

Rawcliffe Manor Care Home

Enter and View Report 2025

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Background

What is Healthwatch?

Healthwatch York is the independent champion for people using local health and care services. We listen to what people like about services and what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations for improvement if needed. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Rawcliffe
Manor Care
Home



Details of the visit to Rawcliffe Manor care home

Service address	Coningham Avenue, Rawcliffe, York, YO30 5NH
Service provider	Yorkare Homes
Date	17 March 2025
CQC rating	Good
Care home manager	Shane Talbot
Contact number	01904 202666

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 17 March 2025. We also summarise the feedback shared through survey responses collected before and after the visit.

Purpose of the visit

- To visit and gather views of the residents, their relatives and friends and staff about the services and care provided.
- To observe the care being provided for the residents and their interaction with staff and their surroundings.

General information

Rawcliffe Manor is part of Yorkare Homes. It offers residential care services for older people, including people with dementia. Rawcliffe Manor Care Home has three floors of accommodation with space for 66 residents. There were 52 residents at the time of our visit.

Key findings

At the time of our visit, we found that Rawcliffe Manor was operating to a very good standard. These findings were based on our observations and reflect the general happiness of residents, family and friends of residents and staff members.



Positive feedback

- The building is very well maintained. It is clean with good wide, uncluttered corridors and a variety of options for different places to sit.
- Reception staff are welcoming. We were welcomed in very quickly and saw plenty of staff around, many interacting positively with the residents.
- Our visit was on St Patrick's Day - the home was decorated accordingly with themed activities and Irish coffee available after lunch.
- There was a display showing the week's activities, two activities coordinators and a lot going on including activities at the home, walks out, visits to the pub and local attractions.
- There is a monthly newsletter, The Yorkare Times, available in standard and large print copies and emailed to all residents where appropriate. The newsletter includes a 'you said, we did' section and this is also displayed in the lift.
- There is a regular visit from healthcare professionals from a local GP practice, a hairdressing salon on the ground floor, visits from optometrists and podiatrists.
- There are two bars offering a range of drinks with meals, a cinema room with daily film screenings and a wide range of books available for any resident to use.
- We were impressed with all the staff and had excellent feedback from residents and family members about the staff. The manager, Shane Talbot, was praised by a number of people who said has made a significant difference in the six months he has been there.



Recommended areas for improvement

We did not have many recommendations for improvement. We were all very impressed by the care home and its staff when we visited. This is reflected in the feedback from residents and their family members. Our recommendations are:

- Provide more differentiation (eg colour, signage or pictures) for the different floors, particularly the ground and second floor so residents are aware which floor they are on.
- Look into providing more identification for residents' room doors on the ground and second floor. Currently these are all the same colour and just have a number on. Having a name or photo of the resident may help people to find their room. This was the case on the first floor where rooms had the person's name and a photograph on them.
- When redecorating, consider increasing the colour contrast, especially for the bars along walls to make it easier to see.
- Monitor bicycle parking to see if more bicycle racks need to be provided.

About this visit

This was an announced Enter and View visit arranged in advance with the care home manager. The purpose of this visit was to capture the experience of life and care within a care home environment and to observe the standards of working practice. We did this by observing the interactions between staff and residents, observing their surroundings and speaking to residents to understand their experiences. We asked relatives and friends and staff members to provide their experience and views of the care home through a survey. Copies of the survey were available in the care home before and after our visit, Rawcliffe Manor staff sent links to staff and families/friends and posters with a link/QR code were displayed in the home.

On the day, four Healthwatch York authorised representatives conducted observations and talked to residents, their family and friends and staff members. We spoke to twelve Rawcliffe Manor residents, who shared their thoughts and experiences using a survey focused on quality of life and care in

the home to guide the conversations. We also spoke to three family members who were visiting relatives.

In addition 18 members of staff who work in the home responded to our survey.

Not all respondents provided answers to every question and some respondents preferred not to answer all questions.

Findings

Environment

On the initial observation of the care home, our authorised representatives found the building to be in an excellent state of repair. It has some, limited, space around and a patio area behind one of the ground floor lounges with a range of garden furniture. Residents mentioned that they could go out into the garden and enjoyed sitting in the sun and feeding the birds. A number of ground floor residents had patio doors in their rooms, so could go out when they choose.

