

## Enter and View Report

Name of Setting: Kirklees

Name of Manager: Lucy Webster (covering for Michelle Holliday)

Insert address: 31 Kirkgate, Waltham Grimsby DN37 0LP

Date of visit: 24.11.2025 Date of publication:

HWNEL staff involved in the visit: Lucy Wilkinson, Vicky Ellis and Helen Blow

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

## What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised representatives to observe how publicly funded health and social care services are being delivered. Healthwatch North East Lincolnshire use powers of entry to find out about the quality of services within North East Lincolnshire.

Enter and View is not an inspection; it is a genuine opportunity to build positive relationships with local health and social care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to-.

- Observe the nature and quality of services.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives of service users.
- Collate evidence-based feedback.
- Enter and View can be announced or unannounced.

## **Main Purpose of Visit**

The purpose of Enter and View can be part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose will fit into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

This visit forms part of the Healthwatch North East Lincolnshire program of work and was carried out in response to feedback Healthwatch received about the care home.

## **Kirklees Background**

Kirklees is based in the small conservation village of Waltham, offering good access to local shops and amenities, the home is just a five minute drive to the busy town of Grimsby

Kirklees provides accommodation for 21 clients who have a learning disability and with the potential for an associated physical disability. All accommodation is offered in single bedroom format, many of which offer en-suite facilities, offering wheelchair access throughout. Four of the rooms are located in the Garden Cottage facility at the rear of the property. Healthwatch were also advised that 5 residents are currently living with dementia.

Specialist care categories registered with the Care Quality Commission (CQC) include,

- Accommodation for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Caring for adults under 65 yrs
- Learning disabilities



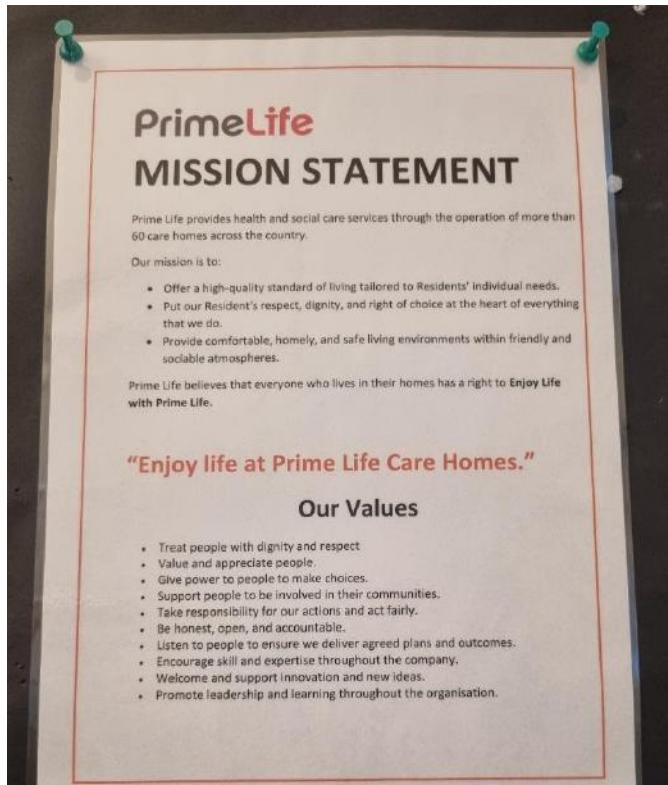
The home employs a variety of staff including a manager, senior care worker, care workers, domestic and maintenance staff.

## **The visit – on arrival**

The Enter and View visit (E&V) was semi -announced. The manager was advised that Healthwatch would visit on the week beginning the 24<sup>th</sup> November 2025. We arrived on Monday the 24<sup>th</sup> November at approximately 11am.

On arrival, the Healthwatch team were welcomed into the care home by the senior care worker. We were then taken down to the manager's office and asked to sign in. After introductions the Healthwatch team were given a tour of the care home, including all communal areas and facilities. We met staff and residents whilst moving around the building.

As we walked around the building there were several notice boards displaying important information such as how to make a complaint, mission statement, 'You said we did,' and information about nutrition.



## **Summary of the Registered Manager's questionnaire**

Healthwatch spent time with the Senior Care Worker Lucy Webster to discuss the manager's questionnaire. Lucy explained that the manager Michelle is currently overseeing another care home (Fir Close in Louth) and Lucy is interim covering while she is away for the next three months.

The senior care worker advised she had worked for the home for approximately 18 months and that she had been covering in her senior role for 1 year

The home currently has twenty residents and one vacancy.

The home has recently had an internal environmental audit via PrimeLife and has been awarded some funds to purchase new furniture for the lounge, a table for the dining room and flooring to be replaced on the stairs at the rear of the building.

