

Enter & View Report

Eden Manor Care Home

October 2025



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 residents who met members of the Enter and View team on that date.

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Contact Details

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Contact Eden Manor

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Family, Friends & Team Members: 01228 479445

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Practice Contact:

Hannah Riley (General Manager)

Date and Time of our visit:

30/10/2025

10:00am to 1:30pm

Healthwatch Cumberland Authorised Representatives:

Chloe Wallace (Healthwatch Engagement Manager for Cumbria & Lancashire)

Caitlin Graham (Research and Data Officer)

Clandon Armstrong (Engagement Officer)

About Healthwatch

Healthwatch Cumberland is the independent public voice for health and social care in Cumberland and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Cumberland with opportunities to share their views and experiences.

Healthwatch Cumberland has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Cumberland website at: www.healthwatchcumberland.co.uk.

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Cumberland may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

At the time of this visit, Eden Manor Care home was not at capacity with 59 residents out of a possible 80. They provide residential, dementia and respite care services.

There are 3 floors (Ground, First, Second) in the building with the First floor dedicated to those with dementia.

Acknowledgements

Healthwatch Cumberland would like to thank residents, staff and management, for making us feel welcome and for taking the time to speak to us during the visit.

Summary

Eden Manor Care home is a luxurious living option for those looking for residential care (including those with dementia) and respite care. The home is situated on the outskirts of Carlisle however, there is plenty of transport options available for visitors and residents.

The home is in a more quiet area of the city and is next to Morton Park which Healthwatch Cumberland Staff observed is used for morning walks with residents. This offers residents a relaxing environment and the option for those with more independence to visit the city centre.

With a dedicated floor for those living with dementia, the current occupancy is 59 residents out of a maximum 80. On the ground floor (Garden Suite) there were 21/24 rooms occupied, 22/29 on the first floor (Village Suite) and 16/27 on the second floor (Woodlands Suite).

At the beginning of our visit, Healthwatch Cumberland staff and the care home management had a brief meeting to talk through how our visit would be conducted. This gave managers a chance to raise any issues that we should be aware of prior to starting our Enter & View assessment.

As Healthwatch Cumberland Staff had attended this care home for various events previously, we did not need a tour of the building and self-guided the Enter and View assessment. We began on the ground floor (residential care) and spoke to some residents and their relatives. Then, we progressed to the second floor which was also a general residential floor. We commenced our visit with the dementia focused floor.

From observing various floors and rooms, we enjoyed the attention to detail with the decor. Residents rooms had a homely feel with many of their own items allowed. The floors were decorated appropriately with many seating areas and specific decor for the dementia floor to provide familiarity to residents.

Following our observations, Healthwatch Cumberland have suggested a number of recommendations to improve the services at Eden Manor Care Home.

Furthermore, this document is a snapshot of the time we were present, and this should be acknowledged if being used for recommendations of one's care.



What did we do?

Healthwatch Cumberland Enter and View Representatives made an announced visit to Eden Manor Care Home on **30th October 2025** and received feedback from:



Pre-visit survey

Eden Manor Care Home were provided with a pre-visit survey to complete addressing the level of needs the home caters for, size of the home and staff to resident ratio. Furthermore, a brief overview of the home (activities offered etc) and a chance to make us aware of anything before our visit.

Introductory meeting with manager

Before having a tour of the home and speaking to residents, Healthwatch Cumberland staff met with the home managers. This gave the opportunity for any current issues to be disclosed that we should be aware of and to explain what our Enter and View visit would entail.

One to one discussions with residents and their relatives

Throughout the visit, we explored the home and spoke to anyone willing to chat with us. We were also interested in the natural dynamic of the home, observing staff interactions. We also spoke to residents and their relatives to gather their opinions and thoughts about the home. In a one-to-one setting, this allowed for honest and open conversations.

Discussions with members of staff

Using the basis of our structured questions and some unstructured conversation, we asked members of staff similar questions throughout the visit.

