



The Maples
Enter and View Re-visit
24th November 2025

Section	Theme	Page
	What is Enter and View	2
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	Outcome of Recommendations made at previous visit	5
11	Provider feedback	7

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: *The Maples Care Home, Randlay Avenue, Telford
TF3 2NN*

Manager: Kevin Bradeley

Service type: Residential Care Home

Date and Time: 26/11/2025

Provider name: Bracebridge Care Group

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 26th 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

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

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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 patient'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 an announced follow up visit on the recommendations that were made on our initial visit on 14/2/2025.

9. What we did

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

We spoke with the manager around the recommendations that were made on our first Enter and View visit, and what the Home had done to action them.

They also asked if there had been any changes in the home. They were informed that there had not been.

The AR did not find any further recommendations at this time.

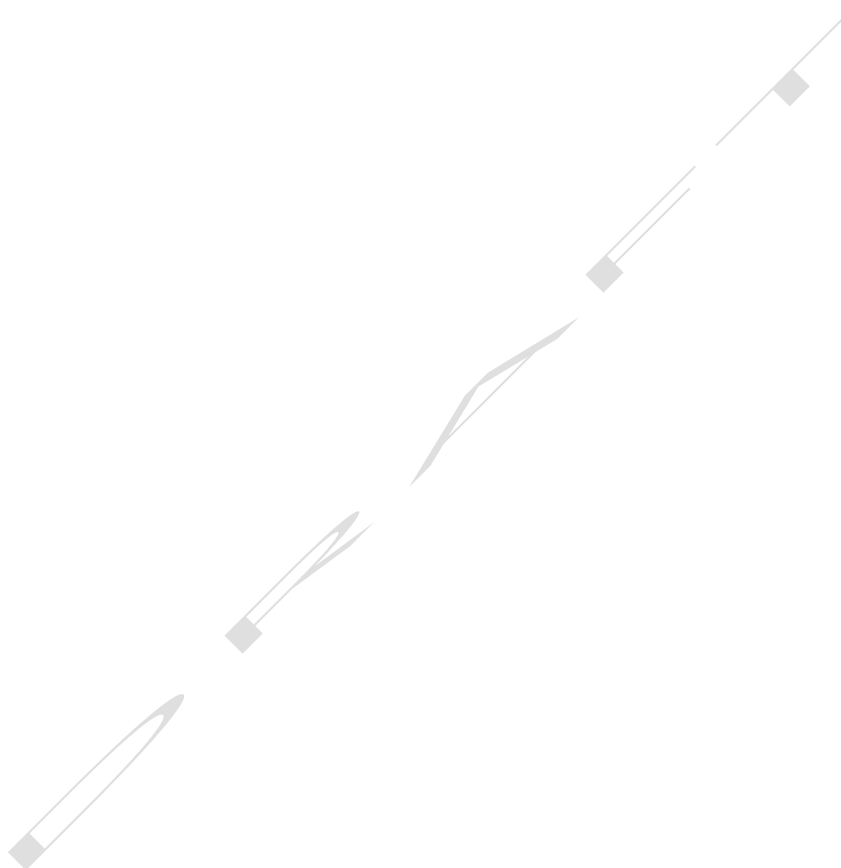
Healthwatch would like to thank the manager for their time and cooperation during the Visit.

10. Outcome of Recommendations made at previous visit

Recommendations made from findings	
1	<p>Consider changing the toilet seats in the bedrooms that will be used by residents living with dementia.</p> <p><i>The manager explained to the Authorised Representative that discussions have been taking place regarding the recommendation about Dementia-friendly signage and coloured toilet seats. The Home is currently exploring the possibility of creating a dedicated Dementia unit, and these recommendations would be implemented at that stage.</i></p> <p><i>At present, the units within the Home are mixed, and the proposed changes would not be appropriate for all residents.</i></p>
2	<p>Ensure all staff wear their name badges whilst on duty.</p> <p><i>All staff are now consistently wearing their name badges while on duty.</i></p>

11. Provider feedback

Provider response to recommendations is above in '*italics*'.





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to quality**

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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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