



Enter and View
Priorslee House Care Home
Unannounced visit
28th March 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: *Priorslee House Care Home*
Shifnal Road, Priorslee, Telford TF2 9NN

Manager:

Service type: Residential Care Home

Date and Time: 28/03/2025 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 28th 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

David Brown (observing)

5. Who we share the report with

This report and its findings will be shared with the Manager at Priorslee 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

Meeting Point House, Southwater Square, Telford TF4 3HS

Tel: 01952 739540

Email: info@healthwatchtelfordandwrekin.co.uk

Twitter: @HealthwatchT_W

Facebook: HealthwatchTW

Instagram: healthwatchTandW

Web: www.healthwatchtelfordandwrekin.co.uk

LinkedIn: HealthwatchTelfordandWrekin

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 announced and was Part of the Healthwatch work plan. Priorslee House is a purpose-built residential care home for adults aged 65 and over. The facility is registered to accommodate up to 71 residents and offers a range of services, including long-term care, respite care, and enablement beds.

At the time of our visit, the home was caring for 54 residents.

9. What we did

Upon arrival at Priorslee House, we rang the doorbell and introduced ourselves to the staff member in charge. We clearly explained who we were, the organisation we represented, and the purpose of our visit.

We were informed that the Home Manager had recently left the post the previous week. In the interim, the home was being managed by a representative from HC-One, the operating provider.

We outlined our approach for the visit: one Authorised Representative (AR) would speak with the acting Manager to gain an overview of the home and its current operations. The other ARs were given a tour of the facility and engaged directly with residents, staff, and visiting relatives to gather feedback and insights into the service.

10. Findings:

a) Environment

i) External

On arrival at Priorslee House, we observed that the landscaped gardens were well maintained, contributing to a welcoming and pleasant first impression. The home benefits from a large car park located at the front of the building, offering ample parking for visitors and staff.

The building itself is purpose-built, and there is clear signage visible from the road, making it easy to locate. The home is situated on a quiet road, close to residential areas, and is accessible via public transport, which enhances convenience for visitors.

We also noted the presence of a wide parking bay specifically designated for ambulances at the front of the property.

ii) Internal

The entrance area opens into a large, welcoming lounge space with a kitchenette, which leads out into a well-maintained enclosed garden—providing residents with a secure and pleasant outdoor area.

Located near the entrance are the Manager's office and administration areas, offering easy access for visitors and staff.

Priorslee House is arranged over three floors, with lift access to all levels, ensuring the home is fully accessible. The home is divided into three distinct communities:

- Sundew
- Sweet Pea - the dedicated dementia care community
- Rose

It was noted that the top floor is not yet fully operational. Throughout the home, there are various lounges and dining areas, designed to cater to different needs and preferences. Additional facilities include:

- A hairdressing salon
- A café bar for use by both residents and visitors
- A private dining room, available for residents to host special meals or celebrations with guests

The downstairs lounge opens onto the enclosed garden, offering seamless access to outdoor space. Upstairs community lounges feature large balconies with glass surrounds, providing safe and attractive views overlooking the garden.

All bedrooms are spacious and include ensuite facilities. Residents are encouraged to personalise their rooms, to make it feel more like home.

b) Essential Services

The Acting Manager provided a detailed overview of current staffing levels at Priorslee House.

Staffing Structure:

- Management Team:
 - 1 Manager
 - 1 Deputy Manager
- Administrative Support:
 - 2 Administrative staff
- Housekeeping:
 - 3 Housekeeping staff (recruitment underway for a Head Housekeeper)
- Care Team (Day Shift):
 - 3 Senior Care Staff
 - 7 Care Staff
- Care Team (Night Shift):
 - 2 Senior Care Staff
 - 4 Care Staff
- Maintenance:
 - 1 On-site Maintenance Staff
 - Additional support provided by HC-One as needed
- Activities and Additional Support:
 - 2 Activity Coordinators
 - A regular visiting Hairdresser
 - A Volunteer Minibus Driver for resident outings

To cover staff vacancies and annual leave, the home uses regular agency staff from a consistent provider, which supports continuity of care.

The Acting Manager reported a low staff turnover, they were at the time of our visit recruiting for a housekeeper.

Staff Training and Development:

All new staff complete a structured induction programme upon joining HC-One, supported by a Learning and Development Team. Training is delivered through a mix of online modules and classroom-based sessions.

New staff are also assigned a ‘buddy’ who supports them until they are deemed competent in their role.

Mandatory training includes:

- First Aid
- Fire Safety
- Equality and Diversity
- Oliver McGowan Mandatory Training on Learning Disability and Autism
- Dementia Awareness Training

Additionally, DBS checks are reviewed annually.

There are monthly staff meetings, along with daily catchups between department heads, to keep everyone in the loop and make sure things run smoothly. All staff take part in handovers to ensure consistent care, and the home uses handheld devices to update care records in real time.

