

Enter&View Report

Watson House Care Home

29th July 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

50 Station Road, Blackpool, FY4 1EU

Person In Charge on day of visit

Sara Bonney

Healthwatch Blackpool Authorised Representatives

Tom Crowther

Mike Verity

Acknowledgements

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

General Information

- The home is owned by Shola Ogunleye.
- The home has 9 bedrooms with 2 bedrooms having ensuite facilities as well as two shared bathrooms.
- At the time of the visit, there were 9 residents occupying Watson House Care Home.
- The latest CQC inspection and review rated this home: Good
- There is no top up fee for the home.



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 **3** 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 can differ for each resident and is shaped by their own choices. Residents enjoyed spending time in their bedrooms or in the communal areas such as the lounges or garden. Where appropriate, staff encourage residents to take part in everyday tasks around the home which supports the upkeep of the household and promoting independence.

Residents described having active and varied daily lives including socialising with other residents in outdoor spaces, going out for breakfast or to the local pub as well as keeping in touch with friends through a pen pal app. One resident enjoyed watching television programmes that reflected their personal interests in politics and debates.

"I like sitting out in the garden and having a chat with the other residents."

"Every Friday I go out for breakfast with my mate."

"I have a pen pal app where I keep in contact with people or I like watching debate programmes on TV."

"I like to go to pub and have a laugh with the lads."



Quality of Care and Staff Manner

The home has a particular specialism in supporting individuals who have experienced self-neglect, social isolation, or difficulties maintaining their wellbeing while living independently. Sara explained that some residents had been referred through adult social care due to the home being equipped to provide tailored support for residents. At the time of the visit, there were no residents who required 1/1 support. Staffing arrangements included a senior carer on duty during the day supported by two care staff and manager, with one night staff member providing overnight support. The home also has access to a maintenance worker who works across three homes and housekeeping is carried out by in-house staff.

Residents described staff as “lovely” and “brilliant” with several residents highlighting the positive relationships that they have built with the team. They reported feeling happy and settled in the home and appreciated the assistance provided with daily tasks such as cleaning, medication administration and managing bills. One resident highlighted the positive rapport and sense of humour shared between themselves and staff.

“It’s great, Sara is lovely and all the staff are lovely.”

“I am very happy that I have come here.”

“They do your washing, clean room, give tablets and sort out bills.”

“Get on well with staff, they are brilliant. I have good banter with all the staff.”



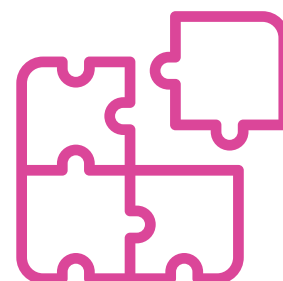
Activities

Sara informed Healthwatch Blackpool that the home has a volunteer who arranges activities such as bingo, while also coordinating trips out to different locations such as Stanley Park. Many of the residents shared that they like to choose what activities they would like to do during the day such as jigsaw puzzles or armchair exercises. Sara emphasised that activities within the home are largely resident-led with staff recognising that each resident has different interests and therefore tailor activities accordingly.

One resident spoke about the activities that they enjoy such as watching television or keeping their room tidy.

“I watch telly- I like come dine with me.”

“I like to keep my room tidy.”





Food

The home operates by having no set menu and instead is tailored to each residents food preferences. Residents are offered a choice of cereal or toast for breakfast with lunch consisting of a cooked meal that can be enjoyed in the lounge or dining room. A lighter evening meal is also available and can be served in the lounge, dining room, or residents' bedrooms depending on individual preference. Staff shared that they know residents' food preferences well and discuss this with them. The home provides home cooked meals and suitable alternatives where necessary. Feedback on the food is encouraged through regular check ins with residents and a suggestion box, helping to ensure meals reflect individual choices and preferences.

Residents spoke positively about the food provided at the home, with many highlighting that meals were plentiful, and nutritious. They appreciated the variety of options available, including meals such as fish and chips, burgers, lasagne, soup, and curry. One resident highlighted that gluten-free meals were provided, demonstrating that dietary needs are accommodated.

"Meals are good- I have fish and chips, burgers and lasagne."

"I have my dinner at 12, at 4pm I can have soup or sandwiches and then for supper I have cereal."

"The food is okay, I have no complaints. 8/10, plentiful and nutritious."

"I like the food, they provide gluten free food. My favourite meal is soup or curry."





Resident Involvement

Sara informed Healthwatch Blackpool representatives that she likes to adopt an open door policy where residents feel comfortable to share any feedback they may have directly with her. The home distributes resident forms approximately every three months and also provides a suggestion box in the hallway to gather residents' views and comments.

Residents shared that they are able to share feedback with staff directly especially with Sara, the manager. If residents have any concerns or require additional support, staff are responsive and accommodating.

"Able to talk to staff, the manager has helped me out with any issues. For example, being on hold with DWP to sort out benefit issues."

"If any problems, I can go to staff who will look into it and try and sort it out."

Visits, Leave and Contact with Loved ones

Sara shared that visiting arrangements are very flexible, and loved ones are always welcome and encouraged to visit. Residents are free to go out independently, as their independence is encouraged, provided that staff are aware of their whereabouts

Residents described maintaining regular contact with family and friends through visits and outings. They spoke positively about seeing their relatives regularly and being able to leave the home to participate in social activities and attend special occasions.



