

Enter&View Report

Harmony House Care Home

3rd September 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

New South Promenade, Blackpool, FY4 1RN

Person In Charge on day of visit

Carla Lowe

Healthwatch Blackpool Authorised Representatives

Charlotte Knight

Karen Hall

Acknowledgements

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

Announced Visit

General Information

- The home is independently owned.
- The accommodation comprises of 17 rooms, all with en-suite facilities and split over 3 floors.
- At the time of the visit, 10 residents occupied Harmony House Care Home.
- The latest CQC inspection and review rated this home as: Requires Improvement
- The top up fee varies dependant on individual financial assessment.

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 **4** 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

Carla informed Healthwatch Blackpool representatives that daily life varies depending on the resident. Support is offered to the residents to get up at a time that is suited to them. Medication is usually given at 8am followed by breakfast with teas and coffees at 10am. Activities typically take place in the morning before lunch or in the afternoon, depending on the activity schedule. Residents can join in as much or as little as they wish to and activities such as chair exercises, bowls or puzzles are offered. The home also arranges for residents to visit the local cafe.

Residents shared that they enjoy having their hair done when the hairdresser visits and expressed an interest in manicures/pedicures in the future. Others stated that they take part in leisure activities such as listening to music, watching TV or colouring. At the time of the visit, residents were seen watching TV, carrying out embroidery and engaging with other residents.

"I love watching bullseye."

"I watch TV."

"I'm not sure if the hairdresser also offers manicures, I'd like to have my nails done."

"I'm having a haircut today."

"I like to have total silence sometimes."

"I like listening to the music."

"In summer I'll sit and do some colouring."





Quality of Care and Staff Manner

Carla mentioned that during the day, the home has four members of care staff on duty. During the evening, two members of care staff are present, one of which is a waking member of staff. Carla informed Healthwatch Blackpool that once resident numbers reach over twelve, there will be two care staff along with one waking member of staff. The home are able to link in with the residents GP and access information electronically through the CQC recommended telephone system they have in place. This system allows for the home to call GPs, district nurses, and updates automatically to reflect changes in oral healthcare or pain medication. Information such as recent scans, medication and fire evacuation is accessible through the system.

Residents shared that they thought the level of care they received was good or brilliant, and others expressed that they felt the staff were good to them.

"The quality of care is brilliant."

"Feel looked after, staff are good to us."

"Good."

"They're all pretty good."

"Brilliant, I ask them how can they do their job – it takes a very special individual to do this job."

Safety, Privacy and Wellbeing

The home encourages residents to bring personal effects with them to personalise their bedrooms to create a home from home feel. Carla also mentioned that they very much encourage residents to choose how their bedroom is decorated. Overall, residents expressed that they felt safe in the home with some mentioning that they liked their room, were able to choose what to have in it and enjoyed looking out to the view of the promenade.

"Yes, I feel safe here."

"Yes, I like it here, I do feel safe."

"I do feel safe."

"I do feel safe, I have a lovely room, I like coming in this sitting room as its close to my bedroom and can look out the double doors at the view of the promenade."

"I like my bedroom; I can choose what I want in the room."



Activities

Harmony House structure activities around the residents' interests on an ad-hoc basis at the moment, allowing for the activities to be resident led and cater to individual interests. The residents are supported to take part in activities such as jigsaws, embroidery and games, including scrabble or cards. Advanced planning is used for larger events, such as any upcoming parties for festivities. As the home is newly established, Carla expressed that activities would be structured on a calendar as resident numbers increase. would work still needs to be explored. Prior to the visit, the home had recently organised a World War 2 commemoration including afternoon tea, wartime music, and decorations. Carla informed Healthwatch Blackpool that they are hoping to apply to funding through the council for a fitness and mental wellbeing programme.

Residents shared that they had participated a variety of activities including chair exercises, watching the airshow, games, and crafts.

"Watching TV, I do different activities like exercising."

