

Enter & View Report

Park View Care Home with Nursing

4th March 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

539 Lytham Road, Blackpool, FY4 1RA

Person In Charge on day of visit

Nicola Dutton

Sheena Layden

Healthwatch Blackpool Authorised Representatives

Tom Crowther

Mike Verity

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to Park View Care Home with Nursing

Announced Visit

General Information

- The home is owned by Bayswood Care Group.
- The accommodation comprises of 43 rooms, with most rooms having ensuite facilities.
- At the time of the visit, 44 residents occupied Park View Care Home with Nursing.
- The latest CQC inspection and review rated this home as: Requires Improvement.
- There is a top up fee which is dependent on the residents needs.

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 **7** residents and **1** relative 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

Healthwatch Blackpool were informed that daily life in the home is largely shaped by residents' individual choices. Nicola and Sheena explained that residents are free to decide how they spend their time and structure their daily routines. For example, residents can choose whether to remain in their rooms or spend time in communal areas such as the lounge watching television. Staff encourage residents to maintain their independence by supporting them to make their own choices and involving them in decisions about their care and daily activities.

Residents shared that they often spend time resting in their rooms or watching television. Some also take part in group outings, such as visits to the park or the local beach. However, one resident commented that they would like more opportunities to go out. During the visit, Healthwatch Blackpool representatives observed residents participating in seated exercises in the lounge, led by the activities coordinator.

"Like to sleep most of the time."

"I go out for a walk to the park."

"Watch television."

"We can go out to the park as a group and sometimes go to the sand dunes. I would like to go out more if someone would take me."



Quality of Care and Staff Manner

Park View Care Home primarily provides general nursing care, though it was noted that the service is exploring a move towards specialising in bariatric support. This is based on staff expertise, local demand, and the suitability of the home's environment. The home supports a range of residents with complex health needs, including several individuals in the early stages of dementia. At the time of the visit, 3 residents were receiving one-to-one support.

Staffing levels consist of 10 carers, 2 senior carers, and one registered nurse during the day shift. At night, there are 6 carers, one senior carer, and a registered nurse on duty. An activities coordinator is employed five days a week to organise and deliver a structured programme of activities.

Residents spoke very positively about the care they receive, describing staff as "polite," "friendly," and "really helpful." They reported that staff are consistently available to provide support and take time to engage in meaningful conversations, helping to build strong relationships. Some residents shared experiences of living in other care homes but stated that they found Park View to be the best. One resident also reflected that while the home had previously felt "depressing," it is now much brighter and more cheerful.

"I have been to 3 care homes before here, I find it superb."

"I have been at the home for 5 years, I used to find it depressing but now I find it bright and cheerful."

"Very happy at Park View, I have been at other care homes but I like this one the best."

"Yeah they are like friends, they ask and do not tell. They look after me really well and they are relaxed and really helpful."

"Do anything for me and treat people well."

"Staff are great- they are polite, friendly, always available and happy to talk."



Activities

A monthly activities plan is developed and delivered by the activities coordinator, ensuring a varied and structured programme. The home also offers one-to-one activity support, including options such as reading or playing board games. Nicola and Sheena emphasised the importance of these individual sessions in supporting residents' wellbeing and helping to reduce feelings of isolation. In addition, the home organises regular outings, particularly trips to the beach during the summer months.

Facilities include an on-site salon, with two hairdressers providing regular appointments, and a newly renovated café area for residents to enjoy. The home also produces a daily news sheet highlighting historical events associated with each date, which is well received by residents, particularly those living with dementia.

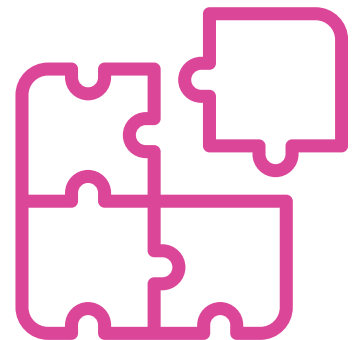
Residents spoke positively about activities such as walks in the park, although one resident mentioned that they do occasionally feel bored. The activities coordinator, Sam, was specifically recognised for their supportive approach, particularly in facilitating one-to-one sessions. Staff emphasised that there is no pressure for residents to participate in activities, reinforcing the importance of personal choice and independence.

"Tend to have a walk in the park."

"Can get bored at times."

"Sam is very good and will arrange 1 to 1 sessions."

"Activities are good and no pressure to get involved."



