

# Enter and View the Report

# Lanrick House

15th July 2025



**Healthwatch Staffordshire**

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# Report on Enter and View Visit Undertaken by Healthwatch Staffordshire on 15th July 2025

## **Service Visited:**

Lanrick House Residential Home

22 Wolseley Road, Rugeley, Staffordshire, WS15 2QJ

01889 577505

[Lanrick House Residential Home – Trust Care – Trusting People Who Care](#)

## **Authorised Representatives undertaking the visit:**

Christine Sherwood & Val Emery

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Image of Lanrick House



## **The Service:**

Lanrick House Residential Home offers 23 rooms that can accommodate up to thirty residents. The home features a mix of single bedrooms and double rooms that can be shared by couples. All rooms are equipped with en-suite bathrooms.

Lanrick House is located near Rugeley Town Centre, an area historically known for its coal mines and power station. We believe the property was originally a domestic home that belonged to a general practitioner before it was purchased and converted and extended into the care home it is today.

Trust Care Management Ltd took over the home in 2015 and now operates the services. The original building appears to be a Victorian home situated opposite Chancel Primary School in Rugeley. The home is located on Wolseley Road, close to the town centre, which hosts various businesses including pharmacies, grocery stores, markets, local cafés, and churches.

Additionally, the home benefits from nearby public transport links that connect Rugeley to multiple locations, including Stafford, Cannock, and Lichfield, as well as train stations that provide access to Birmingham and London, among other destinations. It is conveniently located near Cannock Chase and major roads like the A51.

The surrounding area consists mainly of older buildings, with a few new constructions deliberately located nearby. Lanrick House Residential Home is conveniently situated near local nurseries and schools. Currently owned and operated by Trust Care Management Ltd., this care home was the first facility acquired by the organisation, which was established in 2007 and is continuously expanding its geographical reach. Trust Care also owns ten additional homes, primarily located in the UK, providing care for individuals of various ages who require residential assistance and personal support.

The services offered at these homes include, depending on the location and service criteria, support for mental health issues, learning disabilities, autism spectrum disorders, nursing needs, and assistance for individuals who may exhibit behavioural concerns.

While Lanrick House primarily accommodates residents over the age of 65, it can also accept slightly younger individuals if they meet the home's criteria and the staff believe they can provide adequate support using a person-centred approach.

The home has a charming and cosy atmosphere, decorated and furnished to a high standard, with plans in place to upgrade the two main lounges.

The reception area features a beautiful Victorian entrance with high ceilings and original plaster coving, complemented by grey-toned walls and white paintwork. One lounge has warm purple walls, while the other is adorned with calming green tones. The bright, high-quality furnishings in the main areas of the home create a welcoming environment with a cosy, homely touch.

## **Purpose of the Visit**

As part of the Healthwatch Staffordshire's responsibilities, authorised representatives will carry out Enter and View visits to health and social care premises to assess how they are managed and to make recommendations for improvement. The Health and Social Care Act 2012 empowers authorised representatives to observe service delivery and speak with service users, their families, and carers at locations such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits may be conducted based on reports of issues with a service or to learn about and share examples of services that are performing well. These visits are not intended to specifically identify safeguarding issues, but any concerns that arise will be reported in accordance with Healthwatch Staffordshire's safeguarding policy, and the visit will be ended if necessary. The local authority safeguarding team will also be informed.

## **Methodology**

Was to engage with and speak to:

- The Manager and the Deputy about various aspects related to how the facility is operated, such as the number of staff employed, the number of vacancies, and the recruitment processes. Also, discuss staff training, induction, staff meetings, shift patterns, care planning and reviews, and complaints procedures.
- Engage with residents about their care, do they feel safe, whether they are happy with the care provided, whether there are enough activities and plenty of stimulation, do they feel they have a choice and are listened to. What is their experience of being treated

with dignity and respect? Is there plenty of choice regarding food and drink?

- Communicate with available relatives about their satisfaction with the care provided to their relatives or loved ones. Feedback will be obtained during the visit and via the QR code displayed on a poster in the home a week before our visit date, the frequency of communication with staff, and whether the relatives are comfortable in reporting any concerns they may have.
- Interview staff regarding staffing levels, training, management support, and development opportunities.
- Conduct observations of the environment and interactions among residents, staff, managers, and visitors at all levels.

