

Enter and View Report

Location of visit	Greenacres care home, Huddersfield Road, Meltham, Holmfirth, HD9 4AG
Service provider	HC-ONE
Date and time	Monday 28 th July 2025, 10.30–2pm
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Acknowledgements

Thank you to all the residents, staff, relatives and visitors at Greenacres care home, who took the time to speak with us and share their experiences.

Thank you also to the manager and wider team for helping us arrange our visit and being so welcoming on the day.

Disclaimer–This report relates only to the visit carried out on the specified date and is not a representative portrayal of all service users, visitors and staff, only those who spoke with us during the visit or completed our online surveys.

What is Enter and View?

Enter and View is a visit to a health or social care setting by Authorised Representatives of Healthwatch Kirklees and Healthwatch Calderdale as a means of gathering evidence of people's experiences. Enter and View is one of the many tools used by Healthwatch to gather opinion. The visits are not a formal inspection or part of an investigation.

Healthwatch Kirklees and Healthwatch Calderdale have a right to carry out Enter & View visits under the Health and Social Care Act 2012.

Enter and View visits give service users, visitors, carers and staff the opportunity to speak to an independent organisation about their experiences of health and social care services. They may talk to us about things which they feel could be improved, but we also want to find examples of good practice so that we can recognise and promote things that are working well. The visits may focus on a single issue across multiple settings, respond to local intelligence about a particular setting, explore an area we haven't visited before, or be carried out at the request of a service to better understand how it operates.

Contents

Contents

Contents	3
The service	4
Why did we visit.....	4
Staffing and resident numbers.....	4
What we did	5
Overall impressions	5
Health and Safety	9
Independence, choice and dignity.....	10
Socialisation, activities and entertainment.....	12
Food and drink	15
Visitors to the home	18
Staff at Greenacres Care home.....	18
Health professionals supporting the home.....	23
Conclusion	23
Recommendations.....	24

The service

Greenacres is a two-storey care home in Meltham, providing residential and dementia care for up to 64 residents. The building is purpose-built and divided into four communities, two residential units and two of which are dementia-friendly units. The ground floor has Willow Green & Wessenden View, and first floor West Nab Way & Deer Hill. Each community has its own communal lounge, dining area, with resident bedrooms on each floor. The home benefits from having two secure accessible gardens on the lower floor with some resident bedrooms having direct access to the areas.

There is a small car park for visitors, on street parking, and a bus stop is located directly outside the home, providing access for those who do not drive. A bike rack is also available. The building is well signed and has a well-kept attractive garden area to the front with bench seating.

Why did we visit

This was a planned, supportive visit as part of our ongoing programme of work in adult social care settings. This followed feedback and information from relatives or visitors. We aimed to gather feedback from residents, staff, and visitors to better understand life at the home and highlight what is working well and what could be improved.

Staffing and resident numbers

At the time of our visit, the home had 64 residents. Staffing levels included: 11 care workers, 2 team leaders, registered manager and deputy, reception staff member, lifestyle coordinator, domestic and kitchen staff.

Staff rotate between the four areas to get to know all residents. Shifts are staggered to support staff in flexible working. We were told about different shift patterns, including 12-hour shifts and split shifts to allow for school pick-ups and other needs.

What we did

We carried out a four-hour prearranged visit. We toured the building, observed meal service, spoke with residents, visitors and staff. The visit was informal, and we had conversations, about safety, independence, choice, dignity, food, dining and activities. We also invited feedback via surveys, for people who were unable to speak to us on the day, and these were made available for one week following our visit.

We visited the communal areas of all units, including both dementia and non-dementia areas. Spending time speaking to individuals in lounges, dining areas, gardens, and speaking to residents in their own room in pairs on request. We also used our senses to note our impressions of the home (the '5 senses' approach). Most of the residential areas were visited pre-lunch except the lower dementia friendly unit which we visited just after lunch.

Overall impressions

We found the home welcoming, calm and friendly. The visiting team received a warm welcome from staff, were asked to sign in on arrival, and observed that the main entrance and reception area were clean, accessible and well-presented and well maintained. The entrance was tidy, and garden decorated with colourful flowers, hanging baskets and wind charms, giving a positive first impression. There was a plaque with words from part of the song, 'You are my sunshine,' this sparked happy memories in one of our visiting team, reminiscing about childhood songs.