The senior care worker confirmed that the current staffing team is stable, any short falls in staffing are covered with bank staff or regular staff, Healthwatch were advised the home never uses any agency staff.

Staff work 12-hour shifts from 8am -8pm and 8pm-8am. The home employs 23 full-time care staff and 14 bank staff. There is a domestic that works 8-1 Monday to Friday. Currently there is a vacancy for a cook at the home. We were advised there are difficulties in recruiting for this role as it is currently advertised as a 14 hour post. In the interim, the care staff are cooking for the residents as part of their daily routine. The home doesn't have an activities co-ordinator, however, four residents have 1-1 hours and some attend Cromwell Road Day Centre and Foresight.

## Latest Care Quality Commission (CQC) Report

The last recorded CQC visit to Kirklees was on the 14<sup>th</sup> December 2023 and the home was rated as overall required improvement.

Since this inspection the home has implemented changes in the form of increased medication competencies and paperwork. The senior wasn't working for the company at the time of the inspection so was unsure about the action plan and improvements that had since been made.

## Safety

The senior care worker advised the home use PCS care management software system to ensure all policies, processes and care planning are up to date and in line with CQC and government guidance.

When asked about how the home manages risks such as falls, the senior care worker advised that all residents are risk assessed for falls on arrival. Any incidents are documented and will be analysed regarding themes and trends. Events are escalated as needed to GP/paramedics. Some residents use sensor mats and door alarms and bed rails; these are assessed through MCA and BI. All residents have a fall and maintaining environment care plan. Staff are trained in falls and fall prevention.

The home has had a recent infection and prevention control inspection in June this year which scored 81% this was recently repeated recently and scored well. The senior carer advised she would send these results over to Healthwatch (however this was not received)

All staff are trained in infection control and follow reporting and recording procedures. We were advised there was a current infection prevention and control policy in place which is updated annually or when guidance changes.

Training is offered via PrimeLife's Learning Pool which is an online e- learning platform. Staff also have the opportunity to attend face-to-face training which is provided for hoist training and fire awareness.

The platform alerts the staff when refreshers are required, and managers can monitor the staff progress.

The senior care worker advised she would provide the training statistics for the home via email, Healthwatch have not received this information.

There is a call system in place that residents and staff could use to alert others if they require support or in an emergency. This bleeps through to a main screen in the manager's office.

Healthwatch were advised that all staff are trained in food hygiene, and the home has recently had training via the SALT team around the use of thickeners and textures. The staff are all PEG trained and two residents are currently PEG fed. Residents make their own breakfast where possible and have open access to the kitchen where they can help themselves. The home provides a drink around 11am and 3 pm Some residents have fortified diets.

Residents' weight is monitored weekly if needed but most are weighed on the last day of the month. A menu was observed in the kitchen which had a choice of two options per meal. We were advised each resident has a care plan for eating and drinking and associated risk assessments.

## **Resident Health and Wellbeing**

Healthwatch were advised that there are no restrictions on visiting, family members and friends. The home does prefer to protect mealtimes where possible. On the day of the Healthwatch visit there were no visitors. Healthwatch were advised that some family members visited but most were getting older and some lived away so it wasn't always easy for them to visit.

Families keep in touch via phone calls and visits to the home.

The home informed Healthwatch they hold regular residents' meetings which relatives can also join.

We were informed that all residents have regular care plan updates, reviews and audits. Families can be involved but many don't get involved in these reviews and updates due to age and ill health.

All residents have a keyworker which helps the residents with keeping in touch with family, purchasing toiletries and clothing and ensuring birthdays and Christmas etc. are celebrated.

Healthwatch were informed that PrimeLife have a company bus which they have access to every few weeks. The residents are able to choose where they would like to go and enjoy a full day out. Residents also enjoy going out in the village and to Cleethorpes. They enjoy the pub over the road and visiting Waltham Windmill. Healthwatch did not observe an activity planner or any activities taking place on the day of the visit.

The residents also have regular input and reviews from the Panacea health group and have a regular GP ward round. They have input from Navigo, Intensive Support team (IST), a chiropodist and opticians.

The senior care worker confirmed that residents are included in any changes or developments within the care home through monthly residents' meetings and discussions. The residents have recently helped to pick wallpaper, new furniture for the lounge and have been to B&M to pick Christmas decorations.

## **External Health Services**

Healthwatch were advised that the residents have access to a full range of external healthcare services, either through routine in-house visits or referral and outpatient appointments. Recent health professional visits include.

GP and district nurse

Navigo

Speech and Language therapy (SALT)

Chiropody/Podiatry

The dentist's surgery they used has recently shut down so they are now looking for an alternative. In the meantime, if there are any concerns they contact NHS 111 or the community dentist.

