

**Enter & View**  
**Island Court Care Home**  
**February 2025**



# About Island Court



Care Quality Commission inspected Island Court in 2022.

**Overall rating- requires improvement**

**Safe**- inadequate

**Effective**-requires improvement

**Caring**-requires improvement

**Responsive** -requires improvement

**Well-led**-requires improvement

- ✓ People were supported to be part of the local community.
- ✓ People's communication needs were considered and catered for.
- ✓ Systems were in place to seek feedback and resolve people's complaints.
- ! People were not always treated in a compassionate, respectful way.
- ! People were not always protected from the risk of harm; we found systems were not effective in reducing risks to people from falls, the spread of infection or choking.

## Enter & View

Healthwatch Dudley has been working with the Dudley Quality Partnership to identify care and nursing homes to visit throughout the year to listen to residents and relatives experiences of care.

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits provide an opportunity to make observations and speak to service users, carers, and relatives to understand their experiences.

Enter & View visits and reports capture feedback and opinions from residents, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

Healthwatch Dudley are able to seek opinions from people accessing services and their families who may not be confident to share with the provider directly.

We publish our findings at [www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk) and share the report with relevant organisations.

# About Island Court

Island Court is a care home based in Bilston in the Dudley borough and is part of the Select Healthcare Group. The home provides nursing and residential care for older people including those with dementia.

The home provides accommodation for 55 residents. On the day of the Enter & View visit there were 43 residents living at Island Court, approximately 30 residents had a diagnosis of dementia.

Several rooms in the home were vacant as they were being renovated, so they were tradespeople onsite during the visit.



**healthwatch**  
Dudley

## Have your say on Island Court

Healthwatch Dudley are your independent watchdog for health and care services.

We are working with Dudley Council to visit local care & residential homes to listen to feedback from residents, friends and relatives.  
Your feedback can help services to improve.

**We will be visiting Island Court on:**  
**11th February 2025**  
**10am - 12 noon**  
**2pm - 4pm**

Friends and family are welcome to come along to speak to the Healthwatch Dudley team during the visit or the friends and family session.

You can also complete our online survey  
[www.smartsurvey.co.uk/s/Islandcourtcarehome/](http://www.smartsurvey.co.uk/s/Islandcourtcarehome/)

Would you like the survey in a different format?  
03000 111 001 hello@healthwatchdudley.co.uk



# What we did



## Planning the visit

Healthwatch Dudley and a Dudley Council Quality Officer visited Island Court to meet with the area manager to discuss an Enter & View visit. At the time, the home did not have a manager and the area manager and deputy were overseeing the day to day running.

We provided posters and leaflets with information about the visit so residents and their loved ones would be aware, should they wish to be present to share their views.

## The visit

We carried out the announced Enter & View visit with three members of Healthwatch Dudley staff.

## Letting everyone have their say

Prior to the visit we provided details of a survey that friends and family could complete, either online or via paper copies. The survey remained open for a short time after the visit, closing on 25th February 2025. We provided freepost envelopes so people could return surveys directly to Healthwatch Dudley.

During the Enter & View visit we noted there was information about Healthwatch Dudley, the visit and the survey throughout communal areas of the home.



## Who we heard from



**7 family members spoke to us during the visit**



**11 residents spoke to us during the visit**

We collected feedback from residents and their loved ones, during the visit through conversations.

We spoke to 11 residents and 7 family members during the visit.

Friends and family were able to feedback via the online and paper versions of the survey.

We did not receive any survey responses online or via post.

We spoke to everyone who wanted to talk to us, however, we used our best judgement to determine if some comments should not be included in our report due to irrelevance.

Healthwatch Dudley staff made independent observations and obtained information from staff during the visit.



## Care of staff and care needs

*"Staff are fantastic, they're very nice people and not secretive."*

During the visit we observed staff interacting with the residents including moving residents around the home in wheelchairs and hoists, giving out medication and making drinks.

We observed a member of staff who was administering medication and sitting with residents until they had taken their tablets.

Management were visible during the visit and were seen speaking to relatives, staff and residents.

