



**Details of visit**

**Service address:**  
**Service Provider:**  
**Dates:**  
**Contact details:**  
**Publication Date:**

**Sambrook, Newport, Shropshire TF10 8AL**  
**Sambrook House Residential Home**  
**17<sup>th</sup> and 25<sup>th</sup> March 2017**  
Healthwatch Telford and Wrekin, Meeting Point House,  
Southwater Square, TELFORD, TF3 4HS

**Acknowledgements**

Healthwatch Telford and Wrekin would like to thank the service provider - Sambrook House residents, relatives/visitors and carers, and staff, for their contribution to the Enter and View Programme.

**Disclaimer**

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



**What is Enter and View?**

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out from those who use the services how they are being run, and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.



Healthwatch 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 safeguarding policies, and serious concerns may result in ending the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.

## Purpose of the Visit

- To engage with Residents as service users of Sambrook House to hear about their experiences of care, and understand how dignity is being respected in the care home environment.
- To hear about the experiences of relatives/visitors.
- Observe the Residents and relatives/visitors engaging with the staff and their surroundings.
- Identify examples of good care practice.

## Strategic drivers

- The visit is part of a Healthwatch Telford and Wrekin programme of work on Dignity and Respect in health and care settings.
- The visit is also in response to evaluations of feedback received by Healthwatch Telford and Wrekin from community engagements, and service provider / local council / CQC liaisons, and requests.
- Care/Nursing Homes are a strategic focus of regional / national programmes of the CQC, PHE / NHS, local Councils, and Healthwatch organisations.



## Methodology

### These were announced Enter and View visits

2 authorised representatives were assigned to the visit. We held a pre visit where our representative met with the Director and Registered Manager. On the days we visited, we met with either management or the senior person on duty. Before speaking to anyone in Sambrook House we took advice on whether any Residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons.



The representatives explained to everyone they spoke to why they were there. They spoke with 5 Residents, and 5 relatives/visitors/carers present at the time, to ask them about their views and experiences of Sambrook House services. The

representatives collected completed feedback forms which had been left prior to the visits for completion by residents and relatives.

Representatives talked to the staff, management and other professionals present to hear about their contributions to the service provided - quality of care, safety, being treated with dignity and respect, and acknowledging Resident and families' wishes. During the visit representatives observed delivery of the service to gain an understanding of how Sambrook House works and how the residents engaged with staff members and the Sambrook House facilities.

A guidance-list of dignity and respect topics was used to support the observational activities.

## Summary of findings

- At the time of our visit we observed staff being interactive with residents, and being respectful while encouraging them to take part in activities.
- Volunteers, staff, relatives, clients/residents informed us that they would recommend the home to friends and family.
- Residents are encouraged to bring in their own personal items for their room.
- Relatives informed us that they are made to feel welcome, and all the staff are polite and offer drinks.
- Relatives informed us that any health problems are picked up very quickly by the manager.
- Relatives informed us that they are invited to Christmas and other festivities, were they are made to feel welcome by staff.
- Relatives informed us that if they had cause for concern, they are able to raise it with the manager and feel listened too.
- Residents are treated as individuals. Staff informed us that care plans are reviewed regularly.
- Staff informed us they have great chefs. There is a wide choice of food throughout the day including soup, main meal and pudding. The home has been awarded 5 star food hygiene rating and they have received 2 healthy eating awards from Shropshire Partners in Care (SPIC) which are displayed in the entrance hall.



## Results of Visit

Sambrook House is a care home, located in a small village of Sambrook, approximately 5 miles outside Newport, Shropshire. The service is registered



with the Care Quality Commission (CQC) for 28 residents (over 65). Sambrook House has 22 single rooms, 3 double rooms and 16 rooms have en-suite. There are 2 main lounge areas, a conservatory, kitchen, dining room, and 2 communal bathrooms (1 with a shower and 1 with a bath)

There is limited public transport to the village, with only one bus a day (except weekends and bank holidays) so access to the service is mainly by car or taxi, if the resident is not able to travel with family. The Care Home does not have any transport of its own. The village has no shop but does have a public house and a church.

There is accommodation near to Sambrook House where relatives from further afield can stay. It was also pointed out that the accommodation has disabled access.

### **Appearance and Décor**

We were informed by residents, visitors and staff that ‘the owner was on top of décor and building repairs etc.’. There is small car park, and the home has several gardens areas that are well-kept. There is ‘easy-access’ to the home.

There is planned work for new windows in some of the areas, and we observed some areas been recently renovated to a high standard. This was supported by comments from residents and relatives.



Ambient room temperatures can altered to cater for resident’s individual choice. The system can be monitored remotely.

