

York Manor Care Home

Enter and View Report

April 2026

Contents

Background.....	2
Details of the visit to York Manor Care Home	3
Summary	3
About this visit.....	5
Findings.....	6
Environment.....	6
Accommodation	6
Quality of life	7
General happiness.....	7
Food and drink	9
Activities	10
Contact with friends and family.....	12
Quality of care	12
Residents and relatives	12
Staff.....	13
Safety and staffing levels.....	14
Health Checks.....	15
Raising concerns and issues	16
Other comments.....	16
Staff feedback	17
Overall ratings	18

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.

York Manor Care Home reception area



Details of the visit to York Manor Care Home

Service address	Blue Beck Drive, Shipton Road, York, YO30 5RA
Service provider	Tanglewood Care Homes
Date	12 March 2026
CQC rating	Awaiting inspection – internally rated Good using CQC methodology
Care home manager	Rachel French
Contact number	01904 911026

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 12 March 2026, as well as the feedback shared through survey responses 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

York Manor Care Home is purpose-built and opened in late October 2024. It is part of the Tanglewood Care Homes Group. It offers residential and dementia care services across three floors. They can support people needing respite and/or rehabilitation (although there was no-one receiving this care when we visited.) They do not take people through City of York Council's discharge to assess scheme. The home can provide end of life care – with support from District Nurses, the community palliative care team and St Leonard's Hospice. The care home is upskilling staff (senior carers and team leaders) to be able to do some tasks like dressings and insulin. The aim is to save the District Nurses time and provide more timely support to residents.

There is space for 73 residents. When we visited there were 53 residents. All the rooms are single and ensuite, with some adjoining rooms that can be used for couples.

Key findings

At the time of our visit, we found that York Manor Care Home was operating to a 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 building is purpose-built, well decorated and spacious. It is very clean with a variety of communal rooms where residents can sit.
- The staff seemed friendly and interacted well with residents, particularly on the first floor offering dementia care.
- The food is prepared fresh on site. The menus have good variety with dietary needs and preferences catered for. There is plenty of food and drink for residents.
- The activities coordinators are proactive and there are plenty of activities happening. These include outings that many residents appreciate.
- The manager is approachable. Family and friends feel able to raise anything with her if needed.
- Staff are aware of how to support residents with sight loss. They take care to introduce themselves when they enter a resident's room when they are blind.
- Staff and residents are inclusive and welcome diversity.
- Residents can see GPs in a timely manner and GPs visit weekly.



Recommended areas for improvement

- Review staffing levels and tasks to make sure residents are not kept waiting for help, especially in lounges, and can access the care they need.
- Support residents to learn how to get support when they are in lounges. Many felt they just have to wait for a carer to come to them and were not aware of call bells in lounges.
- Review mobility equipment provision and availability to ensure residents are not waiting for long periods for help to get up or go to bed if they require assistance via equipment or two staff members.

About this visit

This was an announced Enter and View visit arranged in advance with the manager. The purpose of this visit was to capture the experience of life and care 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 and through conversations on the day of the visit. Copies of the survey were available in York Manor Care Home before and after our visit and staff circulated links to the online surveys.

On the day, three Healthwatch York authorised representatives conducted observations and conversations. We spoke to 12 residents, 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, which meant some were unable to answer all our questions. Where this was the case, we had more general conversations to understand their experiences of living at York Manor Care Home.

In addition, we spoke to two staff on the day and had seven responses from staff to our survey. We also spoke to three friends and family members during our visit and heard from a further six through the survey.

Not all respondents provided answers to every question and some respondents preferred not to answer all questions.

Findings

Environment

On initial observation of the care home, our authorised representatives found the building to be in an excellent state of repair as it is a very new purpose-built facility.

The building was well decorated with a good use of colour and good colour contrast. There is a garden to the rear of the ground floor, accessible through doors from the lounge. We visited on a very windy and chilly day, so no residents were in the garden. However, there is garden furniture and we were told residents do sit out when it is warmer and residents take part in gardening activities. The first and second floor residents have access to balconies from which they can see into the woods behind the home. Again, residents can sit out when the weather is warmer.

