

The Victoria Day Care Centre

Tuesday January 13, 2026

10:30am-14:00pm



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

Contact Details

Address

76 Victoria Road East

Thornton Cleveleys

FY5 5HH

Registered Manager:

Nicky Simpson – Acting Manager

Date and Time of our visit:

13 January 2026

10:30am-2:00pm

Healthwatch Lancashire Authorised Representative:

Sue Edwards (Senior Engagement Officer)

Charles Howarth (Healthwatch Lancashire Volunteer)



Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire 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 Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire 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 Lancashire website at:

www.healthwatchlancashire.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 Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

The Victoria Day Care Centre provides day care services for older people with dementia/Alzheimer's and/or other life-limiting/neurological conditions in a safe and secure environment.

Services include support and care, and personal care as needed. With a range of activities available in order to encourage cognitive stimulation, social interaction and ensure that people using the service enjoy their time whilst at the centre. A hot meal is also provided.

Acknowledgements

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

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to The Victoria Day Care Centre and received feedback from:



Pre-visit questionnaire

Prior to the enter and view visit, the acting manager at The Victoria Day Care Centre completed and returned a pre-visit questionnaire. The aim of this questionnaire is to gather information about the services provided, including activities on offer and type of clients catered for. Information from this questionnaire is included in the summary below.

One to one discussions with people using services

Healthwatch spoke with people using the service about their experiences of the service and how they felt about the care and treatment delivered by the staff at the centre. Management at the centre were asked how they refer to people using their services, and therefore the term 'client' will be used for the purposes of this report.

Observations

Observations were made throughout the visit. This included client and staff interactions, accessibility measures in place throughout the day care centre, and the condition and cleanliness of the facilities.

Relative feedback

Written feedback was received from relatives of people using services about their experiences, including how they felt about the service and the care and treatment delivered by the staff at the centre.

Summary



An announced visit was carried out at The Victoria Day Care Centre, Thornton-Cleveleys, on Tuesday January 13, 2026, 10:30am-2:00pm.

Healthwatch Lancashire representatives spoke with four people using the service. Three relatives and five members of staff provided written feedback.

The Victoria Day Care Centre is located on Victoria Road East, Thornton-Cleveleys, in the Wyre Borough. The centre is based in a former ground floor hairdressers which the current owners refurbished extensively in order to create a purpose built environment for the day care centre, and this included extending the ground floor in order to create a wet room for personal care.

The Victoria Day Care Centre provides day care services for older people with dementia/Alzheimer's and/or other life-limiting/neurological conditions, with a range of activities on offer to aid cognitive stimulation, as well as encouraging social interaction. A hot meal is also provided which is cooked on-site.

Several of the people using the service were deemed not to have capacity to understand what was being asked or be able to recall their day due to having dementia/Alzheimer's. However, all clients engaged with were happy with the centre and the service that they are receiving, and were seen to be enjoying the activities they were undertaking at the time of the visit. Staff were praised by several clients for being kind and helpful.

Feedback from all three relatives was positive, with staff being talked about as caring and kind, and the centre being a pleasant environment. All three relatives were aware of the activities on offer and that their loved one has choice around their day.

Feedback from staff was positive, with staff members talking about their enjoyment of their role and that the service provides person-centred care. One staff member felt that more staff on busier days would be helpful, and two talked about how more clients would increase the opportunity for more social interaction between clients.

Observations showed good staff and client interactions, with staff appearing to know the people using the service well, and a pleasant environment with a good atmosphere.

Services

The Victoria Day Care Centre provides day care services for older people with dementia/Alzheimer's and/or other life-limiting/neurological conditions in a safe and secure environment.

There is a range of activities on offer in order to help maintain cognitive stimulation and social interaction, and to help retain a level of independence where possible.

Personal care and support is also provided, and this includes showering when necessary/required with a wet room in use at the centre.

Services run Monday to Friday 9:30am to 4:30pm and includes a hot lunchtime meal which is cooked on-site.

