

Mulberry Court Care Home
Enter and View Report
June 2026

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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.

Mulberry Court Care Home



Details of the visit to Mulberry Court Care Home

Service address	Shipton Road, York, YO30 5PD
Service provider	Barchester Healthcare
Date	7 May 2026
CQC rating	Good – 10 October 2020
Care home manager	Rachael Moss (leaving at the end of May 2026)
Contact number	01904 563222

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 7 May 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

Mulberry Court Care Home is purpose-built. It is part of the Barchester Healthcare Group. It offers residential and nursing care services across three floors. The home does not take people living with dementia. They can support residents who go on to develop dementia as long their needs are manageable within the care home setting. If they can no longer provide care for a resident they will work with them and their family to find an appropriate care home in York.

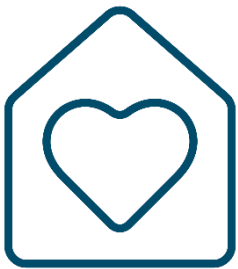
The home supports people needing respite care, end of life care, fast track care and accepts people on discharge to assess via City of York Council. As a nursing home, Mulberry Court employs qualified nurses who can support anyone at end of life without input from outside services.

There is space for 61 residents. When we visited there were 44 residents. All the rooms are single and ensuite (toilet and wash basin). Two larger rooms can be used for couples.

Mulberry Court has had no infections in the past five years.

Key findings

At the time of our visit, we found that Mulberry Court Care Home was operating to a very 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

- We saw a lot of staff who were friendly and helpful. The staff interacted very well with residents.
- There is a resident ambassador. They work with the manager to welcome new residents, interview new staff and feedback the views of residents.
- It is purpose-built, beautifully decorated and spacious. It is very clean with a variety of spaces where residents and visitors can sit and relax.
- The garden is beautiful and very well maintained with seating for residents and raised beds for the gardening club to use.
- The food is prepared freshly on site and is very good quality. The menus have good variety and cater for dietary needs and preferences.
- The care home has a minibus. Residents can take part in regular outings and shopping trips as appropriate. There are daily activities.
- The care home has a chaplain with services every two weeks. They also support residents of other faiths – staff undertook some training to make sure they could support a Muslim resident.
- The manager is approachable. Family and friends feel able to raise anything with her if needed.

- Residents can see healthcare professionals weekly. The care home has a very good relationship with the nominated local GP.



Recommended areas for improvement

- Make sure that residents are asked about what size portion they want for meals and that that is noted.
- Improve the external signage as people approach Mulberry Court. We suggest a sign near to the sign for the pub to say next right or to indicate it is the next turn.
- Consider increasing the font size used for the names of residents on their bedroom doors to make them easier to read.
- Improve the signage/information for calling the lifts as this wasn't clear on all floors.

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.

On the day, three Healthwatch York authorised representatives conducted observations and conversations. We spoke to 13 residents, who shared their thoughts and experiences using a survey focused on quality of life and care in the home to guide the conversations.

In addition, we spoke to six relatives on the day and had four staff responses to our survey. Unfortunately, the care home did not receive the printed surveys we sent and so was not able to circulate those to get further feedback from staff and family/friends.

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.

The building was well decorated with a homely feel. There is a beautiful garden to the rear. While this is adjacent to a busy road, you could not tell and it was very peaceful. There are several bird feeders. We visited on a chilly day, so no residents were in the garden. However, it is clear that the garden is very well used. There are sun hats, suncream and blankets available at the door for residents to use. Many residents and family members mentioned enjoying the garden and doing activities outside when the weather is better. The garden is open to all residents to access at any time.

Residents are welcome to come from the care home as they please so long as they sign out and in. Many go out for walks with relatives or go to the neighbouring pub.

The home was relatively 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 home has one set of automatic front doors, which were opened for us on arrival. There is a bell to attract attention if no staff member is at the reception area. The residents and family/friends have a code to use to enter the home. The manager let us in to the building and gave us a warm welcome on arrival.

The reception area was very welcoming and part is a café area that is well used by residents and their relatives/friends. We saw a number of people sitting there and chatting as we left. The reception area has a range of comfortable seats.

In a different part of the reception area, there was a display board with photos of all staff members and information about their role. There was also information about activities and photographs of previous activities.

