



Enter and View Revisit Report

Bennett House

Announced

September 29 2026

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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:

Bennett house ,

Park Lane

TF7 5HR

Manager: Lisa Johnston

Service type: Residential Care Home

Date and Time: 29/9/26

Provider name: Lotus Care Management services ltd

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 29th Sept 2026 . 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 Chief Officer

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 patient's 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 6th March 2026 to review progress against the recommendations made following the previous Enter and View visit. The revisit also provided an opportunity to observe the environment, speak with the manager and deputy manager, and see how the home had responded to feedback and identified areas for further improvement.

9, Summary

Healthwatch carried out a revisit to Bennett House to review the progress made against the recommendations from the previous Enter and View visit. The Authorised Representative met with the manager and deputy manager and discussed each recommendation before walking around the home and observing the environment.

The revisit identified clear progress against all five previous recommendations. Staff, including agency staff, were observed wearing name badges and appropriate uniforms. Fire exits were clear, and the home has introduced measures to manage television and radio noise in communal areas.

The home has also made significant progress in the presentation of menus and information for residents. Larger-print and pictorial menus are now available, food choices are changed daily, and residents have been involved in decisions about the timing and type of meals provided. A pictorial breakfast menu and a 'Night Bites' menu have also been introduced.

The home was observed to be clean and tidy, with completed shower rooms and improvements to the enclosed garden. The AR also observed residents spending time with the activities coordinator and noted positive feedback and compliments from families.

10. What we did

On arrival at the home, the Authorised Representative was asked to show their identification badge and sign in using the electronic signing-in system. The system also requires visitors to confirm that they have read the fire evacuation procedures.

The AR then met with the manager and deputy manager to go through the recommendations made following the previous Healthwatch visit and discuss the actions taken since that visit.

The AR then walked around the home, observing communal areas, fire exits, staff presentation, menus, signage, facilities and the garden. Residents were also observed participating in activities.

11. Findings

a) Environment

The home was observed to be clean, tidy and well maintained during the revisit. No concerns were identified during the walk around the home.

The new shower rooms have been completed. The enclosed garden has also benefited from new handmade wooden furniture, providing additional seating areas for residents who enjoy spending time outdoors. The home has further plans to continue developing the garden.

The external appearance of the home has also been improved. Tree surgeons have cleared some of the trees around the property, making the home and its signage more visible when approaching the building.

New coded locks were observed on some fire doors at the ends of corridors. The home explained that these locks are deactivated when the fire alarm is activated.

b) Essential services

The revisit focused primarily on progress against the previous recommendations and the environment and experience of residents. The home continues to provide residential care and has a focus on supporting residents' day-to-day needs and wellbeing.

c) Access

The electronic signing-in process was used on arrival. The home continues to provide accessible communal and outdoor areas for residents. The AR observed the enclosed garden and the additional seating now available.

d) Safe, dignified and quality services

The previous recommendation regarding fire exits has been addressed. During the revisit, the AR checked the home and observed that fire exits were clear and unobstructed.

The previous concern regarding staff identification has also been addressed. All staff observed during the visit were wearing name badges and appropriate uniforms.

The manager and deputy manager described the changes made to television and radio use. There are now no televisions or radios switched on during mealtimes, and staff are reminded that any television or radio should be kept at an appropriate volume for residents in the area.

e) Information

The home has reviewed the way menus are displayed. Larger-print menus and pictorial menus have been developed these are displayed on the dining tables. These are changed daily so residents can see the meals being offered.

A large pictorial breakfast menu is also available. The home has introduced a 'Night Bites' menu showing food residents can request during the evening and night.

The home has ordered new dementia signage and is awaiting delivery.

f) Choice

The home has involved residents in decisions about meal arrangements. Following discussions with residents, lunch is now a lighter meal and the main cooked meal is served at teatime.

A new menu is also expected to be introduced within the next few weeks. The range of menus and pictorial information provides residents with clearer opportunities to understand and choose what they would like to eat.

g) Being listened to

The changes to mealtimes and menu presentation demonstrate that the home has listened to residents and responded to their preferences. The AR also observed a range of positive feedback and compliments, including comments from families of respite residents and relatives of residents who have sadly passed away at the home.

h) Being involved

Residents have been involved in decisions about the timing and type of meals provided. The home is continuing to develop its environment and has plans for further improvements to the garden and signage.

The home also reported that four sponsored nurses have gone on to qualify in the UK and expressed appreciation for the support and encouragement provided by the home and its management in helping them achieve their certification.

12. Review of previous recommendations

The table below summarises the recommendations made following the previous Healthwatch visit and the findings of this revisit.

No.	Previous recommendation	Revisit finding	Status
1	Ensure all staff, including agency staff, wear name badges.	All staff observed during the revisit, including agency staff, were wearing name badges.	Addressed
2	Ensure new staff have appropriate uniforms before starting employment.	All staff observed during the revisit were wearing the appropriate uniform.	Addressed
3	Review the noise levels of televisions in communal areas to ensure the environment remains comfortable for residents and allows conversations.	The home no longer has televisions or radios switched on during mealtimes. Staff are reminded to keep televisions and radios at an appropriate level for residents in the area.	Addressed
4	Ensure fire exits always remain clear and items should not be left in areas that could obstruct emergency exit routes.	The AR checked the home and observed that all fire exits were clear at the time of the revisit.	Addressed
5	Review how menus and activities are displayed in lounge areas to ensure they are accessible for all residents, particularly those living with dementia.	The home has introduced larger-print and pictorial menus, daily menu displays, a pictorial breakfast menu and a 'Night Bites' menu. New dementia signage has also been ordered and is awaiting delivery.	Addressed

13. Provider feedback

During the revisit, the home shared information about the improvements it has made and its continued plans to develop the service. The management team highlighted the new menus, changes to mealtimes, dementia signage, completed shower rooms and improvements to the garden.

The home also expressed pride in supporting four sponsored nurses who have gone on to qualify in the UK and in the positive feedback received from families, including families of respite residents and relatives of residents who have sadly passed away at the home.

The home reported that it was pleased with the outcome of its latest CQC inspection, which it described as achieving Good/Outstanding/Good ratings across the areas assessed.

The management team acknowledged that improvements take time and described the home as continually looking for ways to improve the experience and environment for residents.

Conclusion

Healthwatch Telford and Wrekin was pleased to see the progress made at Bennett House since the previous visit. The revisit demonstrated that the management team has listened to the feedback provided and has taken action, particularly around staff identification, uniforms, noise levels, fire safety and the accessibility of information.

Healthwatch was also pleased to see wider improvements to the home, including the completed shower rooms, improvements to the garden, new menus and continued investment in the environment.

The involvement of residents in decisions about the meal structure was particularly positive and demonstrates the importance of listening to residents and responding to their preferences. The home continues to identify areas where further improvements can be made and appears committed to continuing this work.