



Enter and View
Faycroft
Semi-announced visit
20th May 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: *Faycroft*

New Street, St Georges, Telford TF2 9AP

Manager: Donna Pearce

Service type: Residential Care Home

Date and Time: 20/05/2025

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 20th May 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

Denise Morgan - Authorised Representative

Frank Pitt - Authorised Representative

5. Who we share the report with

This report and its findings will be shared with the Manager at Faycroft, 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 semi-announced following the CQC's "Requires Improvement" rating from its last inspection in October 2021.

Faycroft is a small residential care home managed by CareTech Community Services. It has seven single rooms with en-suite facilities and provides personal care for women with learning disabilities, and in some cases, mental health conditions. At the time of our visit, six residents were at home, with one in hospital.

9. What we did

On arrival at Faycroft, we were met by the team leader.

We introduced ourselves, showed our ID badges, and explained why we were there and what the visit would consist of. One AR would speak with the person in charge to get an overall view of the home, while the other two ARs would speak with residents and staff.

We were then asked to sign in.

10. Findings:

a) Environment

i) External

Externally, the home was hard to find. The entrance is hidden behind a large hedge, and signage could be improved. Once located, there was a large car parking area.

The home has a large garden that is cared for by one of the residents. This resident has created different areas within the garden, using various ornaments and decorations, which adds a personal touch to the outdoor space.

ii) Internal

Inside, the home was clean and homely, with a newly refurbished kitchen. Bedrooms are decorated to each resident's own taste, giving a personal and comfortable feel. There is one wet room and two communal bathrooms with one en-suite room.

b) Essential Services

Residents are registered with Charlton Surgery and staff reported they receive good service from them. Boots Pharmacy provides medication. The optician and chiropodist visit the home, while residents travel to the dentist.

The home states it has a good relationship with Charlton Medical Practice.

c) Access

The home accommodates women only and is staffed by an all-female team. Residents have regular meetings to discuss menus, activities, and what is happening in the home, ensuring their views are included in decision-making.

d) Safe, dignified and quality services

On the day of our visit, the home had one team leader present. The manager, who oversees another home, was not at Faycroft that day.

The overall team consists of a manager, two team leaders, 5 support workers, maintenance when required by CareTech. The staff with the assistance of residents do the cleaning washing and prepare the meals.

New staff complete an induction through CareTech when they start employment. This includes working through an induction booklet, which usually takes around 6 to 8 weeks. Olivia McGowan training, along with any other training needed to meet the residents' specific care requirements is provided. The residents' ages range from 20 years and up. The team holds monthly meetings and staff receive supervision every 4 to 6 weeks.

The team will be undertaking hoist training to prepare for when their resident returns from hospital.

Staff encourage residents to make their own choices in daily life. Mealtimes are flexible: breakfast is whenever residents get up, lunch is made individually - some residents will make their own. The main meal is in the evening - resident's will also help to prepare this with staff.

On the day of our visit, ARs sat in the lounge with some residents, while others preferred to remain in their rooms. Staff respected these choices but still ensured everyone was included in activities.

The residents we spoke with all said they were happy in the home and liked the staff and their rooms. Some told us about the activities they do and where they like to visit.

e) Information

Residents are supported to be aware of activities, meal options and events in the home through regular meetings and direct conversations with staff. All residents have a key worker who will keep them updated about activities and events. The key worker will also address any concerns.

Management is very interactive with the residents as it's a small home.

f) Choice

Residents choose their own menus, decorate their own rooms, and decide on activities they want to take part in. Outings include shopping, seaside trips, bowling, and cinema visits. One resident enjoys gardening and has created themed areas with ornaments.

Some residents prefer to spend time in their own rooms where others enjoy the lounge and gardens.

Most resident go out into the community daily.

g) Being Listened to

Staff said they rarely receive complaints from residents, but any concerns would be passed to the locality manager. Residents told us they felt happy, respected and supported by kind staff.

Staff we spoke to said they felt well supported by management, and they loved working in the home.

h) Being involved

Residents are encouraged to take part in daily household tasks such as cooking and cleaning. They are also key contributors to menu planning and activity choices. Each resident has a key worker for ongoing support.

We were told that relatives are very involved in the home, we did not meet any on the day of our visit.

11. Recommendations and Provider response

Recommendations made from findings	
1	Consider Improving the signage outside the home to make it easier for visitors and emergency services to find the entrance.
	<i>This is currently underway as one of the staff is designing one with the help of our residents.</i>
2	Consider enhancing the group living ethos with pictures of those living at Faycroft doing activities or on outings with

	each other as well as staff within the communal areas of the facility.
	<i>We are looking at this with the residents asking them to choose their favourites and we will buy frames.</i>
3	Consider introducing a folder or similar to contain instances where the facility has acted on the wishes of people like a 'You said, We did' record so that both the people living there and their families can see evidence - discreetly of how much the facility creates the homely ethos it operates under.
	<i>We now have a board "you said, we did".</i>

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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The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

www.weareecs.co.uk

t: 01785 887809

e: contactus@weareecs.co.uk

 **@EcsEngaging**