



Enter and View

Birkdale

Re-Visit

13 March 2026

Contents:

Section	Theme	Page
	What is Enter and View	2
1	Provider details	3
2	Acknowledgments	3
3	Disclaimer	3
4	Authorised Representatives	3
5	Who we share the report with	3
6	Healthwatch Telford and Wrekin details	3
7	Healthwatch principles	4
8	Purpose of the visit	4
9	What we did	4/5
11	Recommendations	6

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: *Birkdale*
Station Hill, Oakengates, Telford TF2 9AA

Manager: *Francis Louise*
Service type: *Residential Care Home*
Date and Time: *13/3/26*

2. Acknowledgments

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

3. Disclaimer

Please note that this report is related to findings and observations made during our revisit made on 13/3/26. 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 - Chief Officer

5. Who we share the report with

This report and its findings will be shared with the Manager at Birkdale, 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 on 31 July 2025

9. What we did

On arrival, the Authorised Representative (AR) was met by a member of staff. The AR showed identification and signed the visitors' book. The AR asked to see the manager; the staff member went to locate them and returned to say that the manager was in a meeting with senior staff. The AR explained that an email had been sent confirming the date and time of the visit. Another member of staff suggested informing the manager that Healthwatch had arrived. The AR was asked to wait and was offered refreshments.

On arrival at the home there were no parking spaces available on site. The only available parking was on the main busy road outside the home.

While waiting, the AR observed that the home had a “You Said, We Did” board; however, not all cards were dated, and they appeared to mainly reflect feedback from staff rather than residents or visitors. The AR also noted an “Employee of the Month” display which was dated January 2025 and had not been updated.

The AR observed that not many staff members, including the manager, were wearing name badges. It was explained that new name badges and uniforms had been ordered. This had also been raised during the previous visit.

The AR observed that all fire signage and CCTV that is no longer in use had been removed as per the recommendations of previous visit.

The home reported that there have been no significant changes since the last visit. The home currently has 25 residents and has capacity for 29 residents. The home has recruited a new administrative staff member with expertise in audits and is also working with a consultant around governance and strengthening the well-led area.

While waiting in an area that formed part of a corridor, the AR noticed that a cleaning trolley had been left unattended. As residents have access to this area, cleaning materials should not be left unattended.

The AR also observed a member of staff in a lounge leading an exercise activity with residents, who appeared to be engaged and enjoying the activity.

10. Recommendations

Recommendations made from findings from last visit	
1	Ensure that fire exit signage is removed when exits are no longer in use

	All fire signage no longer in use has been removed
2	Ensure all staff wear their name badges
	This is still outstanding as we observed that not all staff were wearing name badges
3	Consider removing CCTV signage in areas that no longer have CCTV coverage.
	All signage has been removed
Recommendations from revisit 13/3/26	
1	Ensure all staff wear name badges
	We have had some new staff and are in the process of ordering some more as some staff have misplaced theirs, again this will be closely monitored
2	Ensure that cleaning materials are not left unattended in areas residents can access
	I have spoken to IPC staff reminding them the severity of leaving the domestic trolley where they are accessible to residents. This has been a formal warning and will be monitored closely.
3	Consider reviewing and updating you said we did board to reflect more feedback from residents and visitors and include dates

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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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