

# **Meadowbeck Care Home**

Enter and View Report

March 2026

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## Background

### What is Healthwatch?

Healthwatch York is the independent champion for people using local health and care services. We listen to what people like about services and what could be improved. We share these views with the people who have the power to make a difference.

### What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

Meadowbeck Care Home



## Details of the visit to Meadowbeck Care Home

Service address	1 Meadowbeck Close, Osbaldwick YO19 3SJ
Service provider	Barchester Healthcare
Date	5 February 2026
CQC rating	Good
Care home manager	Annaliza Kemp
Contact number	01904 424244

## Summary

### Purpose of the report

In this report, we summarise the findings from our visit of 5 February 2026. We also share the survey responses we collected before and after the visit.

### Purpose of the visit

- To visit and gather views of the residents, their relatives and friends and staff about the services and care provided.
- To observe the care being provided for the residents and their interaction with staff and their surroundings.

### General information

Meadowbeck is a Barchester Healthcare home. It offers residential and nursing care services for older people. There are speciality units for people with dementia and for palliative care. Meadowbeck has bedrooms in three units with accommodation for up to 60 residents. There was a mix of male and female residents when we visited.

### Key findings

At the time of our visit, we found that Meadowbeck was operating to a very good standard. These findings were based on our observations and reflect the general happiness of residents, family and friends of residents and staff members.



## Positive feedback

- The staff were all extremely friendly and knew about residents' needs, likes and dislikes. Our volunteers saw a lot of staff and everyone we spoke to said there are plenty of staff at all times.
- The staff were very respectful. They all wore name badges and talked to residents by name. A few of the staff have worked at the home for a number of years.
- There was a lot of information about activities with weekly information sheets seen around the home, including print outs in residents' rooms. The residents who commented said that staff talk to them about what is happening. Everyone was happy with what was available, including one-to-one sessions for residents as appropriate.
- All the residents looked clean and smart. There were positive comments about laundry, which is done on site.
- The décor was good, the lounges felt comfortable and homely and the dining rooms were very well-appointed with matching tables and chairs, tablecloths, cloth napkins, wine and drinking glasses.
- GPs visit weekly, an optician visits regularly and the home has good links with a local dentist and with NHS physiotherapists and speech and language specialists.
- The home is extremely clean.
- There is a regular weekly visit from a hairdresser.



## Recommended areas for improvement

We did not have many areas for improvement. The ones noted were:

- Consider the decoration of corridors to help distinguish the different units.

- Consider painting bedroom doors in different colours to help resident orientation. Alternatively, paint service doors, cupboard doors and toilet doors in separate colours to help distinguish them from bedroom doors.
- Consider an additional kitchen assistant to support the catering team at busy times.
- Consider providing terrestrial television programmes in the lounges.

## About this visit

This was an announced Enter and View visit arranged in advance with the care home manager. The purpose of this visit was to capture the experience of life and care within a care home environment and to observe the standards of working practice. We did this by observing the interactions between staff and residents, observing their surroundings and speaking to residents to understand their experiences. We asked relatives and friends and staff members to provide their experience and views of the care home through a survey. Copies of the survey were available in the care home before and after our visit and staff circulated links to the online survey.

On the day, four Healthwatch York authorised representatives conducted observations and talked to residents, their family and friends and staff members. We spoke directly to eight residents and four family members, who shared their thoughts and experiences using a survey focused on quality of life and care in the home to guide the conversations. Some of the residents have dementia or other cognitive issues that meant they were unable answer all our questions. In those instances, we had more general conversations to understand their experiences of living at Meadowbeck.

In addition, nine family and friends of residents responded to our survey with their views. We also heard from eight members of staff who work in the home via our survey.

## Findings

### Environment

On initial observation of the care home, our authorised representatives found the building to be in a very good state of repair. The building is purpose-built, about 38 years old. It had recently been refurbished and was noted to be 'clean and tidy'. The

home can be easily accessed by car with car parking to the front and side. The home is also close to a bus route between Osbaldwick and York city centre.

Meadowbeck had seating areas outside the front of the building and an enclosed garden at the rear which can be accessed at any time by residents. There seemed to be plenty of seating available in the garden and a number of bird feeders. Residents can help in the garden and often sit out when the weather is warmer.

The home was accessed via a double front door. This is locked with a buzzer to access. Once rung, the buzzer was answered very quickly by a welcoming staff member. All the staff were extremely kind, and volunteers saw a good number of staff on arrival. The reception area had a signing in book, information boards with details of staff and their roles with their photographs. There were printed weekly activity programmes available and a copy of that day's menu.