Discussion with the owners and management determined that they are keen to involve the local community in the centre, with the local Social Prescribers already having a regular coffee morning at the centre, and have plans to expand on this.

Enter and View observations

Location and External Environment

The Victoria Day Care Centre is located on Victoria Road East, Thornton-Cleveleys, in the Wyre Borough.

The centre is easy to find, with good roadside signage. There is good transport links to/from the neighbouring towns of Fleetwood, Kirkham, Poulton-le-Fylde and Blackpool; although it is unlikely that the majority of people using the service will utilise public transport due to their health conditions. There is a small parking area to the front of the building allowing for easy drop off/pick up.

The day care centre is based in a two storey building, with the centre based solely on the ground floor. The first floor is not owned by the centre and has separate access ensuring that the centre remains secure from people accessing the upstairs floor.

Overall the centre appears welcoming, well maintained and sits comfortably within the surrounding area.

Internal Environment

Prior to the opening of the day centre the ground floor was used as a hairdressers, and when acquiring the premises the current owners carried out extensive refurbishment work in order to create a purpose-built environment for the service. This included extending the ground floor and adding a wet room and accessible toilet, as well as a creating a suitable kitchen and lounge/dining area.

The entrance into the centre is via the front, with a shared porch for upstairs allowing people to shelter from adverse weather whilst waiting to be let in. The door into the centre is secure with the need for staff to allow entry, evidencing good safeguarding practice.

The entrance door leads direct into the main lounge/dining area, which is well lit, spacious and welcoming.

Following on from the lounge/dining area there is a smaller seating area, the kitchen, and further on the wet room and accessible toilet.

There is a café style counter and ice cream parlour feature located in the lounge/dining area. Discussion with the owners identified that the aim is to create a 'teashop' feel to the centre in order to offer a more welcoming and familiar space in which people can feel comfortable.



Layout in the lounge/dining area allows for people using the service to choose whether they would prefer to join a group table activity such as playing dominoes, carry out individual table activities such as doing a jigsaw or colouring, or sit on a sofa or armchair and have some quieter time. Book cases and tables hold a range of resources for people to easily pick up and use for activities, such as colouring-in books and felt-tips, jigsaws and board games. Art work created by people using the service is on display throughout the centre, as well as features such as a large clock which was seen to be dementia friendly.

Snacks, such as crisps and biscuits, are available for people using the service to eat when they so wish, and a coffee machine enables those with capacity to help themselves to a hot drink.

Throughout the visit people using the service were seen to move around freely and opt where they would like to sit dependant on how they preferred to spend their time. The layout is conducive to social interaction and there was lots of chatter throughout the visit.



There are large windows to the front of the building allowing for people using the service to sit and watch people going by, and some people using the service were observed enjoying this aspect. Being open and transparent with local people also helps create a better sense of community.

Overall the lounge/dining space appears homely, well maintained and presented nicely.



An office is located central to the lounge/dining areas, and this is visible to/from people using the service via internal windows. This creates a sense of connection, with owners, management and staff being seen to be available and easily accessible, as well as maintaining good safety and safeguarding standards.

A quieter space is available for people by way of a smaller seating area to the rear of the main lounge area. Discussion with management identified that some people using the service prefer to use this space to eat their lunch and/or have some quieter time.

Artwork by people using the services, thank-you cards from relatives and notices are on display in this space, and overall the space is pleasant and welcoming.



A small kitchen allows for the preparation of hot meals. It was explained to the Healthwatch Lancashire representatives that menus are rotated on a monthly basis, and that alternatives are always available for anyone not wishing the meal on offer that day.

The kitchen is close to the dining space ensuring that meals are served quickly and efficiently.

The kitchen was seen to be well organised and with good food preparation and storage practices in place.



The centre has an accessible wet room available should any person using the service require a shower. This includes a shower chair for those unsteady on their feet.

The wet room also includes an accessible toilet with suitable aids and equipment. It is advisable to use contrasting colours for the toilet seat and hand rails in order to support people with dementia/Alzheimer's' and/or are visually impaired as this aids with spatial awareness and can reduce the need for support (Recommendation 1).

