



Sambrook Residential Care Home
Enter and View Re-visit
25th November 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: *Sambrook Residential Care Home, Newport TF10 8AL*

Manager: *Gill Gannon*

Service type: *Residential Care Home*

Date and Time: *25/11/2025*

2. Acknowledgments

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

3. Disclaimer

Please note that this report is related to findings and observations made during our Re-visit made on 25th Nov 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 Chief Officer

Denise Morgan Authorised representative

5. Who we share the report with

This report and its findings will be shared with the service provider, 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 an announced follow up visit on the recommendations that were made on our initial visit on 20/2/2025.

9. What we did

On arrival the Authorised Representative (AR) was greeted by the Manager and Provider. We were asked to show our identification and to sign in. We explained to the manager and provider what we would be doing on the re-visit. The ARs were made very welcome and offered refreshments throughout the visit.

We spoke with the Manager regarding the recommendations made during our first Enter and View visit. Only one recommendation had been made, which related to having a staff identification board. This board was already displayed on the wall at the time of our previous visit, and we apologised for not noticing it during that visit.

We also asked whether there had been any changes within the Home since our last visit. We were informed about the new digital medication system the Home is now using, which is supplied by a pharmacy in Wolverhampton.

The Manager also showed us the refurbishments that have taken place since our last visit, including improvements to a lounge area and the conservatory.

We were additionally told about a new system the Home is trialling called *Vayyar*. This is a radar-based technology that detects when a resident has had a fall and immediately alerts staff. The system has been implemented throughout the Home and is proving to be very successful.

We were also shown the Christmas newsletter detailing the activities and events the Home has planned for residents during the festive period. We were informed that the Christmas decorations would begin going up on Saturday 29th November. Families are also welcome to join residents for Christmas lunch, with a small donation requested.

The ARs did not find any further recommendations at this time. Healthwatch would like to thank the manager and provider for their time and cooperation during the Visit, and for making us feel very welcome.

10. Outcome of Recommendations made at previous visit

Recommendations made from findings	
1	Consider having something in the entrance that identifies the different staff members, photos and names
	<i>There is a board and this was present at the time of our last visit, apologies given by ARs.</i>



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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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Solutions**

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

www.weareecs.co.uk

t: 0800 470 1518

e: contactus@weareecs.co.uk

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