The reception area felt a comfortable temperature, with refreshments available and plenty of information on display, in easy-to-read format, including activities plan and a "See what we have been doing" board for visitors. There was an 'Employee of the Month' voting box and framed notices, with the latest CQC inspection and the poster of the Healthwatch visit advertised.

The staircase was impressive and décor around the home attractive. The atmosphere throughout the home was relaxed and homely. One of our

team commented that the communal areas felt more like a hotel than a care setting. There was no background television noise in lounges, and residents chatted to each other or read quietly. A hydration station was available in every unit, with fruit, crisps, and drinks clearly laid out for residents to help themselves. There was access to a small kitchen section off each dining area. These communities are designed to feel self-contained and supportive, helping residents feel safe and at home in smaller, familiar spaces.

One of the visiting team noticed an unpleasant aroma immediately after passing through the ground-floor door into the non-dementia residential area – it was noticed on several occasions with time gaps in between. No other unpleasant smells were noticed in any other areas. We did however enjoy the pleasant soup fragrance around lunch time on the units.

The communal areas, including the dining rooms, were tidy and welcoming, with dementia-friendly clocks, clear signage and up-to-date noticeboards. One resident told us,

"I sometimes get mixed up with what day it is and so I appreciate being able to see the day and date on all of the wall clocks."

Seating was positioned well, with quiet areas to sit and relax. The temperature was comfortable on the lower floors but felt much warmer on the upper units. When speaking to a resident upstairs they felt the temperature was fine.

Activity boards were present on all floors, and we saw laminated copies of the week's schedule displayed on tables and pinned to walls. Residents were proud to show us their personal copies of the timetable. It was clear to see these were greatly valued. There were many small touches that made the environment feel personal and warm – including plaques with quotes, fresh flowers on tables, and colourful bunting outside. The residential units felt calm and welcoming, and most residents appeared happy and comfortable. There were a couple of exceptions with one resident feeling a little unsure how long they were staying and a resident at times upset, but staff were able to reassure. Residents were happy to talk

to us, although some residents didn't have the capacity or were drifting in and out of their own reality but were comfortable with us approaching. Residents were well dressed in clean, well-fitting clothes and accessories such as jewellery and makeup. All the residents we spoke to, talked about what it is like living there and were happy to talk openly in an area with staff working. One resident told us, *"It's very good here. I like the people and the place."* A visitor added, *"They do everything they can to make it homely. I feel welcome every time I come in."*

The garden areas had plenty of seating, shaded areas and were attractive with flowers and raised flower beds or herb growing areas. There were decorative features such as bunting and hanging baskets. The gardens are secure and well-maintained, and some residents with ground floor rooms have direct access to the outside space which they are encouraged to personalise with plants and decorations. One resident told us, *"The place is always kept clean."* Another said, *"It's clean, that's the main thing. I like to walk round outdoors in the garden or look out onto the garden from the chair in my room. It's lovely outdoors."*

The home also offers a range of onsite facilities, including a hair salon, open twice a week on a Monday and Tuesday. This was open while we were visiting, working their magic. *"I use the hairdresser service – she does a good job."* Said a resident, many residents agreed. There is a cinema, Bobbin's café-style lounge area, Bobbin's shop and quiet lounges. These are intended to help residents maintain their independence, enjoy social time and continue routines they may have enjoyed before entering residential care. These areas are open at different times to enable residents to get involved in different activities. The café is a lovely comfortable area which feels like you are visiting a real café, it is also used for activity purposes, including pop up restaurants. The cinema room and shop wasn't open at the time of our visit.

The corridors are wide and accessible, with appropriate handrails. There was lift or staircase access to both upstairs units. Staff can move around the units quickly via connecting service corridors between the units.

Laundry and kitchen facilities are also on-site. A resident felt the laundry system at the home worked well and their visitor agreed.

A resident mentioned that each bedroom has a regular full *"spring clean"* – with furniture being moved, to clean the areas behind and beneath it. All rooms are single occupancy with en-suite facilities. Residents are encouraged to personalise their rooms with their own belongings and furniture. Residents spoke positively about this, with one saying, *"We get every comfort we could want."* Pets are permitted to visit. Requests for pets to "live in" are assessed on an individual basis. Ensuring the safety of residents and staff is the primary factor for consideration, in relation to pets.

