

# Enter and View Report

Woodville  
June 4<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	Woodville
Service address:	91 West Street, Ryde. PO33 2NN
Date:	4 <sup>th</sup> June 2025
Time of visit	11.25am
Length of visit:	2 hours
Authorised Representatives:	Pam Gerrard and Joanna Smith

## Description of home taken from the Ryde House Group website:

'Woodville provides accommodation and support for all adults with learning disabilities who may have some mobility problems and with varying levels of independence. The property is a large 2 storey detached house on the perimeter of Ryde Town.'

### 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 6 people living at the home on the day of our visit and they were waiting for one person to move in. The age range of people living at the home was from **early 40's** to **67** years.

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We spoke to 3 people at the home and they confirmed that they enjoy living at the home:

"Yes its very nice." "Staff are polite." "Staff are nice."

People confirmed that they have choice about what they do and one person said that they like going out for coffee and cake. They enjoyed describing their room where they house their collection of cars and daleks.

Another person told us that they like "everything" about the home and they all get along well with each other.

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Staff confirmed that people at the home are able to get up and go to bed when they like and this was confirmed by people we spoke to.

"Yes, they have freedom here at Woodville." "We are like their family."

"They feel like its home, they belong here."

Staff told us that the home is hosting a 'celebration of life' for a person who had lived at the home and died recently. His friends from the home, family members and also members of the maintenance team would be attending and the home plans to purchase a planter and plaque in his memory.

# What we found

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## Provision of activities

The home is situated near to the town and the beach in Ryde. We were informed that the home has a house car and all people at the home have a bus pass and companion card.

During the visit, 3 people arrived back at the home for lunch after going bowling. After lunch, there was a choice of in house art and craft activities and 2 people were going out for a walk and a coffee.

One person's relative lives in West Sussex. Staff take them over on the ferry to Portsmouth every month to enable them to meet their relative and visit their home for the day.

Another person at the home goes out for lunch twice a week with a relative and some people at the home attend local day services.

We were informed that people are supported to go on holiday every year. They enjoyed a trip to Butlins last year and went to a holiday site in Shanklin the year before.

The manager confirmed that the weekly bingo session is very popular and people also enjoying going to a disco every month at a local church hall.

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All but one of the people at the home attend the 'Meeting Place' every Tuesday, where they enjoy socialising with their peers. Activities that have taken place this week included a trip to feed baby ducks, walk to Appley Tower and people had received an invitation to have lunch at the Binstead Arms. Staff confirmed that some people at the home have lived there for many years and are often greeted by people they know when they access the community.

Woodville is one of 8 residential care homes that are part of the Ryde House Group. This group of homes hold inter house competitions at special times of the year and people at Woodville have won the Easter competition and the Valentines day competition. We were informed that people at the home particularly enjoy competitions and work hard to win the prizes.

Staff support people to grow plants and flowers and we saw sunflower plants that they are going to enter into the Ryde House sunflower growing competition.



# What we found

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## Provision of activities

People are also supported to help with chores around the home, with some helping with the shopping at Cash and Carry and at local shops. Another person helps to put the shopping away and another regularly puts the bins out. Most people are able to clean their rooms with support and some like to help staff with the cooking and food preparation. We were informed that there is a baking group at the home.

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## Food and drink

The home regularly hosts BBQs in the garden, and we were informed that people enjoy having some of their meals outdoors. In fact, a few of them had chosen to have their lunch in the garden just a few days before our visit. We were informed that people prefer their main meal at lunch time. Lunch on the day of the visit was sweet and sour chicken with mushrooms and rice. We saw another person had chosen breaded fish with potatoes and vegetables. Some people chose to eat in the dining room and another had their lunch in the lounge. A picture of a plate of food was used to mark the entrance to the dining room.

People said that the food at the home is good and they are able to have drinks whenever they want one. "You can have as many drinks as you like." One person told us that their unhealthy 'snacks' are limited as "they make you podgy." A menu was on display in the kitchen and showed menu options such as lasagne, macaroni cheese, with alternatives such as jacket potatoes, fish and chips, Quorn alternatives and chicken burgers. We were informed that menu choices are always discussed at monthly residents meetings and this is also where activities are planned. There was also a menu on the notice board in the dining room in written and Widgit form.

The home had a food hygiene inspection in April and received an award of 5 stars. The certificate was displayed in the hallway.

# What we found

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## Visiting arrangements

We were informed that there are no restrictions on visitors to the home. Visitors are advised to call first to ensure the person they wish to visit has not gone out. One relative visits the home once a week and others phone regularly.

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## Staff feedback

We spoke to 3 members of staff at the home.

Staff told us that the manager and deputy manager are very supportive and the deputy manager works regularly in the office and on the 'floor' along with the manager, so they know people at the home very well.

"Every time I (have a) query, they are very supportive."

"We've got a good team here, we help each other." "I can go to (the manager) straight away."

Staff confirmed that they receive lots of training

"they provide loads of training."

The manager meets regularly with the maintenance manager to discuss longer term projects for the home. All staff are able to put in more urgent maintenance requests via an online system.

We were informed that usual staffing levels are:

3 or 4 staff in the morning and afternoon (in addition to the manager)

1 sleep staff at night.



# What we found

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## General observations

The front door was answered promptly and our ID was checked and we were asked to sign the electronic visitors book. We were given visitors lanyards to wear. There was a suggestion box on a table in the hallway in addition to Healthwatch Isle of Wight feedback leaflets.

We spoke with the manager to confirm the format of our visit and we were then shown around the home.

The front hallway was bright and welcoming and there were pictures of people at the home and staff on a signing in and out board. There were also staff award certificates displayed. There were many photos of people participating in activities and accessing the community. On the notice board there was a guide to Healthwatch Enter and View activity, in addition to advocacy leaflets. Residents meeting minutes were available in written and Widgeo format.

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The lounge was situated downstairs and housed a large flat screen television. This was chosen by people at the home as they enjoy watching films. There was welcome bunting around the room and a large Chinese dragon that had been made by people at the home and was displayed in the corner of the room along with smaller Chinese lanterns.

A new family tree mural had been displayed on the back wall and we were informed that staff and people at the home would choose their preferred photos to decorate the tree.

On the far wall, there was a piece of art work shaped as the Isle of Wight and made by people at the home. A map of the Island had been made with sand depicting the beaches and the artwork was framed with shells. The Island was decorated with pictures of people from the home visiting attractions and venues across the Island and each picture had been placed on the appropriate area of the Island. We were informed that people at the home enjoy placing their photos on the Island and remembering places they have visited.

There was an upstairs bathroom and toilet which were clean and tidy. One person at the home has an ensuite room.

We saw a wood cabin in the garden which can be used by people in the home. The cabin had been divided into two sections so that it could be used to support visitors during covid. It is now being used for social activities.

The garden features several decorative curtains displayed along the fence, illustrating scenic images such as beach scenes. We were informed that these curtains are seasonally changed to reflect different times of the year, enhancing the aesthetic experience.

# What we found

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## General observations

The garden space includes a grassed area, several tables and chairs for seating, and a small greenhouse designated for plant cultivation. Two people at the home have swipe access cards, enabling them to access the garden independently at any time.

The home uses 'Nourish' online care planning system, part of which can be opened up to enable relatives to see sections of the document, in line with people's wishes.

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# Recomendations

1.	Share good practice with other homes.

## Response to recommendations






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