

Enter&View Report

Glenroyd Care Home

25th April 2025
10am – 12:00pm



DISCLAIMER This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and service users who met members of the Enter & View team on that date.

Contact Details

1 Whitegate Drive, Blackpool, FY3 9HF

Person In Charge on day of visit

Yvonne Hand

Healthwatch Blackpool Authorised Representatives

Alex Lever

Charlotte Knight

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to Glenroyd Care Home.

Announced Visit

General Information

- The home is run by Barchester Care
- The accommodation comprises of 74 rooms all with en-suite facilities and split over 3 floors.
- At the time of the visit, 67 residents occupied Glenroyd Care Home.
- Glenroyd Care Home specialises in dementia at various stages.
- The latest CQC inspection and review rated this home as: REQUIRES IMPROVEMENT
- The top up fee varies dependant on the care and can be between £200-£300.

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services. These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool. The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:
 - Daily Life
 - Quality of Care
 - Activities
 - Involvement of Patients
2. To identify examples of good practice
3. To highlight any issues or concerns from patients and any ideas for improvements



Service User Feedback

Healthwatch Blackpool engaged with **9** residents during the visit. It is important to note that residents within the home had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the home and resident feedback.

Daily Life

Yvonne informed Healthwatch Blackpool representatives that the care is person-centered, allowing residents to follow their own routines, including when and where to have breakfast and deciding when they would like to be woken. Yvonne mentioned that the home provides a variety of activities, provided by their activity coordinator, Aga. Other events occur such as parties for birthdays, special occasions and day trips. Residents can help themselves to freshly baked cakes, tea and coffee, and cold beverages throughout the day in the conservatory.

Residents highlighted their enjoyment of partaking in different events and activities such as bingo, crafts, and crosswords. Others expressed that they enjoy carrying out daily tasks to keep themselves busy. It was also highlighted that some individuals enjoy walking and sitting in the sunshine in the garden.

"I do my own washing – I love it, it keeps me busy."

"been here two years- I am always on the go."

"I like to have my photographs up of my children."

"I go out on a Sunday, Monday and Tuesday, a lady from church takes me to nit and natter and crafts and natter at layton methodist church."

"Don't get up to much, I come out in the sunshine."

"If theres a quiz that I fancy, I do it."

"I do bingo."

"Its always someones birthday and they do cakes,"

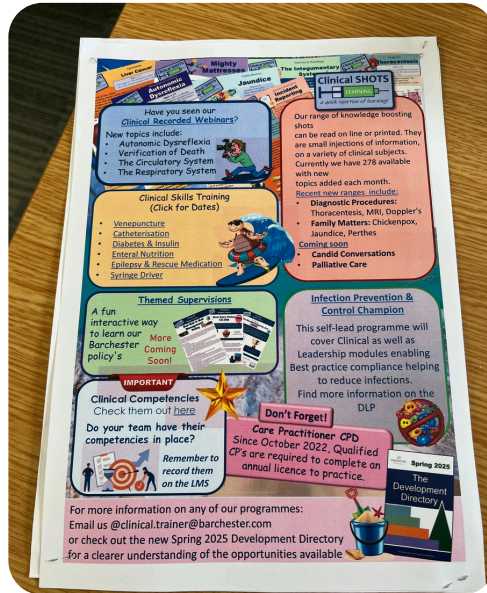
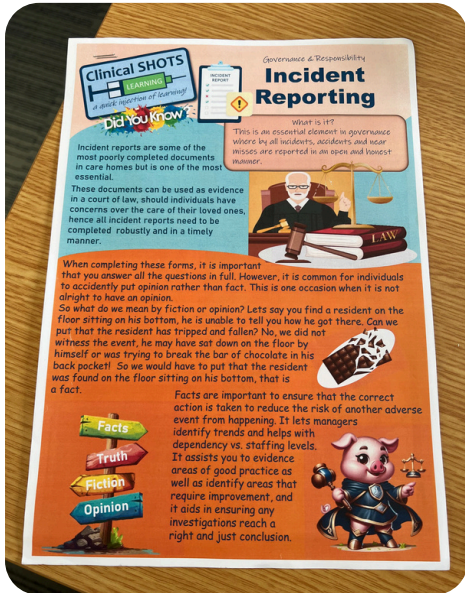
"Activities coordinator is fantastic. Shes great, she puts lots of things on."