When we asked residents and visitors what they thought worked well about the home. One resident said, *"the home is a fantastic place to live"*. Visitors told us they found it welcoming, the garden is lovely, one visitor said there are *"Good staff- from reception to cleaners and management is good too"*. Here are some more comments from residents and visitors.

Resident comments on what is good about Greenacres

"It's very good"

"It's wonderful"

"I would give it 10/10 here" the visitor with them agreed.

Visitors' comments on what is good about Greenacres

"When I looked around, I liked it"

"It's working well"

"The garden's good, and residents have access from rooms downstairs to this."

"It's a nice home"

"The home are good at getting people involved and outdoors in general"

4.8★

average rating



Staff rated the home overall 4.8/5

The home is part of a larger care provider group and has access to central support for training, governance, and quality assurance.

Health and Safety

Overall, residents and visitors reported feeling safe at Greenacres. The environment was observed to be clean, calm and well-maintained throughout the visit. All hand sanitising stations were in working order, except one on the lower floor, which was reported to staff on the day. Residents shared that they feel safe at the home, with one saying, *"Yes, very much so,"* and another explaining, *"Yes – but not 100% as I don't like people checking on me in my room – I understand why though to check I'm okay."* – the resident went on to say they felt comfortable living there.

Visitors also said the home felt safe, a resident we were speaking to at the same time agreed. Visitors said they knew who to speak to if concerns arose. One told us, *"I know who to speak to if I have any concerns I flag with staff – happy to voice what is needed."* Another visitor said if they have a concern, they can ring the home and they are very helpful. Genuinely want to help.

We noted a staff member dispensing medication wore a "Drug Round" tabard. We observed clear signage for health and safety procedures, including key code entry systems, fire alarm access, and infection control measures, and residents told us they understood the systems in place. One said, *"Yes, I am safe enough and we have a fire alarm."* There was a sign indicating the location of a first aid kit (in one of the offices off the entrance hall.) Safety certificates were on display, although they were located behind some seating – so you are unable to "get up close" and the font size too small to read from a distance.

Lifts were described as easy to operate and accessible for residents with walking aids. One resident explained, *"I can use the lifts to take my walking aids down to go outside and walk in the gardens."*

There was a salt and grit bin located by the parking area – to use for winter months or slippery times.

Resident comments on health and safety

"I feel very safe – it's very good."

"The seal has gone on one of my windowpanes."

"I am very well looked after – it's a lovely place – like a family really."

"I feel safe at all times."

"The windows in my room could do with opening further."

"I think you couldn't do any better – everything here is very satisfactory."

Independence, choice and dignity

Residents told us they felt respected and supported to live as independently as possible. They can make choices about their day-to-day lives, from what time they got up to whether they participated in activities. Some explained they liked to sit quietly, while others preferred the company in the lounges. Bedrooms could be personalised, and one resident showed us their room with pride, noting they had their own fridge and kettle. Several residents who lived in the rooms with garden access said this was very important to them: A resident later talked to us about how they could open their room door and go into the garden. This was a clear independence related factor that was valued – including the ability to leave the door ajar, for additional ventilation purposes and being able to access the outdoor area without the need to leave their room. We saw a resident using the garden after lunch.

Staff felt that the home fully involves both residents, families and friends in choices and decisions and that this was done very well, by monthly meetings, feedback, reviews and surveys. Activity sheets are shared & suggestions taken from families & residents. They felt that relatives appear comfortable to chat with staff. The suggestions for improvement are actioned.

Residents told us their choices are respected, a resident explained a drink wasn't made as they liked by some staff, so they made this themselves in

their room. Resident told us they kept their own items in room and packet soups or other food to make when required.

Residents were encouraged to participate in decisions about their care and day-to-day routines. We heard that residents were asked where they would like to sit, whether they wanted meals in the lounge or in their rooms, and were supported to wake and sleep at times that suited them. One resident told us, *"There's no pressure. If you want to join in, you can. If you don't feel like it, that's fine too."* A visitor said, *"Staff know what my mum likes. They talk to her like she's family, not just a resident."* We saw staff knocking before entering rooms and offering choices in a respectful way. During lunch, for example, residents were asked what they would like and if they wanted second helpings. A staff member mentioned that residents are encouraged to get involved in everyday activities should they want like setting the table etc. Residents are encouraged to join regular resident meetings, which include feedback on food, activities and general experiences, a visitor told us. The manager said they are currently in the process of menu changes and are holding pop up taster sessions with residents to see what they would like on the new menus.

