Engaging Communities Solutions

healthwatch Telford and Wrekin

Enter and View
Bank House
Semi-announced visit
21 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: *Bank House Care Home*
Chetwynd End, Newport, Telford, TF10 7JE
Manager: *Colin Davies*
Service type: *Nursing and Residential Care Home*
Date and Time: *21/11/25*

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 November 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
Tracy Cresswell - Corporate Services Manager
Hayley McPartland - Outreach Officer (shadowing)
Ifeolua Aremu – Volunteer (shadowing)

5. Who we share the report with

This report and its findings will be shared with the Manager at Bank House 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 patience's 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 as Part of Healthwatch Telford and Wrekin work plan.

The purpose of this Enter and View visit was to observe the environment and quality of care provided at Bank House, speak to residents, relatives and staff, and gather feedback regarding their experiences of living, working, or visiting the home.

9. What we did

On arrival, we were met by a member of staff who contacted the Manager. We signed in and showed our ID badges. We explained the purpose of our visit, including introducing two new Authorised Representatives who were shadowing. Two Authorised Representatives (ARs) spoke with residents and staff while the other two ARs met with the Manager.

We visited communal areas, observed the environment, and held conversations with residents, relatives, and staff.

10. Findings:

a) Environment

i) External

Bank House sits on a major road in Newport. There is a small car park at the front and a ramp to the main entrance.

ii) Internal

The building is an older property converted into a care home. One bedroom is located off the main entrance. The home has a lift to the first floor. The ARs observed that the flooring throughout was worn and several areas needed redecoration. No odour was noted anywhere within the home.

In the lounge, we observed that all residents had drinks within reach. Chairs were worn and some had additional cushions. The radio was on Smooth FM in the main lounge. The TV is usually used in the evenings at resident's request. We observed that the net curtains were ripped on the windows. There was a notice with a list of activities displayed in the lounge, however this was out of date.

We observed only one call bell in the lounge, this was brought to our attention by a resident, not easily accessible for all residents. The downstairs bathroom required decorating and the hoist had visible rust. A lot of items were being stored in communal areas, including cushions piled in the conservatory.

The conservatory had no call bell; staff explained that one resident had their own bell and the other resident would not use a call bell, but they were checked on regularly.

We observed that some decorating work was taking place upstairs, we were informed it was part of a rolling improvement programme.

We were informed that some areas upstairs felt cold, whilst on the walk around the building we also felt that the corridors upstairs had a chill feeling and the radiators were not switched on.

We observed that all toilet seats were white. We did make the suggestion of contrasting colour seats as the home has residents living with dementia.

b) Essential Services

Food is cooked fresh onsite. Residents told us:

- "Food is great."
- They enjoy finger foods in the evening.

Residents are involved in menu planning. Lunch on the day was fish; tea consisted of sandwiches.

The home uses electronic care planning and participates in the Falls Prevention Programme. Staff have received training and are encouraging residents to take part in the activities.

Healthcare access:

- Wellington Surgery (quick response)
- Linden Hall (Will attend if needed)
- Peak Pharmacy (collects/delivers)
- Vision Call for eye tests
- Dentists difficult to arrange for home visits
- Residents can choose their own opticians or Dentists

The home accommodates re enablement residents which are referred via Telford and Wrekin brokerage team.

c) Access

There is a ramp outside the home to the front door, and a lift to the first floor, however car parking was limited due to being on a busy road.

Call bells:

- Only one in the lounge, not within easy reach of all residents.
- No call bell in the conservatory.
- Residents and relatives said call bells were answered pro

d) Safe, dignified and quality services

The home is registered for 20 residents and had 18 at the time of the visit (4 males and 14 females). The building spans over two floors with 6 residents

accommodated downstairs and 12 upstairs. Some residents have lived at the home for over 20 years.

Staffing:

- Care Manager and Deputy
- General Manager
- Housekeeping: 5 (two are experienced carers who overlap with care shifts)
- Maintenance: 1
- Kitchen staff: 3
- Activity Coordinator: 20 hours flexible per week
- No agency staff used

Shifts:

- 8am-8pm (day)
- 8pm-8am (night)
- 4 care staff mornings, 3 afternoons, 2 waking nights

Training:

- Electronic learning modules
- Falls Prevention Programme
- Oliver McGowan Training
- Medication, manual handling, infection control
- Telford & Wrekin Quality Control Matrix is used to ensure staff receive the correct training.
- 2 staff are completing Level 5 and 3 staff are completing Level 3

Staff reported feeling well supported by management and described teamwork as strong. They said the one thing they would improve is increasing activities for residents.

Residents described staff as kind and supportive. Several said they were happy with their rooms and commented on the size of the room.

One resident said they “would like more baths, as they only have one weekly”.

A Resident told us they were told “they would have a double room, but they were in a single room”.

We observed some worn furniture in lounge areas and in the dining room. We did see that the dining chairs were in the process of being recovered.

The downstairs bathroom needed refurbishment.

A lot of items were stored in communal areas.

Staff said they felt supported by management.

They understood safeguarding procedures when we asked the questions.

They reported to us they received regular supervision and training.

e) Information

Relatives told us they were kept informed of changes to their family member's care. Some residents were unsure about available activities. They also said the Manger was approachable.

Staff were not wearing ID badges; the Manager reported lanyards would be introduced from January 2026.

It was suggested about introducing a "You Said, We Did" board, so residents and their families can visually see that the home is listening to them.

f) Choice

Residents told us they choose:

- Their wake-up and bedtimes
- Their meals and menu preferences
- Their GP
- When the TV is turned on

Some residents said there was "not a lot to do" in terms of activities.

g) Being Listened to

Residents reported staff responded promptly to call bells and listened to their needs. Relatives also said they felt listened to.

Staff reported that management was approachable and had an open-door policy.

h) Being involved

Residents are involved in menu planning and daily routines. Monthly meetings are held with residents and relatives.

Staff receive regular supervision, training updates, and attend staff meetings.

11. Recommendations

	Recommendations made from findings
1	Consider the placement and availability of call bells in communal areas to ensure residents can summon assistance easily and safely.
2	Ensure that the heating on the first floor is set and maintained at a comfortable and consistent temperature, particularly during colder periods.
3	Consider more activities and ensure that the activities notice is kept up to date.
4	Ensure all residents are aware that they may request additional baths beyond their routine weekly schedule, if desired.
5	Consider removal of stored items or excess items from communal areas, to maintain safe and uncluttered areas.
6	Consider the use of contrasting toilet seats.
7	Maintenance was being carried out throughout the home, however there was no programme of work on completion times etc, so you may want to consider having a programme of work displayed throughout the home.
8	Ensure that all staff always wear the new badges, when they receive them in January.
9	Consider introducing a “You Said, we did” board.

12.Provider feedback

Thank you for the visit and report.

We were pleased to hear that we continue to maintain high standards of care in the most important areas, for example, residents and relatives felt listened to and said staff responded promptly to call bells, relatives said they were kept informed of changes to family members care, residents said they were involved in decision making in the home and said the food was great.

It was also positive to hear staff say the manager was approachable and had an open-door policy, staff also reported feeling well supported by management and described teamwork as strong, and reported receiving regular supervision and training.

We were also pleased you noted there was no mal Oduor throughout the building.

During the visit you noted we were undergoing some refurbishment, we have an ongoing improvement programme which identifies all the points you raised. For example, the downstairs bathroom, some chairs in the lounge area, a ripped net curtain etc. So we take these points on board and are addressing them, some of which have already been addressed since your visit, as part of our ongoing improvement programme.

healthwatch Telford and Wrekin

Committed to quality

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