Food

The home operates a four-week rotating menu, with two options available at each mealtime alongside a light bite menu. Personalised menus can also be arranged to accommodate individual preferences and dietary needs. Meal choices are typically confirmed at the start of the day, although residents can request changes at any time. Nicola and Sheena emphasised that while staff encourage healthy eating, residents' preferences remain the priority.

Residents generally spoke positively about the food provision. Many highlighted the variety available and appreciated being given a choice, with staff discussing options each morning and offering two choices at lunchtime. Residents also have the option to dine in the dining area, select alternatives, or opt for lighter options such as sandwiches. One resident noted that there had previously been some issues with the food; however, they felt there had been significant improvements.

"Yes very good- I like mince and onion and there is variety."

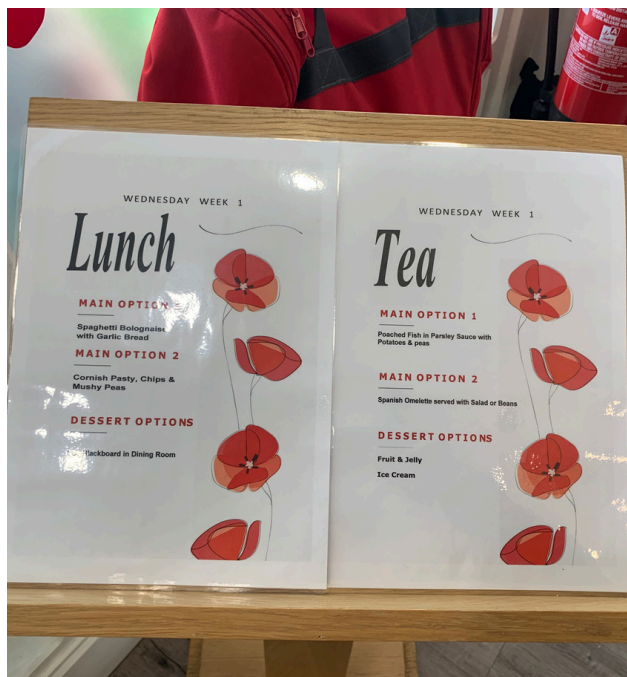
"It's okay you get choice and two options at lunch. They come round in the morning to ask."

"You get what you want, if you don't like something there is sandwiches."

"There is a good fair selection-you can go to restaurant and pick what you want."

"Don't eat much-take what they give me."

"Meals used to be poor but now much improved- they offer other options."



Resident Involvement

Resident surveys are conducted every six months, and staff uphold regular engagement with residents and their families whenever possible. The home has also introduced a “resident of the day” initiative, whereby care plans and risk assessments are reviewed and updated daily for an individual resident. As part of this approach, staff also make contact with their loved ones. A multidisciplinary team, including the chef, housekeeping, activities coordinator, and maintenance staff, checks in with the resident to ensure all aspects of their care and environment are up to date.

Most residents felt able to provide feedback, noting that staff are approachable, willing to listen, and responsive to questions or concerns. One resident shared a positive example, explaining that the manager and chef offered alternative food options when they were not eating well. However, another resident indicated that they would not typically raise concerns. A relative also expressed that, while staff are always open to informal conversations, more structured or formal communication for families could be improved.

“I don’t say anything.”

“Open to hear your opinions- if they can do it they will.”

“Manager and chef came to see me when I was not eating-offered different options.”

“Can talk to staff- they listen and answer questions and I give my views.”

“Significant improvements in the last two years- however formal communication and feedback with relatives has been inadequate but staff are always open for informal discussion.”

Visits, Leave and Contact with Loved ones

The home continues to promote personal choice in relation to leaving the premises. Residents are free to go out with family members or take walks locally, such as to the nearby park. There are no set restrictions on visiting times, and loved ones are welcome to visit throughout the day.

Several residents shared that they do receive visits from family and friends when possible, although this is often influenced by factors such as distance, work, and other family commitments.

“Sister and daughter come when they can.”

“My two daughters visit.”

“Son comes to visit.”

“I have a sister in Manchester but she is very busy with work and family.”



Safety, Privacy and Wellbeing

Residents generally reported feeling safe and comfortable within the home, with their privacy consistently respected. For example, staff were observed to knock before entering residents' rooms and to carry out regular checks during the night. One resident specifically commented on how comfortable they found their bed. However, another resident shared that they experience difficulty with the level of darkness in their room.

"Bit scared of the darkness but used to it."

"Yeah- they always knock on the door."

"I walked into my room and felt really comfy, got a new bed and chair."

"Come and check on you at night."

"I go to bed and straight to sleep."

