

Enter & View Report

Amber Court Care Home

28th January 2026
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

Kipling Drive, FY3 9UX

Person In Charge on day of visit

Delma Dela Cruz

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 Amber Court Care Home

Announced Visit

General Information

- The home is owned by Maria Mallaband Care Group
- The accommodation comprises of 33 rooms, all with en-suite facilities across 2 floors.
- At the time of the visit, 33 residents occupied Amber Court Care Home.
- The latest CQC inspection and review rated this home as: Good.
- There is no top up fee

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 **10** 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

Delma informed Healthwatch Blackpool representatives that daily life was based on resident choice. The structure is flexible and individualised for each resident with the home taking a person centered approach to care. Delma highlighted the fact that Amber Court emphasises quality of life and enjoyment for those at the home. Residents could choose when they wanted meals, whether they wanted to spend the day in their bedroom, or join in with the daily activities, and staff would aim to facilitate this.

Residents explained that as part of their daily routine, they would partake in watching TV, exercises, board games and listening to music. Some residents had differing mobility abilities, therefore staff accommodate activities on an individual basis. On the day, Healthwatch Blackpool representatives observed residents enjoying chair exercises in the lounge.

"I love living here."

"I love the cups of tea and watch tv."

"I love the music."

"Staff take me out and its round the corner."

"I love watching TV."



Quality of Care and Staff Manner

Amber Court Care Home specialises in complex care management and provides palliative support as well as care for conditions such as brain injuries and Multiple Sclerosis .The home has 3 carers and 1 nurse on each floor as well as a runner. There is a chef available 7 days a week as well as an activity coordinator, working Monday-Friday. There is admin support as well as care home domestics.

Residents spoke positively about the care they receive, describing it as “wonderful” and “really good.” Residents shared that they would recommend the home to others. Residents were very complimentary towards the quality of care in which staff provide, highlighting how brilliant and caring they all are.

“The care is wonderful- it’s really good.”

“Really good- they’re caring.”

“Very good, any problems just ask.”

“Would recommend the home.”

“Wonderful- very nice and well looked after.”

“Always singing and very friendly.”

“Staff are good- I’ve thrived since being here.”

“Staff are brilliant.”

“The night staff are brilliant.”



Activities

Amber Court has a full-time activities coordinator who oversees the activity calendar. Some of the activities provided are arts and crafts, gardening, movement sessions, and chair exercises, as well as access to a hair salon. The home likes to bring activities to their residents on trollies especially if they are bed bound with one resident having access to a mobile garden. Staff also provide sensory items to individuals to reminisce on past memories, providing comfort and enjoyment. Amber Court use a company called Mylee who provide a minibus which allows staff to take residents out. For example, during the festive period, the home visited Christmas markets on the seafront and enjoyed hot chocolate.

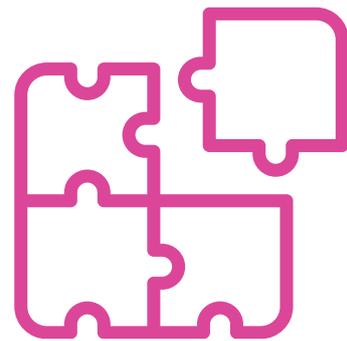
Music appears to be particularly well loved by residents and during the engagement, residents enjoyed playing musical instruments such as drums and guitar. Residents seemed to enjoy watching television in their room or in the lounge.

"Not really a games person."

"Like playing instruments."

"I like watching TV."

"I do bowls-I enjoy it."



Food

At the home, there is a seasonal menu and changes every few months. Delma emphasised the importance of resident choice and offer 3 options with the choice for alternatives. Some residents have differing diets dependent on their medical condition. Families and loved ones have the opportunity to provide feedback on the food to ensure consistency. There is a board located in the kitchen which details each residents dietary requirements and also highlights their likes and dislikes.

Overall, residents were positive about the food provided at the home and highlighted the choice and variety on offer. Residents were aware that the chef always tries to cater to their needs and diet. One resident spoke about the blandness of the food but pointed out that it was part of their specialised diet.

"I love toast."

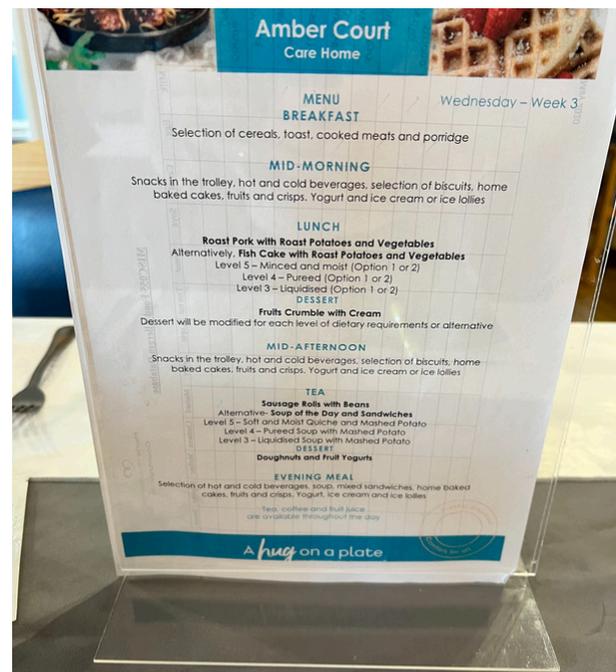
"Some of the stuff is good- just get bored of overcooked veg and boiled food but part of the diet."

