

South Park Care Home
Enter and View Report

July 2025

Contents

Background 2

Details of the visit to South Park care home..... 3

Summary..... 3

About this visit.....5

Findings..... 6

Quality of life 8

General happiness8

Food and drink8

Activities..... 9

Contact with friends and family 10

Quality of care10

Staff11

Health checks.....12

Raising concerns and issues13

Staff feedback14

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 carry out 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.

South Park Care Home



Details of the visit to South Park care home

Service address	Gale Lane, Acomb, York YO24 3HX
Service provider	Owned by Harbour Healthcare – operating as Roseberry Care Centres.
Date	23 May 2025
CQC rating	Good (14 December 2022)
Care home manager	Vikki Hamblin
Contact number	01904 784198

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 23 May 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

South Park care home is owned by Harbour Care. It operates under the name of Roseberry Care Centres, a care home provider based in northeast England. It offers residential, nursing and end of life care services for older people, including people with dementia. South Park care home has three floors of accommodation with space for 72 residents. There were 66 residents at the time of our visit.

South Park has been subject to an investigation following a safeguarding concern raised by a family member via Healthwatch York. It has also had an embargo on new admissions following the introduction of person-centred care software. This was not capturing all residents' care needs. It could have led to them not receiving the appropriate care. The embargo was acknowledged by the care home manager in conversation as part of the visit. We were told that

progress has been made in dealing with the issues and the home was awaiting the lifting of the embargo.

Our observations and comments from residents, family and friends of residents and staff that make up this report demonstrate that the home operates effectively and efficiently, and people liked living and working here.

Key findings

At the time of our visit, we found that South Park care home 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. It was interesting to note that staff live mainly in the York area with some able to walk to work. A number of staff had been sponsored to work in the UK by Roseberry Care Centres. South Park is the only care home operated by Roseberry Care Centres in the York area. We were advised that the home now overstaffs by 17%. This means they no longer need to use agency staff to cover annual leave or staff sickness and there is continuity of care for the residents.



Positive feedback

- The building is well maintained. It is clean with good wide, well decorated corridors and has a variety of communal spaces.
- Bedroom doors were brightly painted in different colours and had door knockers and numbers.
- Reception staff welcomed us quickly. We saw plenty of staff around, many interacting positively with the residents.
- There were advertised activities planned for every part of the day. Two activities coordinators are employed, and activities were going on in the home during our visit.
- Lots of information about the home and its past activities were displayed on noticeboards.

- There is a weekly visit from healthcare professionals from a local GP practice.
- There was a bar on the ground floor offering a range of drinks. We also observed a not-for-profit well stocked shop, craft room, cinema room, prayer/multi faith room and a hairdressing salon on the ground floor.
- The central courtyard area has three separate well-maintained gardens including an allotment area with greenhouse. They were all being used by residents at the time of the visit.
- There were fresh flowers in the communal lounges and white tablecloths on dining tables.
- We were impressed with the staff we saw. There was good feedback from residents and family members about the staff.



Recommended areas for improvement

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

- Do some work in the garden and car park areas at the front and side of the building to tidy it up and make it more welcoming.
- Introduce signage for the front entrance.
- Develop a system for daily updates on reality boards (day, date, month) and check clocks are working.
- Try to involve family members in the care planning process.
- Provide written menus for residents.

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, South Park 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 made observations and talked to residents, their family and friends and staff members. We spoke privately to five South Park residents using a survey focused on quality of life and care in the home to guide the conversations. We also observed 10 residents taking part in activities and a number of people who were clearly receiving end of life care in their bedrooms. We also heard from two family members who completed questionnaires.

In addition, four 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 initial observation, our authorised representatives found the building to be generally in a good state of repair with good use of different wallpapers. However, we heard comments about the driveway and car park areas suggesting they looked tired in places where weeds were growing around paving slabs and shrubs needed trimming.

The care home has three separate central courtyard gardens and an allotment garden with greenhouse. The courtyard garden areas were well maintained with a good range of garden furniture and bedding plants. Residents mentioned that they could go out into the courtyard gardens and enjoyed sitting in the sun.

The home was relatively easy to find. There is a bus stop outside with a regular service. It has a reasonably sized car park which had some free spaces when we visited. There is bicycle parking near the front entrance.

The reception area was accessed through a locked front door. The receptionist opened it quickly and was extremely welcoming. There is a bell in case there is no-one at reception.

From the reception area, there is a corridor that leads to the manager's office, the staff area and communal facilities. These were lined with useful information on noticeboards including staff team details, photographs of events held at the home, details of activities and general information. The ground floor entrance area is spacious. There were two public toilets in this area and the shop, bar, craft and cinema rooms.