## **Physical environment**

### **External**

Lanrick House is located on Wolseley Road, conveniently situated near both Stafford and the Cannock Chase border. Over the years, the property has been extended to include a crafts and activity area, offices, bathrooms, and bedroom spaces. Some areas have been modernised, enhancing both style and functionality.

The fixtures and fittings are of good quality, and the Manager has recently overseen a planned revamp of the two front lounges, along with the installation of new curtains to create a luxurious atmosphere. The building is surrounded by a mix of domestic homes, and it is close to the local town, pubs, and a variety of businesses. The local school frequently visits, and the home fosters a strong sense of community through events such as the annual fete, afternoon tea celebrations, and extended community invitations.

At the front of the building, there is a car park. The building is prominently signed and visible from the main road, with the entrance conveniently located at the front, adjacent to the parking area for easy access.

The area features a mix of tarmac pathways, plants, and landscaped borders. Enclosed gardens are situated at the side of the building,

featuring parasols, paved sections, grassy areas, raised plant beds, and ample seating for residents and families to enjoy. This garden area is surrounded by fencing and wooden gates, providing safety and security, and is nestled in the heart of the complex.

## **Internal**

To gain access to the building, visitors must use a doorbell connected to the electronic door entry system. Upon entering through the front door, you will find a small reception desk, where a staff member will greet you and provide instructions for signing in. You will then enter an internal door that grants access to the main house.

On each side of the main hallway, there are cosy lounges featuring beautiful high ceilings, plaster cornices, and large windows overlooking the main road. The adjacent hallway has notice boards displaying quotes and easy-to-read materials about safeguarding, along with information about various activities at the rear. The front hallway has a lift opposite the notice boards and a gated stairwell. To the left of the stairwell, you will find kitchen facilities and a dining room, while slightly behind the stairwell is the laundry room, located on the right, along with the Manager's office. Next to the laundry room is a notice board displaying images of staff members, their names, and job titles. Each staff role is represented by a different coloured uniform to help residents and families easily recognise them: care staff wear purple tunics, the activity coordinator wears yellow, domestic staff wear grey, and kitchen staff wear black.

At the end of the hallway, past the Manager's office and the sensory bathroom on the right, is a hallway leading to a further stairwell with an electronic stair lift. The lower floor houses an extension that includes the activity room, as well as additional ground floor bedrooms. The home is in the process of transforming this hallway into a memory lane, which will feature pictures of film stars and singers from the past to inspire meaningful conversations and help jog memories.

The facility consists of three floors, each being bright, clean, and fresh-looking. The corridors have a mix of carpet & wipeable flooring

and are wide enough to accommodate wheelchairs and other mobility equipment. Individual residential rooms are identified by a number on the door and are painted in different bright colours, making it easy for residents to recognise their rooms.

The lower floor is arranged in an L-shape, including a dining area and kitchen facilities, with an enclosed garden in the centre of the home. The individual lounges are equipped with TVs mounted on the walls and stunning high fireplaces. On the ground floor, the dining room opens to a small, tarmacked exit, while the activity lounge opens to the secured back garden. Continuing along this corridor, you will find individual ground-floor bedrooms.

In the dining area, an easy-to-read menu is prominently displayed, showcasing the meals available for each mealtime: breakfast, lunch, and dinner. A beautiful, original high-backed fireplace adds character and charm to the space. The menu follows a rolling seasonal rotation and changes every three months, ensuring that residents have at least two meal choices for each sitting each day, along with a warm breakfast, snacks, and unlimited drink options.

The facility comprises twenty-three rooms spread over three floors. Each room is unique and includes a bed, bedroom furniture, and an ensuite bathroom. Some rooms are larger and can accommodate couples, providing ample space.

Residents are encouraged to personalise their rooms with personal items (in compliance with fire regulations) to enhance the sense of home, and they can choose how to decorate their rooms.

Medication for all residents is administered by trained staff members and is securely stored in a designated medication room.

The ground floor includes areas where residents can comfortably meet and socialise. Relatives are also welcome to visit and engage in activities with their loved ones, which was observed during our visit. The lounges are currently undergoing upgrades, with residents selecting the wallpaper and colours to coordinate with the furniture, creating a calm and relaxed atmosphere. During our visit, we

observed plans for various activities and spoke with residents preparing tombola items for the fete scheduled for Saturday.



Image of Lanrick House Activity Boards in the Reception areas.