"The chef gives us good food."

"The food is okay-I love lasagna."

"It's alright we get choice."

"Try hard to give you food you like, doing the best they can do."



Resident Involvement

Amber Court Care Home facilitate a resident meeting once a month to provide residents the chance to discuss any concerns or celebrations. The chef also attends this meeting to discuss the food menu or any new changes. Family members receive emails every 6 months providing them the opportunity to give feedback via a survey. There is a suggestion box in the reception as well as a 'You Said, We Did' board highlighting ongoing improvements. At the home, care plans are reviewed daily by staff and any adjustments are made promptly. Delma also encourages family members to reach out to her in order to ensure they feel supported throughout.

Residents felt they were always given the opportunity to give feedback to the staff and felt like "anything can be raised." One resident mentioned how much they enjoyed being the resident champion.

"I'm the resident champion. I love it and I get to speak to everyone."

"Delma is wonderful-Nurses are fantastic and anything can be raised."

"Yeah I do- I tend to get angry if things not to my liking."



Visits, Leave and Contact with Loved ones

Amber Court offers flexible visiting arrangements and staff encourage loved ones to visit and pets are also welcome. The home provides end of life care, with the facilities to accommodate families to allow overnight stays. Loved ones are actively included in resident care plans, ensuring their voices are heard and they feel included in their care decisions.

Several residents highlighted that they receive regular visits from their family members or friends but this can be dependent on their work schedules.

"My friends did visit but they are getting older now."

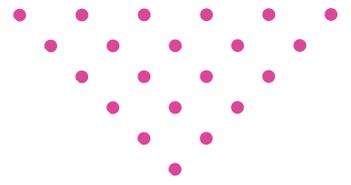
"My family come to see me."

"My sister visits me."

"Yes, family come my daughter comes when she can."

"Son comes but dependent on workload."





Safety, Privacy and Wellbeing

Residents informed Healthwatch Blackpool that they were very happy with their rooms and felt safe, with their privacy and dignity respected. Residents were happy that they were able to decorate their rooms to their style and one resident described their bed as “wonderful.”

“Lovely room—yes I feel safe.”

“Bed is wonderful.”

“Yeah I feel safe and I like decorating my room.”

“Very nice and quiet.”

“I feel safe and I’ve got enough privacy.”

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 Amber Court Care Home, oral health is consistently monitored and teeth are assessed when residents move in. Delma informed Healthwatch Blackpool that residents are able to access the emergency dentist at Whitegate Drive Health Centre, with staff able to visit the home if required for home visits. There is oral care basins in residents rooms and oral care is encouraged by all staff members.

Visit summary & observations

Pre visit

The visit to Amber Court Care 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.



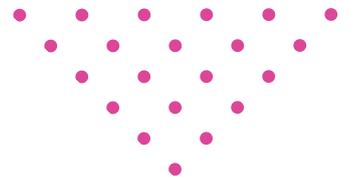
First impressions

Amber Court Care Home is located on Kipling Drive 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 Delma, the manager.

The home accommodates 33 residents across 33 rooms. All of the rooms include a toilet, sink and showering facilities, with additional shared bathroom facilities available. The home is owned by Maria Mallabrand, and does not have a top up fee as it is funded by the NHS.

There are two lifts in the home as well as stretchers for residents who struggle with mobility. There are hoists and standing aids with specialist equipment such as specialist baths.

Staff training at Amber Court is comprehensive, with mandatory training options such as fire awareness, first aid and manual handling. Amber Court Care Home offer business school which gives staff the opportunity to receive certificates and NVQs. There is training provided by the Council regarding safeguarding which can be done online for care home staff.



Environment and communal spaces

During the visit, Delma provided a tour of the home and was happy for the Healthwatch team to speak to residents across the home. Both bedrooms and communal areas were extremely tidy and clean. The home featured a communal lounge with a television and seating area. There is a kitchen and spacious dining area located in the home as well as a drinks and snacks trolley. At the time of the visit, residents were watching television, taking part in chair exercises or spending time in their rooms. Externally, the home has a large outdoor garden.

