

The Beeches Care Home Coppull

Thursday 23rd April 2026

9:00am-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 residents who met members of the Enter and View team on that date.

Contact Details

Address

The Beeches care home

25 Park Rd

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Practice Contact:

Emma Callan (Care Home Manager)

Date and Time of our visit:

Thursday 23rd April 2026

9:00am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Debra Worthington (Healthwatch 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.

Acknowledgements

Healthwatch Lancashire would like to thank Residents, 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 Beeches Care Home on Thursday 23rd April 2026 and received feedback from:



Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and view the facilities. This involved discussing the different areas of the home and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

Summary



Healthwatch Lancashire representatives made an announced visit to The Beeches Care Home on Thursday 23rd April 2026, and spoke with five staff members, six residents and two relatives.

The Beeches Care Home can accommodate up to 39 residents in total over two floors. These buildings care and support people in residential care, dementia care and nursing care.

At the time of the visit there were 24 residents living at the home. Healthwatch representatives were shown around the home by the manager, who explained more about the care home. The lounge area, dining room and quiet room are all in the same section of the care home, the kitchen is next to the dining room with bedrooms following on the corridor. On the corridor is a communal bathroom with a bath. At the end of the corridor is a separate lounge area and art room, alongside the hairdressers. On the second floor are bedrooms along with a communal bathroom with a bath and large shower room.

When Healthwatch Lancashire attended this Care Home last year some recommendations have already been implemented including dementia signage and a larger menu for residents to easily see.

Healthwatch representatives spoke with a variety of staff members, residents and relatives on the day. Due to the complexity of some residents in the building, we were unable to have conversations with all residents due to their diagnosis of dementia.

The activity coordinator was seen speaking with residents throughout the visit and was doing planned activities around the topic of St George and helping residents to dress up as St George and a dragon which the residents were enjoying.

Overall resident feedback was positive, with them mentioning that they were happy within the home and how they could be themselves within the home and how they don't feel pressured to do anything. The residents were praising the staff around activities and conversation, and the only recommendation was around the night time staff.

Staff feedback was positive, with many staff members commenting that they feel supported to do their role effectively and feel they have enough training to support their needs. They also spoke highly of the new activities coordinator and the new ideas she has brought to the home. The only recommendation made by staff was around the refurbishment that is currently ongoing.

Relatives spoken with at the time of the visit commented that they were generally happy with the care their loved one was receiving. They mentioned that even though their loved one hadn't been there long they thought the communication was really good. One recommendation made was around having more mobility activities to get the residents moving around more.

Service Overview

Location and public access



The Beeches Care Home is purpose built and is over two floors and provides nursing care, dementia care and residential care.

There is parking available to the side of the care home for visitors and relatives to use. No disabled spaces were identified at the time of the visit. The nearest bus stop is a 10-minute walk to the care home.

Background of the home

The Beeches Care Home is a residential care home, providing accommodation for people who require nursing or personal care. The service provides support for up to 39 people including older people, younger adults and people living with dementia. At the time of our visit there were twenty four residents in the care home.

Services available

“We encourage residents to maintain their routines, enjoy their favourite activities, and live each day to the fullest. To ensure the right level of support, our care team will meet with you and your loved one to create a personalised care plan tailored to their needs, preferences, and interests.”
(Taken from the Beeches website)

The Beeches Care home have an activities coordinator in place who delivers activities within the home including gardening, planting, games, crafts and much more, the activities coordinator is going to develop a newsletter for the residents and relatives to view. There is a hairdresser on site once a week to do hair and nails for the residents within the home.



Enter and View observations

External Environment

The external area of the care home is well maintained, with enough space for staff and visitors in the car park at the side. The care home is split over two floors and caters for up to thirty nine residents. The care home has an intercom system where visitors need to be let in via a member of staff.

The Care Home Manager explained that there are plans to update the small garden area within the home to make this more user friendly.

There is a dedicated space at the front of the building for delivery, drops offs and ambulances.

Internal Environment – first impressions

When Healthwatch Lancashire representatives arrived at the Care Home we rang the bell to the home and were let into the home. Representatives were greeted at the front door by the manager and guided inside the Care Home.

The reception area had the CQC documents up, a sign in book, a sign in interactive pad and some information about what is happening within the care home and a suggestion box. Alongside this was a 'you said we did' board which highlighted what had been commented on and what the care home had done in response to those actions.