A visitor told us that there needs to be more thought by staff when helping residents to dress, as they felt, if they have a wardrobe full of lovely clothes how come sometimes things don't go together well. They had mentioned to staff a few times about this issue. *"I think its importance to be dressed nicely"* A visitor mentioned that a resident's teeth were not always secured or in their mouth and this is important for dignity.

Resident settling-in period was mentioned by a visitor and how good this was. Explaining they had a visit to their own home and a 4-week trial before deciding to stay. Another visitor mentioned a trial stay for the resident and how this had help them feel better too. The manager later explained they had different ways to help people settle in, especially as some people are very anxious. They get to know the resident before they move in and get involved in what they like doing. They have a staff member who provides emotional care support. The home also offers support for relatives – this is flexible depending on the circumstances. The

home felt it was important for relatives to maintain contact even if the resident has dementia and no longer remembers them. Eg, using different technology to help in difficult circumstance, they do this by using FaceTime on an iPad to help support families. A visitor said they don't have any concerns at all about the home.

Resident comments on Independence, choice and dignity

"They (staff) come round to (our) rooms with the supper about 8.30pm – I have told them that I keep getting missed out."

"I have an alarm I can press in my room – I sometimes have to wait but they (staff) come as soon as they can."

"The staff are kind and helpful – no impatient snapping."

Socialisation, activities and entertainment


There was a strong culture of socialisation and engagement. Activities were varied and creative, including film afternoons, poetry reading, exercise classes, reminiscence groups, and themed events. Residents were encouraged to help plan activities, and a printed weekly timetable was available for everyone. The activity programme was well regarded by both residents and visitors. The lifestyle coordinator prepares a weekly calendar that is shared with each unit and adjusted based on resident input. The activities are moved round the home and are on different resident units so all residents can get involved, residents can visit the unit where the activity is happening or wait until things are on their unit. Residents are asked if they want to get involved. This is no small task with up to 64 residents to support. Residents are reminded 1/2 hour beforehand.

Regular activities include quizzes, reminiscence sessions, the exercise classes were highlighted as enjoyable by residents. Some arts and crafts activities and many residents told us about the 'chatty café' – this is the day the café is used as a social area. One resident said the cinema was

good, but it was a while since they had been there. It was closed during our visit.

A resident explained you can do as you want within reason. When the weather is bad, they like to walk along corridors for exercise, many talked about the garden and sitting enjoying this. A resident said there are activities to join in but they were limited by a disability. They try to join in when they can, another said they don't go outside as no confidence to do this due to an impairment. A resident told us, *"I enjoyed the poetry reading – something I hadn't expected"*. Others told us about recent seaside trips and staff mentioned visits to the local garden centre. The home has a 12-seater minibus and a taxi account for smaller outings. *"We went to the seaside – I didn't think I'd get there again."* Said a resident. Steve the minibus driver was flagged up as a legend by a staff member.

Birthday celebrations were a big part of life in the home, with one resident telling us, *"They made me feel really special on my birthday – there was cake and singing and a party."* Many other residents mentioned a recent big birthday a resident had celebrated and everyone joined in. A staff member said that *"Encouraging friendships for residents."* Was important to them.

4.7 
average rating

Staff rated activities as 4.7/5



We observed the lifestyle co-Ordinator preparing for an entertainer providing a ukulele performance. They were friendly and responsive to residents as they were doing this. Residents were looking forward to this activity and it was discussed at lunchtime with some singing by residents in anticipation to get ready for the event. As we were ready to leave there was a hive of activity while residents from other units joined the area where the activity was taking place. It was lovely to see happy faces coming onto the unit ready for the afternoon activities. The manager said that they tried to think "outside the box" for people interested. Staff had much praise for the lifestyle co-ordinator using words such as excellent, and amazing to describe the ideas and activity program they provide. *"We have a*

entertainment lady she's amazing always coming up with great ideas and all appear to have such fun" said a staff member.

Weekend activities were noted to be more limited, but the manager confirmed recruitment was underway for a weekend wellbeing coordinator.

