



**Enter and View Re-Visit
Hatton Court Care Home
Announced visit
13 March 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: *Hatton Court Care Home, Whitchurch Road, Cold Halton, Telford, TF6 6QB*

Manager: Lisa Bradley

Service type: Residential and Nursing Care Home

Date and Time 13/3/2026

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 *13 March 2026* . 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 Hatton 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 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

To look at the recommendations made at our Enter and View visit 29 April 2025

9. What we did

A revisit was undertaken at Hatton Court after the previous visit on the 29/4/25 to review progress against the recommendations that had been made.

On arrival, I was welcomed by a member of staff and asked to sign in using the electronic signing-in system. The home has a large car park located to the front of the building, and refreshments were offered during the visit.

Since the last visit, the home has undergone a significant refurbishment which has noticeably enhanced the overall environment. A staff uniform and roles noticeboard has been introduced, helping residents and visitors to clearly identify staff responsibilities. A *“You Said, We Did”* board was also displayed, demonstrating how feedback has been acknowledged and acted upon.

The home is arranged across three units, with no locked doors between them. This allows residents to move freely throughout the building without encountering restricted areas, supporting independence and reducing potential frustration. New signage has been installed throughout, including dementia-friendly signs for bathrooms, toilets, kitchens and other key areas. The signage is discreet and maintains the homely atmosphere of the home.

There are numerous seating areas positioned along the corridors, providing opportunities for residents to rest while walking around. In addition, themed spaces have been created, including a small living-room style area with chairs and a fireplace. Dedicated seasonal and cultural displays were also observed, including an area set up for Ramadan and a Mother’s Day photo area for residents and families.

Three lounges have been refurbished and are now differently themed. One snug-style lounge opens onto a small courtyard featuring a greenhouse, a men’s shed and raised flower beds. It was noted that this area appears particularly popular with male residents.

Traditional nurses’ stations have been removed from the corridors and replaced with discreet desk spaces within lounge areas. This enables staff to maintain good oversight of residents while preserving a more domestic and less clinical environment. Corridors are wide, newly decorated and feature a variety of themed pictures, with warm, homely lighting throughout communal spaces.

Previously, large glass doors leading from the home into the reception area caused some distress to residents when they could see but not access the space. Blinds have now been installed to address this issue. Extractor fans have also been fitted in all bathrooms to improve ventilation and help eliminate odours. The home was observed to be very clean throughout the visit, with no unpleasant odours noted.

Staff reported that, since the environmental changes and refurbishment works have been completed, there has been a significant decrease in the number of resident falls and in levels of distress experienced by residents.

The home has achieved the Veteran Friendly Framework award and continues to support residents with Armed Forces connections through themed initiatives. Armed Forces lunches are held, with the next event scheduled for 14 March, and a weekly Armed Forces café provides additional social opportunities.

A family support group has been established for relatives of residents living with dementia, offering peer support and shared learning opportunities. Residents' representatives are also in place to help ensure that resident views are reflected in the ongoing development of the service.

A range of activities continues to be provided to promote wellbeing and engagement, including armchair boxing and exercise sessions.

The home advised that contrasting coloured toilet seats will be introduced as part of an ongoing replacement programme to further support residents living with dementia. Future environmental plans also include the installation of air conditioning within the units, recognising that temperatures can become high during the summer months.

Overall, the home demonstrated a strong commitment to continuous improvement. The significant environmental enhancements and wellbeing initiatives appear to be having a positive impact on resident experience, independence and comfort.

11. Recommendations

Recommendations made from findings	
1	Consider Improving the visibility of signage at both approaches to the home to help first-time visitors.
	There is signage at both entrances to the home and car park
2	Ensure all staff wear name badges to help residents and visitors identify them easily.
	All staff were wearing name badges
3	Consider a colour-coded guide to the staff photo board so that everyone can understand staff roles.
	This has now been implemented with a board in the reception and the entrance to the units
4	Consider using coloured toilet seats, which are easier to see and can help residents living with dementia.
	These will be replaced as they become needed
5	Set up a “You Said, We Did” board to show how resident and family feedback is used to make improvements.
	There is now a you said we did board

12. Provider feedback

I would like to extend My thanks for your feedback you provided on the day.

We were particularly encouraged by your overall comments recognising that the home demonstrates a strong commitment to continuous improvement with recent environmental enhancements and well-being initiatives are having a meaningful impact on residents' experiences, individuality, and overall comfort.

We remain committed to building on this progress throughout 2026. Planned improvements include further bedroom refurbishments, the continued development of our outdoor spaces, and the introduction of air conditioning within communal lounges to further enhance comfort and support residents' wellbeing in varying temperatures.

We will also continue to actively seek and respond to feedback from our residents, their families, and healthcare professionals to ensure our service evolves in line with their needs and expectations.

In addition, we are progressing with the replacement of toilet seats in communal areas to support ease of identification and promote safer, more comfortable use for residents.

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