

## Enter&View Report

## Glenholme Bispham Gardens

29th May 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

Ryscar Way, Blackpool FY2 0FN

### Person In Charge on day of visit

Angela Baxendale

### Healthwatch Blackpool Authorised Representatives

Charlotte Knight

Mike Verity

### Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to Glenholme Bispham Gardens

**Announced Visit**

### General Information

- The home is run by Glenholme Healthcare.
- The accommodation comprises of 52 rooms with some en-suite facilities and split over 2 floors.
- At the time of the visit, 48 residents occupied Glenholme Bispham Gardens.
- Glenholme Bispham Gardens specialises in nursing, residential, EOL, dementia care and other specialisms.
- The latest CQC inspection and review rated this home as: **REQUIRES IMPROVEMENT**
- The top up fee varies dependant on the room.

## 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 residents' experience of the home in relation to:
  - Daily Life
  - Quality of Care
  - Activities
  - Involvement of Residents
2. To identify examples of good practice
3. To highlight any issues or concerns from residents and any ideas for improvements



# Service User Feedback

Healthwatch Blackpool engaged with **8** 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

Angela informed Healthwatch representatives that upon arrival, residents complete an "All About Me" book to help staff understand their needs and preferences. Daily life includes a range of engaging activities such as art and gardening clubs, with monthly schedules organised by an activity coordinator. The home also arranges regular outings using its own minibus. For residents with dementia, tools like the Daily Sparkle and memory supportive trips (e.g. to museums) are provided. Communication aids, such as prompt cards, help those with additional needs.

Residents stated that they spend time with family, bring their pets, and use mobility aids to join social events like coffee mornings. Leisure activities include watching TV shows like Coronation Street and Emmerdale, listening to music, and socialising with other residents.

*"Partner comes up and I go for a couple night and go out for a drive."*

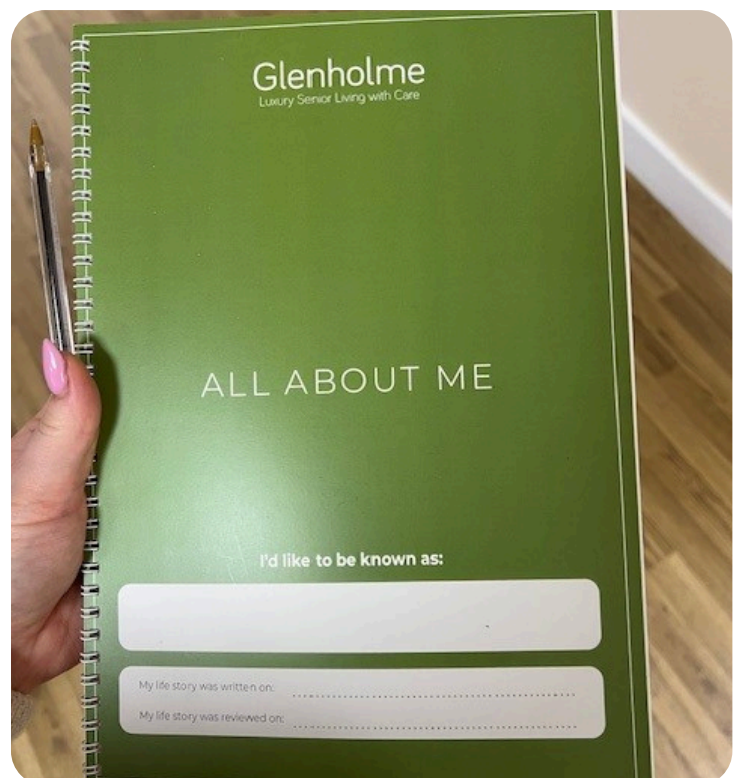
*"I can bring my dogs."*

*"I have my wheelchair, I was zooming down to the coffee morning here, it was great."*

*"I have gone down to watch TV before, some of the residents are much older."*

*"I listen to music."*

*"I watch tv – corrie, emmerdale, all the old ones, its great."*







## Quality of Care and Staff Manner

Angela mentioned that during the day, the home is staffed by 2 nurses, 9 carers, and a senior carer. At night, there is 1 nurse and 4 carers on duty from 5pm to 1am. Clinical leads, nurse trainers, and management provide additional support. When needed, agency nurses from True North, Medihire, and Wecare plus are used to cover staffing shortages. Angela stated that the home has a strong working relationship with the hospital discharge team and that admissions are carefully considered. The home carefully considers all admissions including those that are end of life to ensure high quality of care is given to all its residents.

Residents express high satisfaction with the care they receive, frequently praising the carers as “amazing, lovely, and very attentive.” Many feel well looked after, comfortable, and welcome. One individual chose to stay long-term after a respite stay due to the positive experience. Residents also mentioned about being able to decorate their own rooms.