The home was easy to find and is situated just off a main road. There was a good-sized car park and bicycle parking next to the building. There are bus stops on the main road, which is a short walk away. The care home is well signposted from the main road.

The home has two sets of automatic front doors. The outer doors open on approach, but the inner doors are locked. It is easy for the reception member of staff to see someone waiting and let them in. We accessed the reception areas quickly and received a warm welcome. If the reception member of staff is not at their desk, there is a bell to attract attention so the door can be opened.

The reception area was very welcoming. It had a range of comfortable seats and a kitchen area where visitors and staff can make hot drinks. There are a number of photo albums in the reception area with pictures of previous activities at the care home.

There was information about how to feedback about the care home in the visitor toilet in the reception area.

Accommodation

Care is provided on three floors or communities. The ground floor community is residential accommodation, the first is a specialist dementia community and the second floor similarly offers dementia support but for people with lesser needs.

All bedrooms are ensuite with showers. There are bathrooms where residents can have, or be supported to have, a bath. Each floor also has accessible toilets. The signage for communal rooms including bathrooms and toilets is clear and easy to follow.

Across the three floors there is a wide variety of seating areas, including separate dining rooms and at least two lounges on each floor. Each floor has a quiet lounge with no television. The lounges are well appointed and comfortable with a range of seating to meet resident needs. The seating is positioned to encourage conversation and interaction between residents. At least one lounge on each floor has statement wallpaper which gives a different and easily recognised identity.

The corridors are wide and airy and all have a handrail. Handrails have good colour contrast with the walls. They are also curved which makes them seem more homely.

On the second floor there is a sports lounge decorated with sports images and a craft room. There is also a multi-faith room that can be used by staff, residents or visitors.

All residents' rooms have a number on the door. Doors are painted in a range of colours so they are different from the neighbouring door. There are also frames with people's chosen names next to the door.

All the residents' rooms we saw had people's own possessions and pictures.

Relatives are welcome to visit their family members or friends in any of the spaces including the residents' rooms.

Cleanliness and hygiene

Our representatives noted that the care home was clean, with no unpleasant smells.

Quality of life

General happiness

We asked residents what they liked about living at York Manor and asked relatives and friends what they thought. Answers included:

- "Found all staff to be very helpful. Feel comfortable staying here."
- "I can get on with my life. I have complete control over what I do, but not so much about what I eat."

- “It’s perfectly marvellous.”
- “It is alright. There are good people here and I like the trips.”
- “It is a very friendly place with lots of space and a choice of places to sit.”

We also asked if there was anything residents didn’t like. Most of the comments related to having to wait for someone to come and help them and were from people sitting in lounges. Most of the residents we talked to said they have buzzers in their rooms to get help if needed.

- “You can’t go out unless someone goes with you. I like to go out for a walk.” (The person uses a walker and the issue is about risk of falls).
- “You can wait a long time to get help to go to the toilet. I need two people to help me, so it can take quite a while.”
- “You are waiting a long time for help.”

Most family members or friends completing the survey or those we spoke to said York Manor was clean and comfortable and that residents were being well looked after. Comments included:

- “It’s like a five star hotel.”
- “My relative is looked after exceptionally well. The staff are very supportive to me as his carer as well as my relative who is going through a particularly difficult time healthwise.”
- “Someone is keeping an eye out for him and everyone else. I don’t know how they do it, but they do. Great staff, obviously well trained in their duties.”
- “Exceptional care, very professional staff.”

One person added:

- “The bedrooms and bathroom cleanliness could be improved. They are not always cleaned daily.”



Food and drink

Residents and relatives were asked to share their views on food and drink at York Manor Care Home. Our representatives also observed a mealtime on the ground and first floors.

All the food is prepared and cooked on the premises by a chef and a kitchen assistant. The main meal is the evening meal with a lighter option for lunch. The manager explained that this approach helps residents to settle and sleep better and is better for weight management.

Cooked food is available for all three meals, including a cooked breakfast if residents would like one. Menus were on the tables in the dining rooms. There is a soup option every lunchtime and a vegetarian option. There is also a light bites menu available for lunch and the evening meal which offers sandwiches or a jacket potato if residents don't want the menu option. When we were there residents did choose alternatives and these were freshly prepared by the kitchen staff.