The home was relatively easy to find, although a distance from the nearest bus stops. It has a reasonably sized car park which had free spaces when we visited. There was only one cycle parking stand, so room only for two cycles. The home can be accessed by a number of walking and cycling routes.

The reception area was accessed by a locked door. Reception staff sit within sight of the door and opened it quickly. There is a bell in case there is no-one at reception. The reception staff were extremely welcoming. The reception area had a variety of printed information and display boards with details of the resident committee and staff commendations.

From the reception area, a lift goes to all floors. The ground floor lift does not need a code. Lifts on other floors require a code to be able to use them.

Accommodation

Residential care is provided on three floors for up to 62 residents in total. The ground floor and second (top) floor are residential with some residents with mild dementia and the first floor is for residents with more severe dementia.

The décor on all three floors is similar and is well maintained. However, it is not easy to distinguish the floors as the decoration is similar. This may not be an issue for residents. We understand that those on the ground floor generally

remain on the ground floor and those on the first floor (the dementia floor) stay on their floor. Residents from the second floor can move around the home and sometimes there are activities or events on the top floor that other residents can attend.

Each floor has two lounges or seating areas. The ground and second floors have one dining area, while the second floor has two dining areas. There is a bar on the ground and second floor, a hairdressing salon on the ground floor and a cinema room on the second floor.

The lounges have a range of seating and seating is positioned to encourage conversation. We only saw a television on in one lounge area, and there were no residents in that room at the time.

Each floor has wide, clutter free corridors. The décor is excellent, although there is not a great colour contrast.

Residents' rooms come in different sizes. There are some suites and some larger rooms. All rooms are a good size and all are ensuite. Residents can bring their own furniture and belongings and we heard one person had decorated their room to their taste. On the ground and second floor the residents' rooms have a number. On the first floor they have a number, the person's name and their photo.

Cleanliness and hygiene

Our representatives noted that overall, the care home was very clean, with no unpleasant smells.

Quality of life

General happiness

We asked residents and family/friends what they liked about living at Rawcliffe Manor. They said:

- "I am still here [after two years] so that says something."
- "It is so clean – they are good coming round with the hoover."
- "The carers are polite and nice girls to work with."
- "Food is nice. Staff are nice."

- “I love it.”
- “I am perfectly happy living here.”
- “I couldn’t look after myself as my knees have gone. I have been here since November. I have no complaints. It is really good.”
- “I have met some very nice people. The staff are very helpful.”
- “They are very friendly and there is plenty to do.”
- “There is company if you want it. Some people I get on with easily, others I don’t. It is a mixture. I am happy in a way, but it isn’t home.”
- “I am happy to be here.”
- “It is all very friendly. There is a lot going on and you don’t have to join in if you don’t want to.”
- Family: “We would recommend it. It is getting back towards outstanding.”



Food and drink

Residents and relatives were asked to share their views on food and drink at Rawcliffe Manor. Our representatives also observed a mealtime in the home.

All the food is prepared from fresh ingredients on site. There is one head chef who coordinates the menus and food preparation and one person focuses on making cakes, including to celebrate people’s birthdays. We were told that residents had requested to see the menu each morning before lunch on the ground and second floor to make their choices for the day. On the first floor, residents are shown the choices at mealtimes and can choose what they would like. Residents can change their minds and all diets are catered for, including pureed food.

Most residents ate lunch in the communal areas, with one area on the ground and second floors and two dining rooms on the first floor. However, they said they can choose to eat in their own room or another place if they prefer. Snacks and drinks are readily available in the morning and afternoon.

Residents and family members said:

- "My mum is picky. She eats well and has put weight on."
- "It is very good. There are good choices including fish and chips on Friday. The food is good, they have a good cook. There is good variety and you always get vegetables. They do good puddings."
- "I have a job with food as I have mucus trouble. When I first came I had a lot of soup. The main chef has been very good to help me so I don't have soup every day now. He cuts it up small so I can eat more."
- "I go to the dining room for meals. I can choose what I like, but am a diabetic."
- "There is plenty to eat and drink."
- "The food is fine. There is plenty of food."
- "Very good."
- "Excellent. There is too much food!"
- "Very good, but sometimes it depends on what it is."
- "It could be better, but everyone is different. Others like what I don't. There is a choice of what to eat."
- "It is not bad. There is not much choice. I can have snacks and drinks most of the time."
- "They come at around 10.30am – 11am with coffee and biscuits and come in the afternoon."

We wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

We noticed staff helping some residents at lunch time. All the residents we spoke to said they do not need help, but said that if someone did, the staff are always there to help.

Activities

Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

The home has two activities coordinators who provide activities in the home and outside the home for residents on the ground and first floors. Residents on the top floor can take part in activities on the other floors as desired. There are occasional special activities on the top floor, including a wedding recreation to

enable the bride's father (a resident) to be there as he could not go to the wedding itself. There are also a number of volunteers who go into the home on a regular basis to support activities.

We learned about a lot of activities by looking at the information boards, talking to residents and their family and friends and from our staff survey. There is information about activities on information boards on the different floors and information is shared with residents regularly. Suggestions for activities are welcomed.

Activities included:

- Church services at the home and residents are supported to go to church.
- Regular walks to the local lake.
- Trips out on a mini bus twice a month including to the theatre, outlet centre, museums and other places.
- Some of the male residents go to the local pub on a Sunday.
- Every Tuesday a class from Bootham school visits. It is the same children and the same residents and they have a lesson together at the end of the day. It has been going for four months and the plan is to continue.
- Puzzles, games, quizzes, knitting, parties and karaoke, bingo, exercise, book club and much more in the home.

We asked the residents about doing things they enjoy and activities at the home. They said:

- "I get involved in the activities – I don't want to sit them out."
- "I went to the Viking museum and to the theatre to see Shakespeare's The Tempest."
- "There is an activity sheet about what is happening. I like quizzes. The staff let me know what's on. I help with the hanging baskets and like doing the garden. I watch sport on my TV and do water colour painting in my room."
- "I like knitting. The staff let me know what activities are happening. The vicar comes."
- "I do a bit of everything. Whatever I am asked."
- "I go to singing sometimes. They tell you what is happening. I go to the cinema here now and again."
- "I like knitting."
- "I enjoyed the walk round the lake."
- "I would like the opportunity to paint and draw. They do have classes, but not enough."

Contact with friends and family

Residents and their relatives were asked about their contact.

All the residents we spoke to said they can stay in touch with relatives and friends and they can visit at any time and go into the residents' rooms or meet them in one of the lounges.

Residents said:

- "I use my ipad and phone, but I can't always hear on the phone."
- "I have daily visits from my son and daughter. I use the computer a lot to stay in touch with my granddaughter, friends and other family."
- "My son sometimes takes me home from Friday to Sunday. He lets the staff know and they have my medication ready for me."
- My son visits daily, and neighbours and friends visit.



Quality of care

We observed whether residents looked well cared for during our visit and asked residents if they were able to get up and go to bed when they wanted and if they were able to bath or shower with help, if needed.

Throughout our visit, all the residents we saw and met looked very well cared for. Those we spoke to said they could have a shower or bath when they wanted – and help is given if needed. Residents said they can choose the clothes they wear and there is a good laundry system. This has recently changed and residents seemed happy with how it is now working.



"I can choose my own clothes. The clothes are laundered here and marked with my name."

"Someone helps me pick out what to wear. I can say if I want it or not."

"I would like to have a bath more often, but if I have a bath I might miss things that are going on."



Staff

We asked what residents thought of staff, observed interactions between residents and staff and asked staff how well informed they are about the residents they look after.

All the residents and family members we spoke to were very complementary about the staff, and particularly the manager, Shane.



"They are nice to chat to and have a joke with."

"They talk to me about how I want to be looked after all the time."

"The men who work here are very good and come and check my electricity, television, buzzer and wheelchair. They are exceptionally good. If you want anything fixing, they can help."



"Always courteous. They will let my son know if anything is needed."

"Staff are friendly and respectful."

Family members added:

- "They are very welcoming. It is like a four star hotel. Shane has made a real difference. There are lots of activities and a film every day."
- "We know that mum is safe and happy. If anything is wrong the home rings us. They update us and keep us informed. We can go away on holiday with no worries."

We asked staff how well informed they are about residents' likes and dislikes and what information is included in residents' care plans. We heard from 18 staff members in response to these questions. Nearly three quarters (72%) said they are well informed about residents' like and dislikes; 22% said they are somewhat informed and 6% said they somewhat uninformed.

We asked if information about residents' oral health, sight and hearing needs are included in their care plans. Nearly three quarters of staff respondents said this information is included (72%), 17% of respondents said they did not know and 11% of respondents said this information is not included.