There is a red emergency pull cord easily accessible with audio and visual alerts in the lounge/dining area. Radiator covers are also in use in order to prevent accidental burns from hot radiators.

A separate toilet is also available for those not requiring an accessible toilet, and both this toilet and the wet room were seen to be well maintained and clean.

Whilst washing their hands the Healthwatch Lancashire representatives noted that the water was fairly hot and this was pointed out to the owners who stated that they would turn the water temperature down. People with Dementia/Alzheimer's often have reduced sensitivity to temperatures and may struggle to communicate discomfort so it is recommended that regular water temperature checks are carried out on all hot water taps, and that shower water temperature is checked before any personal care is carried out. It is important to note that the water was not hot enough to scald so there is no safety concern around this (Recommendation 2).



Access into the garden space is through a rear door located in the smaller lounge area. The garden is a secure space with fencing around the boundary and gates leading from the driveway.

There is a low step down into the garden, although there is level access from the front of the building via the driveway. It is recommended that for full inclusivity a ramp (either permanent or portable) is put in place to ensure that all people using the service can easily access the garden (Recommendation 3).

The garden currently consists of concrete and loose slate chippings, with some seating. Loose stone is not ideal for people with poor mobility as it is unstable and shifts with movement which makes it difficult to navigate with mobility aids and wheelchairs. The concrete area also appears in need of attention as it looks uneven in places.

It's important to note that the Healthwatch Lancashire representatives viewed the garden space from inside the centre due to poor weather conditions at the time of the visit so it is recommended that a review of the garden space is undertaken by the centre to fully determine any improvement requirements. (Recommendation 3).

Currently the garden is an under-used resource which could be further used to support cognitive stimulation for people who like to connect with nature and the outdoors. Discussion with management determined that they have already identified this and are looking at how they can use the space more effectively (Recommendation 3).



Client and Staff Interactions

The Day Care Centre has capacity for up to twenty clients per day. At the time of the visit there were ten people using the service, and discussion with the owners identified that this is currently the average number on most days. The majority of the people present on the day of the visit had some form of dementia/Alzheimer's with varying levels of comprehension and capacity.

There were two members of staff on duty at the time of the visit, and they were observed carrying out person centred care, serving lunch and supporting with activities. Staff were seen to be busy throughout the visit but coping well with their workload.

The owners of The Victoria Day Care Centre were also present throughout the visit, and were welcoming to the Healthwatch Lancashire representatives, providing in-depth information about the service. Discussion with the owners identified that they have previously owned several care homes across the county and are therefore experienced in working with older adults with neurological conditions and complex care. The owners were seen to be passionate about the service **"care how you would want it to be..."**, as well as transparent and open to where improvements could be made.

Throughout the visit staff were observed supporting people using the service professionally and appropriately. Staff were seen to be approachable with people using the service who appeared comfortable chatting with staff and asking for support when needed. Staff clearly knew the people they support well, and were heard discussing likes and dislikes around what they would like to do, what they would like for their lunch etc.

Mealtimes were seen to be efficient, with staff knowing who liked/disliked different foods and whilst there was a set menu for the day Healthwatch Lancashire observed different variations of the meal as well as alternatives being offered and served. Staff were also seen to be promoting the intake of fluids throughout the meal, and discussion with staff identified that they encourage drinks throughout the day. Management explained to the Healthwatch Lancashire representatives that clients are also offered tea and toast on arrival.

One person using the service accidentally pulled the red cord in the accessible toilet and staff responded immediately. They were seen to be reassuring with the person that it was ok and that there was no issue with them triggering the alarm.

Staff forewarned the Healthwatch Lancashire that one client may become overstimulated in a noisy environment and were seen to respond well when the client became agitated, diffusing the situation quickly and appropriately.

Overall staff should be commended on their person centred care and support.

Client feedback

Healthwatch representatives spoke with all ten people using the service at the time of the visit.