Observations

We observed the layout and organisation of the home, being alert for areas of concern such as blocked hallways, any damaged areas, resident rooms etc. Resident and care giver interactions were also observed.

Service Overview

Location and public access

The home is located within the city of Carlisle on the south west edge of Morton Park. The home is clearly signposted on Langrigg road and close to local amenities. The home is accessible by Wigton Road (A595) and via various bus services with multiple stops nearby which were observed en route to the home by staff.

On Stonegarth road adjacent to Langrigg road, there is a Pharmacy, small grocery shop and some local businesses. Furthermore, bus services run regularly to the city centre to allow greater shopping opportunities within a short journey. Public Transport is regular within Carlisle however, in the case of transport disruption or urgency, there are many private taxi firms.

Background of the home

Eden Manor was purpose-built in 2022, opening to residents in Autumn 2022. The home offers a more luxurious option to those seeking residential, dementia or respite care. The home has a capacity of 80 residents with 59 rooms occupied on the date of this visit.

Services available

The home has three floors with the ground and third floor being most suitable for those who seeking residential and respite care. The first floor is dedicated to residents living with dementia or age-related brain changes. The home has onsite activities coordinators who provide a range of entertainment options to residents.



Service Overview

Communication Systems

A pre-admission assessment is completed for all prospective residents which is then used to inform personalised care plans. The pre-admission assessment involves a consideration for sensory and verbal communication abilities, first language and any other needs to be planned for. The home stated “We are committed to ensuring that communication is accessible to all residents, especially those with protected characteristics, in line with the Equality Act 2010 and our Equality, Diversity and Inclusion Policy”. Communication needs are clearly recorded within individual care plans. These plans inform staff about all specific support requirements for residents to “live a meaningful life at Eden Manor”.

A collaborative approach is taken upon the development of care plans with residents, relevant health professionals and the resident’s families. This ensures a person-centered experience and that changing needs are met in a timely manner. This also includes efforts made when a resident has a limited ability to communicate such as written communication, lip reading and use of visual prompts. Care plans also provide guidance regarding physical impairments, including if a resident can independently insert hearing aids, wear glasses, or use the call bell system to get assistance. Regular monitoring and checks are carried out and recorded using an electronic care planning system (PCS) to ensure safety is maintained at all times.

Call Bell System

A safety sensor system called **Sensio RoomMate** is used to support the residents safety and independence while respecting their privacy and dignity. This system enables care staff to respond quickly to emergencies, reduce nighttime disturbances, and foster a safer living environment. RoomMate is designed with privacy in mind and complies with the Care Quality Commission (CQC) requirements. The RoomMate does not continuously record a room, but can record falls if they happen. All data is stored securely and access is restricted to authorised staff only.

The sensors are installed in all bedrooms to detect movement and alert staff in the event of an emergency and detect if a fall has happened. The sensor can record falls as they occur, and this function is only used to promote safety and detect injuries with consent. There also are SOS help buttons present in all bedrooms, pull cords in bathrooms and there is also a “help” button to request assistance and an “emergency” button to alert the team to an emergency.



Enter & View Observations

External Environment

The home is secure with fenced surroundings and a coded external door. There is a private car park with disabled bays and disabled access to the main door.

The outdoor space for residents can be entered via the ground floor lounge and offers some outdoor seating with plenty of greenery. The ground is paved and level allowing for wheelchair access.



Enter & View Observations

Internal Environment

First Impressions

We were welcomed into the home via the coded main door, which was well-staffed and opened into a central area of the home. Upon entering, it is clear that visitors should report to a member of staff at the desk or sign in as a visitor on the ipad stand provided.

On first impressions, the home appeared well maintained both externally and internally. As it was close to halloween, the Healthwatch Cumberland team were greeted by lots of halloween decor which was a nice touch for residents and relatives visiting.

