



*Enter and View  
Mayfield House  
Unannounced visit  
21<sup>st</sup> March 2025*

## Contents:

Section	Theme	Page
	<b>What is Enter and View</b>	<b>2</b>
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	5
10	Findings	
	a) Environment	5
	b) Essential services	6
	c) Access	6
	d) Safe, dignified and quality services	6
	e) Information	7
	f) Choice	7
	g) Being listened to	7
	h) Being involved	7
11	Recommendations and Provider Feedback	8

## 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: *Mayfield House - Leegate Care Limited*  
*Arleston Brook, Nr Wellington, Telford, TF1 2LA*

Manager: Caroline Birchall

Service type: Residential Care Home

Date and Time: 21/03/2025 2pm

## 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 21<sup>st</sup> March 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

Denice Morgan

## 5. Who we share the report with

This report and its findings will be shared with the Manager at Mayfield House, 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, and was part of the Healthwatch work plan.

Mayfield House is a residential care home providing support for adults with learning disabilities. The home is registered to accommodate up to six individuals and offers both long-term care and respite services.

At the time of our visit, the home was supporting five permanent residents and one individual receiving respite care. A newly completed ensuite room has recently been added, and the home is currently awaiting approval from the Care Quality Commission (CQC) before it can be occupied.

## 9. What we did

Upon arrival, we rang the doorbell and introduced ourselves to the person in charge. We explained who we were, the purpose of our visit, and why we were there. The Manager was on leave at the time, and the staff member present was initially unfamiliar with Healthwatch. They contacted the Manager by phone, and we spoke directly with them to further clarify our role and the nature of the visit. Following this, we were welcomed into the home and asked to sign in.

We sat with the person in charge in the communal dining and sitting area, where we discussed the purpose and structure of our visit. This included a general conversation about the home and how it is managed. Refreshments were offered throughout.

It is worth noting that prior to our visit, we attempted to contact the home by telephone; however, the listed number was incorrect across all platforms, including the CQC website.

## 10. Findings:

### a) Environment

#### i) External

On arrival at the home, the exterior appeared well maintained. The property is a detached house with clear signage visible from the road. It is situated on a quiet country lane and is not accessible by public transport.

The home features a large, well-kept front garden and a car park located at the side of the building, providing convenient access for visitors and staff..

#### ii) Internal

Upon entering the home, we were asked to sign in. We explained how the visit would be conducted. During our initial introduction, we were welcomed and introduced to two residents who were seated in the communal area. The walls displayed photos of residents engaging in a variety of activities, contributing to a homely and personalised atmosphere.

This communal area led into the kitchen and included a seating area with a dining table. While the space was functional and welcoming, we noted that the seating was well worn. Throughout the home, we observed areas in need of general repair, including wear to walls and doors. Some areas would benefit from redecoration.

The home is currently undergoing an extension on the side of the building, which will accommodate a new lounge and kitchen area. We were informed that once

this work is completed, the home will undergo further refurbishment and redecoration.

The property includes one bedroom on the ground floor, along with a room that has been converted into an ensuite bedroom intended for respite care. This new ensuite room is still awaiting approval from the Care Quality Commission (CQC) before it can be used.

The remaining bedrooms are located upstairs; however, there is no lift access to the upper floor. The home has a shared shower room and a bathroom, and three of the bedrooms are ensuite.

### **b) Essential Services**

The person in charge stated that they are well supported by the provider and benefit from a core team of long-term staff. The staff assist with day-to-day tasks such as cleaning and cooking, and residents are encouraged to participate where possible.

The home is staffed by a total of eight employees, including the manager and deputy manager. This consists of 6 permanent employees and 2 additional regular bank care staff both of which do regular shifts and receive the same training as staff on permanent contracts. During the day, two care staff are on duty, while one staff member is present overnight. An on-call system is in place to provide additional support during the night if required.

### **c) Access**

Residents are registered with Teldoc and access a range of services within the community, supported by staff or family members as needed. Staff reported that they have access to a professional line at Teldoc and experience no issues in contacting the surgery.

However, it was noted that one resident has been waiting for an audiology appointment for over six months.

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

All the residents we engaged with expressed that they enjoy living at the home. Several residents have lived there for a significant length of time, with two having been at the home for over 18 years. Residents told us they were happy, liked their rooms, and appreciated the staff.

One resident had arrived that day for a period of respite care. They were familiar with the home and were observed settling in and sorting out their belongings. Staff were seen interacting with them in a kind and understanding manner, responding well to their needs.



The home organises a variety of meaningful activities for residents, including outdoor pursuits such as cycling on adapted bikes and sailing on Priorslee Lake. Seasonal activities are also popular, with residents enjoying an annual Christmas trip on the Welshpool steam train.

Residents are encouraged to pursue their personal interests. One resident shared their enjoyment of gardening, while another enthusiastically talked about the television programmes they enjoy.

We also spoke with a relative who had taken their family member out to Telford town centre. They told us they go out regularly and use a taxi, as there is no public transport available.

### **e) Information**

As part of our review, we examined all websites where the care home is listed, including the Care Quality Commission (CQC) website, to verify the accuracy of the contact details provided. During this process, we identified that the information displayed was inaccurate. Specifically, the phone number listed was incorrect.

### **f) Choice**

Residents are supported to make choices about how they spend their day. Most have a preferred daily routine, which staff respect and facilitate. Staff ensure that residents are able to engage in activities of their choosing, and we observed evidence of this, including photos displayed on the wall showing residents taking part in various activities.

One resident told us they enjoy going out for coffee and cake each day, and staff assist them in doing so. During our visit, we observed two residents going out shopping accompanied by a staff member.

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

All residents and relatives we spoke with said they felt involved in the life of the home and that communication was effective. They reported being kept informed about any changes. One relative told us they are always notified of any changes to their loved one's health or wellbeing and are kept up to date with developments within the home. They expressed that they still feel very involved in their relative's care.

### **h) Being involved**

Residents are actively involved in the day-to-day activities within the home and are encouraged to contribute to its daily running. Each resident takes part in tasks

such as going out to shop for their own snacks and newspaper, promoting independence and engagement in everyday life.

## 11. Recommendations and Provider feedback

Recommendations made from findings and the providers feedback per recommendation.	
1	Consider redecorating some areas, also some areas are in need of repair and maintenance.
	The extension work is currently underway, once completed, we have a plan in place to do full refurbishment which will include new bathrooms, furniture and redecoration throughout. Unfortunately, the planning stages of the extension took longer than originally expected, however we felt it was best to finish this work prior to refurbishment of the rest of the home as it will significantly expand the communal areas giving residents more space and therefore hopefully less disruption while refurb of the rest of the home is being completed. All residents will be involved in the planning and choosing of decoration for both the extension area and rest of the home.
2	Consider updating some of the furniture
	As above
3	Ensure that the homes telephone number is updated on all relevant sites
	I have since corrected the telephone number on the CQC website, I had previously put correct contact details on the CQC portal etc but had not submitted the correct form which was an oversight on my part - apologies for inconvenience this caused. The number was correct on Google Maps (updated at time of number change) however listed as Leegate Care, with Mayfield House in the address line - I have now changed this so the name is clearly listed as Leegate Care, Mayfield House so if people were to search either the company name or home name it will be easily accessible to all. Other platforms eg local authorities, health and social professionals etc were all updated at time of change in number. I will put this as part of lessons learnt and ensure any updates of contact details are correctly listed across all platforms.



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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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