

# **Enter & View Visit Report**

Landona House,  
Wem

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# About Healthwatch Shropshire

Healthwatch Shropshire is the independent health and social care champion for local people.

We work to ensure your voice counts when it comes to shaping and improving services. We address inequalities in health and social care, to help make sure everyone gets the services they need. We are a charity.

## What is Enter & View

Healthwatch Shropshire gathers information on people's experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are being provided.

These visits are called 'Enter and View', and can be 'announced', 'unannounced' or 'semi-announced'. For 'semi-announced' visits the service provider is told we will visit but not the date or time of the visit.

The responsibility to carry out Enter and View visits was given to Healthwatch in the **Health and Social Care Act 2012**.



Enter and View visits are carried out by a team of specially trained and DBS checked volunteers called Authorised Representatives. They make observations, collect people's views and opinions anonymously and produce a report.

Enter & View visits are not inspections and always have a 'purpose'.

# Details of the visit

Three authorised representatives visited Landona House, Love Lane, Wem, SY4 5QP on Tuesday 11 July 2023 at 10.00am. The visit was semi-announced meaning that the home knew that we would visit within a two-week period.

Landona House is a 41 bedded, single unit, residential care home on the outskirts of Wem.

The purpose of our visit was to speak to the Manager, staff and residents to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.

## 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 experience of all service users and staff, only an account of what was observed and contributed at the time.

# What we did

Upon arrival we were greeted at reception where a poster advertising our visit was clearly displayed. We signed in and spoke to the manager and then had a tour of the home and spoke to residents and staff.

# What people told us

## The Manager

The home currently has 41 beds. There were 40 residents on the day of our visit, 90% of whom have dementia. The manager has worked at Landona House for 17 years,

beginning as an apprentice. The home does not use agency staff. 7 staff are on duty in the morning, 6 in the afternoon and 4 at night. Mandatory staff training is delivered in house by 3 staff. Additional training is accessed through Shropshire Partners in Care and online providers.



“Most of the staff are local. We have residents from all over the country. One resident’s daughter is a social worker in Shropshire and she wanted her mother to move here from Aberystwyth.”



There are no restrictions on visiting for family and friends, although visitors are asked to avoid mealtimes unless they are there to assist a loved one with eating. Residents are supported to make their own choices. They choose their own clothes and bedtimes. They can also go on outings with family, have two choices of lunch and all dietary needs such as vegetarianism or halal meat can be catered for.

Residents have a choice of GP and the service was said to be very good. Doctors from Wem and Prees Surgery visit weekly. They also visit by resident’s request, often on the same day. A GP was present at the time of our visit.

The Oswestry Dental Access Centre is used although the service has cancelled some appointments. The home also supports those who prefer to go to their own dentists. Landona House has done the Smiles Matter<sup>1</sup> training programme and has oral health champions within the home.



Advance Care Plans and Respect form are in place for most residents.

The complaints procedure is in the resident user guide. Feedback is encouraged through the regular resident’s meetings. We were told that there is a brief daily meeting

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<sup>1</sup> [Mouth care training for carers | Smilematter.co.uk | England](https://www.smilematter.co.uk/)

between senior staff, chef, cleaner and activities coordinator to deal with any current matters.

## The Activities Coordinator



“One of our bank staff comes in to read to our bed bound residents. This is very popular.”



The upcoming Summer Fair is advertised by wall posters and evidenced by numerous donations. The coordinator told us that the home’s minibus will soon take a trip to Ellesmere and has recently made visits to Whixall marina and Sleaf airfield.

Quizzes are provided every day and bingo is popular. Local school children visit and sing at Christmas. A military wives’ choir visits regularly and will appear at the Summer Fair. A bank staff member comes in regularly and will read to residents who are bed bound. Outside entertainment comes in every fortnight.

The outside space is used to involve residents in gardening the raised beds, birdwatching and creating painted stone decorations. Boxercise and church services are scheduled to start soon. The coordinator has worked at Landona for 10 years and has been in her present role for 4 years.

## The residents

We spoke to seven residents during our visit and four were able to share their views with us. We asked them for their views on the care at Landona House, the staff and the activities.

We were told by all that they are very satisfied with the staff who care for them:

- “It’s reasonable, can’t complain. Friendly staff.”
- “Staff are super, spot on, spoil you.”
- “They never miss a trick.”
- “Definitely enough staff, they’re always the same, which is what you want.”



Residents told us that they see the same staff every day and felt known by them and that they felt this was important.

Two residents with local family have frequent visits and are also taken out by them.

None of the residents we spoke to could identify anything that needs to change at Landona House to make them more comfortable.

Residents told us that they enjoyed the food and that they can choose where they eat; in the dining room, lounge or in their bedrooms:

“I like to go in the other room and eat with the others”.

“It’s super.”

“Perfect, superb, hats off to the chef.”

The availability of drinks and snacks from the “Tuck Shop” was highly valued. Money from the tuck shop goes to the residents’ comfort fund.

We asked about activities and residents told us these were available:

“I’ve just been out walking with a group.”

We asked residents if they were able to use outdoor space as they wished. They agreed they did and one resident told us that the outdoor smoking space is used.

All residents we spoke to felt that they could, if necessary, voice a complaint and that it would be properly listened to and addressed:

“Yes, I haven’t needed to (complain), but I know who to speak to.”

