visit on 15th July 2025, we also returned on 25th July to speak with a resident who was unavailable on the initial visit.

About Pathways

Pathways is one of six supported living services within Dudley borough run by Integra Group.

Integra provide support to adults aged 18 and over who may have autism, epilepsy, learning disabilities, behaviours that challenge or a mental health condition.

Supported housing at Pathways aims to provide a home that “nurtures well-being, independence and a sense of belonging.”

Pathways provides accommodation for four residents. On the day of the Enter & View visit, there were three residents living at Pathways.

Care Quality Commission inspected in 2019.

Overall rating was Good

Area ratings:

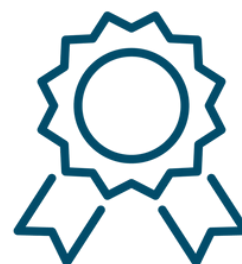
Safe – Good

Effective – Good

Caring – Good

Responsive – Outstanding

Well-led – Outstanding



Key findings from the CQC:

- ✓ People received high-quality, person-centred support from staff
- ✓ Residents had access to a variety of activities which enhanced their outlook, motivation and sense of purpose
- ✓ Staff knew how to support people's dignity, respect and self-determination.

WELCOME TO PATHWAYS

Who we heard from

We collected feedback from two residents during the visit through conversations.

We were informed by staff that it was unlikely we would receive feedback from relatives, as some residents have limited contact with their families.

We spoke to everyone who wanted to talk to us, however, we used our best judgement to determine if some comments should not be included in our report due to irrelevance.

Healthwatch Dudley staff made independent observations and obtained information from staff during the visit.

Friends and family were able to feedback via the online version of the survey. However, we received no responses to the online survey.



Two residents spoke to us during the visits

Staffing

We were told that approximately 20 members of staff work across the Integra properties in the area.

We were informed that the same staff work with a resident wherever possible.

Management said that many members of staff had worked at Pathways for some time.

During the first visit, the manager was working with a resident who was experiencing a challenging time. They were visiting them in their flat to check on their wellbeing.

Some staff members were observed sitting in the communal area of the conservatory.

One resident told us that they receive support from staff.

"Staff are helpful and supportive."

-Resident



Safety

During our visit, we observed the following steps taken to maintain a safe environment:

- There is a lock on the front door. We were required to ring the doorbell to gain entry.
- In addition to the main doorbell, there were multiple buzzers, however it is unclear what these were for (**see page 13 for update**).
- Visitors are required to sign in and out of a visitors book when visiting.
- A key fob is required to exit the building.
- Each resident has a flat with a locked door. We observed a resident unlocking their door to enter their flat.
- Fire safety information was displayed in the hallway.



One resident told us that they were unhappy with people [maintenance workers] entering their flat.

"I don't like people looking at my stuff. I don't like people walking through [my flat]."

-Resident

Staff are aware that this resident doesn't like people entering their flat and shared ways they manage this. For example, they said that the resident had been upset when maintenance workers had visited to assemble a chest of drawers.

Staff reported supporting the resident to check their belongings and are planning to order pre-built furniture in the future.



Staff respond to residents' safety concerns.

Activities

"I'm having a party."



Management shared information about activities that they offer at Pathways.

Trips have included visits to Cadbury's World, Merry Hill, and the arcade.

We observed a member of staff talking to a resident, explaining what they had planned that week. The resident said they would be going shopping and 'going for a shandy'.

"[I'm having] a party, sandwiches, crisps, cakes, sweets, karaoke."

-Resident

We saw a member of staff writing a shopping list with a resident.

We were told by staff that one resident visits Blackpool each year. They like to return to the same hotel for a few nights. Staff say that they have suggested visiting other places, but the resident enjoys going to Blackpool.

"Ann and Kate [are going out] tomorrow [for my] birthday."

-Resident

During the second visit we spoke to the manager who mentioned taking a resident to the gym later that day.

Activities

"I go out every day to meet my family"

-Resident

One resident shared that they go out most days to meet family in the local town centre. They said they found it easy to access public transport as Pathways is located on a main road.

"I can catch the bus to town from
by the church."

-Resident

In addition to supported living, Integra provide day opportunities through a project called Synergy for people such as archery, cookery and gardening. Information about these activities was displayed in the entrance to Pathways.

The resident we spoke to said they did not attend any of these sessions.

A resident told us that they were going bowling that week. They appeared excited about the birthday party they were having the following week. Staff were due to take them shopping to buy things for the party.

"[I'm] going bowling."

-Resident

Personalised care

“I would like to be closer to my family”



Residents have different support packages and allocated support hours set by the Local Authority. Staff shared that one resident's support has recently been reduced and expressed concerns about how this impacted on their well-being.

During the first visit, we observed warm interactions between staff and the one resident present.

We observed a resident leaving the property to visit the local shop to buy snacks with a worker.

“I like looking after [my] dolly.”

-Resident

“I’m going everywhere.”

-Resident

“ [We do] cooking, and bake cakes, a thousand cakes. I’ve got a birthday cake.”

-Resident

Staff have informed us that they are supporting residents to move from Pathways to new properties.

“I want my own house.”

-Resident

“I want some new drawers.”

-Resident

“I would like to be closer to my family.

-Resident

One resident has lived in supported living for over 20 years.

One resident says they were placed in Pathways following their discharge from hospital. They reported not having a choice as to where they were placed.

Sharing feedback

There are opportunities for residents and visitors to share feedback with integra.