Our first impression of the home was that it was secure and hosted a pleasant and homely atmosphere. After a brief chat with the home's management team, we toured the building and some resident rooms. Staff were identifiable via uniform and identification badges. Residents appeared to be able to bring some small furniture items and decor to make their rooms their own. Rooms were spacious and consistent in size.



Enter & View Observations

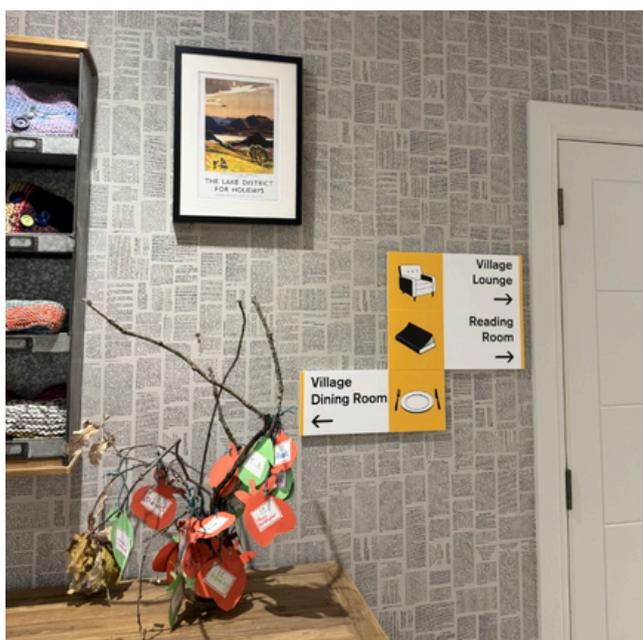
Observation of corridors, public toilets and bathrooms

Communal areas were decorated to create a homely feel. On the first floor, there was wall decor to make part of the corridor feel like a street with shops. In addition, there were also numerous photos of areas in the lakes which would be identifiable by residents who lived locally prior to needing care. This is particularly important on this floor as it is home to those with dementia and any effort to create familiarity for residents is a great touch.

There was adequate signage across the home, with picture signage that was dementia friendly on the first floor. All lounges and dining areas were clearly marked and in a suitable text size to aid those with vision impairments.

Bathrooms appeared clean and decorated well to make the space feel more like home. Despite the luxurious feel of the bathrooms, there was limited distinction in colour choices of the bathing facilities which is not the most suited for residents with dementia or sight impairments (See Recommendations for more details).

Communal areas were wide and clear of obstructions. The flooring was appropriate and handrails available in most areas required. (See recommendations for details). There were accessible communal toilets close to lounges on each floor and public areas were spacious.



Enter & View Observations

Lounges, dining and other public areas

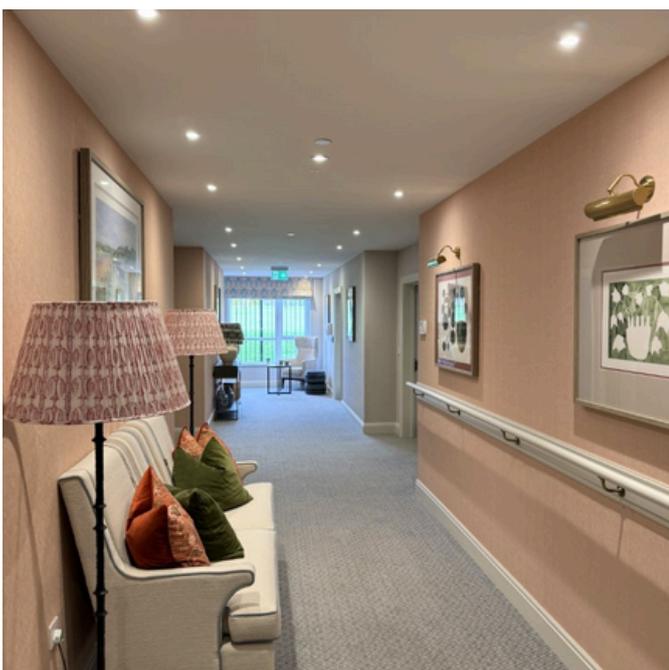
We observed a lounge and dining room on each floor (3 in total) allowing residents sufficient space outside of their rooms. There are also a range of further seating options in corridors and a reading room on the first floor.