Staff said they feel really supported by management, with a strong network including HR and the directors. The company also has a wellbeing team and a support line for mental health to make sure everyone’s looked after

c) Access

Priorslee House is supported by Priorslee and Shifnal Surgery for residents’ general medical needs. While GPs do not routinely visit the home, the surgery arranges for other healthcare professionals to attend residents as needed through home visits. The home has said they would welcome more direct interaction with the GP surgery. They also face some challenges around medication changes—such as switching from tablets to liquid form when residents have difficulty swallowing.

The home also benefits from the services of a physiotherapist, who attends specifically to work with reablement residents, supporting their recovery and mobility goals.

For optical care, the home uses Specsavers, who provide regular visiting optician services on-site.

Currently, the home does not have a visiting dentist. Residents are supported to attend their own dental practices in the community. To promote good oral health, all staff participate in the 'Care to Smile' programme, which provides training, advice, and support in delivering appropriate oral care for residents.

Medication needs are managed through Boots Pharmacy, located in Telford Town Centre, ensuring consistent access to prescribed medications.

The home has access to SALT (Speech and Language Therapy) services to support residents with communication or swallowing needs.

d) Safe, dignified and quality services

During the visit, the Authorised Representatives (ARs) observed positive interactions between staff and residents. Staff were seen engaging in a friendly and respectful manner.

All residents we spoke with expressed that they felt well looked after and happy living at Priorslee House. Residents told us they were able to choose their meals and reported being happy with the food provided. Several also commented positively on their rooms, saying they found them comfortable and appreciated being able to personalise their space.

We also had the opportunity to speak with visiting relatives, who shared similarly positive feedback. They told us their loved ones were very well cared for and that they were kept informed about any changes or updates relating to their relative's care and well being.

e) Information

Priorslee House has achieved the status of an Armed Forces Friendly Care Home, aligning with the principles of the Armed Forces Covenant. This demonstrates the home's commitment to recognising and supporting veterans and their families within the care setting.

A suggestions board is located in the entrance area to encourage feedback from residents, visitors, and staff. However, during our visit, we observed that:

- There were no spare suggestion forms available for completion.
- The existing suggestions on the board were not dated, making it difficult to track the relevance or timeliness of the feedback.

The home operates an open-door policy for concerns and complaints. Issues are typically managed internally by the home's management team. All complaints are

acknowledged upon receipt, with a stated aim to resolve them within 14 days wherever possible.

The directors and management team are currently discussing the best use of the top floor, which is not in use at the moment. They are considering developing it into a dedicated dementia unit, which would involve changing the home's registration to accommodate more residents living with dementia.

f) Choice

The home benefits from a dedicated activities team who provide a wide range of engaging and meaningful activities for residents. Regular in-house activities include:

- Arts and crafts
- Bingo
- Quizzes
- Baking sessions
- A popular 'Knit and Natter' group, which is well attended by residents
- Exercise classes, encouraging physical movement and wellbeing

The home also supports outdoor and community-based activities, utilising its own minibus for outings. Recent trips have included visits to Cosford and local garden centres. Some residents enjoy visits to the local pub, which is conveniently located near the home.

We were told that family members occasionally volunteer to assist with both outings and in-home activities, further enhancing community involvement and supporting residents' social lives.

Residents have a three-course lunch every day, with all three courses having alternatives offered. The menus are shared so everyone knows what's coming. Care plans are regularly checked to make sure any special dietary needs are met. There are kitchen areas on every floor, giving residents easy access to food and drinks anytime.

Residents get involved in planning the menus, and their nutritional needs are always considered. The company tries out new menus across all their homes, and once approved, these are cascaded down to each home.

g) Being Listened to

The home actively encourages resident involvement and feedback through monthly meetings with the activity staff. These sessions provide residents with an opportunity to raise any concerns and to make suggestions for future activities, helping ensure that the activity programme remains person-centred and responsive to residents' interests.

In addition, the home holds relatives' meetings every three months. These are advertised via email and displayed on posters throughout the home, providing families with a regular forum to receive updates, raise questions, and contribute to the ongoing development of care and services within the home.

h) Being involved

Residents have plenty of choices about where and how they spend their day, including which activities they want to join in.

The staff we spoke to said they feel listened to and well supported.

Relatives told us they're kept well informed about any changes with their loved ones and about what's going on with activities at the home.

11. Recommendations

Recommendations made from findings	
1	Ensure that paper and pens are always available at the suggestion board to encourage visitors to share their feedback and ideas.
2	Consider introducing a 'You Said, We Did' board to show visitors and residents that the home listens to feedback and takes action on suggestions

12. Provider feedback

1. We have ensured that there are plenty of pens and paper available at our suggestion board which is located near to the Front door and do continue to ask our visitors for feedback.
2. We have also ordered a board that will be located in the reception area which will display a "You Said, We Did ", so that we can show everyone actions taken.

Healthwatch Telford and Wrekin

Meeting Point House

Southwater Square

Southwater

TF3 4HS

www.healthwatchtelfordandwrekin.co.uk

t: 01952 739540

e: telford.admin@healthwatchtelfordandwrekin.co.uk

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www.weareecs.co.uk

t: 01785 887809

e: contactus@weareecs.co.uk

 **@EcsEngaging**