

Holme Lea
Reception

Enter and View Report

Holme Lea Care Home

March 2026

Report details

General information about the service

Name and address of the Care Home:	Holme Lea Care Home, Astley Rd, Stalybridge SK15 1RA
Type of Care:	Residential and dementia care
Number of Residents:	46
Description of Facility:	Situated in a residential area of Stalybridge, Holme Lea is a 46 bed care home with lounges and dining areas over two floors and a large garden. All living areas are easily accessible by wheelchair. The home is ran by HC One Ltd.
Care Quality Commission Rating:	Requires Improvement. Report can be viewed: Holme Lea - Care Quality Commission

Details of visit

Visit date and time	11/03/26 - 10:30am
Healthwatch Tameside Enter and View Representatives	Abby Turner Ayesha Khatun Imogen Shortall Oliver Jones Kelly Cahill

Acknowledgements

Healthwatch Tameside would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

Disclaimer

This report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



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“Our Enter and View visits offer a vital opportunity to see services in action, hear directly from those receiving and delivering care, highlighting both good practice and areas for improvement. This work ensures that the voices of Tameside residents are not only heard, but also help shape more person-centered compassionate, and effective care environments.”

Alex Leach, Healthwatch Tameside Manager



Introduction

About us

Healthwatch Tameside is the independent consumer champion for health and care. It was created to listen and gather the public and patient's experiences of using local health and social care services. This includes services like GPs, pharmacists, hospitals, dentists, care homes and community-based care.

Emerging from the Health and Social Care Act 2012, a Healthwatch was set up in every local authority area to help put residents and the public at the heart of service delivery and improvement across the NHS and care services.

As part of this role Healthwatch Tameside has statutory powers to undertake Enter and View visits to publicly funded health or social care premises. These visits give our trained Authorised Enter and View Representatives the opportunity to observe the quality of services and to obtain the views of the people using those services.

What is Enter and View?

Local Healthwatch representatives carry out Enter and View visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act 2012 allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well, from the perspective of people who experience the service first hand.

Healthwatch Tameside 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 our safeguarding policies.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.



Purpose of the visit

The purpose of the visit was to:

- Observe the environment and routine of the venue with a particular focus on how well it supports the dignity of residents and their independence.
- Speak to residents, family members and carers about their experience in the home, focusing specifically on the care and any treatments provided.
- Give staff an opportunity to share their opinions and feedback about the service.

The questionnaires and observations were based on eight care quality indicators developed by the national charity, Independent Age. These were:

1	Have Strong, visible management
2	Have staff with time and skills to do their job
3	Have a good knowledge of each individual resident and how their needs may be changing
4	Offer a varied programme of activities
5	Offer quality, choice and flexibility around food and mealtimes
6	Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7	Accommodate residents' personal, cultural and lifestyle needs
8	Be an open environment where feedback is actively sought and used



Executive summary of findings

The care home has a stable and experienced staff team who enjoy their work and take pride in their roles. Staff described their roles as “rewarding” and said, “it is good to make residents happy”. They also spoke about how much they “enjoy getting to know residents” and value “interacting with residents,” with some describing the home as feeling like a second family.

Residents expressed high levels of satisfaction with their living environment, often describing it as comfortable and homely. They value opportunities to remain active, including shopping trips and visits to the park, and appreciated the pleasant surroundings including natural light and garden views. Relationships between staff and residents were notably positive, with staff who understood their needs and preferences while also making time for social interaction. Several residents felt that activities were not offered enough and some activities do not always reflect their individual preferences, indicating a need to review the schedule and increase opportunities for personalisation.

Residents and relatives spoke positively about the manager. Staff reported satisfaction with training and development opportunities available to them. However, some staff felt there could be improvements in how staff are supported and feedback systems to further strengthen team engagement and communication.

Communication with families was highlighted as a particular strength. A relative reported being well informed and consistently updated with changes in their family members’ care, fostering trust and confidence in the home.

The building is in generally good condition, with minor maintenance issues and displays requiring attention. Opportunities were identified to further enhance the dementia-friendly features within the environment. The home is currently undergoing renovations to improve lighting, flooring, and furniture, which will significantly improve the overall setting. Additionally, the home benefits from a large well-maintained garden, which is a notable asset contributing positively to residents’ wellbeing.

Overall, the home provides a caring and positive place to live, with clear strengths in staff commitment, resident satisfaction and family communication, alongside some areas identified for improvement, which are detailed within the recommendations section of the report.



Methodology

Prior to the Enter and View taking place

We informed the care home of our intention to conduct an Enter and View visit five weeks in advance. An intention to visit (though not the date and time), the purpose and structure of the visit were clearly shared with the provider in writing.