Residents can choose to eat in the dining room or in their rooms. Those in the dining rooms are served first and then staff take food to anyone eating in their room or elsewhere. There were separate dining rooms on each floor, which were spacious and well laid out. Everyone who needed help with their meal received it. The staff on the first floor managed lunch extremely well for residents with dementia where most people ate in the dining room.

There was good interaction between residents and between residents and staff during lunch. Staff mentioned that they sit people who get on well together in the first floor dining room. Residents could request to have wine or beer with their meal and everyone was given water, squash or a hot drink depending on what they wanted. One relative mentioned that she brings a particular type of beer for her mum to have with her evening meal.

Cold drinks were available in the ground floor and second floor lounges at all times. This wasn't possible on the first floor but residents could request a drink at any time and drinks were taken round. Everyone we spoke to said they had enough to eat and drink.

Residents' comments about the food included:

- "Always can find something to eat if don't fancy what is on offer. I get enough to eat."
- "Meals are designed to be nutritious. Mostly I like what I get."

- “I need help as I have poor sight. The food is varied and you get a good choice. I have a stoma so there are things I can’t eat, but they are good about making sure I get what I can eat.”
- “You can have what you want. I get enough to eat and can get a drink when I want.”
- “There are two cooked meals a day and it is up to you to get what you like. I am never hungry! You can eat where you want. But I go to the dining room.”
- “The puddings are nice.”

All family members or friends who responded to the survey said that the food was good most of the time and all respondents said their relative or friend had enough to eat and drink.

- “My relative is not eating well at the moment. Staff always try to encourage him to eat with foods they know he enjoys.”
- “From what I have seen and heard there is nothing I would complain about. My husband likes his food!”
- “Thankfully my father doesn't require a special diet. He eats all his food.”
- “My relative is unwell in bed but staff usually ensure he has a fresh jug of juice in his room.”
- “When we visit we are always able to make tea etc in the dining room. There are also cold drinks available. Some of the residents take a cold drink when they want, from the dining room. There are jugs of cordial always made up, and hot drinks are made regularly for the residents. Tea and cake or snack are offered in the afternoons.”

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.

York Manor Care Home has two activities coordinators. They aim to run three activities every day with trips out in the Tanglewood minibus every other month.

While we were visiting there was a quiz on the ground floor. Activities take place on all the floors and residents can move between the floors to go to the activities as desired.

Activities lists are posted on notice boards. We were told that staff explain activities to partially sighted residents and encourage residents to attend as

appropriate. There are group activities and one-to-one activities recognising that different approaches suit different people.

Activities include: weekly fitness groups, monthly gents club, weekly singing and music, visiting entertainment, arts and crafts, themed events, chair exercises, walking groups, reading groups, karaoke, bingo, vintage car rides, film showings and more.

There is a monthly residents' meetings where staff ask the residents what activities they would like at the home. One resident asked to go horse riding and a wheelchair user wanted to go ice skating. In both instances the activities coordinators found a way to fulfil their wishes.

We asked residents, friends and family and staff about activities. Three out of four family and friend respondents said the resident can do things they enjoy some of the time and one said they can always do things they enjoy. Some noted that their family member or friend's health condition limited what they are able to do. All said they are invited to take part in activities.

Respondents said:

- "I enjoy singing, dancing and the exercise classes. I made a paper lantern recently."
- "I have enjoyed the trips. We went to Scarborough last year, have been to the Minster, to a garden centre, to a show at York Opera House and to the panto in York."
- "I did carpet bowls yesterday. There isn't something every day. I go to exercises on Fridays. They have professional singers."
- "There are trips out. I went to the garden centre last week."
- "I do keep fit."
- "I get out most days. I do puzzles and read the paper. I have been on trips to the garden centre, charity shops and to a coffee shop where I met someone I used to know."
- "I can watch TV and the staff will take me outside sometimes."
- A family member added: "The pink ladies (activities coordinators) are good. They need more pink ladies as they have got a lot on."
- "There is always information on activities and staff encourage my relative to participate."

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. All the residents who talked about relatives or friends visiting said they can visit at any time.