"Usually I like walking about."

"I do my crosswords. I watch my quiz programmes on the telly."

"Now and then they get us out."





Quality of Care and Staff Manner



The home is spread across three floors and divided into four areas. The ground floor provides general nursing care. The middle floor is split into two sections: one offering residential care and the other specialising in residential dementia care. The top floor is dedicated to nursing dementia care, supporting residents with more complex needs.

Yvonne explained that the home currently does not have any 1-1 support however, reassessments are provided if required. Glenroyd Care Home employs no agency staff and maintains a consistent staffing structure across three floors, with nurses and carers allocated based on occupancy and resident needs. Day shifts include nurses and multiple carers, while night shifts have a nurse and fewer carers, with some staff between the floors. Staff undergo mandatory training through Barchester's comprehensive training, including clinical webinars and specialist champions in areas like falls prevention. Ongoing education is supported by regular updates, policy reviews, and a focus on staff development.

Residents expressed a high level of satisfaction with the care and support they receive. Many feel well looked after, appreciating help with medical appointments, personal care, medication, and daily routines like meal choices and fresh bedding. The overall feedback is positive, with some describing the care as exceptional and the environment as one of the best they've experienced.

"Staff takes us to the Dr's often and when needed."

"I'm waiting for my hip to be done but staff are helping me. Its ok here but I'd like my own place but I cant fault the staff."

"When you have a bath, staff put fresh bedding on for me which is nice."

"They help with my medications when I need it."

"Staff are alright and friendly."

"The staff are good, they are caring and ask what I want for my meals."

"Staff are all very nice."

"If we need them they are prompt."

"Beth is very very good."

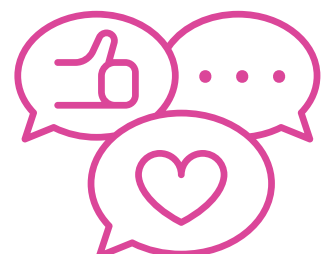
"You get the odd one you don't like."

"They look after me wonderfully. They take me for hair cuts, showers, they are wonderful."

"Attitude to the job and individual."

"I've been here 10 years and I'm really happy. 3 meals a day, clean the room once a day its great."

"You wont get anywhere better than this."



Residents describe the staff as friendly, approachable, and responsive, highlighting person-centred care. They appreciate the staff's attentiveness, willingness to listen, and to understand their experiences.

"Very approachable and friendly."

"I think the staff are fantastic they come when I press the buzzer."

"Aga asked me what its like in a wheelchair then she tried it."

"Cant fault the staff. If I didn't like it I'd tell them."

"I wouldn't go anywhere else."

"They always smile, im getting a bath tonight – its very person centred."