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 the home, each resident has their own individual oral care plan with strong encouragement from staff to adhere to this. A lot of the residents are not registered with dentists which creates struggles around accessibility, however, they can attend the emergency dentist at Whitegate Drive. For those residents who have registered or private dentists, the home ensures they attend all their appointments.



Visit summary & observations

Pre visit

The visit to Park View Care Home with Nursing 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

Park View Care Home with Nursing is located on Lytham Road, a main road with convenient access to local amenities and transport links. The exterior of the building is well maintained, with clear signage and a car park at the front. Visitors enter through the main entrance, where Healthwatch representatives were greeted by a receptionist, signed in, and then met by Nicola, the manager.

The home accommodates 44 residents across 43 rooms, including one double room shared by a couple. Most rooms are equipped with a wardrobe, television, and an en-suite, with additional shared bathroom facilities available where needed. Rooms are personalised to reflect residents' preferences, and individuals are encouraged to bring personal belongings to create a homely environment. It was noted that rooms were previously decorated in bright colours but have since been updated to more neutral tones to promote a calmer atmosphere. The home is operated by Bayswood Care Group, with top-up fees varying depending on individual care needs.

The building is supported by two working lifts, located at either end, to aid accessibility. Residents with mobility needs are supported through regular referrals to occupational therapists and physiotherapists, and a wide range of mobility aids and equipment is available.

Staff training is delivered through mandatory e-learning on the "Your Hippo" platform, covering areas such as manual handling, fire safety, and clinical skills. All new staff are required to complete a comprehensive induction before working with residents. The home is also exploring opportunities to expand its training offer through external, face-to-face sessions and a "train the trainer" programme. A dedicated training suite is available on site and is used for in-house training sessions.



Environment and communal spaces

During the visit, Nicola and Sheena provided a full tour of the home and welcomed the Healthwatch team to speak with residents throughout. Both the bedrooms and communal areas were observed to be very clean and well maintained.

The home includes a main dining area and a general lounge, where many residents spend time socialising or watching television. There is also a separate room used for organised activities, such as an art club. A recently renovated cafe area offers a comfortable space for residents and their loved ones to enjoy time together.

At the time of the visit, residents were observed engaging in a range of activities, including watching television, participating in seated exercises, or relaxing in their rooms. The home also benefits from a large outdoor garden, with plans in place to further enhance the environment through the renovation of the conservatory.

Observations of resident and staff interaction

During the visit, Healthwatch Blackpool noted that staff engaged with residents in a caring and encouraging manner, whether in their rooms or in the communal areas. The interactions were warm and approachable, with both staff and residents being friendly and open, fostering a welcoming environment throughout the home.

Challenges

Nicola and Sheena highlighted several challenges the home is currently facing. In September 2024, the home received a 'requires improvement' from the CQC. They were then placed under enhanced monitoring which was lifted in September 2025. Nicola has spent a lot of time changing the culture within the home and despite many positives outlined, she insists there is still work to be done. There has been previous challenges with the care/nursing teams and gaps in policy and procedures leaving staff without clear guidance.

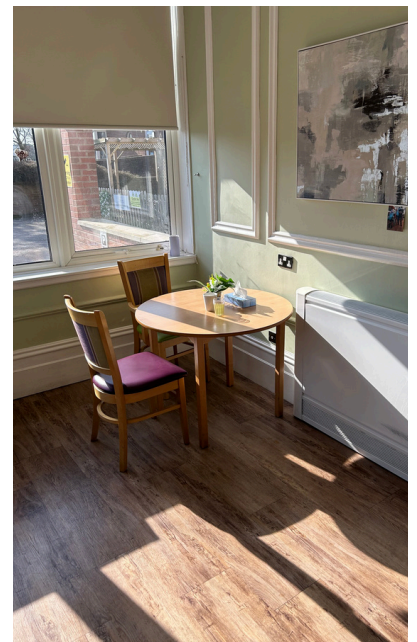
Staff turnover had been high with changes in the nurses, care teams and domestic teams creating another challenge. However, Nicola insisted she feels the home now has a clear direction and there has been a positive change to the culture and atmosphere at Park View Care Home. The home has experienced delays in admission from hospitals and A&E. This has been particularly relevant with the waiting times with one resident losing their place due to exceeding the 72 hour limit.