## **What did residents say?**

During the Enter and View visit, Healthwatch spoke to five residents. The residents had lived at the home from one year to over five years. Due to the capacity of the service users Healthwatch received limited responses.

**When asked, “How do you feel about living here, tell us what a normal day looks like?” residents responded with the following:**

“Yes sometimes. I get up at 9am and have breakfast”.

“Breakfast, Rice crispies”.

“Yes, I like all the carers and the staff. I get dressed and have breakfast”.

“Yes. My day”.

“Alright”.

**When asked if they felt safe, residents responded**

“Yes”.

“Alright”.

“I like it here”.

**When asked, “How do you find the staff?”, residents told Healthwatch:**

“Yes”.

“Alright”.

*“Alright”*

**If you want to raise concerns, who would you tell?**

*“No”*

*“The staff”.*

*“Don’t know”.*

**How do you keep in touch with family and friends?**

*“No”.*

*“I see Mary Alice my sister”.*

*“No”.*

*“Carer, sister”*

**Do you feel lonely?**

“Yes”.

“Sometimes”.

**Have you been able to take part in any activities in the care home?**

“Drawing”.

“Get up and have a fag. Music”.

“Christmas game”.

“I go to Cromwell. Wash the pots”.

“Colouring, knitting and jigsaws”.

**How is the food? Do you get a choice of meals?**

*"Yes, beer".*

*"Alright. I generally have pizza with chicken, pineapple and pepperoni".*

*"Yes. I don't know".*

*"Cornflakes and breakfast. Rice Crispies".*

*"Alright. Lasagne, shepherd's Pie, Curry and the puddings".*

**Is there anything else you would like to tell us about Kirklees?**

*"I go to Cromwell Road Day Centre".*

*"I go back to bed".*

## **What did family and friends say?**

Healthwatch did not speak to any relatives while conducting the Enter and View, however we were advised Kirklees encourage family members to keep in touch with the residents by phone, due to living away from the area. Some family members do visit, but are getting older, so it is not always easy to keep in touch.

## **What did the staff say?**

During the Enter and View visit, Healthwatch spoke to seven members of staff. Staff were happy to speak to us regarding their experience of working at Kirklees Care Home.

### **What is the most enjoyable part of your job?**

*"Spending time with the residents".*

*"I enjoy working here".*

*"Helping them look clean, by getting adequate wash".*

*"Being with the residents, making sure they are comfortable".*

*"Making the residents laugh, caring for them. Ensuring they have what they need".*

*"Spending time with the residents when they are doing activities".*

## **If there was one thing you could change, what would it be?**

*"More activities for all residents who don't attend centre".*

*"Nothing for now, really because I am quite new here".*

## **Any there any other comments you would like to add? Positive comments or concerns.**

*"The staff are kind to all residents and try their very best to ensure safety and comfort".*

*"Enjoy working here".*

*"Primelife Kirklees is a lovely setting, with a nice team that help people to get better in living a healthy life".*

## **General Observations**

### **Control over daily Life**

Healthwatch observed staff supporting residents around the home. The staff were observed supporting a resident to make her comfortable in her chair and another resident was being supported to drink. Staff were

heard conversing with residents in a kind and caring manner. One staff member was observed dancing and the resident that had a profound disability was observed smiling and laughing at the staff member.

Residents' rooms were individualised and residents had their own personal belongings. One resident asked to show Healthwatch into his room which was of a good size.

Family and friends could visit freely; however, we were informed this is not something that happens regularly at the home due to family members being older or living far away.

We were advised the residents could help themselves to drinks, fruit and snacks throughout the day as there was free access to the kitchen throughout the day.

There was a menu observed in the kitchen, this was typed and not accessible for service users. There was a choice of two meals at each mealtime.

Residents were able to go out on a bus trip approximately every three weeks.

### **Personal cleanliness and comfort**

Healthwatch observed that the residents were generally wearing clean, tidy and comfortable clothes and footwear. One male resident was seen to have unclean hands.

Some staff wore uniforms and some didn't, which could be confusing for residents or visitors.

### **Safety**

During the visit, no safeguarding concerns were observed or raised with the Healthwatch team.

Doors to certain areas and cupboards were key padded for resident safety purposes. A trip hazard was noted on the stairs and there was black mould and peeling wallpaper on the wall in the independent living house. Healthwatch spoke to a Senior Care Worker, who said that this had been reported and was being dealt with via the environmental audit.

### **Accommodation and cleanliness**

Overall, the cleanliness and décor of the care home was tired. Healthwatch observed areas where repairs were required and areas that required cleaning. The separate area for independent living had peeling wallpaper and mould on the wall. The senior care worker advised that replacement furniture had been purchased and that some areas would be decorated and have new flooring installed.

The home smelt clean, and no unpleasant odours were observed in the main living areas. One male resident showed Healthwatch staff his bedroom and there was a strong smell of urine in the room.

