



*Enter and View  
The Maples Care Home  
Unannounced visit  
14<sup>th</sup> February 2025*

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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: *The Maples Care Home, Randlay Avenue,  
Telford TF3 2NN*

Manager: Kevin Bradley

Service type: Residential Care Home

Date and Time: *14/02/2025 10.30am*

Service provider: *Bracebridge Care Group*

## 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 visit made on *14<sup>th</sup> February 2025*. 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 Engagement Officer

Tracy Cresswell - Corporate, Partnership and Volunteering Manager

## 5. Who we share the report with

This report and its findings will be shared with the Manager at The Maples Care Home, 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 patients' 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 unannounced due to feedback received from the public.

The home is a newly established home which opened in May 2023, it delivers care for individuals living with dementia, nursing care for patients living with dementia, nursing care, re-ablement care, respite care and support.

They have the capacity to accommodate 70 residents / patients, at the time of our visit they had 65. The home is spread across 3 floors, the ground floor accommodates 13 residents who are there for re-enablement and is known as the Blossom Suite, they have additional 7 residents on the ground floor which accommodates individuals who are more able to move around and engage with other residents. The first floor accommodates 25 residents who are living with dementia, the manager explained that during our visit 19 residents were either bed/chair bound. The second floor accommodates 25 residents living with dementia but are more mobile.

## 9. What we did

As the visit was unannounced the Authorised Representatives (ARs) reported to reception and asked to speak to the manager, they gave the receptionist the letter explaining the visit to share with the manager. The manager was in a meeting on our arrival, the receptionist asked if we could come back, the ARs explained that we have a statutory duty to enter and were happy to walk around the home and engage with residents and staff, the receptionist explained this to the manager who came out of their meeting.

We sat with the manager and explained what the visit would entail and had a discussion around the home, how it was run etc. Refreshments were offered throughout the visit.

After speaking with the manager, we were shown around the home by a senior member of staff.

## 10. Findings:

### a) Environment

#### i) External

On arrival to the home, the entrance was bright, the garden area was neat and tidy, however the location of the home was situated behind the local pub, the ARs parked on the public carpark, however there was a separate secure car park for visitors and staff to use.

The rear garden had a well-maintained garden area. The home had ducks in the back garden who had their own house in a secure caged area, the staff member shared with the ARs that there is a camera in their house that links to the local school, so the children can see what they are doing.

#### ii) Internal

The entrance was bright and airy and had a welcome feel to it, during our visit the home was accommodating beauty students, who were doing the residents hair and nails.

The home was spread across 3 floors that can be accessed via a lift or stairs.

### b) Essential Services

The manager explained that they are well supported by the Chief Executive Officer (CEO). The CEO also meets with the Customer Focus Lead every Monday morning and ensures that they meet with all new staff via teams or face to face.

The manager explained that they hold assessment days for new staff, and could host anything from 5 to 30 people, the assessment includes finding out what is personal to them, their emotional intelligence, interview etc.

The home is looking at changing the ways for those individuals that are successful during their interviews and assessments, they will work across each section spending short periods to enhance their fundamental training.

The staffing levels are currently 1 manager, 1 deputy manager, 1 customer experience lead, 1 customer focus lead, 1 admin, receptionist, 1 cook, 1 chef, 4 homemaking staff. On the ground floor there are 1 team leader and 2 care companions, physiotherapist, on the first and second floor there are 1 team leader and 4 care companions on each floor. There are also 2 to 3 nurses on daily. The manager explained that if they have to use agency staff it is mainly at night and they use the same agency, they have used agency to cover 5 shifts over the last 4 weeks.

They are currently in the process of recruiting additional kitchen staff and customer experience leads.

Staff receive all their mandatory training, for new starters there is a level of training courses they must complete before they start.

There are opportunities for staff to be upskilled.

### **c) Access**

The manager explained that the home is supported by Stirchley GP practice, they have a direct number and email address to the practice and the GP carries out weekly ward rounds which predominantly take place on a Tuesday or Wednesday, however the home can contact the practice outside of the ward round.

The home has their own physiotherapist who supports the residents that are in the home for re-enablement.

The residents can use their own pharmacist if they require, the home use Pharmacy express for routine prescriptions and Rowlands surgery for emergency prescriptions.

The residents are registered at their own dentist, however the home use care to smile for those residents who are not registered to a dentist.

The manager explained that they have issues with some of the opticians that deliver hearing services as the individuals must be referred via their GP.



#### d) Safe, dignified and quality services

All the residents that we engaged with expressed that they felt safe. The staff must enter a code when using the lifts, the ARs observed a poster in the lift of a resident who liked to move around the home and asking if anyone saw them, they encourage and help them get back to their room.

There is acoustic monitoring in each of the bedrooms that residents have to consent to having, around 70% of the residents have agreed to have it, they also choose the time that it is on. There are call bells in each bedroom, and they are responded to under 2 minutes, if it is an emergency they are responded to immediately.

All the bedrooms are ensuite, however the one bedroom that the ARs were shown did not have a different coloured toilet seat to the basin.

The shower / bathrooms that the AR's observed did have a different colour toilet seat to the basin.

#### e) Information

The manager explained that they have an open-door policy, there were several staff with different coloured uniforms on, they could not be defined as to their role as the staff explained that they have a choice of several colours, the ARs expressed that it was confusing, and not all staff wore name badges.

The staff use handheld devices to update the care plans for each resident, the ARs asked how staff are notified of changes to resident's care, they were informed that if the staff have been on leave etc, they have a notification on the tablet.

#### f) Choice

The residents that we engaged with, expressed that they choose what they want to eat, and if they don't want it, the staff will change it for them. The menu is changed daily. If a resident wants to eat late at night the staff will make something for them.

The residents have a choice on furnishing their rooms with their own personal items, however the beds and fixtures are provided by the home.

The home has ducks in the back garden, and they were chosen by the residents. The AR's observed several residents having manicures from the student beauticians, the residents showed the ARs their nails and they had chosen their own colours, and they were all happy to show them off to the ARs.

The ARs observed several residents in a lounge doing different activities, some listening to music, some watching television, some holding a baby in their arms.

The ARs observed residents with drinks and snacks.

The home has an open visiting policy, so relatives can come at any time of day or night.

The home has a diversity of staff and residents.

The ARs observed throughout the home, all residents rooms had their names and photos that they had chosen on their doors.

### **g) Being Listened to**

The customer focus lead holds regular meetings with the relatives every 8-10 weeks, in addition to the meetings they are available for the relatives to contact them for concerns for example missing clothes etc.

The customer experience lead will be responsible for holding the residents' meetings with one being planned for the end of February, and they will be held initially every 3-4 months.

The manager explained that they are currently waiting for a "you said, we did" board.

The manager explained that they check in with new residents within 24 hours and then a weekly check in as if there are any concerns it is usually at the beginning of their stay.

### **h) Being involved**

Throughout the home the ARs observed staff engaging with residents and relatives.



## 11. Recommendations

Recommendations made from findings	
1	Consider changing the toilet seats in the bedrooms that will be used by residents living with dementia.
2	Ensure all staff wear their name badges whilst on duty.
3	Consider displaying the different roles and coloured staff uniforms throughout the home.

## 12. Provider feedback

In response to recommendation 1) the provider said they we can and will change toilet seat colours if requested or deemed appropriate.

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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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