Lounges have various seating options and have televisions available. It is great to note that the televisions were not the centrepiece of the spaces, the layout of the room promotes social interaction.

In relation to activity opportunities, there are two employed activities coordinators who are on alternate shifts and occasionally work alongside each other. We observed the activities coordinator setting up for a flower arrangement activity and decorating items for the resident's halloween party.

Staff and resident Interactions

Healthwatch Cumberland staff observed few interactions between staff and residents. We saw staff assisting a resident at a meal time and keeping them company. Staff were responsive around the lunch meal time that we briefly observed. Residents showed no signs of distress with staff. It should be noted that staffing levels seemed limited with a member of healthcare staff seen to be covering the role of domestic staff.



Resident feedback

Healthwatch Cumberland Representatives spoke with **5** residents during the visit.

Tell us what you think about the home

We asked residents questions to evaluate if they felt comfortable and how they find the services provided to them.

Residents told us they think the lounge is a “pleasure to sit in” and the home is “well maintained”. They say the “music and dancing is great” in regards to the monthly ballroom dancing that the home host for residents. When asked about activities available, residents told us they “nearly always” join in and they “like the flower arranging, visiting the cathedral and ballroom dancing”.

“**Oh yeah, I’m very happy with the staff**”

We spoke to a more introverted resident who stated they “enjoy the activities but a session in your room would be nice and more personal”. The resident mentioned they enjoy a quiz. The resident also told us that they see that “staff are under pressure and seem understaffed” and this “impacts feeling safe”. They also told us it’s “not as safe as it used to be” due to fewer staff and less experienced staff members. The “young” staff “don’t all have the patience or understand”. On the contrary, another resident told us “yes” when asked if they feel safe.

These comments informed recommendations presented later in the report.

Healthwatch Representatives did observe a variety of activity options on activity boards.

Furthermore, young staff members were observed however, seemed professional and working to a high standard of care.



Resident feedback

In regards to mealtimes, a resident said that staffing is sometimes limited and residents are left waiting. Furthermore, this theme of limited staff came up multiple times when speaking to residents. Residents said things are “sometimes mixed up” and how they would like a more “traditional salad, no peppers”.

“
**Not keen on the food but it’s
personal preference**
”

When asked about how residents find the care they receive:

A resident opened up to us that rounds are “not very thorough” with “repeat issues unaddressed”. A resident told us they requested dental help and were given no support despite not being able to eat. They also told us they were in pain.

In addition, another resident said they are experiencing some pain and find the care from the medical staff members “not great” as they need to keep trying different creams/treatments.



Relative feedback

Healthwatch Cumberland Representatives spoke with **2** relatives during the visit.

At your relative's care home, how do you feel generally about the service?

Healthwatch representatives prompted conversation to include themes of care, food and communication. This ensured we covered essential areas that make up a good service.

When asked if a relative felt they were kept informed of their family member's care they said "Generally yes, there was a time we weren't but it has improved." Furthermore, they are "involved in the care plan".

We checked that they understand the complaints process: "definitely".

“

Everyone's lovely, they just need a few more staff.

She's (resident) content.

”

At your relative's care home, what is poor about this service or what changes would you like to see?

It would be better if activities went floor by floor, with the different levels of abilities. It would be more comfortable.



Staff feedback

Healthwatch Cumberland Representatives received feedback from **5** staff members during the visit.

Do you have enough staff when on duty?