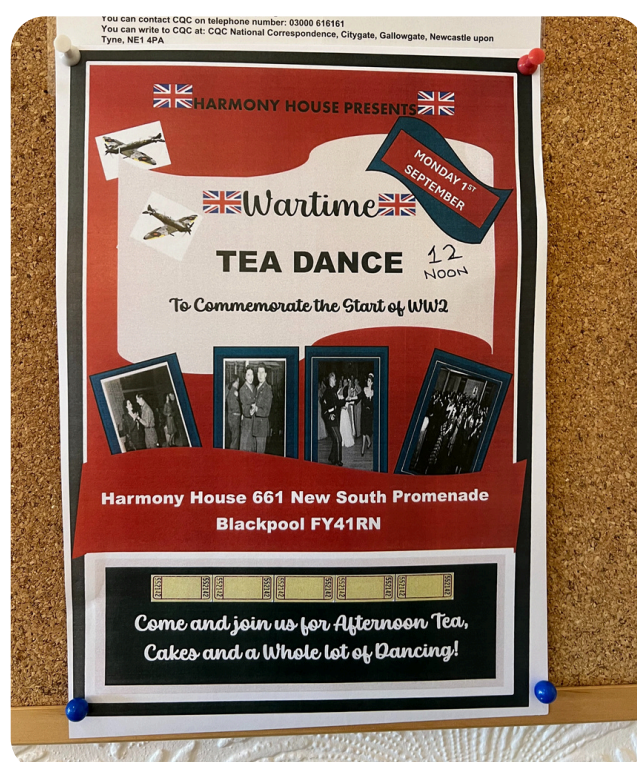
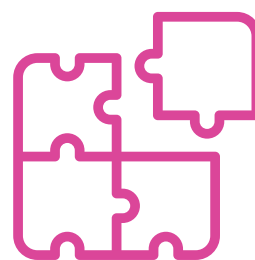
"They have some people in dancing the other day."

"I watched the airshow."

"We've had dancers come in."

"I don't like any sport; I love darts though."

"Hairdresser is coming in today."



Food

Residents have a variety of choices for meals and are provided with a menu to choose from, either the day before or on the day. Breakfast includes, cereals, croissants, porridge, and cooked breakfasts. At lunchtime, a choice of hot meals are available, and dinner is served in the evening, consisting of lighter options. Later in the evening, residents are offered a supper, and plenty of snacks available. Carla mentioned that they are aware of all dietary requirements and cater meals to this, as well as getting to know what each resident preferences are.

Most residents expressed that they enjoyed the meals in the home, with some saying there is enough choice for them and mentioning favourite meals such as sausage and mash or roast beef dinner. Some residents did have preferences on the time they eat their meals.

"I'd prefer to have a later tea as I'm used to that."

"I enjoy the porridge and coffee for breakfast."

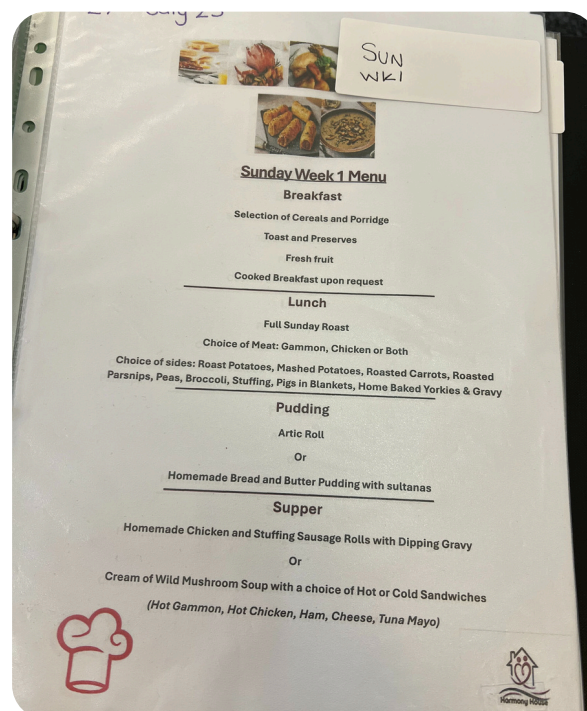
"Roast beef and Yorkshire puddings are my favourite here."

"I do get a menu for food, usually the day before."

"I do enjoy the food, I worked in RAF, I'm used to lots of different foods."

"Good, I have sausage and mash it's my favourite – I don't have gravy with it as I don't like it."

"I'm given a menu day before I think. This morning, I had beans on toast and there's enough choice for me."



Resident Involvement

Carla informed Healthwatch Blackpool that residents have the opportunity to give feedback on a 1:1 basis while resident numbers are low at the moment. Carla mentioned that they would like to have a resident meeting once there are more residents to partake. The home has a private room to the rear of the property, offering a safe space for residents to speak with staff privately.

Overall, residents shared that they felt comfortable raising any issues or concerns with care staff.

"Yes, I feels confident in raising things with staff if I need to, or if I wasn't I'd raise it in a day or two."