Accommodation

Residential care is provided on three floors for up to 72 residents in total. The ground floor, Ebor Unit, has 40 bedrooms and accommodates people with dementia. The Jorvik Unit is on the first and second floors and has 32 bedrooms for general nursing and end of life care.

The décor on all three floors is bright using different wallpapers and is well maintained. Bedroom doors are individualised using different, bright colours with numbers and door knockers. There are a number of themed photographs / pictures / items of interest along each long, clutter-free corridor. There were good sized lobbies off each main corridor which provided additional sitting areas. We understand that residents generally stay on the floor that their bedroom is on. However, residents can move around the home and sometimes there are activities or events on other floors that all residents can attend.

Each floor has large and small lounges and separate dining areas. The bar, hairdressing salon, craft room, cinema area and prayer/faith room are all on the ground floor. Coffee tables and chairs provided opportunity for shared conversations. Clocks were positioned around the home and most showed the correct time. One clock in the ground floor dining area had stopped. This was reported to the manager who said they will address this.

The lounges have a range of seating and seating is positioned mainly around the outside of the room. Some of the seats were fairly low but plenty had arms.

Residents' rooms are generally the same size and shape. All rooms are a good size and most are ensuite with a toilet and level entry shower. Each room has a television and bed, some of which could rise and lower in accordance with the resident's needs. Residents can bring their own furniture and belongings and many had.

There is publicly accessible WiFi available throughout the home.

Cleanliness and hygiene

Our representatives noted that the care home was very clean, with no unpleasant smells. We observed the laminate flooring in the corridors being cleaned.

Quality of life

General happiness

We asked residents and family/friends what they liked about living at South Park care home. They said:

- "The staff look after me."
- "If I need to see a doctor, I can see one easily."
- "I'm very happy with the care I receive."
- "The staff are friendly and always explain things."
- "I like it here but it's not the same as home."
- "It's good but I'm missing going to football matches."

Two family members said South Park care home was clean and comfortable. Comments included, "The standard of care is great. There is a great team of nursing staff and orderlies." One family member also said, "Keep doing what you are doing, everyone is so helpful." However, one comment added: "The place is a bit tired."

We noted that reality boards were displayed which mostly showed the correct day, date and month. One board in a dining area was showing the incorrect date. We did not see any information that indicated which staff were on duty that day.



Food and drink

Residents and relatives were asked to share their views on food and drink at South Park care home. 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 kitchen assistants who focus on meal preparation and making cakes, etc. We were told breakfasts consisted of toast, cereal and cooked items. Drinks and snacks are served mid-morning and afternoon. The main meal is at lunchtime with a choice of starter and one of two main meals, or a salad, plus a hot pudding. At teatime sandwiches and soup are available. For supper, sandwiches are available as well as biscuits.

Most residents ate lunch in the communal dining areas. There was a mix of chairs and tables, laid with white table cloths, serviettes and vases with fresh flowers. Residents can choose to eat in their own room if they prefer.

Residents and family members said:

- "The food is ok but I prefer the salads."
- "The food is good and I can request things I like."
- "I can get drinks when I want them."

The two family members surveyed commented that the food is generally good and there is always enough. They also said special diets can be catered for and that there is always tea, coffee and juice.

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. Food was delivered to the dining room on a heated trolley. Staff were able to assist residents to their table of choice and this was done in a friendly manner. Food was individually plated up by staff members based on residents' choices. We experienced friendly banter between the staff and residents. We noticed one resident shaking hands with a staff member when leaving the dining room. We did not see a menu or information about that day's food choices.

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 full time activities coordinators who provide activities in the home for residents on all floors. Residents can take part in any of the activities if they wish.

We learned about the range of activities by observing activities taking place and looking at the information sheets, photographs of past events, talking to residents and their family and friends and from our staff survey. Residents can learn about activities via the regularly updated information sheets available on each floor. The care home also organises occasional celebration events including, Christmas carol singing by local school children and a special Indian Day which included dancing and Indian food.

The home has its own minibus which is used on a regular basis and during our visit two residents were being taken to an event in New Earswick. We were told every resident gets the opportunity to choose a location within York and District to visit. This is often very helpful for reminiscence purposes.

The activities coordinators use specially designed activity books called 'Oomph' which provide examples of different activities described as, 'for your mind, body and soul'.

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. We observed visitors freely walking along corridors to meet family members.