## **Accommodation**

Residential and nursing care is provided in three units for 60 residents. The units include 24 beds on the ground floor providing both residential and nursing care; Memory Lane on the first floor is a high dependency dementia unit with 18 beds. On the same floor there is an 18-bed unit for people with palliative care needs. Two rooms are allocated for respite care. Each unit has its own well-appointed office. There is a Unit Manager (qualified nurse) for each unit and four carers during the day on the ground floor and three carers on each of the two units on the first floor. There is a qualified staff nurse on duty at night. Most staff work regular days or nights.

During our visit there were 57 residents with one admission due later in the day. There is a lift between floors as well as stairs.

All bedrooms are single and ensuite, mostly with a toilet only, but some rooms have been refurbished and contain a shower and toilet. Most bedrooms we saw were relatively small. There are also separate toilets on the main corridors for staff and visitors. All the lounges, dining rooms and toilets are well signed. All toilets are accessible.

The décor in the lounges is excellent with a variety of seating, wallpaper and pictures. All corridors were painted in the same colour and bedroom doors were all white. It would have been easier to navigate the home if each unit's corridors were painted in a different colour. It may also be helpful for doors to be identified with different colours as all doors for bedrooms, common rooms etc were white. The corridor walls have a handrail which has good colour contrast

with the walls. The corridors were wide enough for easy access and on the walls were photographs and pictures. Many were views of York.

All residents' rooms have the name of the resident on a name plate and a number on the door.

All residents' rooms we saw had their people's possessions and pictures displayed and some people had their own furniture.

The décor in the lounges was good. They felt comfortable and homely and the dining rooms were very well-appointed with matching tables and chairs, tablecloths, cloth napkins, wine and drinking glasses. There were artificial flowers on the tables.

Residents can sit in the dining rooms at any time; there are also small seating areas in corridors that people can use if they want to have a quieter place to sit or to meet relatives. Relatives can visit residents in their rooms.

There were two separate seating areas on the ground floor either side of the reception area. One of these seating areas contained drink-making facilities and also provided scones and biscuits. Residents and their families can use this area throughout the day.

## **Cleanliness and hygiene**

Our representatives noted that the care home was exceptionally clean, with no unpleasant smells. Domestic housekeeping staff are employed alongside laundry staff.

## **Quality of life**

### **General happiness**

**We asked residents what they liked about living at Meadowbeck. They said:**

**"I think it's very comfortable and beautiful."**

**"We are looked after very well."**

**"I've been here for eight years, I like it."**

One resident said they were 'bored' and added they would 'prefer to be at home'.

**All eight family members completing the survey said Meadowbeck was clean and comfortable and that residents were being well looked after. Comments included:**

**“The home is very well kept.”**



## **Food and drink**

**Residents and relatives were asked to share their views on food and drink at Meadowbeck. Our representatives observed lunch.**

All the food is cooked on the premises by one head chef and one kitchen assistant supported by the care staff. There were two choices for main course and pudding. The home also caters for a range of special diets including vegetarian, vegan, gluten free and pureed meals (following liaison with NHS speech and language therapists).

Residents had a choice of eating in the dining room or in their bedroom. The dining rooms were very well laid out and attractive. Everyone we saw who needed help received it in a kind and friendly manner. Residents made their menu choice once they were in the dining room and didn't have to pre-order. The same applied to residents eating in their room. There was a varied choice of different fruit juices on offer. We noticed staff prompting residents to continue eating their meals which was helpful for those people with dementia. We also noted a family member having a meal in the dining room whilst visiting a relative.

Drinks and snacks were brought around each of the units in the morning and afternoon. There was a well-stocked food and drink area close to the reception and everyone we spoke to said they had enough to eat and drink.

Residents' comments about the food included:

- “The food is lovely.”
- “I like to eat in my own room.”
- “I have a choice which I can make at the dining table.”
- “I need a gluten free diet and I get it.”
- “I'm never hungry, the food is excellent.”
- “Yes it's ok, but not as good as my wife's cooking.”
- “There's always lots of extras if needed.”

All the family members/friends who responded to the survey said that the food was good most of the time, that their friend/family member gets enough to eat and the home caters for special diets.

Family members commented:

- “My father chooses a cooked breakfast every day.”
- “My mother likes a plain diet and staff are happy to make her an omelette if the main meal is not to her taste.”
- “The staff are always prepared to make adaptations to the menu choices.”
- My father always gets what he wants to eat e.g. he likes bread and cheese at teatime.”
- “The residents are always offered fresh tea and cake and it’s always lovely.”

