

**Enter & View
Report**

PNP Care Home

**28th April 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 individuals who met members of the Enter & View team on that date.

Contact Details

90 Queen's Promenade, Blackpool, FY2 9NS

Person In Charge on day of visit

Susan Cooke

Healthwatch Blackpool Authorised Representatives

Charlotte Knight

Becky Tarpanian

Acknowledgements

Healthwatch Blackpool would like to thank residents and staff for making us feel welcome during our visit to PNP Care Home.

Announced Visit

General Information

- The home is owned by Uttar Tomata.
- The accommodation comprises of 20 rooms, 19 with en-suite facilities.
- At the time of the visit, 20 residents occupied PNP Care Home.
- The latest CQC inspection and review rated this home as: Good.
- Some residents have top up fee's, the rooms vary in size based on equipment needed.

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 **8** residents during the visit. It is important to note that residents within the home had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the home and resident feedback.

Daily Life

Healthwatch Blackpool were informed that daily life at PNP Care Home is shaped by residents' individual choices and preferences. The manager explained that residents are free to decide how they spend their time and structure their day, including choosing when to wake up or whether to return to bed. Routines are guided by care plans and adjusted where needed, for example to support those requiring time-specific medication. Staff support residents to maintain independence and make decisions about their daily lives.

The home provides structured mealtimes, with breakfast available until 10:00am, lunch served around 12:30–12:45pm, an evening meal at 5:00pm, and supper with drinks offered at 8:00pm.

Residents shared that their daily experiences vary. Some prefer a relaxed routine, spending time resting in their rooms or sitting in communal areas such as the lounges. Others described watching television, listening to music, and attending appointments.

"I like to rest and come into the living room."

"I just sit at the front."

"I went to Specsavers and the dentist last week."

"I don't have a routine- prefer on the day."

"I like watching TV- highland games."

"I go to Warren Manor. I don't get up too much."

"I was out last week- went to town."

"I like my 60's music. I'm going to Fleetwood at the weekend."





Quality of Care and Staff Manner

PNP Care Home supports residents with a range of needs, including dementia, learning disabilities, and neurodivergent conditions. The home had also recently supported residents following another home closure. The manager stated that these needs are being managed well, with care tailored to individual residents. While no residents currently receive permanent one-to-one support, additional support is provided when required. Weekly visits are carried out by St Paul's Medical Centre, alongside care coordination support where needed.

The home operates 12-hour shifts from 8am to 8pm. Staffing on shift typically includes the manager, a senior staff member, and three carers. The home also employs housekeeping staff, cleaners, a cook, a maintenance person, and an activities coordinator three times a week. The manager explained that recent staffing changes had helped strengthen the team, particularly through the recruitment of new senior staff and maintenance personnel.

Residents generally spoke positively about the care they receive and the manner of staff. Staff were described as friendly, helpful, and supportive, with several residents commenting that they felt well looked after and enjoyed positive relationships with staff. However, two residents expressed that they did not enjoy living at the care home.

"I don't personally like living here."

"Lovley- look after me- no complaints."

"Yes I love it here."

"Yes I enjoy living here- have a laugh with the staff."

"I don't like living here- I'd like to live with someone else."

"All lovely, especially Luca they all look after me."

"It's only a new thing, on my first day I didn't know what was going on. All the staff make tea and coffees."

"Helpful staff, staff are so good."

"Staff are fine."

"Lovley staff- they're really nice."

"Yes the staff are friendly- I get extra time to go out."



Activities

Susan shared that there are an array of activities provided for residents, facilitated by an Activities Coordinator, with a focus on both group activities and individual choice. Regular sessions include reminiscence activities themed around “the good old days,” fortnightly bingo, and exercise sessions led by an external instructor. Residents also have opportunities for outings such as trips to parks, the promenade, and excursions including the Sea Life centre and Blackpool zoo. Social activities like birthday celebrations are also organised. The activity co-ordinator actively organises experiences such as armchair experiences, with a recent focus on Scotland and will bring in items like shortbread, or show pictures of bagpipes, etc.

Activities are structured through an activities planner displayed on a main notice board for residents and loved ones to have sight of, as well as resident newsletters and updates from staff. Susan shared that they ensure risk assessments are in place and are always updated to support safe outings to various locations.

Feedback from residents suggests that while there is a good variety of activities available, engagement levels vary. Some residents enjoy outings and being taken out by staff, while others prefer more independent activities such as using their laptops, watching TV, or simply choose not to participate despite being aware of what is offered.