There's enough staff but swaps are common

No there's not enough staff on shift

More staff would be lovely, 1:1 can't be met



We asked general questions regarding the staff's ability to fulfill their role.

In regards to training, staff feel they "we could do with more, we can ask for help but would be keen to do more training". Another staff member stated there are "no training requirements". It should be also noted we had one staff member seeming anxious and reluctant to speak to us.



Staff feedback

Staff experience: e.g. Their experience working here, Would they recommend to a close relative, what changes would improve resident experience?

Three members of staff stated they would recommend the home to a relative. There was one response which stated they “would only have relatives here if absolutely had to” such as due to dementia.

Staff spoke about how more time to spend with residents would help improve the resident experience. Residents can be lonely but nobody has the capacity.

Furthermore, staff noted that activities aren't suitable for all residents. Staff told us how residents enjoy external provision such as the pet therapy and when kids visit.



The dementia residents need more tactile activities.

They enjoy the pet visits and children visiting but it just isn't often enough.



They hate games like bingo etc.



Recommendations

1

Our first recommendation is that we noticed a lack of dementia friendly areas in the home. For instance, despite efforts made for bathrooms to have dementia friendly features, corridors did not have contrasting handrails. For handrails to be dementia friendly, they must contrast the wall and floor colour significantly. There was also a strong absence of dementia friendly clocks.

Due to the home offering dementia residential care, this is a recommendation to be actioned as soon as possible to prevent possible accidents.

2

Staffing levels appeared to be limited during our visit. The home does not run using a staff to resident ratio and is based on a needs-based calculation. It is important to note that this was mainly an issue on the general residential floors where residents are more independent. There was a larger presence of staff on the dementia floor as would be expected.

During our visit on the first floor (dementia dedicated floor), we observed that during a mealtime, staffing was focused on the central dining area. Down a long corridor there was a reading room, which we discussed would be difficult to manage at full capacity without additional staff.

We therefore recommend a review of staffing levels to ensure staff feel confident and residents feel safe.

3

After chatting to residents, relatives and staff, it is clear that activities should be split occasionally for those with different capacity levels. This would likely give staff the opportunity to give each resident more attention and residents to feel more comfortable during activities.

We suggest a trial of separate activities between groups of residents with different capacity levels and then a follow-up with resident satisfaction of the activities through conversation.

Provider Response

Recommendation	Timeline	Response
1) Dementia Friendly Updates	ASAP	See below
2) Staffing Review	ASAP	See Page 20
3) Activities Changes	12 Months	See Page 21

*Timeline figures are suggestive and it is recognised that some will be quicker to implement than others.

1) Dementia Friendly Updates

Response

"We are pleased to confirm that dementia-friendly clocks have now been installed throughout the home to support residents with orientation and daily routine.

In addition, we are currently working closely with the regional maintenance team to review the existing corridor handrails and identify necessary changes to ensure they are clearly contrasting and provide easier access in line with dementia-friendly design guidance.

As a home providing dementia residential care, we recognise the importance of these adaptations in reducing risk and promoting independence and safety for residents. These actions remain a priority, and we will continue to monitor progress to ensure timely completion. Alongside these environmental improvements, we continue to provide personalised one-to-one wellbeing support and a varied activities programme across all suites, tailored to residents' individual capabilities, preferences, interests, and goals."

Provider Response

2) Staffing Review

Response

“We acknowledge the comments raised in relation to staffing presence on the general residential floors and the management of communal areas on the dementia-dedicated floor, particularly during mealtimes.

As previously noted, the home operates a needs based staffing model; however, we recognise the importance of ensuring staff visibility, confidence, and resident safety across all areas of the home at all times. In response to this feedback, we have taken proactive steps to strengthen staffing levels and support service delivery.

We have successfully recruited additional care assistants and increased daily care staffing numbers to ensure improved coverage and responsiveness across the home. In addition, we have introduced a new role within the home – Hospitality Assistant – which is currently being actively recruited to, with several individuals already having completed training and induction.