Residents said:

- "My family and friend visit regularly."
- "Family visit from time to time."
- "My family take me out when I want."
- "I don't go anywhere really but my family visit."
- "My family come most days."



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 and well dressed. 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.

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. Our volunteers were particularly impressed by the manager and deputy manager who they said was 'very welcoming, open and understanding of the role of Healthwatch'. They were very helpful in answering all our questions and volunteered information to help with our assessment.

- "The receptionist was very welcoming."
- "I got the impression staff were happy."
- "There were lots of staff and they were all smiling."

Residents told us:

- "Staff are very welcoming and helpful."
- "Staff will explain things and do what I ask."
- "I'm very happy with the care I receive from staff."
- "Staff are good in the most part."



Staff are both friendly and helpful!



Both family members we heard from confirmed they were very satisfied with the care given and felt their relative was being well looked after. However, neither family member said they had contributed to their relative's care plan.

We asked staff about working at South Park care home. All four staff respondents said they enjoyed working at the home. This was also reflected in our observations of staff working together and supporting residents.

We asked staff how well informed they are about residents' likes and dislikes and what information is included in residents' care plans. The staff members we heard from said they were well informed or somewhat informed. One person commented, 'I am very informed on residents likes and dislikes'.

We asked if information about residents' oral health, sight and hearing needs are included in their care plans. Most staff respondents said this information is included in detail including mouth care, hearing aids, dentures and glasses.

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 living at South Park care home. Most residents said they feel there are enough staff and our representatives felt there were enough staff when we visited. The majority of residents said they were very satisfied with the overall quality of care and the remainder said they were quite satisfied. Nobody was dissatisfied.



I couldn't wish for anything else
I'm extremely satisfied living here



We also asked staff members about staffing levels. Three out four respondents felt there were enough staff but one staff member said there weren't enough staff. They commented that the layout of the home meant it was difficult meet everyone's needs at the same time, especially when a resident needed two carers. There was a feeling amongst staff that the work was very physically demanding due to the size and shape of the building and the needs of the residents. One staff member said the recruitment of additional staff had helped.

All four staff said they received relevant training to do their jobs.

Health Checks

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

Healthcare professionals including a designated doctor from the local surgery (York Medical Group) visit on a weekly basis. The home also receives visits from the advanced care nurse practitioner, the complex care team and the tissue viability nurse (who deals with wound care). Medication is managed through an online Telemedicine system.

Residents have to visit the optician and dentist. 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.

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 can talk to any of the staff if I had problems."

"Yes, I could find someone to talk to."

"I go straight to whoever is in charge; they see me coming."

"I'd try the manager."



Other comments

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

A family member said:

- "Keep doing what you are doing. Everyone is so helpful."

The Healthwatch assessors also summarised their impression of South Park care home:

- “South Park is clean and well looked after. The staff I spoke to and met were polite and seemed happy in their work.”
- “I felt the staff were kind and respectful to residents. There was lots of banter and joy visible between staff and residents.”
- “The manager clearly has a heart for caring.”
- “The care home is in the heart of Acomb, staffed by people who live in the area and most of the residents are local – that’s its biggest strength.”
- “I got the impression staff and residents were happy.”
- “Quite a contrast to the ‘hotel’ type of homes I’ve visited.”

Staff feedback

How do they feel?

We asked staff about working in the care home.

It was disappointing that only four staff members completed the survey. Of the respondents, all said they enjoy working at the home. We then asked what could improve the working experience and/or the person’s experience at work.

Comments included:



A couple of fresh cold-water dispensers would be nice. The tap water is often luke warm and tastes chlorinated.



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

- “My colleagues are lovely.”
- “I really enjoy working in the kitchen with the kitchen staff.”
- “I feel like a valued member of the team.”
- “I have been trained on all aspects of my role.”
- “Useful feedback is always acted upon.”
- “The Activity Coordinators do a good job in keeping the residents entertained.”

There were some comments from staff about not being informed about a resident’s death. This had caused some confusion and embarrassment. There

was also a comment about staffing levels: 'I see somedays only two carers on a floor of more than 15 residents.'

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.



Healthwatch York
15 Priory Street
York
YO1 6ET

www.healthwatchyork.co.uk

t: 01904 621133

e: healthwatch@yorkcvs.org.uk

 [@healthwatchyork](https://twitter.com/healthwatchyork)

 [Healthwatch York](https://www.facebook.com/HealthwatchYork)

 [Instagram.com/hw_york](https://www.instagram.com/hw_york)

 [Healthwatch York](https://www.linkedin.com/company/HealthwatchYork)