

# Enter and View Report

Argyll St  
June 6<sup>th</sup> 2025



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## Acknowledgements

Healthwatch Isle of Wight would like to thank the service provider, people who live at the home and staff for their contribution to the Enter and View programme.

# Details of the service

Details of visit	22 Argyll Street
Service address:	Ryde, PO33 3BZ
Date:	6 <sup>th</sup> June 2025
Time of visit	12.35pm
Length of visit:	2 hours 5 minutes
Authorised Representatives:	Karen Turner and Julie Stuart

## Description of home taken from the latest Care Quality Commission inspection report:

'22 Argyll Street provides accommodation and support for up to nine adults, who have a learning disability, physical disability and/or Autism.'

Argyll Street is currently full, with 9 people living at the home. Three people are wheelchair users and most have lived at the home for many years.

### 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.

It is only an account of what was observed and contributed at the time.



## Purpose of the visit:

This visit was arranged as part of an ongoing workplan, looking at the experiences of people living in residential care homes for adults with a learning disability. Four local care homes were visited as part of this work to enable us:

- To observe how the facility operates and provides its services.
- To collect views from people, volunteers and staff on services.
- To identify 'Best Practice' and highlight any areas of concern.
- To report what we see and hear to improve the quality of health and care services..

# 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 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 people, their families and carers in 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.

## **Methadology**

This visit was planned, but not announced. The home was made aware (via email) that Healthwatch Isle of Wight would undertake visits related to their learning disability residential care home work plan and was given a 2 week window but was not informed exactly when the visits would occur.

They were informed that two Healthwatch authorised representatives would be visiting the home and would wish to speak to people living at the home, visitors and staff if appropriate. They were informed that the authorised representatives may also wish to observe a meal time, but this would be confirmed with the person in charge at the time of the visit.

A follow up telephone call was made to the home two weeks prior to the start of the visit timetable, to enable the manager to ask any questions and to confirm arrangements.

The focus areas of the visit were as follows:

- Quality of care
- Food and drink
- Provision of activities
- Visiting arrangements

# What we found

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## Quality of care



We were informed that there were 9 people living at the home on the day of our visit and the home has no vacant rooms.

The age range of people living in the home was from 33 to 65 years

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People at the home appeared relaxed and happy throughout our visit. They have access to their individual rooms at all times and were seen moving freely about the home, being supported by staff when necessary.

During our visit, the staff were constantly engaging with people at the home, communicating very well and taking time to engage them in conversation. People who were not able to communicate verbally were able to make their needs known and staff were also able to use and understand Makaton.

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## Provision of activities

Activities at the home are very much driven by the wishes of people living there. Each person will have one day every week, where they have one to one support from a member of staff and this is when they can choose to go out and do what they want for the day. This may include personal shopping, going out for a coffee or a trip to the mainland.

People at the home regularly have trips out to the local town, pubs and restaurants. People also go to Haylands Farm and Ryde Village and one person recently enjoyed a trip on the Island line train.

A group of people recently visited the Wildheart Animal Sanctuary.

There are two cars at the home which are available for staff to take people out.

Last year people enjoyed a holiday to Butlins.

In the lounge, there was a large cupboard of games, puzzles, fancy dress items and arts and crafts materials for people to use.

Artwork completed by people at the home was displayed on the walls and there were plenty of photos of people participating in activities and trips out.

We were informed that one person likes to display staff photos on the staff rota board. This enables people to see what staff are on duty that particular day.

# What we found

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## Provision of activities

We were informed that the home celebrated VE day this year with their own street party aimed at fostering a sense of community and historical awareness. This was highlighted in local media outlets.

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## Food and drink

People were regularly offered a choice of hot and cold drinks during the visit. They appeared comfortable and at ease during the lunchtime period. There was a large dining table in the dining room with personalised table mats, and people were able to choose where they wished to eat their lunch.

During lunch, staff constantly interacted with people, providing a social experience and they were attentive to people's needs.

There is a five week rolling menu which was developed by people at the home. This includes main meals such as beef stroganoff, pasta bake, hunters chicken, wedges and peas and traditional roast dinner. Takeaways can be ordered if people request this.

The menu for the week was displayed on a chalk board in the kitchen and we were informed that a menu folder containing pictorial aids, was available to aid choice.

We were informed that one person is on a modified Level 5 diet. To support them and ensure they feel included in the planning of their meals, they have been encouraged to choose several main meals themselves as part of the home's menu. The home has worked with the Speech and Language Therapy (SALT) team and the dietitian, to optimise their food intake, making sure their meals are both nutritious and enjoyable.



# What we found

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## Visiting arrangements

We were informed that there are no restrictions to visiting at the home. Family and friends are welcome and are also able to take people out alone or with staff support if required.

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## Staff feedback

We spoke to 2 member of staff during the visit.

One staff member commented that they enjoy the atmosphere at the home and the fact that it feels “like a family.”

Staff confirmed that they make every effort to ensure the environment remains as person centred and non institutional as possible.

Staff felt that staffing levels are good at the home and they are able to deliver a good quality of care.

The home is able to utilise Southern Housing bank staff and can use agency staff if required.

Staff confirmed that they have a good working relationship with the manager and they find him very approachable. He has an ‘open door’ policy and is “always willing to listen.”

They confirmed that he knows the residents well and has a good relationship with people at the home.

# What we found

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## Staff feedback

Staff said that they feel the training they receive is very good. Much of it can be done online either at work or at home (for which they are paid overtime). One person stated that they would not wish to work anywhere else. They enjoy coming to work and feel that the home is like a big family and well run.

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There were 5 members of care staff on duty during our visit in the morning and 3 staff in the evening.  
This is in addition to the senior staff and registered manager.

## General observations

When we arrived, the front door was promptly answered by a member of staff who checked our ID. We were asked to sign the visitors book.  
The front hallway was welcoming and displayed peoples photos.  
The main lounge was connected to the kitchen and there was also a quiet lounge with a fish tank.

There was a very homely feel to the house. Some of the paintwork will soon need repainting, but there was good use of colour throughout the building.  
All doors were labelled and people names and pictures of their favourite things were displayed on their bedroom doors.

2 of the bedrooms have ensuite showers, 3 have ensuite wet rooms and the remaining bedrooms have sinks.

The stair carpet shows slight wear in certain areas. While a new carpet was offered, the management team declined the replacement, as they believe the wear reflects the unique walking pattern of a person at the home and consider it a characteristic feature of the home.

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# Recommendations

1	Improve access to the garden to increase use
2	Share good practice with other homes

## Response to recommendations






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