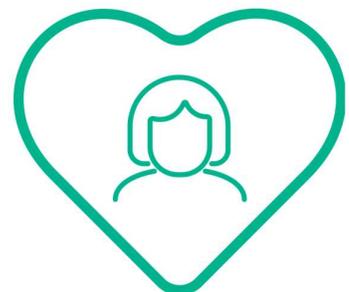
“No need, it’s 100%”

“The manager. And I would be listened to.”

## **The staff**

We spoke to 6 staff during our visit including the manager and activities coordinator. Four other staff gave us their views on the service. They have a total of over 20 years’ service at the Home.

They all feel that the Home is a good place to work and that both the Manager and his Deputy are very supportive and approachable. They also feel that staff in general support each other.



They value the homeowner's weekly visits and that they are known to them by name. All staff greeted us in a friendly manner throughout our visit.

## What we saw

It is easy to find a parking place outside the home. The outside of the listed part of the building requires some upkeep to windows and render. We were told that the windows are being replaced but as the building is listed they are very expensive and are being done one at a time.

There is a tended front garden, raised flower beds, lawn and bird feeding station. The reception area has various items of memorabilia and a display of staff photographs and names.

There is a choice of three resident lounge areas and a large dining room. The main lounge has a large television with subtitles but inaudible sound, a separate music source and an activities table. Knitting and colouring were taking place in the main lounge. A walk to the local allotments had just been provided for 4 residents.



A smaller lounge has subdued lighting and a sensory tree. It was a quieter space. There is also a small sensory room with low lighting. It is peacefully quiet. All three rooms were in use.

There was little interaction between most staff and the residents during the time of our visit.<sup>2</sup> The chairs in the main lounge were arranged in a semi-circle around the TV and then another row against the wall.

The dining room is light and airy with table and chairs arranged in groups. There is a food menu posted on the wall with large pictures showing food choices for the day.

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<sup>2</sup> The Manager responded to say 'We disagree with this comment due to a number of reasons which I will describe as following. When the visit was taking place the majority of staff were off the floor assisting residents in their room. The visit took place in the morning which is one of the busiest times in the home staff are busy assisting residents with personal care and answering call bells that are activated. Our activities coordinator was out with 4 or 5 residents at the time of the visit walking to the allotments.'

The main lounge opens out through bifold doors to a secure sensory garden. Within the garden is a covered smoking area. Much of the decking and raised beds needs some maintenance and repair. We were told this was being done following a fire escape being fitted.

There is a hairdressing salon which we were told is open once a fortnight or more often if there is demand.

There is a marked difference between the new wing and the historic part of the home. The older part has a number of dark, narrow corridors with many turns and small flights of stairs. Some plastic trunking needs maintenance and repair. Lifts are available, although one section has limited escape access. The newer wing has wider straight corridors with large windows. Wall murals and artwork brighten all corridors. CCTV cameras cover all corridors. Wi-Fi is available throughout most of the building. The rooms and corridors were clean and uncluttered.

Bedroom doors have resident's names and photographs on. Residents can bring their own furniture and pictures to decorate their rooms. All rooms have call alarms and are provided with floor mat movement sensors.

Toilet and shower facilities are clean, light and have colour contrast grab rails and doors.

Distracting call alarm warning chimes were sounding for much of the visit.<sup>3</sup> We were told that there is no analysis of alarm frequency or duration.



All residents were dressed and had been prepared for their day.

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<sup>3</sup> The Manager responded to our report saying 'I had explained on the day that this was due to a number of different reasons and not just linked to residents using the call alarm. This was due to the front door being used at the time and a number of different residents using their call alarms in the morning. Mornings are the busiest periods for calls, this will subside once all of the residents have been assisted with personal care and the majority are in the lounge areas. The front door was calling when they first arrived due to myself not turning this off when I opened the front door. This alarm is linked to the door bell and sounds whenever the front door is opened. We will however take on board the advice regarding the monitoring system and we will look into whether this is a possibility for us. I am also trying to see if we can get the tones change on the front door alarm to ensure this is distinguishable from the other call bells that are used.'

# Key findings

- Landona House benefits greatly from its mutually supportive staff culture and its ability to meet its staffing needs from permanent staff. Consequently, residents feel known and respected.
- Residents have choices in many aspects of their lives.
- There are a variety of activities on offer, including trips out, to stimulate interest.
- Call alarm chimes were heard frequently, and lengthily, during our visit.
- Staff and resident interactions were limited during our visit.
- Some parts of the historic building would benefit from repair and upkeep.
- Corridors in the historic building present challenges to safe movement for those with dementia.

# Recommendations

Following our visit we recommend that the provider:

- Consider the installation of a call alarm monitoring and analysis system.
- Promote staff and resident interaction.
- Repair and maintain those areas of the building requiring attention.
- Consider ways of improving the historic building to be more dementia friendly.

# Provider Response

Here at Landona House we take pride in the homely environment we aim to provide for all residents. Over the next 12 months we have an extensive internal decoration plan for the home which has already been undertaken in some areas, this will of course take time to fully complete, but we are aware that there is work that needs to be completed. We aim to complete one section of the home at a time. At times for some sections of the building can be difficult due to it being a listed building, this provides further obstacles to ensuring the upkeep of the home e.g. the windows. We aim to look in to a number of different methods that will help to improve the building internally and externally.

All off our staff here at Landona House have worked for the company for a number of years and live locally. We aim to provide the best possible care we can. We do build positive relationships with all residents and the family. We aim to provide an excellent working relationship. We take pride in the care we provide. For one my door as the manager is always open and everyone is aware they can drop I to talk to me any time or call.

We can not thank the staff here enough for the hard work and caring atmosphere we aim to provide.



# healthwatch

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