A key contact was identified from the service provider and a schedule for the day was put together with their input, taking into consideration mealtimes, visiting times for carers and families etc.

The provider was contacted to see if there were individuals who should not be approached or were unable to give informed consent and a comprehensive risk assessment was completed.

We asked the provider to display a poster with details of the Enter and View visit and copies of Family, carers and friends questionnaires were left at the home to return via FREEPOST.

During the visit

The visit was carried out over the course of two hours. The visit date and times are shown on the front cover of this report. During the visit Healthwatch Tameside representatives spent time talking to the staff and residents using an agreed set of questions.

15 Interviews and observational methods were used to give an overview of this service from a layman's perspective. This data was recorded using standard observation sheets and questionnaires developed by Healthwatch Tameside.

Authorised representatives spoke to 8 residents and conducted short interviews about their experiences of the service using guided questionnaires. 4 staff members and 1 manager were also interviewed, with a further 2 staff surveys and 1 relative survey received in the post.

Following the Enter and View Visit

Initial findings were shared with the provider at the end of the visit. This report was completed within 35 working days of the visit, with a draft sent to the provider for comment. The provider was given 20 working days to respond, and their response is included at the end of this report.



Results of the visit

Observations

Location and external environment

Holme Lea care home is located in a quiet residential area of Stalybridge and is close to Stamford park, local amenities and is a short distance from the train station with a regular bus route. The care home sign is well placed and visible from the street with clear directions to the large car park and marked disabled bays. The car park was full on the morning of the visit, however nearby street parking was available. The main entrance has level access into the home with a working doorbell and hand sanitiser placed on the wall outside the main door.

The home benefits from a large garden area, which is well maintained with mature trees, outdoor lighting, bird baths, lawns, plants and patio areas. Residents have a choice of seating areas to relax and socialise and raised beds for gardening activities. There is safe access to the gardens from the dining and reception area and a designated smoking area away from the building. The manager informed representatives that future garden renovations are planned to create a larger seating area.



Figure 1: Garden



Figure 2: Garden



Figure 3: Garden

Internal environment

On arrival representatives were asked to sign in and welcomed by the manager, Craig and a staff member who provided representatives with a quick tour of the building and facilities. Staff could be identified from their colour coded uniforms.





Figure 4: Reception area

The reception area was cosy, warm and inviting with a seating area and a drinks station. A large-faced clock and an Easter display was seen. Radiators were covered for safety. Hand sanitisers were available stationed on walls throughout the building, however, representatives found that a number of them were empty on the day. Four empty notice boards were observed leaning against the wall which made the reception area appear untidy and these should be relocated to a storage area.

There are two floors in the home, accessible by a lift and a stair lift with bedrooms and bathrooms on both floors. All areas of the home are wheelchair accessible with corridors wide enough for wheelchairs and walking aids.

Representatives noticed items had been stored in the corridor near the fire exit, which could obstruct access. This was raised with the manager on the day, with the need for the items to be removed promptly. External doors were secured with keypad entry systems, helping to maintain the safety and security of the home.



Figure 5: Radiator covers

The home is currently undergoing renovations, including the installation of new flooring, furniture and lighting. The manager confirmed that measures had been taken to minimise disruption to residents. Contractors were seen working around the home and observations indicated that residents appeared comfortable and were not adversely affected by their presence.

Internal areas of the home were clean and well maintained with no obtrusive smells or noises. The décor was a neutral, calming colour with wooden vinyl flooring complemented by artwork on walls. Internal areas were well-lit and the temperature was pleasant inside the home.

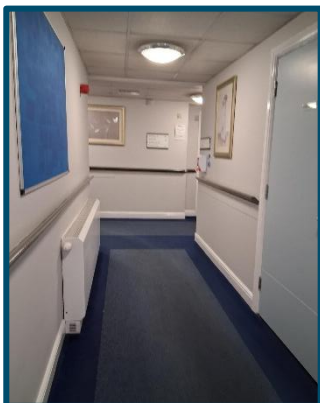


Figure 6: Corridor



Figure 7: Corridor

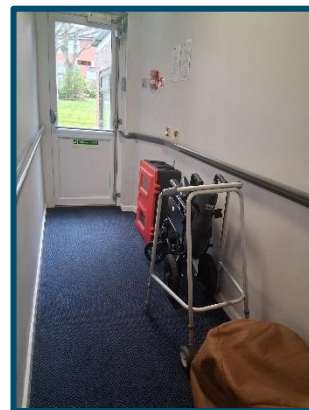


Figure 8: obstruction in fire exit

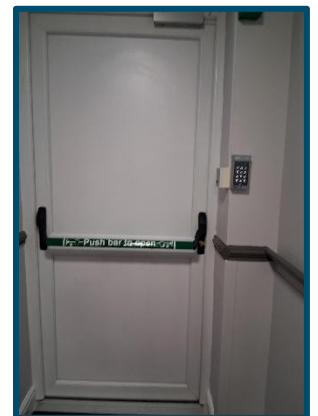


Figure 9: External doors

Representatives noticed a large number of empty notice boards around the building which contributed to an overall sense of emptiness. We recommend the care home fill them with engaging content or replace excess notice boards with picture frames.