"It has a negative impact when the activity coordinator is away – she is very nice and asks what people want to do." A resident said.

Residents' comments about Socialisation, activities and entertainment.

"I join some but not all activities. I don't go on the trips – as I get travel sickness."

"We have events in the Chatty Café – I think there are enough activity choices."

"It's usually weekends when we feel lost as the activity coordinator is off at weekends."

"It's about finding connections with other residents."

"I do crosswords and word search on my I-pad – some other residents might welcome I-pads being provided – but they might need help to work out how to use them, at first."

"I do a fair amount of activities. Everybody (staff) is very nice – there is just the odd one (reference to another resident who was vocalising loudly) but you get that that everywhere and there but for the Grace of God."

"People are friendly. I can use all of the services. I book for the hairdresser. I have been on trips such as to Blackpool and the companionship is valuable. If I felt that anything was wrong, I would feel able to say about it to staff."

Residents and visitors alike praised the lifestyle coordinator, with comments such as *"Claire is brilliant"* and *"She gets everyone involved."*

Visitor quotes about socialisation, activities and entertainment.

"Brilliant activities – Claire is good (Lifestyle co-ordinator) does her best"

"The home really good at getting people involved in activities"

"Fantastic activities"

Enter and view visit to Greenacres Care home, 28.7.25

One visitor told us they felt the activities person came up with lots of ideas – encourages residents to get involved and take part. Explaining they take residents to enjoy the garden, as it's a lovely area. Another told us about the things that were happening at the home such as, chatty café which they can also come along to – explaining they liked this. They also do arts and crafts. They explained the resident they visit enjoys the activities. Intergenerational work is also encouraged, with visits from a local school and college.

Food and drink

The dining rooms were pleasant and well laid out, with linen tablecloths, napkins, table decorations and the daily menu. There's a lighter option at lunchtime and a hot main meal in the evening, except on Sundays and fish-and-chip Fridays. Choices were offered at each meal, and residents could eat where they felt most comfortable. We observed meal service in three of the units' joining residents for lunch. There was a choice of soup and sandwiches (variety) or a roast ham salad – which included lettuce; peppers; tomato; cucumber and red onion – with the option to have some bread and butter. Two of us chose the ham salad – the ham was good quality, and the meal was appetising and tasty and an ample portion size. There was also a choice of a few different puddings. The TV was off, and soft music was playing at the right level to provide an ambiance, but not too loud.

We saw that mealtimes were calm and supported well by staff. Assistance was given discreetly, and residents were not rushed. Staff checked preferences, provided assistance where needed and made adjustments (e.g. plate colour or cutlery) for those with sensory impairments. We noticed that a staff member kindly made sure that a resident was aware the food had been placed in front them and ready to eat. Staff were helping residents open sachets of accompaniments. These were difficult to open as one of our team struggled too.

Hydration was prioritised, with drinks trolleys available throughout the day. Water, dilute juice, tea and coffee were available to be brought to the table by staff and residents were invited to express a preference. It was apparent staff were aware of resident's preferences but still asked if they would like tea as usual or a coffee. Residents were encouraged to eat together, though some chose to dine in their rooms or in the lounge, then a movable table to rest on and servette to protect clothing was provided. Staff were checking if support was needed. Meals were taken on trays to residents who wished to remain in their rooms. We noted a staff member offered to take a cup of tea to a resident's room when they needed to return there prior to having had one – this offer was accepted. Residents were relaxed and chatting together while waiting and eating, staff interactions were friendly and respectful. The dining room included a kitchen area, so staff were able to support resident's needs. A resident told us that there is a dress code, as they have got to be dressed to come into the lounge or dining room for breakfast. Another resident said, *"It's a rule not to bring phones into the dining areas – but sometimes people do."*

Residents told us they enjoyed the food overall, though some felt standards had declined lately or they felt the food or standards could be improved. One resident said, *"A bit of a weak point is the quality of the food – it's not as good as when I first came – we had an excellent chef then who left. But everything else is excellent."* One resident felt that the standards weren't as good as their own – like using mugs instead of cups and saucers. *Mentioning that sometimes food choices were impacted by the "lack of supplies"*. The cook was mentioned as friendly by a resident.