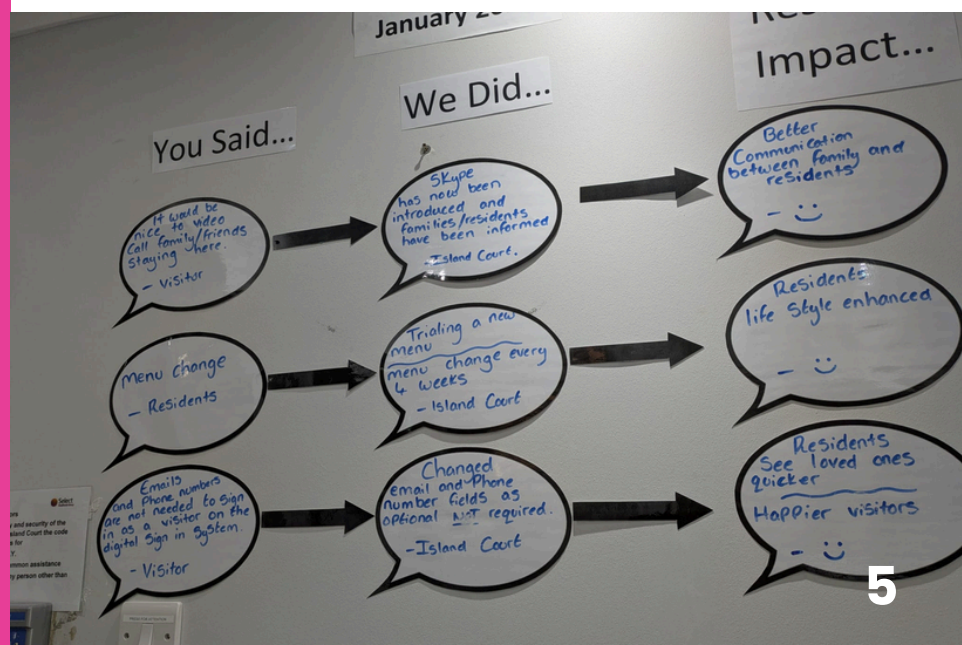
We noted one member of staff using a mobile phone during the visit. They missed a resident spilling a drink and appeared reluctant to assist.

Another member of staff responded to this quickly, cleaning the floor and taking the resident to change their trousers.

We saw a poster informing visitors that members of staff use mobile devices to check residents updates and make notes.

Members of staff greeted us, appeared friendly and keen to help residents.

We observed a member staff responding warmly to relatives who had been recently bereaved.



# Care of staff and care needs

*"They're  
pleasant and  
sociable, they  
look after me."*

*"It's like a home  
from home."*

## Resident feedback

We asked residents to tell us about what they thought about staff who provide care to them.

*"Most of them [the staff] are alright, I prefer some to others."*

*"They're lovely staff. They make you feel good."*

*"Most of the staff are caring, but you get the occasional one who isn't as good as the others. Sometimes you say something and they ignore you, like leave the beaker and they still take it "*

## Relatives feedback

We spoke to a number of relatives who wished to share their experience.

Their loved one had lived at Island Court for approximately two months.

*"We noticed that the CQC rating for Island Court was quite low, so we were extremely surprised at how good it is. We viewed some other homes first but this one was very helpful."*

*The ratings don't qualify how good the staff are. They go above and beyond. They have not just looked after [my relative], they have looked after the whole family."*



## Consistency of care

*“Most [of the staff] are alright but some are loud.”*

We wanted to know if the level of care provided was consistent at different times.

One resident was said they did not like some members of the night staff who are employed via an agency.

*“Some of the temporary staff are not too good as they do not know how to move you and communicate with you.”*

Some relatives shared that they had noticed a number of changes recently and felt that staffing levels had reduced.

*“There’s not as many staff and they don’t seem to have as much time.”*



# Safety



*"I was choking on my food the other day and six people came running in."*

The external door was locked and we needed to ring the doorbell to alert staff we had arrived. There is a further door that staff need to open to allow visitors into the home.

When we arrived at the home, we were asked to sign in via the electronic system. All visitors and staff are required to use the sign in system.

A member asked us to sanitise our hands before entering the home.

We noted CCTV in the communal area and fire extinguishers, signage and emergency lighting throughout the home.

Some residents had safety equipment in their rooms, for example one person had a fall mat next to their bed.