Safety, Privacy and Wellbeing

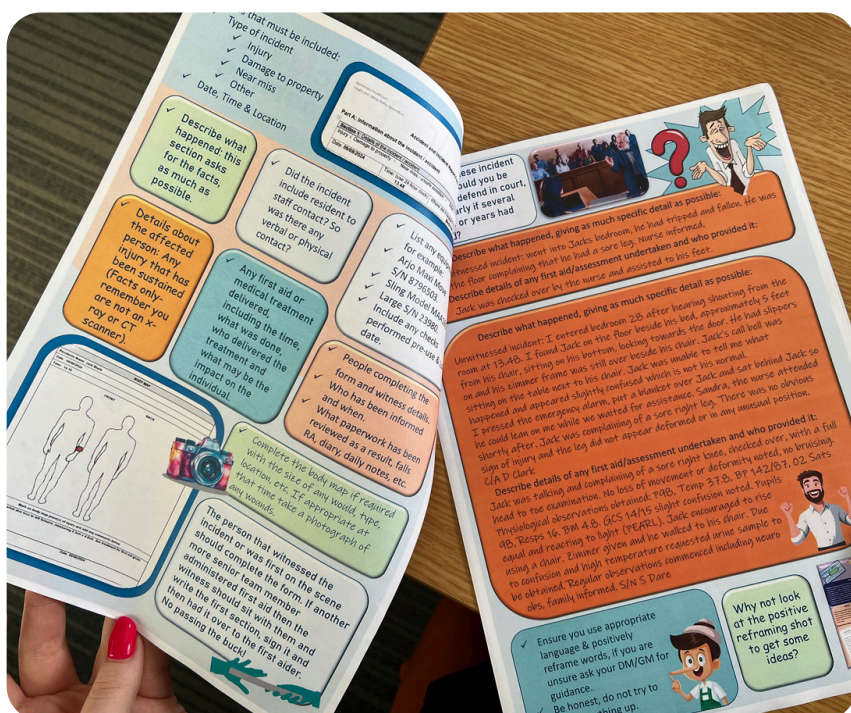
Glenroyd Care Home meets Barchester's high standards and follows specific themes such as decorating, and residents are encouraged to personalise their rooms. Yvonne stated that, if a resident requests a particular colour, such as yellow, the maintenance team can easily accommodate the change.

Residents expressed that they felt safe at The Glenroyd Care Home. Residents valued their personal space, with one individual highlighting that they love their room, with regular family visits.

"I love my room, im not bothered about going out. I watch my TV and my family come to visit often. Im happy here."

"Im very lucky. I am well looked after."

"More of less feel safe and private."



Activities

The home offers a varied activity programme, communicated through monthly newsletters and quarterly updates in line with Barchester standards. Yvonne explained that activities are flexible and often weather dependent. Yvonne stated that staff have always gone above and beyond to fulfil residents' wishes, such as trips to football matches, car shows, and local attractions like the Blackpool Illuminations. Outings are supported by a minibus, including "mystery tours". Family involvement is encouraged, and popular regular outings include visits to Showtime. Onsite services including visits from a chiropodist and two hairdressers occur each week. There is a large activity calendar displayed in the communal areas of the home and provides up to date activity schedules.

Residents shared that they engage in activities that are on offer at the home such as reading, walking, crossword puzzles, and hairdressing. Others expressed that they aren't too bothered about activities or that they feel restricted due to their physical health. One individual shared that staff bath and dry their hair regularly.

"I am not bothered about going out."

"Staff bath and dry our hair."

"I do reading and crossword puzzles."

"I like anything that keeps my brain going."

"2 weeks ago I went to the chapel, met people ive known for a few years and it was wonderful."

"The hairdresser comes regularly."

"I cant do much exercise due to my hips."

"Staff can take me out in the wheelchair but I don't like getting in the hoist but im happy and people come and see me."



Food

Yvonne informed Healthwatch Blackpool that meals are homemade and tailored to individual dietary needs, including diabetic and gluten-free options. Dietary preferences, allergies, and dislikes are assessed pre-admission and reviewed monthly. The menu is shaped by resident feedback, with recent changes reflecting a preference for simpler and more familiar dishes. There are two main meal options, a wide variety of breakfast choices, soup at lunch, and flexible alternatives such as omelettes or sandwiches. Evening offerings include both hot and cold options, with extra provisions like trays of sandwiches and snacks for those, especially residents with dementia, who prefer to eat later. Menus are shared during resident meetings, in newsletters, and displayed in dining areas.

"I like the food- cottage pie and hotpot."

"I personally have no faults."

"Not too food."

"Same things all the time."

"I am given a choice -sometimes I don't like choice."