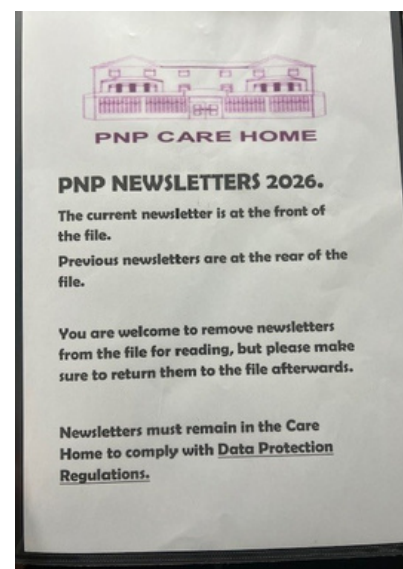
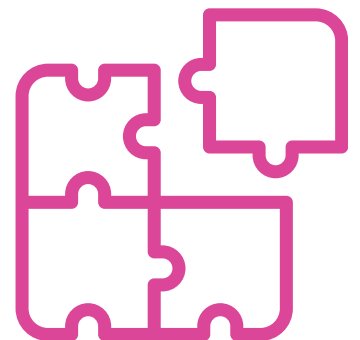
“Theres plenty to do if I looked but I’m not bothered.”

“I don’t like to do them- I go on my laptop- I’ve got an iPad too.”

“They have been taking me out- promenade.”

“No- don’t fancy activities, but I know what they do.”

“I watch TV- staff take me out and we go out.”





Food

Susan informed Healthwatch representatives that the home uses meals supplied by *Apetito*, offering a range of pre-prepared options. Meals are arranged to be flexible and responsive to residents' needs, particularly for those with specific dietary requirements. Susan shared that instead of displaying menus on tables, staff use a pictorial food book and discuss options with residents on the day, allowing them to make choices in a more accessible way. There is a variety of meals available, and alternatives are offered. Mealtimes are structured but adaptable, with breakfast served when residents wake up (up to 10am), lunch around 12:30pm, tea at 5pm, and supper at 8pm. Refreshments are also provided throughout the day on a flexible basis.

Resident feedback on the food was mixed but generally positive. Several residents describe the meals as "lovely" and that they enjoy the food, whilst some appreciate having alternatives when they do not like certain meals. However, a few residents expressed dissatisfaction, with one stating they "just have to put up with it" and another preferring to eat out or at a cafe.

"I don't eat a lot, I have porridge for breakfast, it's a lovely dinner and nice tea. All is lovely, I'm so lucky. Nothing can be improved."

"No, I just have to put up with it."

"I don't like the food here- I prefer to eat out or at a café. Bacon, tomatoes and sausage."

"I like the food - I enjoy all of it."

"Beef stew, steak and mushroom pie, I don't like lasagne but I have an alternative like a jacket potato."

"No problems with food - I like everything."

"The food is nice - boiled fish is so nice and baked potatoes."



Main Dish	
Main Choice A Large	LanCashira Hotpot
Main Choice A Small	
Main Choice B Large	Sliced Grannox apple
Main Choice B Small	
Potato Choice A Large	Mashed potato
Potato Choice A Small	
Potato Choice B Large	minted Boiled potato
Potato Choice B Small	
Vegetable Choice A Large	Spring Vegetable medley
Vegetable Choice A Small	
Vegetable Choice B Large	Vegetable medley
Vegetable Choice B Small	
Dessert Choice A Large	Apple Crumble
Dessert Choice A Small	
Dessert Choice B Large	
Dessert Choice B Small	
Other	
Other	
Other	
Other	

Resident Involvement

Susan informed Healthwatch Blackpool that resident meetings had previously taken place within the home; however, these were found to be difficult to facilitate effectively. Although previous attempts had been made to reintroduce meetings, Susan felt they had not been as productive as intended. The home stated that they are open to bringing resident meetings back in the future. At the time of the visit, surveys for families and relatives were available, located at the front of the home's entrance, with plans to carry out resident surveys in the coming months.

Residents generally reported feeling comfortable speaking with staff and raising any concerns or opinions when needed. Feedback suggested that residents felt listened to and supported within the home.

"They've been good, been lovely to us."

"I'd tell them if I had anything to say."

"I could inform them."

"Oh yes."



Visits, Leave and Contact with Loved ones

PNP Care Home takes a flexible approach to visiting arrangements. Family and friends are encouraged to visit, and visitors are able to take loved ones out. The home operates protected mealtimes; however, this can be flexible when needed, particularly for long-distance relatives or special circumstances.

Residents shared varying experiences regarding contact with loved ones. Some residents reported regular visits from family and friends, while others stated that they receive limited or no visitors.

"My family comes up not that often though as they're from Wales and bring me stuff."

"No one comes to see me; I don't know where my family are or how I ended up here."

"Son comes to see me- sister in laws- different ones."

"Friend comes on Thursday. Nephew comes on Monday and Tuesday."





