



**Enter and View Re-Visit
Faycroft
Announced visit
14th January 2026**

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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: *14/01/2026*

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 *14/01/26*. 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 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

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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 20/5/2025.

9. What we did

On arrival, the Authorised Representative (AR) was greeted by a member of staff. They showed their identification and were asked to sign in. They then spoke with the manager and explained the purpose of our visit, which included reviewing the recommendations made during our last enter and view visit, and checking what actions the home had taken. They also asked if there had been any changes within the home.

One previous recommendation was to improve signage to the home from the road. The manager explained that they did not want a sign that advertised the building as a care home, as it is a care home. We discussed the possibility of having a larger sign, similar to what one would find on any house, displaying only the home's name, "Faycroft."

- One of the home's residents has selected ornaments and decorations to make the lounge area feel more homely. The AR was shown the lounge, which now feels more comfortable and cosier.
- The home has recently installed a new noticeboard in the hallway. This has pictures of the residents on trips and doing activities.
- A new project is underway: a room is being converted into a well-being area for the ladies, where they can have their hair done, nails done, etc. The home has all the furniture required, and the project is expected to be completed soon.
- The home produces a newsletter which includes any suggestions and what the home has done. The AR has seen the latest version of this.
- The home has plans to add another bedroom to the home.

Healthwatch would like to thank the staff and residents for making us feel welcome and for their cooperation during the visit.

10. Outcomes of Recommendations made at the first visit

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>



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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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