"They listen and make a change for me which is good- ill have an omelette if I don't fancy whats on offer."

"They put carrots in everything and I hate it."

"Food is alright , I get a menu and options."

"Very good- no faults. You get a choice if you want it."

"I don't like a lot of hot pots, all mushed together."

"Food is no good at the moment, beans on toast for dinner."

"Curry and chilli at the moment."

"It was alright when we came but its got worse."

"I prefer things like shepards pie, lasagne, roast dinner."

"99% of the time its good. Warm and hot. They bring me soup on odd occasions. I like coffee to be red hot, sometimes its luke warm."

"The food is nice you've got a choice. Sometimes you have lots somethings not so much,"



Resident Involvement



Yvonne explained that the home encourages open communication through monthly residents' meetings and regular informal chats, where feedback is welcomed. The coordinator and manager actively engage with residents to gather input. Families are involved through bi-monthly relatives' meetings, frequent visits, and easy access to staff via email. Activities are also shared on Facebook, keeping families informed and connected with daily life in the home.

Residents highlighted that they feel they can always speak with staff if issues arise and find resident meetings valuable and beneficial. However, one individual expressed that they forget what is discussed in the meetings.

"I forget what we say at the meeting."

"we can always speak with staff if there are any issues."

"I go to the monthly meetings, they're beneficial."

"I always go to the resident meetings because I've always got something to say."

"I can always tell them if I'm not happy. I think I'm the only one who does."

Visits, Leave and Contact with Loved ones

Yvonne stated that visitors are welcome at any time, but to avoid early mornings. Some visitors have stayed as late as 10 p.m. or spend the entire day with their loved ones. Families are also free to take residents out, including overnight stays, such as a recent weekend visit home arranged by a husband.

Residents highlighted that family and friends visit often and bring flowers and chocolates. Others mentioned that their loved ones will take them out shopping or staff will take them out. Residents also stated that family and friends can't always visit as often as they'd like due to other commitments.

"Only me left really, all my siblings have passed."

"My sons here in Blackpool and he comes and sees me. He takes me shopping."

"Family and friends don't come often -they are working a lot and cant come as often as they'd like."

"Staff sometimes take me out. Visitors can come whenever."

"My friend comes once a month. She brings me chocolate."

"My family bring me flowers."





Oral Health

As part of the 2023–2028 Oral Health Strategy, oral health should be included in every care home's holistic assessment process, ensuring each resident's oral health is assessed and incorporated into their personalised care and support plan. Healthwatch Blackpool ensure that as part of our enter and view visits within care homes, oral health is discussed.

Yvonne informed us that within Glenroyd Care Home, oral health is actively monitored with a dedicated policy in place. All residents receive hygiene checks and have individual oral health care plans. Staff are trained to support daily oral care, and any ongoing resistance is escalated to the GP. While there is no in-house dental provision, families typically arrange private dentists. If a resident doesn't have one, the home can refer them or contact emergency dental services. Oral health is assessed during pre-admission and included in care planning.

Visit summary & observations

Pre visit

The visit to was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the visit. The home was asked to display posters and make residents and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

Glenroyd Care Home is located on Whitegate Drive just behind Glenroyd Medical Centre, within walking distance to local amenities and transport links. The exterior was well maintained with clear signage at the front. There was a car park to the front and the rear of the building. There is available street parking as well however, most of this is residential permit parking. The entrance had a secure main door with bell access. Healthwatch Blackpool representatives were welcomed by a member of the reception team and were signed in. We were then welcomed by Yvonne, the manager.

The home currently has 67 residents with capacity for 74, all in single, en-suite rooms that include a toilet but use shared bathing facilities. The home is owned by Barchester Care and top-up fees vary by care type and local authority and can vary between £200–£300.

The home has one lift and is well-equipped with support aids, including hoists on every unit. Some residents use return aids, and wheelchair needs are assessed and arranged as required. The home specialises in dementia care and is divided across three floors with four areas: general nursing on the ground floor (mainly for physical health needs), residential and residential dementia on the middle floor, and nursing dementia on the top floor.