Several clients preferred not to engage with the Healthwatch Lancashire representatives which was respected. Some clients have advancing dementia/Alzheimer's meaning that they had limited capacity to understand what was being asked or recall their day, although some responded with smiles when asked if they liked coming to the centre.

Four clients provided verbal feedback about the centre, with all four stating that they are happy with the service.

What do you like the best about this day centre?

"It's lovely to come to, I like everything, it's a happy place"

"I quite like it here. The staff are nice"

"I like it very much. I like the company"

Is there anything that would make the day centre better?

None of the people using the service spoken with had any suggestions on how services could improve.

One person using the service stated that they wished it was an overnight service too as they enjoyed coming so much *"I wish it was overnight too..."*.

What sort of activities do you do here?

At the time of the visit there were various activities taking place with some clients playing Dominoes, others doing jigsaws and colouring-in, and a few sitting and watching what was going on and enjoying some quieter time.

Discussion with the owners determined that the centre has opted not to have a set daily activities plan, but rather to let people using the service choose what they would like to do on the day, which encourages decision making and choice.

All clients observed appeared to be enjoying what they were doing, with some changing activities as and when they wished. Staff were seen to support people carrying out activities and were observed to be engaged and encouraging throughout.

Playing dominoes, doing jigsaws and socialising were talked about as activities people like doing at the centre. *"I like playing dominoes"*

Do you get to decide what activities you do?

Staff were observed supporting clients with activities throughout the visit and were heard offering alternatives if/when the client expressed a wish to do something different or appeared to lose interest in what they were doing. The centre carries out some planned activities such as chair-based exercises and also arranges entertainment such as a singer.

Three people using services responded to this question, with all three stating that they are able to choose what they would like to do **“you can do anything”**.

What do you think of the building?

The three people who responded to this question stated that they like the building and environment

“It’s absolutely great”

“Lovely”

“I like it, everybody is there instead of being in rooms where people are shut off”

What do you think of the food provided?

Overall people using the service were happy with the food at the centre. All clients spoken with stated that they could have an alternative if preferred, and that portion sizes were sufficient to meet their appetites. Staff were seen to be accommodating for differing tastes/needs and offering a range of options.

“I never go hungry...”

“Different every day and they always ask if you’d like something else”

Do you know who to speak to if you are not happy with the service or want to complain about something?

Due to their differing levels of capacity not all clients spoken with were able to comprehend and respond to this question. However, those that did stated that the staff at the centre are approachable and friendly, and that they would therefore speak to a member of the team.

“Staff are very good; friendly and approachable”

“Very approachable”

Staff feedback

Five members of staff provided written feedback about the service.

What do you feel about the day centre?

All staff who provided feedback were praising of the service, with person centred care, a homely feel and colleagues being discussed as a positive.

“Small, homely environment, friendly and engaging...”

“Small, quiet, not a typical care setting... this by far is the best environment I have come across”

“We are very person centred here and I think it works really well...”

All staff who provided feedback were positive about the premises and facilities, with good accessibility being mentioned by four staff members.

“The premises are lovely; we often get comments about how nice and airy it is”

“Clean, open and bright area. All one level for accessibility, plus can be adapted easily to account for activities and individual needs”

Do you feel there are enough staff on duty?

All five staff members who provided feedback felt that the service is sufficiently staffed.

“Yes, high staff to client ratio”

One member of staff felt that further staff would be good on days when the service is particularly busy *“Probably on busy days and depending on types of care needed, could do with more staff”*

Do you feel you have enough training to carry out your duties well?

All staff who provided feedback stated that they are sufficiently trained in order to carry out their duties, and that they feel well supported by management.

“Yes, training for me has been excellent...”

“We complete a lot of training, and we get a lot of support from management”

Do clients get asked what they would like to do?

All staff who provided feedback stated that people using the service are able to choose what they would like to do whilst at the centre.

“Plenty of activities on offer, both planned and ad-hoc”

“The people using the service do whichever activities they want to do on the day, it’s their choice...”