Another resident spoke positively about the Sunday lunch and Yorkshire puddings, saying– it was better than they themselves can make. The salad was also mentioned as enjoyable. Although one resident felt the jacket potatoes were decreasing in size. A resident said how much they enjoyed the food and had a good appetite. Residents told us that they were offered alternative choice if needed. More plain cooking needed, was mentioned by a couple of residents, such as roasts and stews.

The manager explained that they were changing food suppliers and menus and there had been some teething problems. There would be tasting menus for residents to test out the changes. The protected mealtimes are to encourage social interaction and helps residents eat better. Visitors and residents can use the ground floor cafe to eat together. Staff spoke positively about the food saying it was very good, with good choices and explained that the needs of residents were catered for such as diabetic, allergies, vegetarian soft or modified diets. That all dietary needs are met with consideration toward specific needs. The staff were fantastic, knowledgeable and follow guidelines they felt. **"Regular updates to staff if dietary needs change and a conversation with kitchen staff. Colour coded resident list for each unit when ordering food"** a staff member said



Staff rated food options for residents as 4.3/5 hearts.

A visitor said that the home is supportive with diet for the resident they visit another visitor said, *"They are putting weight on so must be enjoying something (about a resident)"* We also noticed there was a table in outer vestibule entrance area with sign indicating packed lunches to be collected from there (when applicable).

Residents' comments about food

"The food is very good"

"It's amazing food"

"The food's good – it's well cooked with a choice. I like and use the hydration stations too."

"Meals are first class."

"I chat to the cook – if they don't get the food, they can't cook it."

"I'm not happy with the food at all. I want good plain English food such as stews and roast dinners, and I like a saucer with a cup."

Visitors to the home

Visitors said they felt welcomed and appreciated by the home's open-door policy. They valued being able to eat with their relatives in the café and join in with activities. We heard that mealtimes were protected but flexible arrangements could be made for family meals in quieter spaces.

Visitors said they knew who to speak to if they had a concern. One told us, *"They're helpful and take things on board – but sometimes I do have to remind them again later."* Another said that they felt listened to.

Staff at Greenacres Care home

Staff were described as kind, respectful, and hardworking. We observed staff interacting positively with residents, showing kindness and respect and often sharing a laugh or offering words of comfort. We saw staff helping people walk to the dining room, chatting with residents while offering drinks, and assisting with meals in a calm and friendly way. Residents told us they knew staff well. We saw many positive interactions of support, when a resident stumbled moving about the home, two staff were there immediately to support them and make sure they didn't fall. It was done very well and didn't alarm the resident or others. One resident mentioned that if a hug was needed that's what they got, and they felt reassured by this and happy. One resident felt that the staff were good but some of the younger ones had a lot to learn. They were not forthcoming with any further information.

Resident quotes about staff

"Staff are always very helpful and seem to get on well with each other."

"The staff here have to look after everyone, including people with dementia – so we need to make allowances."

"Staff are always pretty busy, and they do their best, in difficult circumstances."

"There is always the one (staff member) you get on with most"

"Friendly sensible staff"

A visitor told us that staff go out of their way to make a fuss of the residents, with cakes for birthdays. Another said that the staff were happy to talk to them, and the home felt an open organisation.

Visitor comments about staff

"Staff really friendly"

"Friendly, helpful and kind"

An electronic Information board relating to staff members was on display in the reception, with names and roles of the team. We witnessed friendly interactions at reception, information relating to changes to the activities program which were clear and informative. A visitor confirmed updated activities plan had also been emailed. While in reception we overheard a telephone conversation from the office and a visitor and staff conversation, although no names were shared, we mentioned to the manager that staff need to be mindful of confidential conversations in this area. This was agreed.

The home had a clear shift structure, with split and 12-hour shifts. Staff cover different floors to maintain flexibility and get to know the residents. Many staff have worked at the home for years and felt positively towards it. One staff member telling us *"I Love it here."* Explaining what was good about the home. Another staff member said, *"Working with residents, laughing and enjoying time with them."* was what they enjoyed.