"Yes, I can tell them."

"Yes, I feel comfortable telling staff if I wasn't happy."



Visits, Leave and Contact with Loved ones

Carla discussed with Healthwatch Blackpool how the residents' families are very much involved and openness with families is actively encouraged. The home adopts an open locked door policy which allows visitors at any time throughout the day other than mealtimes as these are protected times. Visitors and loved ones are encouraged to take residents out where possible. After four weeks, the home conducts an active service review with the individual and their family.

Residents stated that they have regular contact with loved ones with some visiting daily and others when they can. Some of the residents mentioned that they enjoyed outings to the coffee shop when their family visits.

"My son came to see me last week."

"My family comes to visit, daughter in law comes every day."

"They take us out somewhere, I like to go to the coffee shop, my family come and visit."

"Yes, my son is here today."





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.

Healthwatch Blackpool were informed by the home that an oral health document is completed after an initial two-week period after arrival. Oral health is encouraged within the home by staff, and the residents are provided with a starter pack to promote oral hygiene. Carla reported difficulties with registering new residents to local NHS dentists due limited space at practices. It was highlighted that although some residents were registered outside of the local area, transport for patients to attend a service was not accessible.

Give each category a score of 0, 1 or 2. You can also circle the symptoms you see present.

Dental pain 0 - no behavioural, verbal or physical signs of dental pain. 1 - there are verbal and/or behavioural signs of pain such as pulling at face, chewing lips, not eating, aggression. 2 - there are physical pain signs (swelling of cheek or gum, broken teeth, ulcers), as well as verbal and/or behavioural signs (pulling at face, not eating, aggression).	Lips 0 - smooth, pink, moist. 1 - dry chapped or red at corners. 2 - swelling or lump, white, red or ulcerated patch. Bleeding or ulcerated at corners.
Dentures Yes/No 0 - no broken areas or teeth, dentures regularly worn, and named. 1 - 1 broken area or tooth or dentures only worn for 1-2 hours daily, or dentures not named or loose. 2 - more than 1 broken area or tooth, denture missing or not worn, loose and needs denture adhesive, or not named.	Tongue 0 - normal, moist roughness, pink. 1 - patchy, fissured, red, coated. 2 - patch that is red and/or white, ulcerated, swollen.
Natural teeth Yes/No 0 - no decayed or broken teeth or roots. 1 - 1-3 decayed or broken teeth or roots or very worn down teeth. 2 - 4+ decayed or broken teeth or roots, or very worn down teeth, or less than 4 teeth.	Saliva 0 - moist tissues, watery and free flowing saliva. 1 - dry, sticky tissues, little saliva present, service user thinks they have a dry mouth. 2 - tissues parched and red, little or no saliva present, saliva is thick, service user thinks they have a dry mouth.
Gums and tissues 0 - pink, moist, smooth, no bleeding. 1 - dry, shiny, rough, red, swollen, 1 ulcer or sore spot under dentures. 2 - swollen, bleeding, ulcers, white/red patches, generalised redness under dentures.	Oral cleanliness 0 - clean and no food particles or tartar in mouth or dentures. 1 - food particles, tartar or plaque in 1-2 areas of the mouth or on small area of dentures or halitosis (bad breath). 2 - food particles, tartar or plaque in most areas of the mouth or on most of dentures or severe halitosis (bad breath).

If 1 or 2 is scored for a category, organise for a dentist to examine the individual.
Check the following that apply:

- ☐ Organise for the service user to have a dental examination by a dentist
- ☒ Service user and/or family or guardian refuses dental treatment
- ☐ Complete oral hygiene care plan and start oral hygiene care interventions

Total: \ /16

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

Harmony House care home is located on South Promenade, and is situated close to local transport links, Blackpool beach, and a short walk from local amenities. The exterior of the building was well maintained with clear signage at the front. There are ample parking spaces in front of the building. The entrance door is secure and has a bell and once inside, this leads leading into the main corridor. Healthwatch Blackpool representatives were welcomed by the manager, Carla and were signed in.

The home has a capacity of 17 bedrooms, all en-suite, with 10 residents currently. The home recently opened in June 2025 and has been redecorated, with ongoing improvements. Residents are allowed to bring personal effects and some have also brought their own furniture. Future plans include involving residents in decoration decisions. New residents are being admitted gradually as the staff team is being built up. The home also includes a shared room for couples. The home has one lift which is serviced yearly and the home is equipped with a wide range of support aids.