“...if someone wants to change we can accommodate that”

What improvements do you think could be made?

More activities including day trips and outdoor activities (weather permitting) was raised by staff as improving the client experience (Recommendation 4).

“Possibly more structured activities, such as days out in order to give those with limited social interaction more opportunity for new experiences”

“Possibly consider more outdoor activities, like day trips for example”

“...would be nice to do more activities when weather gets better”

Two staff members stated that an increase in the number of people using the service would create more social interaction

“More clients on quieter days to enhance social opportunities”

“Will be lovely when we are full as there will be more interaction”

Would you recommend this day service to a close relative or friend?

All five members of staff who provided feedback stated that they would recommend the service to a close relative or friend **“Yes definitely”**.

Other comments:

“I feel this is a lovely centre with lovely clients – it has a lovely atmosphere and it is lovely to see the clients interacting with each other...”

“Lovely staff team supporting clients”

“Love working here”

Relative feedback

Three relatives provided written feedback about how they feel about Victoria Day Care Centre and the service their loved one receives.

How do you feel about the service?

All three relatives stated that they are happy with the service and the level of care that their loved ones receive.

“Overall very happy”

“Staff are excellent”

“[Client] always looks forward to [their day] at the centre. [They] love the social element, enjoys interacting with others...”

Do you feel that you are kept informed?

One relative found this question to be less relevant as their loved one has support staff, the other two relatives stated that they felt informed as and when necessary/appropriate.

“I am given feedback (good and bad) at the end of each session”

“I think that I would be told about anything that I needed to know”

Are you aware of activities happening and do you feel your relative has a choice during the day?

All three relatives felt that their loved one is able to choose an activity that they enjoy whilst at the centre. Two relatives shared that their loved ones have advancing dementia/Alzheimer's which means that active participation in activities may be difficult or that they will keep to what they know.

Two relatives spoke about their loved ones enjoying music, reading, football and dominoes.

“Yes, there are several activities available...”

“I am. Happy that my relative is given items that interest [them]”

“[Client] is limited to what [they] enjoy, so [they] will tend to keep to [their] own activities...”

Is there anything that could be changed/added to meet the needs of your relative/person you support?

None of the relatives who provided feedback felt that any changes were needed for the day care centre.

“Not really, it seems to be a happy, caring and safe environment for [client] to be in”



Lovely happy place to be. High standards from staff and cleanliness is excellent



Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives and staff.

1. Replace the toilet seat and hand rails with contrasting colours such as red or blue in order to aid spatial awareness and reduce the need for support when using the accessible toilet
2. Carry out regular hot water temperature checks and check shower water temperature before carrying out personal care. Refer to Health and Social Care guidance around water temperatures for guidance if needed.
3. Review the garden space and make more accessible by use of ramp, (either permanent or portable), use of suitable paving materials etc, and look at how the space can be further used for activities. Discussions/involvement with people using the service and their loved ones/carers should be included in this where possible/appropriate.
4. Continue to develop the range of activities on offer through conversations with people using the service, staff and relatives.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Accessibility			
Replace the toilet seat and hand rails with contrasting colours such as red or blue in order to aid spatial awareness and reduce the need for support when using the accessible toilet	<p><u>Comment</u></p> <p>The provider recognises that contrasting colours are often referenced within dementia design guidance. However, such features should not be applied in the absence of assessed need.</p> <p>The provider adopts a design philosophy that prioritises normalisation and avoids environmental adaptations that may be perceived as institutional or infantilising unless they are clearly required to meet an identified need. There have been no recorded toileting difficulties, incidents, or care plan requirements indicating that visual contrast is necessary for any person currently using the service. The environment is therefore considered appropriate and proportionate to the needs of the current cohort.</p> <p><u>Actions</u></p> <ol style="list-style-type: none"> 1. The provider will continue to assess individual need on a case-by-case basis and will incorporate consideration of environmental adaptations within periodic premises reviews. 2. The provider will seek direct feedback from people who use our service to inform of any current preferences as to toilet seat cover. 		
Look at making the garden space more accessible by use of ramp, (either permanent or portable), use of suitable paving materials etc.	<p>Healthwatch visitors only viewed the garden from inside the day care centre.</p> <p>There is level access to the garden via a driveway next to the service, which they may not have seen. No current action required.</p> <p>VDC uses an audit and guidance tool from the University of Worcester's</p>	N/A	