The home operates with no agency staff. Day shifts include nurses and carers allocated per floor based on occupancy: the ground floor has two nurses and four carers, the middle floor has a senior carer plus two carers for both residential and dementia areas, and the top floor has one nurse and three carers. At night, staffing includes one nurse and two carers on the ground floor, a nurse and carer on the top floor, one carer on each side of the middle floor, one floating carer, and a night senior.



Staff receive comprehensive mandatory training through Barchester's DLP learning platform and clinical programmes. Specialised training is provided as needed (e.g., stoma care), and the home has designated champions for various care areas such as wellbeing, falls prevention, and dignity. Ongoing learning is supported through regular updates, policy reviews, and buddy systems for new staff.

Following a March 2023 inspection requiring improvement in leadership, significant progress has been made, including improved morale and a notable 57-point increase in internal regulation scores.

Environment and communal spaces

During the visit, Yvonne provided a tour of the home and was happy for us to speak with residents across the home. Both the bedrooms and communal areas were observed to be clean and tidy. Bedrooms follow Barchester's decoration standards but can be personalised, with maintenance happy to repaint upon request. The environment is spacious, clean, and welcoming, with wide corridors, a fish tank at reception, and a conservatory offering tea and coffee facilities and views of a large, well-kept garden with ample seating and flowers. Communal living areas are comfortable and homely, and bedrooms are well-decorated, roomy, and some offer garden views.

Observations of resident and staff interaction

At the time of the visit, Healthwatch Blackpool representatives observed staff providing compassionate care and engaging positively with residents in the communal areas. Care staff were seen assisting residents throughout the home and supporting with their care needs. Staff were friendly, approachable, and welcoming.

Challenges

During the visit, Yvonne noted that distinguishing between residential dementia and nursing dementia can be challenging, often requiring resident reassessments. Falls are closely monitored, and oral health can be difficult to manage when residents consistently decline support. She also attended a provider forum focused on oral health and encouraged staff to engage with the available resources.

Overall visit summary

Overall, Healthwatch Blackpool had a positive experience visiting Glenroyd Care Home. Yvonne and the team were very friendly and welcoming, and residents were more than happy to talk to Healthwatch Blackpool representatives. Feedback from residents and observations suggested that residents overall felt satisfied with the care received.

The main area for improvement is the food, while the majority were satisfied, some residents expressed dissatisfaction. Concerns included meals containing ingredients they dislike or meals being poorly presented, with items mixed together. However, at the time of the visit, Yvonne did highlight that the menu is currently in the process of changing and this feedback will be actioned. One resident highlighted that they were unable to take part in activities due to physical health limitations, if possible, providing tailored or alternative activities to accommodate varying abilities would be beneficial. A further improvement is to ensure residents are kept informed on what is discussed in the resident meetings as it was reported that one individual couldn't recall the details. Having these notes printed out or displayed would be beneficial to those that struggle to recall the details and also those not in attendance.

Overall, Glenroyd Care Home can celebrate that many positives detailed throughout this report. Healthwatch Blackpool would like to thank staff and residents for accommodating the visit and for taking the time to talk with the team.

Observation/Feedback	Management/Provide Response	Action to be undertaken by/when?
The main area for improvement is food, while most were happy, some residents were unhappy about unwanted ingredients or poorly presented meals. However, Yvonne noted the menu is currently being updated.	Actioned	Actioned
Ensure residents are informed about what was discussed in meetings, as one individual mentioned they couldn't recall the details.	Enter here	Enter here
One individual mentioned being unable to participate in activities due to physical health limitations. To promote inclusivity, it may be beneficial to offer tailored or alternative activities that accommodate varying abilities.	Enter here	Enter here

Managers Overall Feedback

Upon request, no feedback was provided by management from Glenroyd Care Home.