## Resident feedback

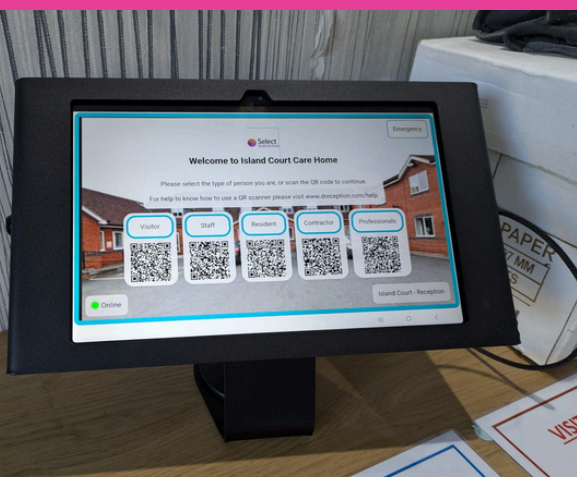
The majority of residents we spoke to reported feeling safe living at Island Court. Some raised concerns about other residents and feeling unsafe around them.

*"There are too many residents walking around at night, some have been removed as they're too disruptive. They disturb you by knocking on your door."*

*"One time I had to run into my friend's room and ring the emergency bell two or three times before any staff came. You make complaints to the workers and they say they check on the residents every 10 minutes, but that is enough time for them to escape."*

We spoke to relatives who felt that their loved one was safe at Island Court.

*"The place feels safe and it gives us peace of mind, we're happy to know my [relative] is in a safe place."*





## Activities in the home

*"I watch TV and have a snooze."*

*"I like the singer when they are here, I'm quite happy here."*

We were informed by the area manager that a new activities co-ordinator is due to start at the home soon.

During the visit, a singer was entertaining residents in the communal lounge. There was a group of residents singing along and appeared to be enjoying the entertainment.

*"I enjoyed the singer"*

We noted craft resources upstairs in a communal space and word searches available in the downstairs lounge for residents to complete.

There was a large television in the communal lounge which was on during the visit.

"I don't want to get involved. I prefer my room. I'm quite happy here and I like to read."

*"I like to play cards"*

*"I want to do something with a bit more movement."*

*"I do not respond to any activities."*

*"I used to enjoy going out every day and have access to flower beds which were at an accessible height, but there is only one small one remaining."*



## Activities in the home

We received feedback from relatives about the activities provided at Island Court.

*"When my [relative] couldn't partake in activities, they brought the entertainment to them. I came in one day and found a member of staff just sitting with my relative and telling them about their day. Another time I saw them dancing and saying 'come on do the boogie with me'."*

Staff informed us that friends and family members can visit the home at any time.

*"We would get a better TV to watch on demand programmes, such as football but the WiFi is poor."*



# Personalised care

*“There is for me,  
but not for  
everyone  
because I can go  
out and smoke”*

Residents told us that they could choose if they wanted to spend time in their room or go downstairs.

*“[Staff ask] what would you like to do.”*

We asked residents if they felt there was enough choice. Most felt that there was, but some said they choose not to take part in any activities.

*“Yes I think there is, I think so.”*

*“[The activities] don’t interest me.”*

One relative shared their experience of personalised care at Island Court.

*“My relative always had fruit loaf and apricot jam at home, so they kept some in the freezer for them, so they can have a slice when they want it, because that’s what they like.”*

We received feedback from one relative about how Island Court had involved them in their loved ones care.

*“They invited me for Christmas dinner and to stay for meals with my [relative]. They refuse to take any money when I eat here.”*

*\*Our team did not view any care plans as this does not form part of an Enter & View visit.*



# Sharing feedback

*“Senior management  
is very  
approachable.”*

Management told us that visitors can leave feedback via the signing in system. This asks for a star rating out of five. Staff contact anyone leaving feedback of three stars or lower to discuss any concerns they may have. This feedback is anonymised and is available in reception for people to view.

There is a feedback board ‘You Said, We Did’ in reception, displaying feedback and how the home have made changes.

We saw a box for completed surveys in reception and visitors are encouraged to leave Google reviews.

One resident mentioned completing a survey about Island Court recently.

We asked residents and their relatives about their experience of sharing feedback with Island Court.

*“I have completed a survey about the care provided, I will tell the staff directly, but I am unsure if they take any notice.”*

*“Yes, I can speak with staff during the completion of their daily activities and duties.”*

Relatives told us that the senior management was very approachable.



# Bedrooms

*"[My bedroom is] nice, I brought my own things."*

We visited several residents in their bedrooms.

Most of the bedrooms we visited appeared clean and tidy.

One resident said that her wardrobe had been left open, some of their clothes had fallen off the rail and there were some tissues on the floor. Healthwatch Dudley staff tidied this for them, as they were unable to do this for themselves.