	Association of Dementia Studies to ensure the garden is dementia friendly. This is an evidence based, objective approach to garden space, which allow for continuous improvement.		
Health and Safety			
Carry out regular hot water temperature checks and check shower water temperature before carrying out personal care	<p><u>Comment</u></p> <p>The provider confirms that water temperature monitoring and control measures are already in place. The Enter and View process does not extend to inspection of records, and this may account for the absence of visibility of these arrangements during the visit.</p> <p>The report states that the provider indicated that water temperatures would be reduced. This is not a complete reflection of the discussion.</p> <p>The provider confirmed that the system would be checked to ensure that the thermostatic mixing valves (TMVs) were functioning correctly, and if the water was too hot, it would be turned down.</p> <p>This check was undertaken and confirmed that the system was operating as intended, with no excessive temperatures identified.</p> <p>There is a need to balance legionella control with scalding risk. This is achieved through TMVs, which allow compliant storage temperatures while moderating outlet temperatures where appropriate. HSE guidance does not require universal temperature reduction at all outlets, and hand wash basins are not generally classified as high-risk points requiring additional controls beyond standard system design (HSE recommend to only control outlets with whole body immersion potential.).</p> <p>Notwithstanding, the provider manages outlet temperatures at all basins accessible to clients with TMV, and so may be seen as working to a higher standard than is nationally set.</p>	N/a	

	<p><u>Action</u></p> <p>the provider does not intend to take action beyond continuing routine monitoring of water temperatures, and associated corrective action as required by findings.</p>		
Activities			
Look at how the garden space can be further used for outdoor activities	<p><u>Comment</u></p> <p>The provider notes that the visit took place during adverse weather conditions and that the garden space was not in use at the time. This is acknowledged within the report. The garden is an active part of the service and is used for outdoor activities when conditions allow. It has been designed with safety and security in mind, including enclosed boundaries. Access to outdoor space is already achievable via the front of the premises, which provides level entry.</p> <p>We currently use an outdoor environmental audit tool produced by the University of Worcester's Association of Dementia Studies. This helps produce an evidenced based environmental improvement plan that was not viewed as part of Healthwatch's enter and view activities. We actively work towards that action plan.</p> <p><u>Action</u></p> <p>The provider accepts that there may be opportunities to further enhance the space and will keep this under review as part of ongoing service development. Any changes will be based on practical use, risk assessment, and the preferences of those using the service, rather than solely on observational assessment made when the space was not operational.</p>	Ongoing in accordance with current action plan.	
Continue to develop the range of activities on offer through conversations with	<p><u>Comment</u></p> <p>The provider considers that this recommendation does not accurately reflect the nature of the service. The</p>	Ongoing	

<p>people using the service, staff and relatives</p>	<p>model is not one in which care is delivered alongside occasional activities. The service itself is structured around continuous, person-centred engagement. Individuals are supported to spend their day in meaningful activity of their choosing, rather than being directed into a pre-determined programme.</p> <p>This approach is intentional and reflects best practice in supporting autonomy, reducing distress, and maintaining engagement for individuals living with cognitive impairment. The report itself evidences that people using the service are consistently engaged, with positive feedback from clients, relatives, and staff.</p> <p>The provider will continue to refine and evolve its offer through ongoing dialogue with those using the service, but does not consider that a shift towards a more structured or prescribed model would be appropriate for the bespoke care that the centre provides.</p> <p>In this respect, the recommendation appears to restate existing practice rather than identify a necessary improvement.</p> <p><u>Actions</u></p> <p>The provider will continue to seek direct feedback from people who use the service, their loved ones, and staff, to enhance bespoke offerings.</p>		
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