Top up fees vary, with the standard rate at £739 per week and reduced rates (£215, £130, £150, or £170) depending on residents' finances. All but one resident are council-funded; the remaining resident uses council respite vouchers. Financial assessments are carried out in the background, with letters sent to clients and, with permission, family involvement. Current assessments often do not account for expenses such as funeral plans or hairdressing, placing a heavy burden on families, though the service cannot intervene in the assessment process.

The home has 4 staff on duty during the day, plus a chef, and 2 staff at night, including a waking staff member, with a sleep-in added for every 12 residents. A maintenance worker has also recently been employed. Staff have access to extensive training through Florence Academy e-learning, the Bright HR system, and sessions from an external trainer. All new starters complete mandatory practical and theory training, and after probation, staff can pursue government-funded diplomas via the DASS account. Current qualifications include Level 7, Level 5, and several staff holding Level 3, with all senior staff qualified to Level 3.

Environment and communal spaces

During the visit, Carla provided a tour of the home and was happy for Healthwatch Blackpool to speak with residents and staff. The home features one main communal lounge and dining room on the ground floor, as well as a main kitchen and a dedicated salon to the rear of the home. There is an additional lounge on the first floor which has double doors looking out onto the promenade. At the time of the visit, residents were either watching TV in the lounge or carrying out activities such as embroidery. The home has spacious bedrooms with en-suite bathroom facilities. It was observed that throughout the home, it was clean, tidy and had been decorated. The home is still undergoing decorative improvements, therefore some areas within the home were requiring some attention. Healthwatch Blackpool representatives didn't observe any outdoor spacing except an outdoor balcony on the first floor.

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 mobility and activities. Both staff and residents were friendly, approachable, and welcoming.

Challenges

The home has not had a CQC inspection since opening and remains on its old "Requires Improvement" rating, though a new inspection has been requested.

Recent challenges have centred on poor discharge-to-assess documentation, which is often incomplete or misleading and can result in unsafe admissions, with care staff encountering residents who display severe behavioural and mental health issues not disclosed in hospital paperwork. Care plans from Blackpool Victoria Hospital were frequently delayed, arriving weeks after residents are admitted, leaving care staff without vital information to support residents care.

Overall visit summary

Healthwatch Blackpool had a positive experience visiting Harmony House Care Home. Carla and the team were very friendly and welcoming, and residents were more than happy to talk to speak with Healthwatch Blackpool representatives.

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

The main areas for improvements in the home include addressing maintenance issues such as ruffled carpets that may pose a trip hazard and continuing general touch-ups like wall improvements. To support residents' choice and awareness, food menus should be displayed clearly in dining rooms and communal areas, rather than only in booklets. As the home grows, introducing a visible activity calendar and expanding inclusive group activities, particularly for those with limited mobility, would enhance engagement. Resident involvement can be further strengthened by holding monthly meetings, offering 1-1 sessions, engaging relatives through dedicated meetings, and providing anonymous suggestion boxes to encourage feedback. Expanding use of the salon to include services such as manicures and pedicures could further improve resident satisfaction. In addition, exploring ways to develop or enhance outdoor spaces for activities and relaxation would give residents greater opportunities to enjoy fresh air and time outside.

Overall, Harmony House Care Home can celebrate the many positives detailed throughout this report. As the number of residents builds up, it will be important to continue building on these strengths and maintaining the positive culture observed.

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?**

Maintenance: Address ruffled carpets on the first floor and in bedrooms to prevent trip hazards, and continue with general touch-ups such as wall improvements.

Enter here

Ongoing

Food menus: Improve visibility by displaying daily menus in dining rooms and communal areas so residents can easily check what's available.

Enter here

Enter here

Activities: As resident numbers grow, introduce a visible activity calendar, expand group activities, and ensure options are inclusive for residents with limited mobility.

Enter here

Enter here

Resident & relative feedback: Hold monthly resident meetings, provide 1-1 opportunities, introduce relative meetings, and place anonymous suggestion boxes in communal areas.

Enter here

Enter here

Observation/Feedback	Management/Provide Response	Action to be undertaken by/when?
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Salon services: Expand offerings to include manicures and pedicures, responding to resident requests for more variety.

Enter here

Ongoing

Outdoor space: Explore developing or improving outdoor areas for activities and relaxation, giving residents more opportunities for accessing some fresh air when needed.

Enter here

Enter here

Managers Overall Feedback

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