Lanrick House Easy-Read Safeguarding wall in the main reception Hallway.

On-site visits from a chiropodist, optician, and dentist are arranged as needed. The Manager informed us that she has only been in her position since November 2024, but her primary focus is on prioritizing the welfare of the residents. She leads a dedicated team that ensures this goal is met by treating residents with compassion and dignity.

The Manager feels well-supported by the company, and whenever she requests upgrades, the service providers do their best to facilitate these improvements, provided financial constraints allow, to enhance the comfort and care of the residents.

**The home's motto,**

*"Our service users do not live in our workplace;  
we work in their home,"*

captures the dedication to the residents.

## **Management**

Upon arriving at the residential home, we were greeted by a staff member who showed us how to sign in. We were then taken to the Manager's office, where we were welcomed by the Registered Care Manager, followed by a brief introduction to the Deputy Care Manager. The Registered Care Manager has been with the facility since 2024 and has a career spanning 40 years, starting as a general care assistant and gradually progressing to her current role, which she has held for the past four years. The Deputy Care Manager has also been with the home for several years.

Currently, the home accommodates 23 residents, most of whom are funded by local authorities, while a few are funded privately. The residential home plays a vital role in the local community, maintaining strong connections with a nearby school that allows children to engage in activities with the residents, including a "story time" reading activity. Residents are also invited to participate in school events.

The activity program is primarily managed by the Activities Coordinator from Monday to Friday, with a flexible schedule that caters to the needs of the residents. Activities include daily chair

exercises each morning, games such as "Play Your Cards Right" and bingo, as well as a selection of books, arts and crafts, and various games. The home also organises events for residents, like visits from professional singers and day trips, all at no additional cost.

Families are encouraged to participate and support their loved ones, and they can easily view the notice boards that display the dates and times of upcoming events.

Lanrick House is a registered residential care facility that accommodates residents in need of dementia care, respite care, palliative care, and end-of-life care, with support from the District Nursing team. A local GP surgery sends a doctor weekly. To ensure continuity of care for residents, two GPs are assigned to provide adequate coverage for ward visits, alongside the Registered Care Manager.

Complaints are typically addressed by the Registered Care Manager or the Deputy Care Manager, and if necessary, the Head Office may also be involved. Additionally, there is an Administration Assistant available to support inquiries, manage rotas, and answer phones.

## **Staffing**

The residential home employs 30 staff members, including the Registered Care Manager, Deputy Care Manager, and Business Administration. Each care shift has a senior staff member on duty, along with members of the care team working 12-hour shifts from the morning into the afternoon to provide care from 8 am to 8 pm. The night shift consists of a separate team that covers from 8 PM to 8 AM. Shift lengths vary based on job roles, with shorter shifts during the day for the activity coordinator, domestics, maintenance, cooks, and administration staff. Breaks are allocated throughout the shifts, lasting either 30 minutes or 15 minutes, depending on the hours worked.

The home has a good recruitment and retention rate, with several staff members staying long-term. The new Manager proudly states that she has not relied on any care agencies since taking the position. Staff members tend to pick up extra shifts or will ask colleagues from

neighbouring homes within the organisation to provide cover as needed, ensuring continuity for both residents and the care team. Management acknowledges that some staff have left but feels that recruitment has stabilised.

In addition to the 20-care staff, two cooks work on a rota during core hours. Every meal, including breakfast, snacks, and cakes, is freshly prepared on-site. Pureed meals and fortified meals are also provided to those residents who need it. Additionally, three housekeeping staff members work during the day, covering all seven days of the week on a rota basis. There is also one activity coordinator and one handyman.

Each shift includes a senior member of staff who handles any issues and communicates with the on-call manager if necessary. New care staff members undergo a three-day induction program, shadowing a trained staff member on-site. This program includes mandatory training to prepare them for their roles, and their competencies must be signed off on before they can work independently. They are also expected to complete their Care Certificate if they have not already done so. Staff will have access to online training through e-learning platforms and a buddy system during their induction period to ensure they feel competent before fully joining the team.

External training opportunities cover various areas, such as Fire Marshall training. The Manager is also qualified to teach manual handling and medication training. There is a three to six-month probation period for new staff, depending on their role, followed by a one-on-one session to discuss future progression. Most staff members hold either Level 2 or Level 3 diplomas or are working toward obtaining these qualifications. The e-learning platform provides training on various topics, including continence care, data protection, safeguarding and whistleblowing.