There was a large pleasant outdoor area which residents could access freely.

## Food and nutrition

WEEK 1 WEEKLY MEAL PLANNER				
	BREAKFAST	LUNCH	TEA	DESERT
MONDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Assorted sandwiches Or Sardines on toast	Home Made Pizza Or Cottage Pie With Seasonal Vegetables	Semolina & Jam Or Fresh Fruit salad & Cream
TUESDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Assorted sandwiches Or Crumpets with cheese	Sweet & Sour Chicken With Rice Or Scampi And Chips	Apple Pie & Custard Or Yoghurt & Fresh Fruit
WEDNESDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Assorted sandwiches Or Scrambled egg on toast	Meat And Potato Pie With Mash Potato and Seasonal Veg Or Chicken Bacon Pasta	Manchester Tart & Custard Or Bananas & Custard
THURSDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Egg Sandwiches Or Cheese on Toast	Gammon, Egg and Pineapple With Chips Or Chicken In White Wine Sauce	Pineapple Upside Down Pudding Or Selection of fresh fruit
FRIDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Assorted Sandwiches Or Omelettes	Fish, Chips & Mushy Peas Or Spaghetti Bolognaise With Garlic Bread	Cheesecake Or Jelly and ice cream
SATURDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Bacon, egg, sausage, mushrooms, beans, black pudding, tomatoes hash brown Toast/Fried Bread	Assorted sandwiches Or Crumpets with cheese	Knickerbocker Glory Or Fruit Yoghurt
SUNDAY	Assorted cereals toast and preserve. Tea / Coffee or drink of choice	Full Roast Dinner with a selection of seasonal veg and potatoes	Assorted sandwiches Or Soup & Roll.	Strawberry trifle Or Fresh fruit of choice

Healthwatch observed the food menu this was kept in the kitchen. It was typed and ran for a week at a time. The menu was as shown below.

During our visit at lunchtime staff were preparing to start lunch, however we did not see any meals prepared or served. One resident was waiting at the kitchen counter for lunch, and another was observed waiting for a drink. Currently care staff cook for the residents due to the cook role being vacant.

### **General**

On the day of the visit the residents were relaxing in both of the communal rooms watching TV or chatting with each other. The staff were busy supporting residents to be comfortable. The environment was relaxed and there appeared to be ample members of staff on shift. Residents were talking about Christmas.

### **Activities, social participation and involvement**

Healthwatch observed activities taking place in the two communal lounge areas. Residents were watching TV, colouring or looking through magazines. Two residents were at Cromwell Road Day Centre and four residents were at Foresight. Healthwatch were not made aware of a regular activity planner. There is an activity room upstairs in the home which is accessible via a stairlift.

Regular bus trips take place from the home.

Kirklees Care Home were welcoming and accommodating to visitors.

### **Conclusion**

Overall, Healthwatch found Kirklees provided a homely and caring environment.

The residents appeared happy and relaxed at the time of the Healthwatch visit.

Staff were kind and respectful when supporting and talking to the residents.

The building décor is tired and there are areas that require repairs and cleaning.

## Highlighting good practice

Healthwatch would like to highlight the following good practice observed during the visit:

- Staff that were supporting residents were observed being caring and respectful of everyone's individual needs.
- The home provided a homely welcoming environment.
- Residents were encouraged to maintain their independence wherever possible.
- Staff knew the residents well.

## Themes and recommendations

The following themes and recommendations are being made based on the feedback and observations made during the visit:

### Theme: Staff badges

Recommendations:

1. The director/manager should consider purchasing staff name badges to allow residents to identify staff members.

### Theme: Menu planning

Recommendations:

1. The manager should consider running group activities around meal planning and menu choice with the residents to ensure they are able to select and choose meals of their choice and preference. This should then be presented and made available in pictorial format.

#### **Theme: Dementia friendly toilet seats**

Recommendations:

1. The manager should consider installing dementia friendly contrasting coloured toilet seats for those living with dementia.

#### **Theme: Activity planner**

Recommendations:

1. The manager should consider implementing a weekly pictorial activity planner and allocating a staff member to oversee these activities.

#### **Theme: Environment**

Recommendations:

1. PrimeLife should make immediate repairs to the highlighted areas of concern.
2. PrimeLife should consider redecoration of the home and the replacement of older furniture items.

Signed on behalf of Healthwatch North East Lincolnshire:  L.Wilkinson	Date: 09.02.2026
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## **Provider response to recommendations:**

Providers have 20 working days to respond to recommendations. This can include why they may or may not take on board the recommendations

A copy of this report was sent to Kirklees for a response on the 5<sup>th</sup> January 2026. A follow up phone call was made to chase a response on the 30<sup>th</sup> January 2026. No response has been received.

