



**Enter and View Re-Visit
Priory House
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: *Priory House Nursing and Residential Home
Spring Hill, Wellington, Telford TF1 3NA*

Manager: *Molly Easterbrook*

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 Priory House, 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 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 07/07/2025.

9. What we did

On arrival, the Authorised Representative (AR) was greeted by a member of staff. Their identification was presented and were asked to sign in. They were offered refreshments while waiting, as the manager was delayed due to traffic. Once the manager and proprietor arrived, the AR spoke with them and explained the purpose of their visit. This included reviewing the recommendations made during the previous Enter and View visit, discussing what actions the home had taken, and asking whether there had been any changes within the home since the last visit.

It was observed that the external signage from the road on both sides of the entrance has been significantly improved and is now clearly visible when approaching the home from either direction. This addresses a key recommendation from the previous visit.

All staff observed during the visit were wearing visible name badges. They were shown the staff information board, which is now colour coded. This clearly identifies staff uniforms and roles and ensures that anyone entering the home can easily recognise staff members.

They were shown around the home and observed that all corridors were clear, with no items stored in walkways. The corridors were clean and tidy, and the pictures displayed on the walls contributed to a warm and homely environment.

In the lounge area, staff notices have been removed. This has greatly improved the overall appearance of the lounge and kitchenette area, creating a more welcoming and resident-focused space.

Some bathroom areas are currently being upgraded, and coloured toilet seats are being considered as part of these improvements.

The home has introduced a “You said, we did” display, demonstrating that feedback from residents and visitors is being listened to and acted upon.

We were informed that the home has recently had its fire alarm system updated as part of ongoing safety improvements. In addition, the medication room is due to be fully refitted in the near future as part of the home’s wider improvement plan.

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

10. Outcomes of Recommendations made on the first visit

Recommendations made from findings	
1	Consider Improving the visibility of signage at both approaches to the home to help first-time visitors.
	<i>Actioned</i>
2	Ensure all staff wear name badges to help residents and visitors identify them easily.
	<i>Actioned</i>
3	Consider a colour-coded guide to the staff photo board so that everyone can understand staff roles.
	<i>Actioned</i>
4	Ensure corridors are clear and avoid storing equipment in them, even during refurbishment or cleaning, to maintain safety.
	<i>Actioned</i>
5	Consider removing staff instruction posters in communal areas to create a more homely feel.
	<i>Actioned</i>
6	Consider using coloured toilet seats, which are easier to see and can help residents living with dementia.
	<i>Under consideration</i>
7	Set up a “You Said, We Did” board to show how resident and family feedback is used to make improvements.
	<i>Actioned</i>



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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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