Healthwatch Lancashire Representatives sat with the manager to explain the order of the day and to discuss the Care Home in more detail. It was explained that the current manager had only been in place for the last two weeks. However, the manager was able to explain all the changes that had currently happened including new fire doors on all bedrooms and how the Care Home was having a brand new refurbishment with walls being painted in all areas.

The entrance of the home opens directly into the corridor and dining area. This is an open plan area with tables and chairs, just to the left of the entrance is the lounge area with different seating set out to support social interaction and to suit different needs. There is dementia signage on the toilets directly next to the dining area and some signs that have been put up for now until the decorating has been completed. No dementia clocks were present at the time of the visit either.
(Recommendation 1)

The Care home is open to relatives visiting during the day and welcome them into the communal areas to sit and speak with their loved ones. There are no limitations to visiting but they have said to relatives to avoid meal times so these can be

protected. This is adaptable though if relatives support with feeding or help at meal times with their loved ones.

Observation of corridors, public toilets and bathrooms



Both floors have bedrooms with majority of those upstairs, these bedrooms all have their own toilet and sink, with eight having a shower in them. We were informed that residents can decorate their own rooms how they like including pictures and personal belongings from home.

Communal spaces, including bathrooms and toilets are clean and mostly free from clutter. The bathrooms were slightly cluttered, but we were told this was because residents were being supported up in the morning and this would be cleared. There are two communal bathrooms, one on the ground floor and one on the second floor one with a bath, one with a shower and bath. There are also two toilets near to the lounge area for residents to use. The bathrooms, lounge area, dining room and art room could benefit from dementia friendly signage with pictures and words when the decorating has been completed. (Recommendation 2)

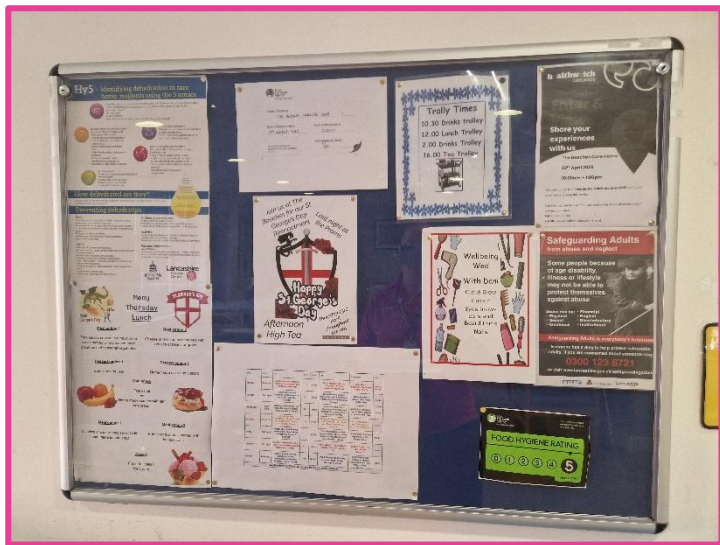
All bedroom doors have been recently updated to meet fire regulations and have numbers on them all. At the time of the visit there were small name tags printed off with the name of the resident staying in that room. All bedrooms consist of a bed, wardrobe cabinets and a bathroom.

Lounges, dining and other public areas

When entering the Care Home, you immediately go into the dining area which is set up with five tables which would sit around eighteen residents. In this area is a trolley which had drinks and different styles of glasses including beakers for those who needed a bit more support. Directly next to the dining room is the lounge area which is set up to promote social interaction. This area had different style chairs for the residents to use and had higher cushions for comfort. This room had a television in and was on at the time of the visit.

Next to this room is the quiet room which had four chairs in, a fish tank and some books for residents to use at their leisure. Down the corridor was another lounge area with more seating and next to the art room which had tables and chairs and many craft and activities for the residents to take part in. In the same room as the lounge is a hairdressing room where residents once a week get the opportunity to have their hair done and their nails painted.





The activities timetable is present in the dining room, but this was quite small and would benefit from being in a more accessible format and more interactive so residents can choose what they would like to do. (Recommendation 3) The daily menu was also shown next to the activities list, and this had been changed on the back of our recommendation from last year. The menu is now larger and had pictures to make this more accessible.

There is a garden area which is accessible from the main lounge area, residents can take themselves outside and is a secure communal area with benches, tables and flower beds.