Staff comments included:

- "The care plans have loads of information, the seniors spend time sitting with residents and families."
- "[Care plans include] Dates of any tests, what checks or equipment are required to take place. The support needs for daily care, such as denture care or hearing aid battery checks and what glasses they have."

- “On the new system, it wants loads of detail which is good and makes us learn more.”

The manager mentioned to us that there had been complaints and issues around residents’ hearing aids. However, a new system that makes sure checks on batteries are scheduled into the care for appropriate residents has meant residents are happy and there have been no further complaints.

Safety and staff levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

All the residents we spoke to said they feel safe. Most residents said they feel there are enough staff and our representatives felt there were enough staff when we visited.



“Sometimes yes, sometimes no.”

“It was a bit wobbly before Shane. But he is brilliant. He listened to concerns and things changed.” (family member)



We also asked staff members about staffing levels. Of the 18 staff respondents, 78% said there are enough staff and 22% that there are not enough staff. We asked those who said no, where they think the gaps and/or impacts are:

- “There are times where we need more support but I only need to ask and either the deputies or cleaners will help out.”
- “On the second floor [residential] there is only one carer for 10+ residents, some who are also high falls risk and who use mobility aids/hoists. Working on the floor proves to be stressful and I have felt under pressure trying to get all jobs done, especially from the morning to lunch times when the residents require aid with personal care and the carer also serves meals. I believe the care I deliver isn’t up to the best standards due to feeling rushed and under pressure.”
- “Managers do not lead by example and do not help on the floor.”
- “It impacts the care I deliver as I’m not able to attend all call bells straight away as I’m busy with someone else.”

Health Checks

We asked residents if they are able to access relevant health checks.

Healthcare professionals from the local surgery visit regularly. However, we understand that while the relationship between the care home and GP surgery is improving, it could be better. The care home manager has contacted the surgery to arrange a meeting with the practice manager.

An optician and chiropodist visit the care home. Relatives will take residents to the dentist or to outpatient appointments, but if that is not possible, staff will accompany them.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

Initially if residents needed immediate help, those we spoke to said they would use the buzzer in their room or shout for help. In terms of raising concerns some would talk to family and some would talk directly to staff.



"I talk to Shane [the manager]. He is very good. He has got things going. I wasn't happy with the laundry before Christmas but he has got it sorted out as much as he can."
"My wife would sort it out."



"I would talk to my daughter."

Other comments

We gave residents and family/friends the opportunity to add any other comments.

Residents said:

- "It is eight of 10 for care. Not many things are a problem and if I ask I generally get them sorted out."
- "Quality of care is good."
- "I am very satisfied living here."
- "I don't want to go anywhere else."
- "I think highly of Shane."
- "If I am in trouble healthwise they get the doctor in. I think they are very good and the home is well run."
- "It is between pretty good and excellent."
- "It is excellent here. I would recommend it to anyone. It is friendly and there is everything you need."

The care home assessors also summarised their impression of Ebor Court:


- "Excellent. Very kind and friendly staff, excellent management. Seems like a hotel in terms of décor. Lots of activities with something for everyone."
- "Very good standard of comfort."
- "The residents were full of praise for the staff and the manager who seems very confident and positive."

Staff feedback

How do they feel?

We asked staff about working in the care home.

Eighteen staff members completed the survey. Of the respondents, 89% said they enjoy working at the home and 11% said they do not enjoy it. We then asked what could improve the working experience and/or the person's experience at work. Comments included:



"I would still like more training on the new system we use in the home."

"A coffee machine in the staff room would be great."

"We have had lots of improvements recently with our computer systems which have improved communication and efficiency. One example is PCS – person centred software, for resident care records where more can be

documented and reviewed easily for all staff."

"Continue with the changes and keep listening to us."

"Have managers help out when we are short staffed instead of just sat around chatting and saying we have enough staff and we should work faster."



We asked a range of other questions of staff. Feedback included:

- 96% of staff who responded feel they get all the relevant training they need to do their job.
- Staff said that managers are responsive about feedback and always listen and respond.
- 89% of staff respondents would recommend the care home to family members or friends.

Overall rating

We asked residents and family and friends of residents how they would rate the home out of 5 (with 5 being the best).

Residents: (4.75/5)



Friends and family: (4.5/5)



Acknowledgements

The Healthwatch York Enter and View team would like to thank the manager, staff, friends and families of residents, and residents for letting us access the care home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.



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