The company recognises staff contributions through incentives such as free meals while on-site, "Employee of the Month" recognition, and certificates of appreciation. The Manager also organises a quiz during group meetings to test knowledge, with prizes for winners. Additionally, a "Blue Light Card" offers discount codes for various items and services.

The Manager & staff hosts social gatherings throughout the year, such as garden parties, Christmas parties, and afternoon teas, allowing families to meet with the management team to raise concerns. Families are invited to quarterly meetings, while resident meetings occur monthly, along with biannual surveys for staff, residents, and professionals.

The company implements a communication care plan as needed, and the Manager is committed to using accessibility tools to provide picture aids, larger print, or easy-to-read materials to be inclusive to residents. Personal cultural beliefs of residents are also accommodated, and staff members are allowed to attend funerals if they wish.

Care plans are recorded electronically, and daily activities are documented throughout each shift using a mobile phone app called "Access." This device alerts staff to complete specific tasks during the day to ensure that care plans are followed properly and provides visual reminders. Handovers are conducted at the beginning of each shift for a minimum of 15 minutes to facilitate effective communication, and a traditional paper handover book is also used to record notes from the day. Managers are kept informed of weekend events on Sunday evenings and are available on call if needed.

## **Staff Feedback**

During our visit, we spoke with five staff members from various departments, including some who have worked at the home for several years. One staff member described their experience as "loving their work." Another employee, who had been at the home for less than a year, mentioned feeling "very happy and supported by the manager." A third staff member stated, "They only have to ask for anything and get support."

We noted that there are currently no job vacancies at the home, but the management team is eager to maintain staffing levels and recruitment efforts. The staff we spoke with expressed positive feedback about the training and development opportunities, feeling

supported by their colleagues and appreciated by both residents and their family members.

All the staff members we interviewed had positive remarks about the home and never felt pressured into covering or accepting additional shifts.

One family member observed that her relative was *“always well looked after, and the family member felt supported by the Manager and staff.”*

During our visit, we also witnessed the staff engaging with residents individually, demonstrating a caring and compassionate manner.

### **Resident Experience:**

During our visit, we spoke with eight residents. Four of them believed they had been living in the home for several years, two had resided there for approximately 8-9 months, one had been there for a couple of weeks, and one could not recall their duration of stay.

All the residents expressed that they *felt safe and were happy with the staff*, stating they were *treated with dignity and respect*. However, many residents seemed unclear about the terminology related to support plans and how these were implemented.

Two residents mentioned that they sometimes did not like the way the food was cooked, which they thought might be due to the cook on duty. One of these residents reported that *they had voiced their concerns to the staff, who escalated the matter to the Manager*. This feedback was addressed promptly, and the resident was encouraged to continue providing feedback without feeling that it was wrong to do so. The majority of other residents found the food to be *“good,” with one resident commenting on the ample choices available*.

Residents indicated they would reach out to family, staff, or management if they had issues or complaints. We also discussed activities during our visit, which we were able to observe, though some residents chose not to participate.

When asked [what they would change about the home, everyone responded with “nothing.”](#) Overall, the residents appeared content and happy with their environment, care, management, and life in general. Many residents appreciated the autonomy they had, enjoying the option to stay in their rooms and not join in activities without feeling pressured by staff.

Several residents praised the staff for organising activities, stating that [“nothing is ever too much trouble.”](#) They were particularly excited about the upcoming fete, where they would manage their own stall this year.

The staff were well-regarded, with residents sharing light-hearted banter during the visit. Noteworthy comments included, [“We all try to get on here.”](#) All residents maintained contact with their family members; some had visitors to the home, while others kept in touch via phone.

The residents we spoke to expressed no regrets about moving to the home. They appreciated the sense of safety, the kindness of the staff, the companionship, and the variety of activities available.

The Registered Care Manager informed us that she works on weekends and bank holidays when needed and is available on call. Audits of care plans are conducted monthly. Each staff member acts as a key worker for one or two residents, which means they work closely with these residents and update their care plans regularly. The staff details are displayed in the assigned resident's room, along with a picture of their key worker to help residents & their families become familiar with them.

Each shift has a senior leader available for staff, residents, and families to approach in the absence of management. Residents spoke highly of the manager, noting, [“She always pops her head around the lounge doors to see how we are doing.”](#)

Residents do not incur any additional fees for trips or activities; the only expenses they face are for hair care, toiletries, and some healthcare services, such as opticians and chiropodist visits.