Staff and resident Interactions



A staff member was observed going round all the residents and engaging them in a themed activity which was St Georges Day. The member of staff made the time to go round all the residents in the dining area and spoke to them about what St George is, what he did and why they were doing activities. Earlier in the week the residents had decorated snakes and masks to wear. The staff member was observed going round to each individual person and putting the masks on, making sure they were comfortable and taking photos. The residents seemed to really enjoy this activity and were laughing and joking with each other.

Staff were also observed to be kind and courteous throughout the visit and were speaking to residents by name. staff were observed coming out of the kitchen and speaking with residents, asking them if they enjoyed their breakfast and sparking conversation with the residents.

Staff were seen to be supporting residents during the visit including asking them if they would like anything to make their seat comfier, if they would like a drink or something to eat. This also included staff supporting residents in and out of the room and to the bathroom. There was one resident who was struggling with their leg and a staff member was seen tentatively asking if they would like a foot stool or an extra cushion to make them more comfortable.

During the visit a member of staff was discussing how they have recently put on a Spanish session for all the residents but also to support a resident who currently resides within the care home who is Spanish. They said that this resident loved the day and enjoyed eating the different foods on offer. They are also working with the local community to find more people who speak Spanish for them to come in and do activities and have conversations with this resident.

Resident feedback

Healthwatch Representatives spoke with six residents during the visit.

Tell us what you think about the home

When speaking with residents it became clear that they enjoyed the flexibility they have within the care home and find that it isn't strict and they can do what they want when they want, and they appreciate that.

"I think it's good here, I think it's very laid back and I like that. We can do what we want when we want which I think is very important, I know some homes are very strict."

"I think it's very open here, I feel we can get up when we like and go to bed when we like. I like the flexibility of being able to use our time how we want to use it."



Other residents commented on how they like the open plan areas and how easy it is to get around.

"The facilities are good for me, very open plan as well. It's easy to get around this place"

What activities are on offer, and do you join in?

Residents spoke about how they think there's a lot going on within the Care Home and how they feel there's a lot to join in with and how they have felt more involved recently.

"there's a lot going on here, I'm not one to join in but I know I have options if I want to join in."

"It's been a lot better recently; I like how she comes round and speaks to us all and gets us involved in different activities."

Some residents mentioned that they weren't aware what was on as they hadn't been there that long. (Recommendation 3)

"I'm not sure to be honest, I haven't been here that long."

How do you find the care you receive?

Residents spoke about how they have been in the care home before and have chosen to come back. They also spoke about how they like that the staff take the time out to speak with them.

“I think it’s good here, I’ve been here before and I’ve chosen to come back which shows a lot.”

“I like that the staff will take the time out to come and speak to us.”

There was a comment around the difference between the staff that work during the day to the ones that work at night. (Recommendation 4)

“I think the day staff are really good but the night staff I find if you ask for something it takes them a long time and I they don’t seem as proactive at night.”

How do you find the food provided?

When speaking to residents they spoke highly about the food provided and how they have a lot of choice. There were some comments around the amount of food served and how it can be a bit much at times.

“I think the food is great, plenty of choice to pick from.”

“There is a lot of food provided, I think a bit too much at times, there are meals served every two hours, we don’t need that much food, but it is good.”

There was a comment around food made after the kitchen had closed and how the tea is quite early which means that they can become hungry later at night. (Recommendation 5)

“I think the food served at night when the kitchen staff have gone home could be improved. Sometimes you want something before you go to bed as tea is really early. They will make you some toast but by the time it makes it to you it’s cold and you can’t eat it.”

Relative feedback

At your relative's care home, how do you feel generally about the service?



"I think it's good so far the staff seem really nice and calming."

Do you think that you are kept informed about your relative? For example, with their health and future care plans?

"Yes, I think they are very transparent and we are always kept up to date if there are any new developments."

Are you aware of the social activities provided by the service? And do you feel that you are able to join in these activities?

"I don't know of any at the moment, but they haven't been here long so I'm sure we will find out."

Are there any recommendations on how to improve the service?

"I think more moving around, mobility activities would be good." (Recommendation 6)

Staff feedback



Healthwatch received feedback from five staff members during the visit.

Do you have enough staff when on duty?

When speaking with staff members it was clear that they felt they had enough staff and they all help and support each other. It was also discussed that with the number of residents it was ok for staff at the moment but that would change if they got to full capacity.

“I feel we have enough staff at all times, if there is a problem we can work together to support each other.”