There was information about how to feedback about the care home in the lifts.

Accommodation

Care is provided on three floors and residents are free to move between floors. Some need assistance to use the lifts, but lifts speak the floor number as well as displaying it.

There is no differentiation between floors. They all have a mix of nursing and residential residents. The only caveat is that the manager aims to have only one person with complex needs per floor. The floors have different colour schemes and different photographs or paintings which make it easier to differentiate which floor is which.

All bedrooms are ensuite with toilets and wash basins. Due to the number of nursing residents, the showers and spa baths are in separate rooms with a shower room and bathroom on each floor. Staff support residents to have a bath or shower as they want and staff have waterproof shoes and clothing available in the shower rooms. Each room also has a range of equipment to support residents to get into and out of the room or bath as appropriate.

The signage for communal rooms including bathrooms and toilets is clear and easy to follow. It doesn't have images to accompany the wording, but that is not necessary for the residents.

Each floor has a dining room and a range of seating areas. While there are lounges on the ground and first floor, these weren't being used when we visited as residents were in their rooms, sitting in the ground floor café or seating areas in the corridors on all floors. All seating areas were comfortable and those in corridors allowed residents to see other residents and staff going past and chat and interact in an informal way.

The lounges had some lovely upholstery and cushions. They are used for activities particularly in the afternoon. If the weather is warm enough, activities are also carried out in the garden. The dining rooms feel like restaurants. All have tablecloths, plastic flowers on the tables and linen napkins.

The corridors are wide and all have a handrail. Handrails have good colour contrast with the walls.

All residents' rooms have a number and the person's name on the door. All the residents' rooms we saw had people's own possessions and pictures. Some people bring some furniture, but they cannot bring their own beds.

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 extremely clean, with no unpleasant smells.

Quality of life

General happiness

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

- "It is heaven on earth. Absolutely gorgeous."
- "I like living here and feel part of life here. Other people are friendly and the staff are very helpful."
- "I've been here for two weeks and was happy to come."
- "A kind and pleasant place to be."
- "This is my first day and my first impression is that it is very good. You won't get anywhere better than here."

We also asked if there was anything residents didn't like. Most people we spoke to couldn't think of anything. Those that did said:

- "Loud music at night (from another resident), but I get the staff to ask them to turn it down."
- "Staff moving between floors can be a bit confusing."

All family members or friends we spoke to said Mulberry Court was clean and comfortable and that residents were being well looked after. Comments included:

- "He is here on respite and has been before and they remembered us and our names. They were all smiles when we arrived. It is an excellent home. It is spotless and they moved the bed round when we asked."
- "We are very happy. She was at Ouse View before but moved here as she needs nursing care. She came with six weeks to live and two years later, she is still here!"



Food and drink

Residents and relatives were asked to share their views on food and drink at Mulberry Court. Our representatives also joined a mealtime.

All the food is prepared and cooked on the premises by a head chef, second and third chefs and three kitchen assistants. Hot meals are available for breakfast, lunch and dinner, but the main meal is at lunch time. The menu has two options for main meal and dessert, as well as further vegetarian options and the home can accommodate all diets. There is also a lite bites menu available at all mealtimes. That includes sandwiches, omelettes, jacket potatoes and more.

Our representatives were very impressed with the standard of the food, which was excellent. We were offered three courses at lunch and joined residents in the ground floor dining room.

Residents are asked for their choices for meals on the morning or afternoon of that day. They are asked what they would like for breakfast at breakfast time. Menus were on the tables in the dining rooms.

Residents can choose to eat in the dining room or in their rooms. Some residents cannot get to the dining rooms, but many do. Staff work hard to make sure all residents are served in a timely manner. We did not see anyone who needed support eating, but were assured that if someone needs help, they will get it.

There was good interaction between residents and staff and between residents during lunch. Residents can request to have wine or beer with their meal and everyone was given water, squash or a hot drink depending on what they wanted.

Residents' comments about the food included:

- "I eat well – I like the food and can have a normal diet even though I've only got four teeth!"
- "No complaints, but I would like a smaller portion."
- "The food is excellent. There are good choices. Always plenty to eat."