This role will operate seven days a week on each suite, covering the hours of 8:00am to 7:00pm. The Hospitality Assistant will oversee the dining experience throughout the day, including breakfast, lunch, evening meals, and supper, ensuring there is always a dedicated team member present within the dining areas to provide oversight, supervision, and support, and to promote a positive dining experience for residents.

A monthly residents’ meeting is also in place, within these meetings, we also discuss menus and the overall dining experience, gathering feedback on what is working well and what residents would like to change. In addition, a daily menu choice sheet is used to offer residents clear choice in their meals, including alternative options that are available every day, further supporting autonomy and person-centred care.

We remain committed to listening to residents’ voices and continuously improving our activities, dining experience, and overall wellbeing support. This role will not only enhance safety and consistency within dining areas but will also relieve pressure on the care team, allowing care staff to focus more fully on delivering person-centred care. This includes spending more quality time with residents, responding to individual needs, and supporting wellbeing – all of which align with feedback received from both residents and team members.”

Provider Response

3) Activities Changes

Response

“We acknowledge the comments raised following discussions with residents, relatives, and staff, and we agree that occasionally separating activities for residents with differing capacity levels can enhance comfort, engagement, and the level of individual attention provided. We recognise the value of ensuring activities are appropriately tailored so that all residents feel confident and supported to participate.

In response to this feedback, we will be implementing a trial of separate activities for groups of residents with different capacity levels. These activities will be planned in line with residents’ individual abilities, preferences, interests, and goals, and will support staff to provide more focused, person-centred engagement. Following this trial, feedback will be gathered through informal conversations with residents, as well as input from relatives and staff, to assess satisfaction and inform any further improvements.

We would also like to highlight recent developments in our activities and wellbeing provision. One-to-one wellbeing sessions are included within the weekly activities planner, ensuring residents receive personalised support alongside group activities. Activities are now offered on each suite every day, in addition to scheduled group activities, events, and entertainment, ensuring consistent and meaningful engagement opportunities across the home.

A monthly residents’ meeting is also in place, providing a dedicated forum for residents to share feedback on activities, events, and trips into the community. This meeting allows residents to discuss what they have enjoyed, what they would like to see in the coming months, and where they would like to go on future outings.”

“We are confident that these changes will strengthen staff confidence, improve resident safety, and enhance the overall quality of care and experience within the home. We will continue to monitor staffing effectiveness and remain responsive to ongoing feedback to ensure continuous improvement.”

Photo Gallery

Images captured by the HWC Team on 30/10/25

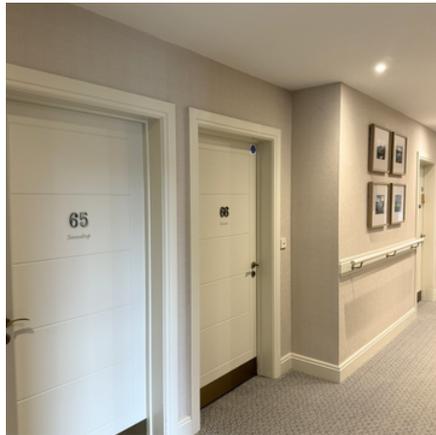
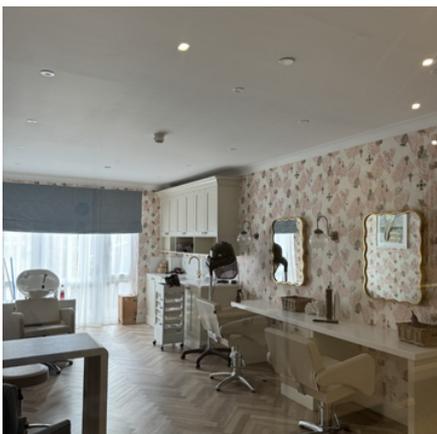


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Images captured by the HWC Team on 30/10/25





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