Safety, Privacy and Wellbeing

Residents reported that they feel safe and that their privacy and dignity are respected. Feedback was consistently positive, with residents describing feeling secure within the home environment. Several residents also spoke positively about their bedrooms, highlighting comfort, space, and privacy as important aspects of their wellbeing. Susan shared that the home ensures residents have a choice in how their bedrooms are decorated, with many rooms tailored to individual tastes and furnished with personal belongings to create a warm, home-from-home environment.

Overall, responses indicate that the home provides an environment where residents feel safe, comfortable, and able to maintain their privacy.

“Yes- I feel safe.”

“Very safe, plenty privacy.”

“Yes feel safe- bedroom all brilliant.”

“Yes- I have privacy in bedroom.”

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 PNP Care Home, all residents have an oral health care plan in place, with oral care incorporated into residents' daily routines and recorded by staff. Susan explained that the home places importance on supporting residents with their oral health needs and encourages good oral hygiene practices. Staff support residents with oral care where required and make repeated attempts to encourage this if a resident initially refuses support.



Visit summary & observations

Pre visit

The visit to PNP Care Home was prearranged as per the Healthwatch Blackpool work plan. The home was notified via letter ten working days before the visit. The home was asked to display posters and to make residents and families aware of the planned visit. The visit was conducted in line with current infection prevention control measures.



First impressions

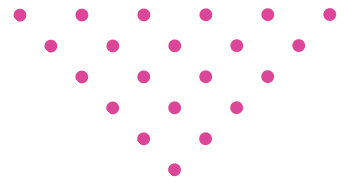
PNP Care Home is located on Queens Promenade overlooking Blackpool promenade close to local amenities and fantastic transport links via bus and tram. The exterior is well maintained with clear signage, and there is a car park at the front of the building. Visitors access the building via a main front door with bell entry. On arrival, Healthwatch representatives were greeted by Susan, the manager.

The home currently accommodates 20 residents across 20 bedrooms, including one double room, which has only been used as a shared room on one occasion. 19 bedrooms have en-suite facilities, with only one room without an en-suite, and shared bathroom facilities are available. Residents are encouraged to personalise their bedrooms to reflect their own tastes, including choosing decoration, coloured carpets, and displaying personal ornaments and family photographs to create a homely environment. The home has also recently supported residents following a nearby home closure.

Staff work 8am–8pm shifts, with staffing levels consisting of a manager, a senior member of staff, and three carers on shift. The home also employs a maintenance person, cleaners, housekeepers, and a cook daily, alongside an activities coordinator three times a week. Catering is provided through Apetito. The manager reported that the home's food hygiene rating has improved from 3 to 5 since they joined the service, with allergen information now clearly accessible.

The home has recently undergone staffing changes, including the appointment of new senior staff and a new maintenance person, which the manager described positively and as helping to strengthen the team. Online staff training is delivered primarily through the training provider called Altura and is reviewed monthly. Staff complete a range of mandatory online and practical training on a 12-monthly basis, including fire safety and fire marshal training, first aid, moving and handling, safeguarding, equality and diversity, and infection prevention and control.

The home is equipped with appropriate moving and handling equipment, including lifts and hoists. The lift is routinely checked and inspected by the maintenance person to ensure it remains safe and in good working order.



Environment and communal spaces

During the visit, Susan provided a tour of the home and welcomed the Healthwatch team to speak with both residents and staff throughout the service. The main communal areas were observed to be exceptionally clean, tidy, and well maintained.

The home features a main communal lounge with a television, comfortable seating, and access to drinks for residents. Adjacent to this is a quieter lounge area, providing an additional calm and relaxed communal space. At the front of the building, there is a seating area with sofas and blankets, offering residents views overlooking the main promenade.

Towards the rear of the home, there is a kitchen and spacious dining area, as well as access to the home's garden, which includes outdoor seating and tables for residents to use. At the time of the visit, residents were observed watching television, participating in board games, listening to music, and spending time in their bedrooms.

Observations of resident and staff interaction

Healthwatch Blackpool observed staff to be attentive, supportive, and engaging positively with residents throughout the lounges and dining areas. Staff were seen actively interacting with residents, including discussing ideas for future outings and activities. During the visit, staff were also preparing hot drinks and biscuits for residents while they relaxed and watched television.

Both staff and residents were friendly and approachable, contributing to a warm and welcoming atmosphere throughout the home. Healthwatch representatives also spoke with the cook, who was helpful and accommodating in demonstrating the Apetito menu system and the range of meal options available to residents.

Challenges

Susan highlighted several challenges currently being experienced within the home. These included financial pressures linked to delays in payments from social care services. She explained that, as a smaller care home, delayed payments can have a significant impact on the service and its available resources.