Comments from family members include:

- “As my relative is extremely unwell. They always allow me to stay overnight and provide me with a room.”
- “It is very accommodating.”

Quality of care

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. Most of the residents we spoke to said they could have a shower or bath when they wanted.

Where appropriate, residents choose the clothes they wear and their clothes are clean. They are laundered on site. Everyone who commented is happy with the laundry service.

Four family members and friends who responded said they are very satisfied with the care their relative/friend was receiving and one said they are somewhat satisfied.



“My relative receives excellent care. As a carer I also receive excellent support.”

“Couldn’t be better.”



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

All the family members who responded to our survey said they had contributed to their relative's care plan. One person said they are always involved in the plan and reviews and another said that they have regular chats with carers and management.

All the staff who responded to our survey said they were very informed about residents' likes and dislikes and felt informed. They mentioned care plans and 'This is Me' forms for all residents. Other comments included:

- "Very well informed, we have care plans in place, also conversations with residents and family members."
- "We have one to one conversations with every resident and their families on admission to establish their likes/dislikes, lifestyle preferences and what is important to them. Every resident will be resident of the day once a month when we repeat these discussions with them to establish any changes so that we can adapt to make sure they are getting what they want and deserve out of their experience at York Manor."
- "The communication care plan contains all the relevant information in relation to hearing and vision, if they require any aids and what support they need with this. The plan also includes signs to look out for should their hearing or vision begin to deteriorate and what to do if this is the case. Information in relation to oral care/hygiene is included in the personal care plan, information is included as to what level of support they need. Information of oral condition is also included in the nutrition care plan as poor oral health or oral discomfort can have an impact on a resident's nutritional intake for reasons such as pain or discomfort."

Staff

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

Staff all wore name badges and called the residents by their name. All the interactions we saw between staff and residents were very positive.

All the residents we spoke to were complimentary about the staff. The only issue residents raised was having to wait for support sometimes:

- "Lovely people."
- "They are obliging. Can't complain about them. They will do things to aid independence."
- "The staff are good. They help me wash my hair and do my nails. They seem nice."

- “The night staff are really good. They are sometimes short, but you don’t have to wait long for help. In the day, they try to help but then someone interrupts and if they are more demanding, they get help first.”
- “They are very nice. They sing sometimes.”
- “They are friendly and ready to help.”

Family and friends were generally happy:

- “They were on the ball when he needed an ambulance – excellent.”
- “My relative was extremely reluctant to come into York Manor but thanks to the staff he has settled very well. He sees York Manor as his home. We feel that ALL the staff are part of our extended family. We are incredibly grateful for all their care and support.”
- “The staff seem fine. There are enough, but not always qualified – no nurses. My mum had an oedema and they don’t always pick up that kind of thing. I was a nurse, so I notice and worry.” We explained to this family member that as a residential care home, nursing staff would not be employed.

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 the family and friends who responded also said they felt their relative or friend was safe at York Manor Care Home.

There were mixed views on whether there are enough staff. As above, some of the residents we spoke to felt there were not enough staff, which meant they had to wait to get support or help to go to the toilet or for other reasons. One of five family and friend respondents said there are not enough staff and four said there were. Their comments included:

- “ I do feel that there needs to be more care staff on the floor to provide care to residents.”
- “I help with my relatives care as much as possible to alleviate the pressures on staff.”

The manager told us that they are currently recruiting and are waiting for DBS (Disclosure and Barring Service) checks for a number of staff. These checks are taking a long time (up to 90 days) and sometimes staff find other positions before the checks

are through which means further recruitment is needed. There is one sponsored staff member. Currently the care home is having to use agency staff, but the hope is once the current recruitment is complete, that will not be needed.

Five of the staff who responded to our survey said there are enough staff and two said there is not. A number of staff also noted the impact of staff illness, which was felt to be an issue at the time we visited:

- "... over recent months there has been a number of absences within the home, this is possibly due to the time of year with winter viruses and illness, so when someone is off ill this impacts the whole team."
- "There are reward systems in place to encourage attendance at work such as presents for presence whereby all team members who attend all of their allocated shifts in the payroll period will be entered into a draw to win a £50 voucher. The home has also made an effort to "over-recruit" as a proactive measure to prevent instances of staffing shortages and have a good number of bank team members who can be utilised to fill in any gaps. Pay enhancements are also offered to individuals who are willing to work additional hours."
- "The gaps are in the care staff... impacts me by having to run short or having to cover extra shifts. I feel I cannot deliver the best care when we are running short staffed as there is too much to complete in a day."