*“Carers are amazing.”*

*“Just before Christmas, I had a bit of restbite here, but because of the carers, I want to stay here.”*

*“I really like it here.”*

*“we are looked after all the time.”*

*“We get looked after.”*

*“My brother found it here, I can decorate my room.”*

*“It’s totally nice here, I used to be a carer.”*

*“Totally get looked after.”*

*“Carers are very attentive.”*

*“Positive, they cheer me up. Its like a premier inn in here.”*

*“Staff are really lovely.”*

*“The staff are wonderful.”*

*“I am very happy here. The staff look after me well and will listen to me and react well when I need something.”*



## Safety, Privacy and Wellbeing

Angela informed Healthwatch Blackpool that residents are encouraged to personalise their rooms with their own furniture, decorations, and photos to create a homely and familiar environment, especially beneficial for those with dementia. They can play preferred music, like classical, and decorate the space to their tastes, helping make the room feel like their own home.

**Residents expressed that they feel safe and have everything they need in their rooms, with personal items like fridges and coffee makers. Residents describe their rooms as a safe and enjoyable space.**

*"I've got my own fridge, coffee maker, I have everything I need in my room, I love my room."*

*"I enjoy it here, I do feel safe."*

*"I am very happy with my room and the other facilities at the home."*

*"I have everything I need in my room, I enjoy coming in here for some down time."*

*"My room is nice and the staff always try to provide what I need".*

## Activities

**The home has four activity coordinators who plan a wide range of activities tailored to residents' abilities and interests and has a weekly schedule and 1-1 as required. Angela informed Healthwatch Blackpool that activities are advertised in newsletters and planners and include group events as well as one-to-one sessions for residents who prefer staying in their rooms. New residents complete a profile to help staff plan suitable activities from the start. Popular options include art classes, gardening, swimming, jigsaws, books, crosswords, hair and nail care, and regular live entertainment. Staff provide daily Sparkle sessions, which are themed activities designed to engage residents, particularly those living with dementia, by reminiscing about past events and eras (e.g. "this happened in 1967"). These sessions help stimulate memory and conversation. As part of Dementia Week, residents also took a trip to the Liverpool Museum.**

**Residents described an array of activities that they partake in such as days out, entertainment, painting, swimming, watching TV, and having their hair and nails done. Residents shared that there is always something to do.**

*"I like going on the trips out and always enjoy the singers that come in to entertain."*

*"I always mean to get involved."*

*"I want to do the plants."*

*"I took part in the painting class that morning and enjoyed it."*

*"I went swimming the other day in Garstang."*

*"I get my hair done, I love having it done."*

*"Sometimes I get my nails done."*

*"I watch TV."*

*"I enjoy the many activities that are organised and i'm busy filling in my photo book."*

*"I spend most of my time watching television as I am bed bound."*

*"There is something to do all the time so you don't get bored".*

## Food

Meal times can be flexible with breakfast served between 8:30 AM to 11:00 AM, lunch is served between 12:30 PM and 1:30 PM, and dinner is around 4:45 PM. Angela mentioned that residents can eat whenever they prefer. A daily menu with various choices is displayed, and staff can accommodate special food requests, even going to local shops if needed. Residents that have limited mobility or prefer to stay in their rooms can have meals served there.

Residents mentioned that they generally enjoy the food, praising meals like roast dinners, shepherd's pie, and the overall quality of breakfast, lunch, and tea. Some have personal preferences about certain dishes, and treats like chocolates were mentioned.

*"The roast dinners are good."*

*"Some bits are better than others."*

*"Shepherds pie today."*

*"I'm not much of a big eater."*

*"Chocolates are coming round, I've had two."*

*"Food really nice, I enjoy it."*

*"Breakfast, lunch and tea all great."*

*"I enjoy the meals and the staff are very considerate about the difficulties I have with eating."*

*"I enjoy the food although I would like more choice."*





## Resident Involvement

Angela informed Healthwatch Blackpool that residents have several opportunities to provide feedback, including online submissions and feedback forms. Monthly resident meetings are held and weekly coffee mornings to discuss activities and other topics. Family members can provide feedback through family meetings and regular contact with staff. Residents are encouraged to raise any concerns directly with staff at any time. Monthly surveys are conducted to gather input from both residents and their families. Additionally, Angela mentioned that efforts are being made to improve communication around end of life care by coordinating with hospitals and providing informative materials to ensure families are aware when a resident is entering palliative care.

Residents mentioned that they are happy to speak with staff if there was anything they'd like to discuss. At the time of the visit, they felt that they didn't need to raise any concerns.