Feedback can be given via apps or by scanning a QR code.

Posters with this information were displayed in the hallway.



The environment

Staff feel the property requires maintenance and redecoration.*

Pathways is located on a main road, with a small frontage between the house and the road. There is a driveway to the side of the property which leads to a small carpark and back garden.

On our first visit, we noticed some litter outside the property and the woodwork on the door was in poor condition.

When we entered, the hallway was clean and tidy. It was decorated with artwork, ornaments, cards and information posters.

Inside the property there is:

- Four flats for residents. Two upstairs and two downstairs.*
- A small staff office.
- Conservatory which acts as a communal space.

Recently, a resident's boiler had broken and they had to wait several days for repair, leaving them without hot water.

Staff told us that on occasion they had to arrange for furniture and white goods to be replaced, through Pathways, when this is the responsibility of the management company.

In the garden there is:

- Outhouse and container for storage.
- Garden furniture.

Parts of the garden appeared to be in poor repair, for example, parts of the wooden railings were missing,

Staff report that they have raised issues with the owner of the property.

**We did not enter residents' flats as these are private residences.*

***Note: Maintenance and repair work is the responsibility of Inclusion Housing, not Integra Group. See page 13 for more details.**



Recommendations



Enrich residents lives

Encourage residents to take part in Synergy activities, beyond displaying posters.

Continue to provide a personalised service that takes into account the preferences and needs of individual residents.

Recommendations regarding environment

Maintenance works are usually carried out by a registered housing association, Inclusion Housing holds responsibility for carrying out all major repairs and ensuring the overall upkeep of the building. Integra's role is to advocate on behalf of residents and ensure any issues are promptly reported.



Entrance

Consider improving the look and function of the entrance by labelling, or removing, buzzers and improve the condition of the woodwork.



Reporting maintenance

Provide a quicker and easier system for staff to report maintenance issues.

Ensure maintenance issues are responded to promptly.



Residents' privacy

If access is required for maintenance or other reasons, ensure the resident is consulted and has a say in who enters their room and at what time.

Response from Pathways

Integra provided the following response to this report and the recommendations made:



Enrich residents lives

- We will continue to explore meaningful opportunities for residents to engage in both community-based and in-house activities that support wellbeing, independence, and social connection. Staff teams are encouraged to work creatively with residents to identify new experiences that reflect their interests.
- Beyond displaying information posters, staff actively promote Synergy opportunities through one-to-one conversations, planning sessions and by offering practical support.
- We will monitor attendance and gather feedback to better understand any barriers to participation.



Privacy

- We fully recognise the importance of protecting residents' dignity, privacy, and rights within their own homes. Integra has been working closely with Inclusion Housing and all external subcontractors to ensure that:
 - Residents are given clear notice before any maintenance visits.
 - Residents are consulted and, wherever possible, able to agree on a suitable time for access.
 - Staff are available to advocate for residents during visits to ensure their views and preferences are respected.
- We remain committed to strongly advocating on behalf of residents so that their independence and dignity are upheld at all times while essential property maintenance is undertaken.



Personalised support

- Integra remains committed to delivering a highly personalised service. Support plans are regularly reviewed in partnership with residents and tailored to their preferences, abilities and aspirations.
- Staff receive ongoing training to uphold person-centred values and to adapt approaches to meet individual needs.

Response from Pathways



Entrance

- We recognise that multiple buzzers at the entrance could cause confusion for residents, visitors, and contractors.
- Integra will work with the housing association, who are responsible for the building's fixtures, to ensure that each buzzer is clearly labelled and easy to understand. We will also request that clear instructions are displayed at the entrance for visitors.
- Our aim is to improve accessibility and ensure that all entry systems are straightforward and supportive of residents' independence, dignity, and safety.
- We have since labelled the correct system and covered over the older 'original' intercoms[as not in use] to the properties until the housing association can safely remove them.



Maintenance

- Reporting Maintenance: Integra's role is to advocate on behalf of residents and ensure any issues are promptly reported. To strengthen this process, Integra has introduced a more accessible repair request format which allows staff to log and escalate maintenance concerns quickly and effectively. This system improves communication, ensures better tracking of outstanding works, and helps us monitor Inclusion Housing's responses.
- Moving forward, Integra will continue to work in close partnership with Inclusion Housing and their contractors to promote timely responses and to uphold residents' comfort, safety, and quality of life.



Resident Choice

- We note the comment regarding a resident being placed at Pathways following their discharge from hospital and reporting that they did not have a choice in where they were placed. Decisions about placements are made by the Local Authority in line with assessed needs and available provision, not by Integra. Once a placement has been agreed, we work to ensure the individual receives person-centred support.

Thank you

Thank you to the residents and staff for sharing their experiences with Healthwatch Dudley.

Thank you to everyone at Pathways for making us welcome during our visits.

We hope our observations and recommendations contribute to improving the experience for residents and staff at Pathways.

"Integra would like to thank Healthwatch Dudley for visiting Pathways and for the constructive feedback provided through the Enter & View process.

We also extend our sincere thanks to the residents who shared their views and experiences, and to our staff teams for their continued dedication and commitment to high standards of care and support.

We are grateful to Healthwatch Dudley for highlighting areas where we can improve, and we look forward to continuing our close collaboration with partners to enhance the experiences and outcomes for everyone living at Pathways."

-Integra



**Committed
to quality**

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

**If you would like this report in another
language or format please contact us.**

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