Overall visit summary

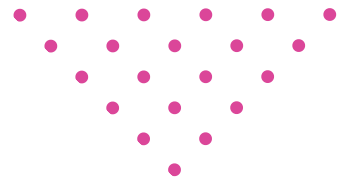
Healthwatch Blackpool had a positive visit to Park View Care Home with Nursing. Nicola, Sheena and the team were welcoming and approachable, contributing to a warm and hospitable environment. Residents were keen to engage with Healthwatch representatives, and both feedback and observations indicated a high level of satisfaction with the care provided. Residents consistently spoke highly of the staff and the support they receive.

Based on the overall positive experience and feedback gathered, Healthwatch Blackpool has identified a small number of recommendations. These include considering a more consistent design for bedroom doors to better support residents, providing printed food menus to improve accessibility, and introducing more regular meetings with relatives to strengthen communication and gather feedback. It is also recommended that the home continues to build on its positive culture while supporting ongoing improvements.

Overall, Park View Care Home with Nursing demonstrates many strengths, as reflected throughout this report. It will be important to sustain and further develop these positive aspects, maintaining the supportive and welcoming environment observed during the visit. Healthwatch Blackpool would like to thank the staff and residents for their warm welcome and for taking the time to share their experiences.



Recommendations



Observation/Feedback

Maintaining regular resident meetings with relatives would provide an opportunity for family members to share feedback. Structured meetings will strengthen communication between the home and ensure that relatives feel involved in the ongoing care and wellbeing of residents.

Providing printed copies of the food menus for residents would help improve independent choice and engagement at mealtimes. This would allow residents to see what meals are available in advance and support them in making informed choices.

Management/Provide Response

We currently carry out six-monthly resident and relative surveys to gather feedback on the service provided. In addition, we operate an open-door policy for both the Manager and Deputy Manager, allowing relatives and residents to raise any concerns or provide feedback at any time. We have also recently implemented a named nurse approach. This will ensure a minimum of monthly updates from the clinical team to relatives and representatives, or at least a dedicated monthly discussion with residents themselves to gather feedback on their care and wellbeing.

We currently have a large notice board in the dining room where the daily menus are clearly displayed. In addition, a printed menu is also available at reception so that visitors can easily see what is being served each day. Residents are spoken to individually each morning and are provided with details of the menu, with their meal choices recorded at that time. Alongside the set menu, we also offer a light bite menu should a resident not wish to have either of the main meal options available.

Action to be undertaken by/when?

Furthermore, we intend to introduce formal resident and relative meetings on a quarterly basis to further strengthen communication and engagement.

Following your feedback, we are now considering the introduction of menu cards to be placed on each table in the dining room to further support choice and engagement. Our menu does change seasonally, as well as for special occasions and themed days, which would need to be reflected in any implementation of this.



Recommendations

Observation/Feedback

During the visit, a variety of bedroom door designs were observed, contributing to a personal and vibrant atmosphere. It would be beneficial to extend this approach to all rooms, ensuring a consistent style throughout the home.

Management/Provide Response

The corridors are currently in the process of being repainted, and this will include the doors to residents' rooms. As part of this work, we hope to extend the individualisation seen in parts of the home to all areas, creating a more consistent, homely, and vibrant environment throughout. We would also like to emphasise that resident choice is central to our approach. Residents are actively encouraged to personalise their rooms in line with their own preferences, and we fully support them in making decisions about décor, furnishings, and how their personal space is presented. Any changes or individualisation to doors or surrounding areas will always take into account the wishes of the resident wherever possible, ensuring their home reflects their identity, independence, and comfort.

Action to be undertaken by/when?

Ongoing

The home demonstrated a positive and welcoming culture during the visit and has made notable improvements. It is recommended that the home continues to build on this foundation by promoting open communication, reflective practice, and ongoing quality improvement.

No response provided

No response provided



Managers Overall Feedback

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

“On the whole, yes; however, I did need to contact you following the initial email, as it was not clearly stated who you were or the purpose of your visit.”

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

“The visit was relaxed, and the team members who attended were personable and showed a genuine interest in the home and its residents. They were accompanied by a student on work placement and actively involved him in all aspects of the visit, supporting his learning and engagement throughout.”

Do you have any comments on staff conduct?

“The staff conducting the visit were professional, courteous, and approachable throughout. They engaged positively with both residents and staff, demonstrating genuine interest in the home and its daily life. Their manner was respectful and supportive, helping to create a relaxed and open atmosphere during the visit.”

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

“None”

Is there any way in which Healthwatch Blackpool can improve?

“Communication prior to the visit could be improved to ensure the purpose of the visit and the identity of the visitors are clearly outlined in advance. This would help staff to fully prepare and support a smoother introduction on arrival. Overall, however, the visit itself was conducted in a professional and respectful manner.”