*"It's a bit of a mess, it's frustrating as I can't get up and sort it myself."*

Some residents said they had moved rooms in the home.

*"It's a mess, but it's my fault, the staff help me."*

*"I was downstairs before. It was better as I could see everything that was going on."*

*"I asked to move rooms due to the shouting and screaming at night time."*



# Communal areas

Most of the residents we spoke to felt that the home was kept clean and tidy.

Relatives commented on the cleanliness of the home.

*"When we visited for the first time we noticed that the home doesn't smell."*

However, we received some feedback about cleaning schedules.

*"Sometimes it is cleaned and sometimes it isn't. Ideally, they should come in daily and complete the cleaning."*

The reception area has several seats and information boards, including a feedback board. There is a visitors toilet and an admin office in this area.

Throughout the home we saw artwork and points of interest, including several stained glass windows, notice boards displaying crafts that the residents have made.

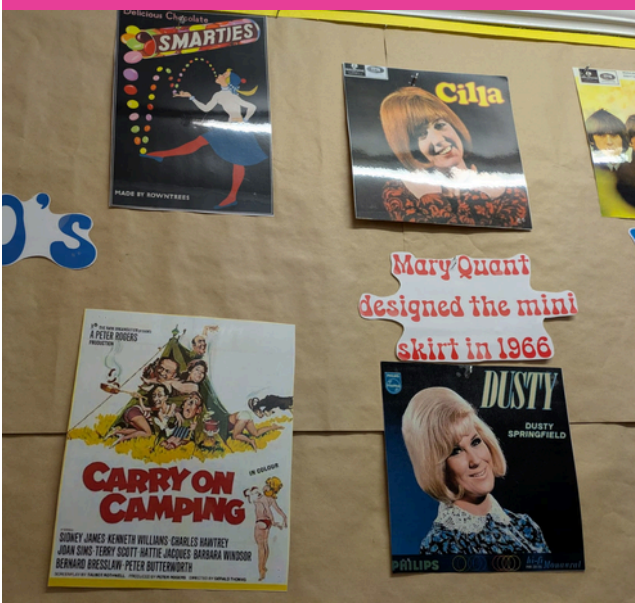
Island Court has a dining room and lounge space downstairs. The area is open plan, but with clearly defined spaces with a conservatory for dining and socialising.

There is a serving hatch through to the kitchen, where residents and staff can collect drinks and food and see what is happening in the kitchen.

The dining space has several tables which are decorated with tablecloths, centre pieces and laid out ready for mealtimes. Dining chairs and tables appeared in good condition and sturdy.

Upstairs in the home was a further dining space and what appeared to be an activity room. We did not see any residents in either of these areas during the visit.

Staff used the lift to gain access to upstairs. It was protected by a keypad and code. The lift space was clean and tidy.



# Communal areas

## Outside space

Island Court has a large outdoor space, which is accessed via a conservatory.

The area includes paved areas and grass, with outdoor seating.

We saw two residents go outside to smoke during the visit.

We heard from two residents how they used to enjoy the outdoor space when they were able to participate in gardening activities.

*"I used to have plants, but they've taken out the flower beds. "*

*"I used to enjoy going out every day, I had access to the flower beds which were at an accessible height. There is only a small one remaining now."*





# Food and drink

*"It's quite good, egg and bacon are my favourite."*



The area manager informed us that a new chef has been appointed and is due to start soon.

Menu choices for the day are displayed on a large whiteboard in the dining area.

Staff informed us that residents can choose each day whether they would like to eat in their rooms or in the dining room.

We observed one person eating in the dining room and staff preparing meals to take to resident's rooms.

Healthwatch Dudley staff did not observe meal times at Island Court.

We asked residents what they thought about the food provided at the home.

*"The food varies, some days the food is good and some days it is bad."*

One resident told us that the staff help them to eat their meals.