### **Resident feedback and observation**

A resident told representatives that they like their room décor. The Residents could bring some of their own furniture if they wished, and we were shown several items that the residents were able to bring in. It was clear that these had significant memories for the resident.

A resident stated they can have a Shower/Bath twice a week, more if they wanted to. We observed that residents were clean and tidy in appearance. There was no odour/unpleasant smell encountered at the home.

We observed care was being given with due regard to resident dignity and respect at Sambrook House. We watched staff being interactive with residents in a respectful way, encouraging them to take part in activities. At the time of one of our visits, residents and carers were making cards.

## Relatives feedback

Relatives informed us that they feel welcome, all the staff are polite, they are offered drinks when they come, and that any health problems have been picked up very quickly by the manager.



Relatives are updated monthly with a 20-minute 'chat' however, one relative informed us that they do not know the outcome of doctor's visits for their relative. Overall the relative was happy with care provided at the home.

A relative told us the care is very good at Sambrook; that their parent is treated well with 'a name', not a number. Relatives told us that people are treated with dignity and respect.

Relatives informed us that they are made to feel welcome, and were offered food and drink while visiting. Indeed we spoke to two relatives who were eating cake and had a drink, so had their relative. Relatives informed us that they had been invited to Christmas festivities and on other events. We observed residents being offered fruit on the Friday afternoon visit.

A relative informed us that their relative was unsettled and unhappy when they first came to Sambrook House, due to a change of environment, but now their relative is happy. Relatives have raised minor issues in the past, but these have been dealt with by management promptly. Residents, relatives, volunteers and staff felt able to raise any concerns with the owner and manager of the home.

Residents and relatives stated that the food was very good at Sambrook House - plenty of choice, and that alternatives can be provided.

We were told that staff and volunteers will speak up if things are not right and they felt listened to.

## Safety

Authorised Representatives noted a member of staff wearing a tabard stating they should not be disturbed when dealing with medication. The manager explained that this has gone down very well and residents will not disturb staff with the tabard on.

The home has received a number of awards and has achieved the 5 star Food Hygiene Rating from Telford & Wrekin Council. We were informed that the manager is a member of the action group "Healthy Catering Commitment" run by Telford and Wrekin Council.

Staff advised our representatives that they are well supported and have access to relevant training.

The home has a wireless aid call system in each room, and display board located in the office. The home did purchase a bolt on staff pager system to enhance the system, but this has been problematic and management are taking steps to source another contractor.

We did observe some lack of space in lounge with walkers being in easy reach for residents, but this was well managed by staff. The lounge areas appeared homely and had been arranged to encourage interaction between residents.

The home also has a “defib” that can be accessed by the home or village when needed.

### **Activities**

We observed residents undertaking card making activity, while other residents were watching horse racing on a large television in a lounge. There were lots of in-house activities and these included, a pianist who comes in on a Thursday. On a Sunday, Holy Communion is held and Church services are held in Sambrook House.

We were informed that residents and relatives can join in with makeup, card making, knitting teddy bears, blankets etc. and these get sent to various charities or sold to raise funds for the Residents Comforts Fund. Book reading is available to residents who like to read and a volunteer comes in to support memory-themed activities.

A singer comes into Sambrook House once a month and encourages residents to sing tunes. On our second visit we observed a lady playing the piano.

There are two residents meetings held a year, and minutes are displayed for people to read. We were informed that many of the residents prefer to stay in rather than go out, as they find it difficult to be mobile. The owner described other activities outside of the home, including Cottage Care visits.

On our second visit, the chef had made some cupcakes and we were informed that residents had iced the Cakes. This was to raise money for Red Nose Day.

### **Additional Services**

We asked the owner about any other services that residents pay for. We were informed that a Chiropodist visits the home and Vision Call provides optical services.

Residents have access to a hairdresser who visits the home twice a week, and attendance is based on resident’s personal choice.

Resident’s medical needs are provided for by Wellington Road and Linden Hall Medical Practices in Newport. District Nurses services are accessed through Single Point Referral (SPR)

## **Additional Findings**

The Authorised Representatives were told that a resident would have difficulty eating if their dentures were not fitted correctly. This was raised with management at the second visit and assurances received that staff are appropriately trained.

CCTV is present in main corridors - not in personal areas. These are useful for Health and Safety/falls etc. There are signs indicating that CCTV is in operation.

Healthwatch Telford and Wrekin (HWTW) theme for this year is explore how providers meet the needs of people living with dementia. HWTW are able to facilitate dementia friend's awareness sessions for residents, relatives and staff, if wanted.

## Recommendations

- Share good practices with other care home staff and providers.

## Service Provider response

Many thanks for this report - this is a report we recognise.  
There are 3 factual accuracy corrections we've spotted (*these have been corrected*).  
This report was a pleasure to receive.