*"Usually tell them if there is anything to say, I have a relationship with all the different carers."*

*"We have banter."*

*"Nothing to pull anyone on."*



## Visits, Leave and Contact with Loved ones

Angela mentioned that visiting is very flexible and that families are encouraged to be actively involved in residents' lives. Visitors can spend time with residents in their rooms, communal lounges, or the garden, and are welcome at any time. Taking residents out is encouraged and families can join their loved ones during meal times. The home aims to include families as much as possible as part of the residents' daily lives.

Residents mentioned that they regularly see their loved ones, with some visiting everyday and others visit when they can. Others said that family come regular and take them out to do some shopping.

*"Brother comes every day."*

*"Daughter and niece came."*

*"I have family visiting when they can, its lovely."*

*"regular visits from sister-in-law who sometimes takes me out."*

*"I have an electric chair, staff can take me out for shopping etc as I can't walk."*

*"I am going out to town today to look at some clothes."*

## 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.

Angela informed Healthwatch Blackpool that oral health is integrated into personal care, with assessments completed upon a resident's arrival. Regular and emergency dental care is available, including visits from dentists and access to special dentistry services for those unable to attend standard appointments. Staff receive mandatory training on oral health to ensure proper support, and all oral care is documented as part of daily personal care routines.

The home also receives regular visits from a range of external health professionals, including dietitians, chiropodists, occupational therapists, physiotherapists, the SALT team, specialist nursing teams, and representatives from the local hub and Trinity. Additional services such as a hairdresser and nail technician visit regularly.





# 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

Glenholme Bispham Gardens is located within Bispham, on Ryscar Way and is situated close to local amenities, public transport, and plenty of green space areas. The exterior was well maintained with clear signage at the front. There was a car park to the front and the side of the building. The entrance had a secure main door, leading into the main reception where Healthwatch Blackpool representatives were welcomed by a member of the reception team and were signed in. We were then welcomed by Angela, the manager.

The home has 52 rooms across two floors, with some en-suite facilities and shared facilities. It currently occupies 48 residents. Rooms are decorated according to each resident's personal preferences, and the building features wide corridors for easy accessibility. The home is owned by Glenholme Healthcare and top up fees are dependent on the room required.

The building has one regularly maintained lift and is equipped with a wide range of support aids, including accessible baths on both floors. All necessary equipment is provided to meet individual needs, and specialist items, such as pressure-relief mattresses, are supplied by the hospital when required.

The home is staffed by 2 nurses and 9 carers during the day, along with a senior and management support team, including clinical leads. At night, there is 1 nurse and 4 carers on duty. Agency staff from True North, Medihire and Wecare plus are used when needed to maintain safe staffing levels. The home has a strong relationship with the hospital discharge team. The home carefully considers all admissions including those that are end of life to ensure high quality of care is given to all its residents.



All staff undergo comprehensive training through the 'Hippo' platform, which includes both online and in-house training. New recruits must complete Hippo training before entering the building. Prevent training is online, dementia training is face to face and mandatory and specialist training is updated as per legislation and guidance. They then complete a two-week buddy system, working alongside experienced carers. Night staff also train during the day to become familiar with residents. Staff are supported to remain in training longer if needed, and all training is renewed annually.

## **Environment and communal spaces**

During the visit, Angela provided a tour of the home and was happy for Healthwatch Blackpool to speak with residents and staff. The home features one main communal area used for dining and as a general lounge with a TV on the ground floor, which at the time of the visit was well used by residents. Additional lounges with TVs are located throughout the building. There is also a dedicated side room for planned activities such as the art club. The building has large open spaces, wide corridors, spacious bedrooms and bathrooms, and a generous outdoor area with ample seating and flower beds. It was observed that throughout the home, it was well maintained, clean and tidy.

## **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, supporting residents with their care needs, offering drinks, and providing activity sessions such as the Art Club. Both staff and residents were friendly, approachable, and welcoming.

# Overall visit summary

Healthwatch Blackpool had a positive experience visiting Glenholme Bispham Gardens. Angela and the team were very friendly and welcoming, and residents were more than happy to talk to speak with Healthwatch Blackpool.

Feedback from residents and observations suggested that residents overall felt satisfied with the care received.

The main area for improvement is, one resident shared that, as a wheelchair user, they sometimes feel overlooked and experience delays in receiving support, particularly during mealtimes. They noted that while initial assistance is provided, they are often left waiting for extended periods before further help is offered.

Overall, Glenholme Bispham Gardens can celebrate the 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?
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One resident expressed feeling overlooked when using a wheelchair, as they often have to wait longer for staff assistance.

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## **Managers Overall Feedback**

**Were you happy with the Enter and View arrangements prior to the visit?**

Yes, the visit was planned in advance with enough notice.

**Please use this space to outline any positives aspects of the visit?**

The team that visited the home where very professional, enthusiastic and approachable, it was a pleasure showing them around our lovely home.