*"They cut it up for me because I have no teeth."*



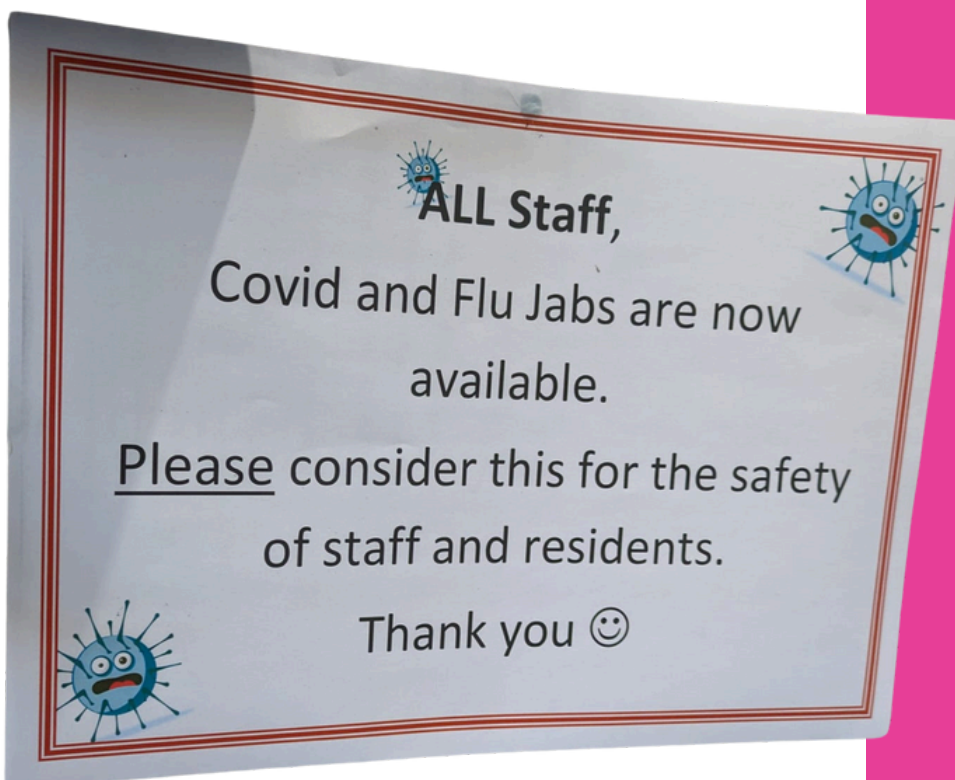
## Access to other professionals and services

During the visit two Podiatrists arrived to see a resident.

We observed the deputy manager visiting a resident accompanied by a GP.

In the reception area we noted a sign prompting staff to consider getting vaccinations.

## Vaccinations



# Recommendations



## Staffing

- Consider training or handover methods to improve consistency of care between day and night staff.
- Consider providing additional training or guidance to agency staff to improve consistency of care across all staff.



## Enrich residents lives

- Improve WiFi connections to enable residents to stream television programmes.
- Plan a range of activities for residents to reflect their interests.
- Consult with residents about their interests and what type of activities they would like to take part in.
- Consult with residents to make the most of the garden space and provide opportunities to residents to take part in gardening or outdoor activities.

# Response from Island Court

“We would like to thank Healthwatch Dudley for the approach taken within Island Court Care Home to both staff and residents”



## Staffing

- We currently have two activity staff members; one who work full time 5 days a week and another who works every Wednesday. This includes activities throughout the day, assisting with mealtime, choir service and monthly newsletters etc.
- The morning handover which is followed up by a daily managers walk around. There are flash meetings held in midday every day. All concerns managed and information cascaded to the staff on shift including night staff. PCS which is the system that we use has a handover which is reviewed by management that all staff have read and signed.
- Agency has drastically reduced in the home; we ensure that any agency is provided by our approved supplier list which is available to the nurses and senior carers if required. We ensure that the agency staff receive an induction and where possible consistency is provided by the same staff. We ensure that there is always trained Island Court staff on duty.



## Enrich residents lives

- WiFi available throughout the home.
- Our new activity staff member has commenced employment. A new weekly schedule is now in place which includes celebrating national events as well as individualised celebrations such as birthdays. In addition, internal and external entertainment is provided within the home such as singers and animal events.
- Our activity staff member has asked our residents what activities they would like within the home and has helped form the activity schedule.
- We are currently in the process of purchasing more high-rise planters so the residents can help grow their own fresh produce or flowers.



# Thank you

Thank you to the residents and their family members for sharing their experiences with Healthwatch Dudley.

Thank you to the staff at Island Court for making us welcome on the day.

We hope our observations and recommendations contribute to improving the experience for residents and staff at Island Court.



# healthwatch

Dudley



**Committed  
to quality**

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

**If you would like this report in another  
language or format please contact us.**

**Healthwatch Dudley**

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