“I feel we definitely do have enough staff, but we are quiet at the moment.”

Do you feel supported to carry out a person-centred experience?

Staff members spoke about how they feel supported to try new things within the care home but also feel they all pitch in and support each other.

“Yeah, I feel we all pitch in and support each other.”

“I feel if we have new ideas, they are very receptive to these, and I feel supported to carry them out.”

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

Staff mentioned that they have a lot of training provided and they know when this is due to renew as the app reminds them. They also mentioned that if there is anything missing this can be brought up at staff meetings and are addressed.

“We have online mandatory training, and we also have staff meetings to help with anything that could be missing.”

“I feel the new starter training is good.”

“There is a lot of training, and the app will update us when we are nearing the update.”

What is your experience of working here?

When speaking with staff it was clear that a lot of staff have worked for the Care Home for long periods of time. They did mention a lot of change happening over the time they have worked there. They also mentioned that they felt the Care Home felt like home to them.

“I’ve been working here for many years, and it has been difficult at times with all the changes, but I love it.”

“I haven’t been here long, but I really do enjoy it.”

“I love working here, it feels like home for me, the staff are just lovely and supportive.”

Staff spoke highly of the new activities coordinator that has recently started and how they appreciate the new ideas she brings to the home.

“I really like our new activities coordinator; she brings new ideas into the home and celebrates all different occasions with so much thought.”

Are there any changes that can be made to improve the Resident experience?

Most of the staff spoke about the ongoing refurbishments and how they are looking forward to seeing the improvements.

“There is refurbishment going on and I know there are plans for more, so I’ll be happy to see that.”

Recommendations

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

1. Ensure that the Care Home has appropriate Dementia clocks for the residents. (see appendix 1)
2. Ensure dementia signage is appropriate and up in all areas of the home once the refurbishment is complete. (see appendix 1)
3. Ensure the activities timetable is made bigger and more interactive for residents to see what is happening.
4. Review staffing at night to ensure enough support is given to the residents and ensure they can have something to eat later on.
5. Review meal times and ensure they are appropriate for all the residents.
6. Implement more mobility activities to get residents up and moving around more.

Appendix

<https://www.alzheimers.org.uk/get-involved/dementia-friendlyresources/organisations/dementia-friendly-environment-checklist>

Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure that the Care Home has appropriate Dementia clocks for the residents. (see appendix 1)	Once the home has completed the re decorating their will be dementia clocks around the home for the resident's benefit		
Ensure dementia signage is appropriate and up in all areas of the home once the refurbishment is complete. (see appendix 1)	Again, once redecoration has taken place this will be installed throughout the home		
Ensure the activities timetable is made bigger and more interactive for residents to see what is happening.	Now displayed in its own a3 display unit in the home		
Review staffing at night to ensure enough support is given to the residents and ensure they can have something to eat later on	Staffing has been reviewed and is in line with the dependency tool which is reviewed as changes occur		
Review meal times and ensure they are appropriate for all the residents.	Meal times are at fixed times although resident are given a choice as to when and where they want to eat their meals		
Implement more mobility activities to get residents up and moving around more.	Weekly activities have been introduced with armchair exercises and move it Mondays		

Questions

Is the report factually accurate?

Yes

Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

On behalf of the entire team at The Beeches, I would like to express our sincere thanks for your recent visit. We found the experience incredibly positive, and we are absolutely delighted that your team shared this sentiment.

We are currently in the midst of an exciting refurbishment programme and look forward to showcasing the final results upon completion. These environmental enhancements are designed not only to elevate the aesthetics of our home but, more importantly, to significantly enrich our residents' well-being and comfort by providing a beautiful, cared-for space they are proud to live in.

Furthermore, our revitalised activities programme is going from strength to strength, delivering a deeply positive impact for both our residents and staff. We pride ourselves on a person-centred approach; every activity is tailored to embrace individual wishes, life histories, and personal preferences, and we actively encourage our residents to lead the way in shaping these experiences. In social care, we understand that a positive experience; is deeply personal and can be influenced by a person's unique perspective, opinions, or changing health needs. Balancing these diverse needs is a challenge we embrace daily, which makes it incredibly gratifying to see such an overall positive reflection in the feedback.

While we are happy with these results, we remain dedicated to continuous improvement. We view all feedback as a vital tool for growth and will continue to strive daily to deliver the highest standard of care and quality of life for our residents.



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