## **Feedback from Relatives online:**

Before Healthwatch visited Lanrick House, we asked them to display our poster with a QR code a week in advance so that relatives who were unable to attend on the day could also leave feedback if they wished. However, we never received any feedback. This was a shame as it missed an opportunity to hear families' or professionals' opinions of the service.

## **Feedback from Relatives During visit:**

On the day of our visit, we spoke with one family member and used the same questions from our online survey. Here are the results: The family member expressed that their loved one was well looked after. They felt that they had been involved in the decision-making and appreciated the staffing team. He described that he “[was very happy with the care his relative has received so far](#)”, which reassured them.

## **Summary:**

Lanrick House is a beautiful, cosy facility that has been extended and furnished to a comfortable standard. It is currently being updated, and the décor work that has been started is presented immaculately. Everything renewed appears fresh, and the paintwork is bright and clean. The quality of the bedroom we were able to see was cosy and unique. There are no unpleasant odours or anything out of place, and there are no tripping hazards. The grounds of the property exude a real homely feel.

The environment is comfortable, with well-equipped communal areas. Attention has been given to using easy-to-read formats throughout the home, including for activities, notice boards, and important information such as handwashing instructions in communal bathrooms and details regarding safeguarding. The quality of personal care provided by the staff is highly regarded. The laundry assistant irons every piece of clothing for the residents and conducts a complete inventory upon their arrival, labelling all items. All

residents are well-groomed, and we were told they receive individualised care tailored to their specific needs. Deprivation of Liberty Safeguards (DoLS) are applied for when necessary, and Respect forms are maintained electronically and flagged within the Access system. This was demonstrated to Healthwatch during their visit.



*1 Image of Lanrick House Assisted sensory bathroom*

The quality of food is also noteworthy, as all meals are freshly prepared on-site with no processed items. Residents appreciate the plentiful menu options and the variety of choices available. On-site activities are well-received, with residents and their family members encouraged to participate. For instance, some family members attend afternoon teas.

Even the little finishing touches are thoughtful. The home organises activities and events and celebrates each resident's birthday with a homemade cake, banners, a card, and a small gift. Additionally, the

notice board contains information on how to give feedback, how to make a complaint, and includes a suggestion box.

Lastly, we must recognise the consistency and dedication of the housekeeping team. Schedules are set out to ensure that a certain number of rooms are cleaned each day.

It did not feel like a clinical care home; instead, it embodied a home-like atmosphere

## **Recommendations**

At this stage, our recommendations are as follows:

1. **Care and Support Plans**: It is essential to ensure that residents understand when their care and support plans are being reviewed. Some residents expressed confusion regarding this process, possibly due to the terminology used.

Manager's response ["Residents due to dementia/capacity do not retain information long enough or understand what a care plan is."](#)

2. **General Building Condition**: Certain areas of the building appear a bit worn, with slightly peeling wallpaper in corners and chips on doors & some paintwork. Lift lighting needs fixing.

Manager's response: ["Lift light is fixed; lounges are being decorated"](#).

3. **Lunch Presentation**: We suggest using a show plate during lunchtime to display two food options plated for residents who may be forgetful. Visual aids can be very helpful in this context.

Manager's Response: ["This is being done already after speaking to staff"](#).

4. **Volunteer Support**: Consider recruiting a couple of volunteers to assist with various tasks.

Overall, we recommend that Lanrick House continue to showcase its exceptional practices and facilities, both online and within the local community. The home's open-door policy is a fantastic way to enhance the relationships among the management team, staff,

owner, and the community. Everyone we spoke to, including residents, family members, and staff, appreciates the positive presence and impact this has had, making it a better place to live, visit, and work.

We would like to acknowledge and commend the efforts of all the staff and congratulate them. This reflects what exceptional care should represent.

## **Feedback from the Home manager or the company**

Healthwatch Staffordshire is thankful to the management, staff, residents, and families for the warmth and hospitality shown to us during our visit.

## **Next Step**

The report will now be published on our website for the general public to read and copies will be forwarded to Lanrick House and shared with Staffordshire County Council & Care Quality Commission (CQC), it will also be added to the next Healthwatch E-Bulletin.

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 residents, relatives and staff, only an account of what was observed and contributed at the time of this visit.