

Enter&View Report

Nightingales Nursing Home

26th November 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

335a Norbreck Road FY5 1PB

Person In Charge on day of visit

Carole Harrison

Healthwatch Blackpool Authorised Representatives

Charlotte Knight

Tom Crowther

Acknowledgements

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

Announced Visit

General Information

- The home is owned by Zion Care.
- The accommodation comprises of 55 rooms, all with en-suite or shared facilities and split across 2 buildings.
- At the time of the visit, 48 residents occupied Nightingales Nursing Home.
- The latest CQC inspection and review rated this home as: Good.
- The top up fee is £165 per week.

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



Resident 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

Carole informed Healthwatch Blackpool representatives that a typical day at the nursing home begins with carers arriving in the morning to help wake the residents. After breakfast, residents are supported to move into various lounges where they can take part in activities such as watching television or knitting. The afternoon follows a similar structure, with opportunities to go outside if residents wish so. A therapy dog, much loved by the residents, visits regularly and has a noticeably calming effect. The home maintains strong links with local community groups, enabling residents to attend weekly church services. They also receive regular visits from a hairdresser and have ongoing appointments with an optician.

Residents described their daily routine as watching television and taking part in activities throughout the day and take part in walking. They noted that they have plenty of “free time” and can choose to “spend time in their bedroom” whenever they like.

“Watching television.”

“Spend time in bedroom.”

“Free time.”

“I’d like to go around the world.”

“All sorts of activities like walking around.”



Quality of Care and Staff Manner

Nightingales Nursing Home specialises in dementia care and supporting residents with challenging behaviour, offering one-to-one support to 15 residents. The home has two buildings: the main building for residential care and a second for nursing care. The main building usually has six staff plus a manager, admin support, and one-to-one carers; the nursing building has four staff, with housekeeping across both. At night, staffing reduces to three staff in the main building and two in the nursing building. There is also a dedicated maintenance team, whereby the home has had and is currently undergoing significant decorative improvements.

Agency staff are used to cover sickness and absences, mainly from WeCare and Ocean. Carole explained that she requests regular agency workers to help build rapport, and noted that some full-time staff were recruited from these agencies.

Residents spoke positively about the care they receive, describing the home as clean, tidy, and supportive. They said that staff treat them with respect and they felt well looked after, although a few mentioned it took time to settle in and that they sometimes felt unheard.

"Very nice, have lots of fun."

"All clean and tidy."

"Hard to get attention, told to sit down."

"Yeah, well looked after."

"Not really, I don't like living here."

"Looked after well, very nice."

"Oh yes, looked after well, do have upsets but okay on the whole."

"Get on well with staff."



Activities

Nightingales has a full-time activities coordinator who oversees the activity calendar. The schedule is updated regularly and is becoming more flexible to support individual choice, with changes guided by feedback from residents and their families. Activities include bingo, colouring, baking and jigsaw puzzles, and the home usually hosts a monthly event run by external groups, such as a summer fair. Carole also noted that a visiting choir had been very well received.

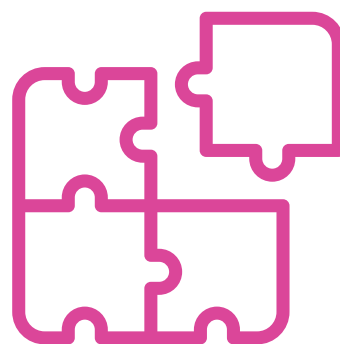
Music appears to be particularly well loved by residents and during engagement, a few residents were singing songs. At the time of the visit, staff were creating festive decorations to put up around the home and residents were watching Christmas films.

"Singing, I love singing."

"Anything that's going."

"I love music- Elvis Presley."

"Like to watch films."



Food

Carole told Healthwatch Blackpool that the menu is reviewed regularly and shaped by resident feedback, often gathered through surveys. Although the home works from a set menu, staff are flexible and offer alternatives if a resident dislikes a particular meal. Recently, mealtimes have been adjusted, lunch is now at 12:30pm and dinner at 4:30pm, to give residents more time between meals, as many were struggling to finish lunch after a late breakfast. Staff also encourage milkshakes and hot chocolates, especially in winter. A large menu board in the dining room displays meal options and timings. The home has also introduced new tableware, replacing plastic plates and adding new cutlery, tablecloths, and clear beakers.

Overall, residents were generally positive about the food, mentioning favourites such as cornflakes and chicken with vegetables.

"I love cornflakes."

"I eat chicken and veg."

"The food is nice."

"I love to eat anything."

"Lunchtime and teatime is my favourite."



Resident Involvement

Nightingales Care Home is highly resident-focused, and feedback from residents and their families plays an important role in day-to-day operations. Families can leave comments on an iPad at the entrance, and this feedback is shared with staff. Carole explained that even recent renovations were guided by suggestions from residents' loved ones. Residents also take part in monthly meetings to share their views and stay engaged, and Carole receives daily feedback that she acts on promptly.

Residents reported that they feel able to give feedback to staff and believe they are listened to and supported.

"Yeah, can give feedback."

"Yeah, mostly provide feedback."

"Yeah, think so."



Visits, Leave and Contact with Loved ones

Loved ones are encouraged to visit and are welcome at any time. Meal times are protected however, exceptions can be made. Families are also able to take residents out, as staff aim to support residents' comfort and independence.

Several residents said they receive regular visits, for example, one resident shared that her daughter visits often. Others noted that they receive fewer visits due to family living far away.