Health Checks

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

York Manor has regular contact with the allocated GP practice. A GP or other healthcare professional visits weekly. Other visits can be arranged if needed. They have regular visits from an optician.

Family members said:

- "I only have to ask, or they tell me that he has been put in for an appointment because of a concern."
- "She sees the doctor from the local GP practice. I am worried as they said she had high blood pressure but I haven't seen anything happen about that."

A resident added:

- "You tell the staff you have a problem and they put your name down to be referred to the doctor or nurses from the local surgery."

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.

A number of residents mentioned pressing a buzzer in their room to get help. In the lounges they said they wait for staff to come and one person said they shout and someone comes.

All the family members said they would talk to the staff or manager. A number said they have not needed to raise any concerns and one family member said that a conversation when their relative was settling in had sorted things out.

Other comments

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

Residents said:

- "I would recommend here to anybody. Nice people."
- "I don't have to worry about anything."
- "There are some good days and some bad days. The biggest problem is waiting to go to the toilet."
- "I am glad to be here. I was from a big family and feel lost now. I know what I am doing and where to go if I need help."

Family members/friends added:

- "She has everything she needs. She is warm, safe and has got her familiar things with her."
- "Highly recommended by me. We worked with the elderly in transport so have quite a bit of first-hand experience of care homes and nursing homes and care staff. This home excels in all areas. The modern approach is great. Well done everyone and thank you."
- "It is perfect."

Our care home assessors also summarised their impression of York Manor:

- "Pleasant, friendly staff. Good standard of facilities especially resident rooms. Lounges felt a bit sparse, although nicely decorated. Lots of free space. Chairs

seemed comfortable. Good interaction between staff and residents at lunchtime.”

- “I think that the level of care is very high. There seems to be an overall feeling of satisfaction with the staff and how they looked after the residents.”
- “Welcoming, comfortable and very good support for people with dementia. Lots of activities and residents generally seem to be happy. Good indoor space which enables people to walk around if they can’t go out.”

Staff feedback

How do they feel?

We asked staff about working in the care home.

Nine staff members provided feedback either in person or via the survey and everyone said they enjoyed working there. Comments included:

- “I have loved working here. The environment, residents and team are wonderful.”
- “The environment is always vibrant and welcoming. There is a wide variety of personalities within the home, including team members and residents. No two days are the same and it an incredibly rewarding role.”
- “Happy atmosphere.”

When we asked if there was anything that could improve working at York Manor, the only suggestion was a filtered water dispenser.

All staff respondents felt they were offered relevant training and all but one said they are always kept informed about any changes at the home. The one said they were sometimes kept informed.

Comments included:

- “I’m also offered to do additional training if I see anything course wise to let my manager know.”
- “Communication via messages and also emails alongside daily 10 at 10 department meetings.”
- “Every morning we have a meeting to communicate the day ahead.”
- “Not all changes are handed over as we work three shifts on and three off.”

All the staff we asked said they would recommend York Manor Care Home to friends and family. They said:

- “I would live here myself.”
- “I always recommend the home to people I meet out and about.”
- “The team at York Manor work incredibly hard to deliver a real personal experience; they go above and beyond to make our residents and their loved ones feel valued, respected, seen and ultimately, enhance their quality of life. The residents at York Manor create an atmosphere of their own with their vibrant personalities and sense of humour, I truly feel each and every resident here brings something special and unique to the home.”

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: (4.8/5)



Staff: (4.8/5)



Acknowledgements

The Healthwatch York Enter and View team would like to thank the 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.



Healthwatch York
15 Priory Street
York
YO1 6ET

www.healthwatchyork.co.uk

t: 01904 621133

e: healthwatch@yorkcvs.org.uk

 [@healthwatchyork.bsky.social](https://twitter.com/healthwatchyork.bsky.social)

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