- “It is good and there is variety every week, but it can get repetitive week on week. I have a little fridge for treats which my daughter brings for me to have when I want. I would like to have smaller portions.”
- “Good food and my partner comes for lunch twice a week. They ask if she is coming as they know what she wants and are happy to make it specially for her.”
- “I choose to eat in my room. I am given the right amount. Drinks come round and you can ask for snacks and drinks if you want.”

All family members or friends who we spoke to said that the food was good and their relative had enough to eat and drink.

- “It is lovely. There is always an alternative. They are good portions and tasty food. The cakes are like ones you would make at home.”
- “There is a good variety and they help her with eating.”
- “Lovely.”

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.

Mulberry Court Care Home has two activities coordinators. They run daily activities and organise trips in the minibus every two weeks on average. When we were visiting there was a trip to Burnby Hall and Gardens which included residents and family members with a picnic lunch provided.

Activities take place in the lounges and garden. Residents can move between the floors to go to the activities as desired. Staff support residents with mobility issues to attend the activities if they wish. However, one person told us she doesn't go to a lot of the activities inside as she feels her larger, electric wheelchair can get in the way of others. She does go to the activities in the garden.

Activities lists are posted on notice boards and shared with residents at the beginning of each week. Copies are also posted in the lifts.

Activities include: exercise classes, gardening club, bingo, sing-alongs/music (and there is a piano that residents can play), quizzes, arts and crafts, church services, flower arranging and more. Trips are regularly organised including to garden centres, shopping, restaurants and to the pantomime.

There is a monthly residents' meeting where residents can raise anything they want. The relative of one person on respite care said that he had suggested visits from therapy dogs and bowls sessions and both had been arranged with regular bowls sessions now happening.

We asked friends and family about activities. All the family members said they are invited to take part in the activities and, as above, family members and friends can go with residents on the trips.

Respondents said:

- "I can't leave my room now. I used to go to bingo."
- "Plenty to do especially in the afternoons – bowls, music, quiz, garden."
- "I like the singing and the garden. Sometimes I go to the shops."
- "I go to the quiz and music activities. I choose what I want to go to."
- "I can choose to go to the activities but I generally choose to do my own things."
- "I like going into the garden. The staff encourage me to go to the activities, but I don't always go."
- Family: "We go into the garden every day. It is welcoming and the gardener is lovely."
- Family: "They give us a list at the beginning of the week. ... Family are invited to events and there is always something interesting to do."

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.

There were a lot of people visiting when we were there and all were warmly welcomed and invited to eat with residents and join in activities. The café on the ground floor is a lovely place for residents to meet family and friends and enjoy a drink and piece of cake.



Quality of care

Residents and relatives

Family and friends were asked whether they felt their relative or friend 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. All of the residents we spoke to said they could have a shower or bath when they wanted.

Residents choose the clothes they wear. Their clothes are visibly clean and the residents are well dressed. There is a laundry on site.

We asked staff about care plans.

All the staff who responded to our survey said they were very informed about residents' likes and dislikes. One mentioned that information about sight loss, hearing loss and oral health are recorded for each resident.

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 and friendly.

All the residents we spoke to were very complimentary about the staff. They said:

- "Staff know your name. Everyone is kind and helpful."
- "All the staff know me. I am quite incapacitated by COPD but the staff are great and I see the GP regularly."
- "I get on well with the manager. I am proud of the garden and the gardener. We won an award for the garden. There is a gardening club on a Wednesday."
- "Staff are good in general. Carers are good. I am confident that I can get the care I need."
- "Friendly staff. Good staff but there should be more of them."
- "Staff are wonderful. They are there when you need them. The staff are very important and they make the care home. They have been so kind since I moved in. I have a syringe driver and they manage to check it at night without waking me up. The staff are great they tell us that they are here for us – to make our lives happier."

Family and friends were also very happy:

- “I can’t fault them. They are kind, work hard and are patient. I’ve never heard any raised voices. They take care of me as well as my husband and always bring me a coffee. They ask how my husband wants to be looked after and are good at getting his medication at the right time. When his wheelchair broke, they called the handy man and he fixed it.”
- “They are very attentive. They have a thing when someone is a resident of the day when they call the family to check they are happy with everything. But mum doesn’t change as she is in bed. I would like to have the chance to opt out as it isn’t needed unless something changes. We are happy and know she is being looked after. In all the time she has been here in bed, she has never had bed sores.”