"Family visits, daughter visits and comes to join me. It was her birthday this week, she comes every Sunday."

"Family members come to visit."

"No family members come."

"Yes, family come to visit."

"No, she doesn't see me, my daughter."

"My family live too far away- I'm from South Wales."



Safety, Privacy and Wellbeing

Residents told Healthwatch that they feel safe, comfortable, and well accommodated in their rooms. Several commented that they “like their rooms,” and one resident specifically mentioned that they liked the showers in the home.

“Yeah, I like my room.”

“Like my room, comfortable.”

“I have my own room.”

“I feel safe.”

“I have lovely showers.”

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.

At Nightingales Nursing Home, residents are referred to specialist dental services, and those who are mobile can be taken to their appointments. The home maintains staff oral health training and follows a dental policy to guide referrals when needed. Relatives are also able to take residents to appointments if they are registered with a local dentist.



Visit summary & observations

Pre visit

The visit to Nightingales Nursing Home 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 to make residents and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.



First impressions

Nightingales Nursing Home is located at 355a Norbreck Road in a residential area close to local amenities and transport links. The exterior is well maintained with clear signage, and there is a car park at the front. Visitors access the building via a main door with bell entry. Healthwatch representatives were greeted by a staff member on arrival and signed in before meeting Carole, the matron.

The home accommodates 48 residents and has capacity for 55 rooms. Most rooms include a toilet and sink, with additional shared bathroom facilities available, inclusive of bath and showers. The home is owned by Zion Care, and has a weekly top-up fee of £165. A major refurbishment is underway, with empty rooms being redecorated with a fresh colour of paint and fitted with new bedding and curtains. A maintenance team of two oversees this work, and residents can choose how they would like their bedrooms decorated.

Both buildings have lifts and equipment to support residents with limited mobility. Carole also highlighted the recent installation of 12 Nobi Lamps in resident rooms, funded by Blackpool Council, which detect movement and falls to help maintain resident safety and wellbeing.

Staff training at Nightingales is comprehensive, with 30–40 courses available, including sessions delivered by an external trainer on-site. Management places particular focus on specialised training, such as accurate documentation and note-taking. The emphasis is on applying training in practice and ensuring it is consistently embedded across the home. The home also has a dedicated care coordinator and provides thorough fire safety training, which supports ongoing improvements in safety and care practices.



Environment and communal spaces

During the visit, Carole provided a tour of the home and was happy for Healthwatch to speak to residents across the home. Both bedrooms and communal areas were extremely tidy and clean. The home features two communal lounges in the main building and one in the second building. There is a kitchen and dining area located in the main building. At the time of the visit, the residents were watching television or enjoying tea/coffee. Externally, the home has a large outdoor garden, with lots of benches and greenery.

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

When speaking with Carole, she highlighted several challenges the home is currently facing. Funding has been an issue, with outstanding payments from as far back as July requiring regular follow-up. Carole also noted delays in hospital discharges and a need for better communication across health services. She mentioned that assumptions made by hospital staff or ambulance crews can sometimes complicate care. Overall, improving communication and timely processing of funding and discharges are ongoing priorities for the home.



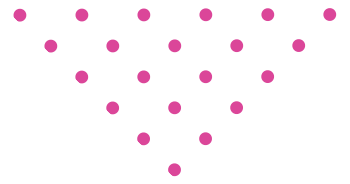
Overall visit summary

Healthwatch Blackpool had a positive experience visiting Nightingales Nursing Home. Carole 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 home has made positive changes in response to resident feedback, which should be celebrated. Sharing these developments with families and loved ones on a regular basis would help strengthen communication and transparency. As the home specialises in dementia care, having an Admiral Nurse would provide significant benefits. Admiral Nurses offer expert advice, emotional support, and specialist understanding to families throughout their loved one's time at the home. This recommendation would be dependent on available funding. It may also be valuable to signpost families/loved ones to potential counselling or emotional support services, if they feel this is necessary while supporting their loved one with dementia. Maintaining a consistent staff team remains important for creating rapport and strong relationships with residents. In addition, ensuring positive and effective working relationships with agency staff will further support continuity of care. While the food menu was displayed on the board, it would be beneficial for residents to also have access to a physical copy, either placed on dining tables or provided verbally by staff, to ensure residents are fully aware of the options available each day.

Overall, Nightingales Nursing Home can celebrate the many positives detailed throughout this report. It will be important to continue building on these strengths and maintaining the positive culture that the Healthwatch team observed. Healthwatch Blackpool would like to thank the staff and residents for accommodating the visit and for taking the time to speak with the team.

Recommendations



Observation/Feedback

Management/Provide Response

Action to be undertaken by/when?

As the home specialises in dementia care, having an Admiral Nurse would provide significant benefits. Admiral Nurses offer expert advice, emotional support, and specialist understanding to families throughout their loved one's time at the home. This would be dependant on available funding.

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While the food menu was displayed up on the board, it would be beneficial if residents are provided a physical copy, whether that be on the dining room tables or staff can talk through the menu with them. This ensures residents are fully aware of the food menu that day.

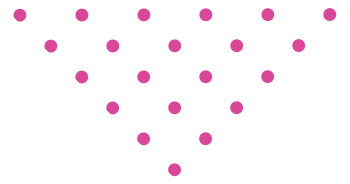
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It is beneficial for the home to continue maintaining a consistent staff team and to ensure positive working relationships with agency staff are upheld.

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Managers Overall Feedback

Upon request, no feedback was provided by management from Nightingales Nursing Home.