"I see my daughter and grandkids once a week and I see my sister every 3 weeks."

"I like to go out and have my freedom and my family members can come here if they want."

"I went to the zoo and the park for my birthday."





Safety, Privacy and Wellbeing

Residents spoke positively about feeling safe, comfortable and well supported within the home. They described their bedrooms as nice and suited to their needs. Residents highlighted that staff responded promptly when issues arose such as repairs or concerns about room temperature.

"Night staff are lovely and I feel safe and able to go to sleep."

"I like my room so I can watch the birds. My television broke once but it was instantly repaired."

"My room is nice- I have got everything I want."

"Room can get a bit too hot but I told the staff who helped me with opening the bedroom window."

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.

The home has accessed emergency dental services at Whitegate Drive for residents when required. Staff actively promote good oral hygiene and encourage residents to maintain their oral health. An oral health assessment is completed for each resident upon admission with monthly reviews carried out by Sara. Staff also receive comprehensive oral health training equipping them with the knowledge and skills to support residents with their oral hygiene.



Visit summary & observations

Pre visit

The visit to Watson House 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

Watson House Care Home is located on Station Road close to local amenities and nearby transport links. The exterior is well maintained with car parking at the back of the building for staff. Visitors access the building through the main front door and upon arrival, Healthwatch Blackpool representatives were greeted by Sara the home manager and asked to sign in.

The home currently accommodates 9 residents across 9 bedrooms with two ensembles and shared bathroom facilities. Residents are encouraged to personalise their bedrooms to reflect their individual preferences. They are able to choose their own bedding and wallpaper as well as decorate their rooms with personal belongings, photographs and other meaningful items. The home is owned by Shola Ogunleye, who was present throughout the visit and was available to answer any questions. There is no top up fee required at Watson House. The home has mobility aids such as a chair lift, and hoists to support mobility needs.

Training is available for staff either online or in-house as well as a thorough induction programme. The home uses 'Learn to Excel' training which include courses such as food hygiene, infection control, health and safety etc. Training at the home is highly person-centred and responsive to residents' individual needs. If a resident is admitted with a condition or support need that requires additional knowledge or specialist skills, staff are committed to undertaking appropriate further training to ensure the resident receives safe, effective, and person-centred care.



Environment and communal spaces

During the visit, Sara provided a tour of the home and welcomed residents/staff to engage with Healthwatch Blackpool representatives. The main communal areas in the home were well maintained and clean.

Watson House Care Home features a communal lounge where residents can sit and watch television. The home has a dedicated dining area where residents can enjoy their meals with the room also including comfortable seating providing a space for both dining and socialising. The residents have access to the kitchen as well as shared bathroom facilities on both the ground and first floor. There is outdoor seating at the front of the home. At the time of the visit, residents were observed watching television in the communal areas or spending time in their bedrooms.

Observations of resident and staff interaction

Healthwatch Blackpool observed staff to be attentive, approachable, and supportive in their interactions with residents across the communal lounges and dining areas. The atmosphere was relaxed and welcoming, with staff taking time to engage with residents, listen to them, and develop positive and meaningful relationships. Sara described the culture within the home as having a strong sense of family, with staff committed to creating a warm and inclusive environment where residents feel comfortable, respected, and valued.

Challenges

Sara reported that the home has not experienced any significant recent challenges. She highlighted that Watson House has good staff retention, with low levels of staff turnover, and was not aware of any current issues or concerns.



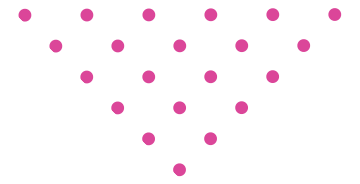
Overall visit summary

Healthwatch Blackpool had a positive experience visiting Watson House Care Home. Sara, Shola and the wider team were very welcoming and residents were very comfortable in sharing their feedback on the home. Feedback from residents together with observations made during the visit suggested that residents were generally satisfied with the care and support provided. Residents spoke positively about the staff team and their sense of safety within the home. Residents were particularly appreciative of the support provided by the home and valued the strong sense of community.

Based on the positive experience of the visit and from feedback gathered, Healthwatch Blackpool have identified a few recommendations. These recommendations include further enhancing residents' wellbeing through regular discussions about activity preferences, increased engagement with families and friends, and ensuring appropriate emotional and psychological support is available where needed.

Overall, Watson House Care Home has many strengths which are highlighted throughout this report. The home demonstrates many positive qualities and it will be important to continue fostering the welcoming and supportive culture that was evident throughout the visit. 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?

Where appropriate and relevant, seek feedback from residents' families and friends to gain additional insights into their experiences and identify opportunities for further improvement.

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Consider reviewing the availability of wellbeing and psychological support for residents who may benefit from additional support. This could include access to appropriate services, therapeutic activities, or wellbeing initiatives.

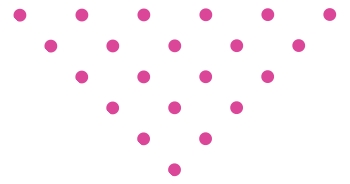
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Regularly review residents activity preferences. Maintain regular discussions around hobbies, interests, and activities to ensure the activities available reflect residents' changing preferences.

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Managers Overall Feedback

“Thank you for the lovely feedback from your visit to Watson House. We enjoyed the experience and so did our residents that spent time with you. We are very happy with the feedback.”