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 also agreed that their family member or friend was safe at Mulberry Court.

There were mixed views on whether there are enough staff. However, no-one said they didn’t get care when they needed it. Comments included:

- “They could do with two or three more staff. I use the buzzer and the staff come when they can.”
- “You can never have too many staff, but in general there are enough.”
- “Sometimes there aren’t enough staff, especially at night.”
- “Staff come reasonably quickly when buzzer is pushed.”
- “They do 12-hour shifts and are too tired. I was talking to one person who’d done five nights in a row, but she said she’d chosen to do that and wouldn’t do it again. There are fewer staff at the weekend and you can wait quite a while for someone to come and help.”

The manager told us they currently have a full staff team. The current manager took over four years ago when the home was using 260 hours of agency time. They now don’t ever use agency staff and Mulberry Court has the lowest staff turnover for the care company. We asked why the manager thought that was and she said it is because they get the right people in the right role. She also supports people’s work life balance.

They have three sponsored staff. They have eight people on bank – to cover shifts as needed, but it is also a way for people to get experience of working in the care home. Night staff only do nights, but some day stay will cover nights if needed.

Of the four staff respondents to our survey two said there are enough staff and two said there is not. One person said: “We need more carers on each floor. In the afternoon it is very difficult to work with two carers. Residents are very demanding, waiting for long time to meet their needs, continuous call bell, it ends with the residents complaining that "I am waiting here for ages" and are not happy. We are working hard all day and get unhappy faces from residents.”

Health Checks

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

Mulberry Court has regular contact with the allocated GP practice. A GP or other healthcare professional visits weekly. Other visits can be arranged if needed. The GP is excellent and knows the residents and the complex care team is very good. The only problems are when residents are there for respite and they keep their own GP. It can be very difficult to get a GP to visit depending on the GP practice.

Mulberry Court arranges visits from opticians, based on the resident’s preference. They also have a podiatrist visiting regularly. There is a hairdressing salon and the hairdresser visits once a week. If a resident would rather see their own hairdresser they can also use the on-site facilities. The home also arranges someone to visit about ear health once every four to six weeks. Any consultation is free but there is a cost for ear cleaning. This is reduced if a few people want the service at the same time.

Residents said:

- “The doctor comes on a Tuesday and I can see them if I need.
- “I ask staff if it can be arranged. They keep on top of the medical situation.”
- “There is always someone to see you if you need it.”

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. They also said that staff are always passing so they can ask for help if they needed.

All the family members said they would talk to the staff or manager.

Family feedback included:

- “I’d talk to Alison and Rachael – Rachael is a gentle and kindly soul, reassuring. They care for visitors as much as the residents.”
- “We can ring the nurse who mostly cares for my mum who is good. ... It is reassuring that there are nurses here, so she doesn’t have to go to hospital. She would hate having to go to hospital.”

Other comments

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

Residents said:

- “I am very happy here. I would rather be at home, but I can’t manage at home now.”
- “Everyone is helpful and nice. It feels like a nice home and we all join in together.”
- “I am very thankful to be there. There are lovely views.”
- “They set up a special Christmas dinner for me and four others in a separate room.”
- “I worked as a nurse in a care home for 50 years, so I understand. You want to be looked after and I am.”

Family members/friends added:

- “The staff know where he is, if we’ve gone out, they know and they care. If there are any spills, they clean up quickly and go the extra mile. I’ve seen staff playing chess with residents. Everything they do is done quietly and caringly.”

Our care home assessors also summarised their impression of Mulberry Court and all three said they would definitely recommend it to others:

- “Lovely, friendly homely. Residents are happy.
- “Lovely home that feels like home. Staff are considerate and caring for residents and family and friends.”

Staff feedback

How do they feel?

We asked staff about working in the care home.

Due to problems with sending surveys to the home (they arrived a month after they were sent!), we only heard from four staff members. They all said they enjoyed working there.

The suggestions for improvements were about staff workload and the need for more staff.

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 other person said they were sometimes kept informed.

All the staff we asked said they would recommend Mulberry Court to friends and family. They said:

- “The care home and current staff are very lovely and supportive and hard working.”

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: (4.75/5)



Staff: (4.75/5)



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.



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