A staff member felt there was a high turnover of staff at the moment and that staff morale wasn't at the highest currently. Many staff told us they enjoyed working at the home and felt supported, though some commented on the heavy workload and not always feeling positive towards the job due to this. Staffing levels were mentioned by staff as needing increasing, especially at busy times, again due to workload. Team leaders /seniors were present throughout the day, but staff said they were busy with medication duties at the busiest times. A staff member said *"I don't think people should have to wait for the toilet. I try my best to make sure this doesn't happen."* explaining about workloads. Another staff

member talked about their own time management and planning to accommodate their busy role – but they still enjoyed the role and felt supported by the management. ***“It’s rewarding but tiring – sometimes I’m exhausted on my days off.”*** Said a staff member.

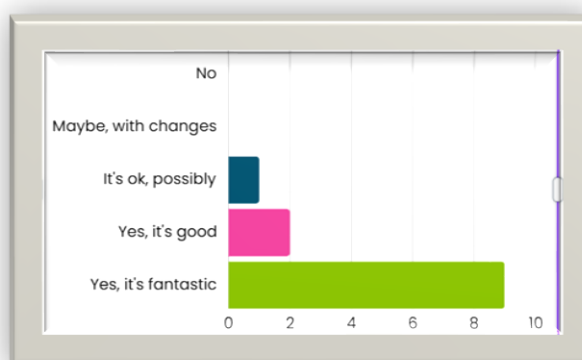
Some staff mentioned that they would benefit from clearer updates about daytime changes or events. The handheld device to record information relating to residents was sometimes time-consuming staff told us but worked well most of the time. It has things such as food intolerance etc which is easier than paperwork.

Staff also mentioned enjoying the flexibility of their shifts and feeling supported by senior leaders. ***“We are led by a great manager, and she looks after everyone, residents and staff”***. The online survey showed a high satisfaction rate among staff. All respondents felt safe at work and said they were offered training. Several comments praised team spirit and relationships with residents. One said, ***“We’re a family – and that includes the residents.”*** We were told that agency staff are only used sometimes but this rarely happens.

Over half of the staff felt that more time with residents to not only meet their care needs but also to talk with them and build relationships would be of benefit, ***“There’s a good team here, but I’d love more time with the residents.”*** Said a staff member. Another saying ***“Unfortunately sometimes when you start a chat your needed elsewhere”*** one staff member said they make time to talk to residents even if it is while helping them dress or other support needs, and felt they knew them well. ***“Some days care work can be a lot, however on a whole I think we do this mostly”*** said a staff member about the time they were able to spend with residents.

Staff told us what they thought was good about Greenacres, many said the residents and how the home was person centred, the settling in process and care plans. The environment and how clean the home was and well maintained were something staff agreed were positive. There was an overwhelming number of comments about the staff team and how this made the home good, from caring, friendliness to supporting each other. The management was mentioned with praise too. Activities and

entertainment were acknowledged as good. Two staff members mentioned the meals served at Greenacre were good. The care of residents, the family orientated atmosphere and the homely feel were something staff felt needed celebrating. ***"We work in the resident's home; they don't live in our workplace."*** Another staff member said ***"The benefit of this job is looking after people"*** it made them feel quite emotional when thinking about this. They said they enjoy their role. Another staff member said, ***"I'm happy"*** We asked staff ***Is this home somewhere you would be happy for a relative of yours to live. The majority agreed yes, they would.***



Many staff couldn't think of anything to improve the home, others said to spend more time interacting socially with residents and building relationships not just during mealtimes or personal care. More activities on a weekend were mentioned. It was highlighted that a few members of the same family worked here which can sometimes feel a bit 'clicky'. The busy workloads were something a few staff mentioned and having enough time to do their role. ***"More hours for Ancillary team"*** one staff member said

Staff quotes

It's fun and supportive

"Greenacres is a lovely place to work in. Our residents are part of our own family"

"This is an excellent care home, run by an amazing management team, staff work well with one another and are always welcoming to new starters"

"Excellent home to work and live in"

"There is a great team ethic, all departments being equal"

"Overall, it is a lovely place, caring and homely."

"Good supervision and support."

