

 <p>The Shropshire LINK <i>for Community Involvement in Care & Health</i></p>	<p align="center">Report following Enter and View by authorised representatives of CInCH, Shropshire LINK - Care Homes</p>
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TO BE COMPLETED BY ENTER & VIEW REPRESENTATIVE

AFTER ENTER AND VIEW VISIT HAS TAKEN PLACE

<p>Address The Uplands at Oxon Clayton Way Bicton Heath Shrewsbury Shropshire SY3 8HS</p>	<p>Contact Name Mandy Thorn</p>				
<p>Telephone 01743 282040</p>					
<p>Names of Enter and View LINK authorised representatives. Celia Walden Shaun Luke</p>	<table border="1"> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </table>				
<p>Date and Time of Enter and View 22nd March 2010 11a.m</p>					

General Impression

The Uplands at Oxon is owned and operated by Marches Care Ltd., a family company. This home is the result of five years planning to move the existing home from Dorrington to a new Shrewsbury based site. The result is a light, airy, modern, care home with four separate units of 20 single en-suite rooms. One of the units is specially designed with the needs of service users suffering from dementia. There are landscaped courtyard gardens for service users to enjoy with wheelchair height borders, which are attracting various wildlife, which the residents are enjoy immensely. There is also internet access for service users with support available if necessary and a lifelong learning

facility.

The two visiting CInCH board members were greeted by Ms Mandy Thorn, the MD of Marches Care Ltd and taken to a lounge area where we were introduced to two members of 'Friends of Uplands' which is a group of relatives/friends of residents. These two people have relatives who are living in the unit for people with dementia.

Ms Thorne gave us free reign to visit any area of the service; we opted to be accompanied by the two 'Friends of Uplands'.

Overall comments

The home was very clean and well laid out.

Health and Safety

All aspects of Health and Safety were to the latest standards. Safety Notices and Fire Regulation Boards were all prominently displayed.

Dining/Seating/Communal

The four separate units have their own dining areas.

Residents' comments

Three residents sitting in a communal living area which had a kitchenette area, for the residents use if they chose, told us that they were happy living there, but two of the three were not enjoying the lunches but all particularly enjoyed their breakfast every day. This was the only negative comment we heard.

Staff comments/staffing levels

Staffing levels are good.

Summary Views

While we were there staff were preparing to serve lunch, which had been chosen the previous day. All staff were approachable and friendly and were praised by the relatives and residents we met. Relatives/friends had no visiting restrictions and were told they could visit any time, day or night. They are offered a meal if they are there at that time, but can also book to join their relative for a meal at any time.

All rooms are en-suite. The en-suite is a good size, as are the rooms which are furnished to a high standard with televisions with optional hearing support, with options for people to bring their own furniture if they wish. Rooms can be locked where practicable for residents if they wish. All have nurse calls.

Corridors are wide and well lit with call points; there is plenty of staff about if anybody needs support.

There are bathrooms with all facilities and equipment that any service user may require where residents may choose to have bath as an alternative option.

There are seven day rooms, including a quiet room for residents to choose where they spend their time, or they can stay in their rooms. There is a room where residents can practice their religion, meet their choice of minister and/or pursue their own activities.

There are two hair & beauty salons, one on each floor, which are open at least three days a week.

Pets visit, newspapers are delivered daily, and there are plenty of bookcases full of books.

There are activities arranged every day such as baking, arts and crafts, gardening and cinema. Activities have included narrow boat trips and shopping expeditions. There will be a dementia day care facility opening in the summer 2010.

There is a separate area where staff can have breaks, which has no call bells, and a well equipped large training room. Staff are encouraged to have meals with the residents.

There were qualified nurses on duty while we were there, and management encourage comments and criticism, Ms Thorn stating that they are always willing to listen and learn, because there will always be useful comments and suggestions.

The Uplands currently have a 3* excellent rating from the Care Quality Commission, Beacon status for the Gold Standard Framework in end of life care.

Both CInCH Board members left with a positive attitude towards care for the Elderly, commenting that maybe failing providers should be shown this facility to demonstrate how good care services can be delivered.

Signed	Sham Luke
Position	Vice Chair
Date	21/4/19

Please respond within 10 days if you wish to make any comments on the above report.

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