We also asked about drinks. All residents and family members said hot drinks were available throughout the day. There is a trolley service in the morning and afternoon which serves hot and cold drinks, cakes and biscuits. Residents each have a jug of water in their rooms. We were told that alcoholic drinks are available on request.

## Activities

**Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.**

Meadowbeck has two activities coordinators who are responsible for organising resident activities under the banner of ‘life enrichment’. There is a range of activities inside and outside the home. There is a shared minibus to take people on trips and many entertainers regularly visit. When we were talking to residents about what they enjoyed, they mentioned gardening, quizzes and baking.

We also asked friends and family and staff about activities. Of the eight family and friend respondents, six said that there were always things for residents to do and two that there were sometimes things for their relative/friend to do. All of the respondents said they were invited to take part. Family members also commented that events get advertised and reported on social media (e.g. Facebook) and on posters in the reception area.

Respondents said:

- “My mum enjoys the activities especially the trips out.”
- “My father buys a newspaper every day and enjoys reading it.”
- “It’s nice to see residents being involved in activities.”

Staff explained about some of the activities happening at Meadowbeck including:

- Visits to places of interest in the minibus.
- Garden centre and café visits.
- Music sessions.
- Baking club.
- Social events with external entertainers.
- Arts and crafts.
- Games and exercise groups.
- Board games.
- Quizzes.
- Knitting sessions.
- Films.
- Church groups.

The volunteers observed residents enjoying an afternoon cheese and prosecco event with music.

The volunteers noted weekly activities sheets available for residents and visitors and this included a wide range of other activities including:

- Wellbeing chats.
- Crosswords.
- Coffee morning.
- Holy Communion (St Thomas Church).
- Dominoes and scrabble clubs.
- Pamper sessions including nail makeovers.

## Contact with friends and family

### Residents and their relatives were asked about their contact.

All family and friend respondents said that they can visit their friends or relatives when they want. A number mentioned that they always get a friendly welcome. All the residents who talked about relatives or friends visiting said they can visit at any time and someone commented, 'there aren't restrictions but try to avoid mealtimes.'



There is Wi-Fi throughout the home. Some residents have their own phones and stay in touch with others that way.

## Quality of care

We were told there are residents' meetings once a month and meetings with relatives every quarter. The home has an open-door policy and the management team will respond to concerns as they occur. We were told by residents and relatives that issues they had identified were resolved immediately.

### Residents and relatives

**Family and friends were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.**

Throughout our visit, all the residents we saw and met looked well cared for. The residents we spoke to said they could have a shower or bath when they wanted. Where appropriate, they choose the clothes they wear and their clothes are clean. They are laundered and ironed on site.

All eight family members and friends who responded said they were very satisfied with the care their relative/friend was receiving.



"My father receives GOOD care."

"Residents always seem happy and engaged and the staff are lovely."

"The staff are always polite and caring."

"We're very satisfied with the care. It's very good and the staff are supportive."



**We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.**

All the residents we spoke to said they get the help they need. Residents mentioned that there are always staff around (there were when we visited) and they can ask. Residents have a bell in their room to use if they need help. All the residents said staff come quickly when they ask for help.

## Relatives and friends were asked if they contribute to individual care plans.

Of the eight people who responded, five said they had contributed, and three said they had not. One person said they were aware another relative had been involved. A number of people said they had been asked to be part of care plan reviews. One relative said she always gets involved as does her mum.

Six of the nine staff who responded to our survey said they were very informed about residents' likes and dislikes. Three staff said they were somewhat informed.



"I am well informed through the care plans and at handover meetings."

"I feel very well informed about the residents I support including their likes/dislikes, dietary needs, hobbies and interests."



## Staff

### We wanted to know what residents and family/friends think of staff.

All the interactions we saw between staff and residents were very positive. Staff all wore name badges and called the residents by their name. All the residents we spoke to were complimentary about the staff as were the relatives and friends.



"There are always staff about when we visit."

"The residents are well cared for but it would be nice if staff had more time with residents."

"Staff are always helpful, despite being busy."



## Safety and staffing levels

### Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

All the residents we spoke to said they feel safe. All eight family and friends who responded also said they felt their relative or friend was safe at Meadowbeck and all that responded said they thought there are enough staff.

- “Yes, residents are definitely safe.”
- “I have no worries about safety.”