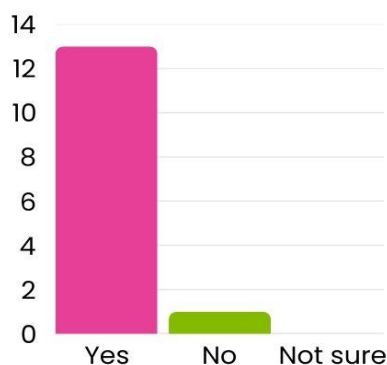
Staff gave us their feedback on working at Greenacres Care Home



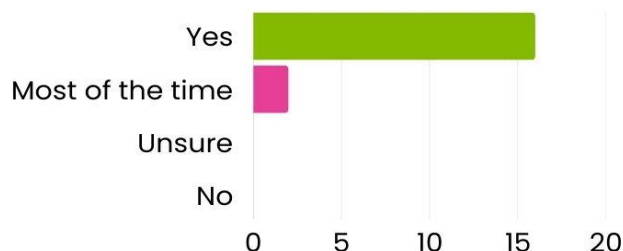
Staff rated working at the home as 4.6 out of 5 stars

"Fantastic home, the best I've worked in" staff quote

Are you offered training opportunities?



Does the home feel like a safe place to work?

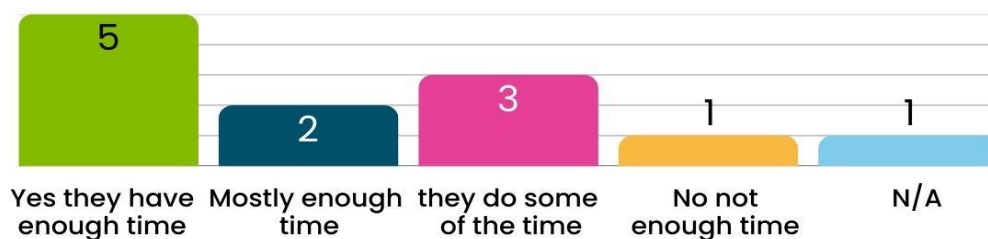


Would you feel comfortable speaking to a senior member of staff if you have work related concerns or problems?

17 people 
Said yes, they would

1 person 
Said, Not sure

This is what the staff said about having enough time to speak with residents, after meeting their care needs.



Health professionals supporting the home

The home has strong links with health professionals. A single GP practice, Elmwood, provides visits weekly, but also contactable at other times, which staff said helped with continuity and trust. ““A GP comes every Wednesday, and it is usually the same one – we can make appointments for that day – but they will come on a different day, if it is urgent. I can call the doctor myself, if I want to.” said a resident. Residents are encouraged to keep their own dental practice, but any additional referrals go to Locala—but there are long waits for this service. Optical services are provided by Vision Care – staff explained they have access to a portal that provides dates of eye tests and picture of the glasses for each resident. This is helpful. The hospital services are used for audiology services, but some residents use the Specsavers service, who visit at the home.

Conclusion

Greenacres provides a welcoming, safe and supportive environment where residents can live with dignity and as much independence as possible. During our visit, we observed many positive interactions between staff and residents, as well as a calm, clean and homely environment.

Residents enjoy a wide range of meaningful activities, and visitors feel involved and welcomed. Staff showed dedication and compassion in their roles, even when acknowledging the challenges of busy workloads.

We found several examples of good practice—from the settling-in process to how meals were served and residents supported to enjoy the gardens.

The facilities available – including a cinema, shop, hair salon, garden, and café – add to a strong sense of community and engagement. The lifestyle coordinator and wider team are clearly dedicated to improving quality of life for all residents, with many people telling us they felt happy, cared for and valued.

There is room for improvement in a few areas, such as weekend activities, and some practical elements around food and dining. However, these did not detract from the overwhelmingly positive feedback we received.

The team at Greenacres care home should be commended for their person-centred approach, attention to detail and strong culture of respect.

Recommendations

Recommendations	Managers comments
We recommend following through with the provision of a weekend lifestyle/activity coordinator – as was discussed with the care home manager. Which will expand weekend activities to support resident engagement seven days a week.	The manager informed us that all the recommendations have been added to their home improvement plan.
We recommend that Greenacres continue involving residents in menu planning and explore options for traditional "home-cooked" meals.	
To consider replacing condiment sachets with alternatives that are easier to open or provide sauces in small bowls so that residents can easily add the amount they would like to their food. Another option could be safety scissors to use.	
We recommend that the home should ensure sensitive conversations between staff and visitors take place in private areas, not in reception or communal areas.	
We recommend a review shift patterns and workload at busy times to help ensure staff have time to build relationships and avoid fatigue. To consider some staff team building activities to support with team morale.	