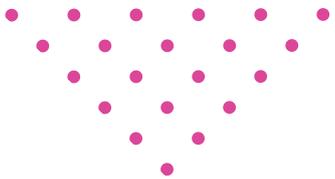
Observations of resident and staff interaction

Healthwatch Blackpool observed that staff were attentive and supportive, communicating positively with residents in their rooms or in the lounge. Both staff and residents were very friendly and open, creating a welcoming atmosphere across the home.

Challenges

Delma highlighted several challenges the home is currently facing. One key challenge relates to difficulties within family relationships. On occasion, social workers have been involved, and the home has needed to coordinate separate visitations to ensure that all parties felt supported and understood.

Amber Court also faced significant challenges during the COVID-19 period, as strict protective measures had to be implemented to safeguard residents. This resulted in limited contact with loved ones, which was particularly difficult during end-of-life care. However, online contact was provided throughout to help maintain connections wherever possible.



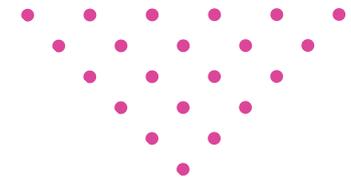
Overall visit summary

Healthwatch Blackpool had a positive experience visiting Amber Court Care Home. Delma and the team were very warm and hospitable, and residents were very keen to engage with the Healthwatch Blackpool representatives. Feedback from residents and observations suggested that residents overall felt largely satisfied with the care received and were very complimentary towards the staff.

Based on the positive experience of the visit and feedback received from residents, Healthwatch Blackpool recommends the following to further enhance the wellbeing of residents at Amber Court Care Home including, resident access to counselling and mental health support, use and development of outdoor space and, maintain and build on food variety.

Overall, Amber Court Care Home has many strengths which are highlighted throughout this report. It will be important to continue building on the positive aspects of the home and sustain the supportive 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

Access to counselling and mental health support: Exploring opportunities to offer counselling or mental health services could further support residents' emotional wellbeing, particularly for those who may experience loneliness, anxiety, or low mood.

Use and development of outdoor space: Where possible, increasing access to outdoor areas or enhancing existing outside spaces could provide residents with additional opportunities for fresh air, relaxation, and social interaction.

Continue to maintain and build on food variety: Continuing to provide a wide variety of food options is encouraged, as this was positively noted and supports both resident satisfaction and nutritional needs.

Management/Provide Response

We will incorporate mental health discussions in our regular resident meetings that we hold to determine if any residents need any counselling or mental health services and refer them appropriately. We also have mental health first aiders at Amber Court who can support any residents with their emotional wellbeing and support appropriately, management will continue to monitor that this is achieved.

We do have outdoor activities at Amber Court, in the warmer months we will ensure that we plan more outdoor activities such as gardening or bird watching. We will also continue with the trips out to various locations and incorporate meditation and relaxations onto our weekly planner.

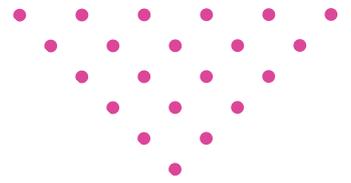
We will introduce a seasonal menu and will start to change the menu by Spring and ensure that feedback is gained by residents to ensure that they are happy with the variety of food that is encouraged.

Action to be undertaken by/when?

Ongoing, management oversight.

Lifestyle coordinator and management, ongoing.

Chef and management by April 26 with the first menu.



Managers Overall Feedback

Were you happy with the Enter and View arrangements prior to the visit?

"I was very happy with the visit, I was made to feel comfortable and I appreciate that I had notice before they arrived as I wasn't familiar with the Healthwatch process. I had around a months notice prior to the visit, which I felt was sufficient notice. "

Please use this space to outline any positives aspects of the visit?

"Following the visit from Healthwatch made the residents and families confident that external people are monitoring the home rather than just our internal audit process. The staff enjoyed this as it was a new way of auditing the home with a fresh perspective. Amber Court is awaiting a CQC visit therefore, it helped us prep for CQC but also ensure that CQC is aware of all the positive things that we have in the home. One relative said 'it's great that Healthwatch are visiting and finding time to speak to the resident and relatives at Amber Court.' It adds to my confidence that Amber Court are open to organisation like Healthwatch about our experience in the home."

Do you have any comments on staff conduct?

"I felt that the staff acted appropriately and professional during the visit. The staff were polite and made the team feel at ease. "

Please use this space to outline any negative aspects of the visit

"None – it was very helpful."

Is there any way in which Healthwatch Blackpool can improve?

"I feel that it should be more regular, at least once a year. As establishing regular engagements can certainly enhance our knowledge and experience. "

Overall Manager Feedback

"Thank you for your kind words and positive feedback following our recent inspection. We are dedicated to maintaining the highest standards and truly appreciate your recognition of our efforts. Your support inspires us to continue striving for excellence. We look forward to welcoming you again soon."