The manager told us that Meadowbeck is fully staffed. They have some sponsored international workers. Most staff live locally. Meadowbeck does not use agency staff but when there are staff shortages they go to other Barchester homes in the area and bring in staff with similar values. Some staff are students at the local university.

Most of the staff respondents said they felt there are enough staff. Staff comments included:

- “There’s always enough staff.”
- “The home is well staffed to enable all residents needs to be met.”

The Head Chef suggested an extra kitchen assistant in the kitchen would be helpful as the catering team are working flat out to support the residents.

## Health checks

**We asked residents and friends/family if they are able to access relevant health checks.**

GPs from the local surgery visit weekly. In addition, an optician visits regularly and the home has links with a dentist for routine care. The home also has access to an NHS physiotherapist and speech and language specialists. The nursing unit also receives visits from Macmillan nurses. Many family members take their relatives to appointments as needed and said that care home staff will help if needed.

## Raising concerns and issues

**We wanted to know if residents, family and friends had any concerns about the service, would they know what to do.**

All the residents who commented said they would talk to staff members or the Unit Manager if there were any issues and many mentioned talking to the home manager, Annaliza. Family members and friends said similar. None were concerned about raising issues and felt they would be listened to and issues addressed as soon as possible. However, most people said there had not been any issues.

- “I would speak to the Unit Manager in charge then go to the home management team if needed.”

- “The manager’s always available and I have their email address or would raise a concern by phone.”
- “I contacted the manager and she resolved the issue quickly. I have no concerns.”

## Other comments

**We gave residents and family/friends the opportunity to add any other comments.**

Residents said:

- “It’s very nice.”
- “I have experienced another care home, it wasn’t good.”
- “The staff take me to all the activities.”
- “I’d like a room with a bay window.”
- “I’d like to get visits from the Jehovah’s Witnesses.”
- “I can’t fault it here.”

Family members/friends added:

- “Staff do their bit to be friendly and they see it as more than just a job.”
- “The issues I had have been resolved quickly.”
- “Staff really care about the residents and ensure they’re well cared for.”
- “Staff keep me informed of my family members.”
- “Meadowbeck is a lovely place and staff are amazing.”

Our care home assessors also summarised their impression of Meadowbeck:

- “It’s a lovely home and the people in it are friendly.”
- “There’s a very homely environment.”
- “There seemed to be lots of staff available.”
- “The home provides a good range of activities.”
- “There is a good atmosphere from staff, residents and visitors.”
- “I thought the home was a friendly place and my comments are positive.”

## Staff feedback

### How do they feel?

**We asked staff about working in the care home.**

Nine staff members completed the survey across a variety of roles and everyone said they enjoy working at Meadowbeck. Comments included:

- “The residents are lovely and there is good teamwork most of the time.”
- “It’s a friendly workplace and everyone works as a team.”
- “I enjoy talking with the residents and all the staff are lovely to work with.”
- “Residents and staff are all nice, friendly and welcoming.”
- “I like working here big time.”
- “I enjoy my role doing activities and spending time with the residents.”
- “I enjoy working here most of the time. There are challenges but overall it’s a good place to work.”
- “I am very happy working here at Meadowbeck. There’s a friendly supportive team. Having worked here for 26 years I have seen many positive changes over that time.”
- “My manager supports me and I feel valued.”

When we asked about things that could make the working environment better most respondents couldn’t think of anything and reiterated what a good place it is to work. There was mention of needing additional support for the catering team.

All staff respondents felt they were offered relevant training to do their jobs and all said they are always kept informed about any changes at the home. Many of the respondents also said that they feel listened to by senior staff and particularly the manager. There are daily ‘catch up/handover’ meetings for staff before each shift.

All nine staff respondents said they would recommend Meadowbeck to friends and family.

When we asked staff if there was anything else they wanted to tell us, they said:

- “I would highly recommend the home to my family and friends knowing they would be well cared for by knowledgeable, caring and friendly staff.”
- “I would definitely recommend this home.”
- “All staff members and management are doing their best.”
- “It’s a lovely home with friendly staff.”
- “A lot of staff have worked at Meadowbeck for many years. That says a lot.”
- “The care is good at Meadowbeck.”

## Overall rating

We asked residents and family and friends of residents how they would rate the home out of 5 (with 5 being the best).

**Family and friends: (4.9/5)**



**Staff: (4.9/5)**



## Acknowledgements

The Healthwatch York Enter and View team would like to thank the manager, deputy manager, staff, friends and families of residents, and residents for welcoming us to the care home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.



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