Susan also discussed the challenges associated with supporting residents with complex emotional or behavioural needs, particularly during periods of transition. At the time of the visit, the home was supporting a resident on a short-term respite placement following a difficult personal situation. The manager explained that all placements are assessed on an individual basis, and trial periods are used where appropriate to determine whether the home is able to meet a resident's long-term needs effectively.



Overall visit summary

Healthwatch Blackpool had a positive experience visiting PNP Care Home. Susan and the team were very warm and hospitable, and residents were very keen to engage with Healthwatch Blackpool representatives. Feedback from residents and observations suggested that residents overall felt satisfied with the care received and were very complimentary towards the staff, quality of care, safety, and activities.

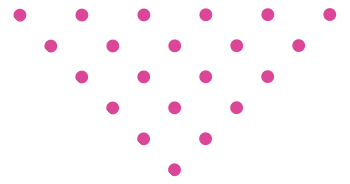
Based on the positive experience of the visit and feedback received from residents, Healthwatch Blackpool recommends the following to further enhance the wellbeing and engagement of residents at PNP Care Home. During the visit, Susan explained that she was in the process of reintroducing resident meetings and exploring different approaches to make them more accessible, engaging, and encouraging for residents to attend. Healthwatch Blackpool suggests considering combining resident meetings with an activity session or social element to help promote participation and encourage more informal discussion and feedback from residents. Additional recommendations from Healthwatch Blackpool include displaying daily menus on dining tables and noticeboards that incorporate pictorial elements alongside written descriptions. This would complement the existing process, where staff support residents to choose their meals by taking orders the day before. Susan explained that residents are encouraged to make their own meal choices, and having visual menus readily available on tables could further promote understanding, independence, and engagement when selecting meals. Healthwatch Blackpool also recommends displaying the activity schedule in multiple locations throughout the home. While the activity timetable was visible on the main noticeboard, placing additional copies in communal lounges, dining areas, and other frequently used spaces may help improve awareness and encourage greater participation in activities across the home. While surveys for families and relatives are available, additional feedback methods could also be considered, such as monthly check-in emails, suggestion boxes in the main foyer, or simple feedback forms/cards to make it easier for relatives to share their views.

Overall, PNP Care Home has many strengths which are highlighted throughout this report. It will be important to continue building on the positive aspects of the home and sustain the supportive culture that the Healthwatch team observed. Healthwatch Blackpool would like to thank the staff and residents for accommodating the visit and for taking the time to speak with the team.



Recommendations

Observation/Feedback	Management/Provide Response	Action to be undertaken by/when?
<p>Resident meetings: Consider combining resident meetings with activities or social sessions to improve accessibility, encourage participation, and support more informal feedback from residents.</p>	<p>The visit was helpful in evaluating the home's services, looking at the home's processes and performances, pinpointing to specific areas which could be improved, food menus, and resident meetings will be actioned, to improve the residents' overall experience.</p>	<p>Ongoing</p>
<p>Menus with pictorial support: Display daily menus on tables and noticeboards with pictorial elements alongside written descriptions to support meal choice, independence, and engagement.</p>	<p>The visit was helpful in evaluating the home's services, looking at the home's processes and performances, pinpointing to specific areas which could be improved, food menus, and resident meetings will be actioned, to improve the residents' overall experience.</p>	<p>Ongoing</p>
<p>Activity information: Display the activity schedule in multiple areas of the home, including communal lounges and dining areas, to improve visibility and encourage participation.</p>	<p>The visit was helpful in evaluating the home's services, looking at the home's processes and performances, pinpointing to specific areas which could be improved, food menus, and resident meetings will be actioned, to improve the residents' overall experience.</p>	<p>Ongoing</p>
<p>Relative feedback: While surveys for families and relatives are available, consider introducing additional feedback methods such as monthly check-in emails, suggestion boxes in the main foyer, or feedback forms/cards to make it easier for relatives to share views.</p>	<p>The visit was helpful in evaluating the home's services, looking at the home's processes and performances, pinpointing to specific areas which could be improved, food menus, and resident meetings will be actioned, to improve the residents' overall experience.</p>	<p>Ongoing</p>



Managers Overall Feedback

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

Yes Charlotte and Becky clarified what they were going to do and how they wanted to conduct the visit. The staff conducted themselves with professionalism and empathy while providing objective feedback.

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

The report was strong, and it covered all the points that residents felt were important to them. This report will be shared with the home's employers and stakeholders, to look at the recommendations raised from the visit, and how we can look at implementation to continuously support the residents' needs, paying particular attention to their wishes.

Do you have any comments on staff conduct?

No happy with their conduct, nothing to add.

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

The visit was helpful in evaluating the home's services, looking at the home's processes and performances, pinpointing to specific areas which could be improved, food menus, and resident meetings will be actioned, to improve the residents' overall experience.