Figure 10: Empty notice boards

The conservatory and communal lounges in the home are a welcoming space for residents to relax and socialise, furnished with comfortable armchairs, sofa's, coffee tables, and large screen TV's. Seating was arranged in groups and books and recreational resources are available for residents to use at their leisure. A pair of Parakeets live in the care home, adding to the welcoming and homely atmosphere. There is a quiet area on both floors if residents wanted to meet with visitors and the home has an onsite salon. Representatives noticed a clock in the corridor displayed the incorrect time, which could be disorientating and confusing to residents.



Figure 11: Reading corner

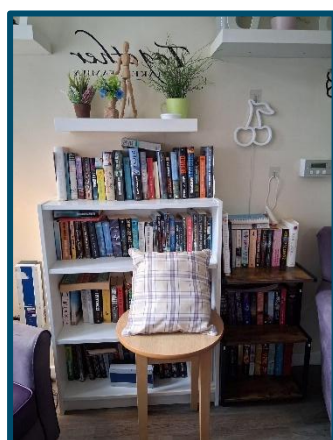


Figure 12: Books



Figure 13: Parakeets



Figure 14: Clock wrong time

Notice boards and signage

In the reception area of the home, information such as CQC reports, policies, safeguarding and whistleblowing information, Dementia awareness information and an activity timetable was displayed. A poster with the managers photograph and contact details was displayed, enabling visitors to easily identify him while promoting an open door policy. Feedback forms were also available, however, the visibility was reduced due to a vase being placed in front. While signage around the home was generally good, the sign for ground floor had a 'G' missing and the sign for heather lounge was faded. Representatives did not see a complaints procedure or a list of staff names and photos displayed.





Figure 15: Notices



Figure 16: Dementia awareness information



Figure 17: Feedback forms

Residents

Residents were appropriately dressed and well groomed, reflecting a good standard of personal care and attention provided from staff. Residents looked comfortable and at ease in their surroundings with some residents watching TV, napping in chairs or walking around independently. No activities were taking place at the time of the visit. One resident was seen having a late breakfast, supported by a staff member. Residents interacted positively with staff, while staff demonstrated a warm and caring approach in their engagement with residents.

Food

The home's menu is planned by HC-one to ensure meals are nutritionally balanced. However, if it is identified that residents do not enjoy particular menu options, suitable alternative options are provided. Residents are offered 3 meals a day, each with two choices available and a range of snacks and beverages are provided throughout the day. Representatives noticed the menu that was displayed on the wall was difficult to read as it appeared to have been amended manually, which impacted its overall readability.



Figure 18: Menu of the day

Meals are prepared in the on-site kitchen. Dining areas appeared clean and inviting with flowers on the tables and comfortable chairs. Mealtimes are protected, however, family members can request to join residents for meals. Due to time constraints of the visit, representatives did not have the opportunity to observe lunch time.



Figure 19: Dining area



Bathrooms

The bathrooms in the home supported the safety and dignity of residents; however, some areas needed attention as we observed wallpaper missing under a sink area, scuff marks on the floor and peeling paint on walls and wooden ledges. Lighting was sufficient and overall cleanliness was good with safety features such as grab rails, non-slip flooring and emergency pull cords. Supplies including hand sanitiser, paper towels were adequately stocked and hand washing instructions were displayed. Hoists and showers chairs were available to support residents and communal bathrooms provided sufficient space for staff to assist residents safely. However, dementia friendly features in bathrooms could be further enhanced through use of toilet signs on doors, colour contrasting seats and grab rails and clearly marked hot and cold taps.

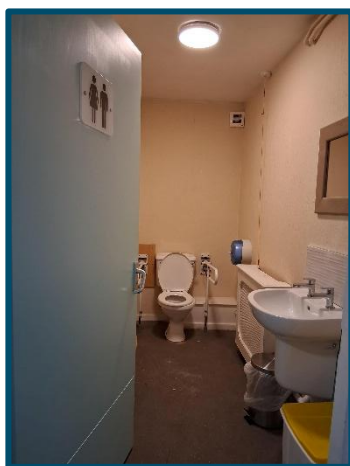


Figure 20: Bathroom



Figure 20: Bathroom

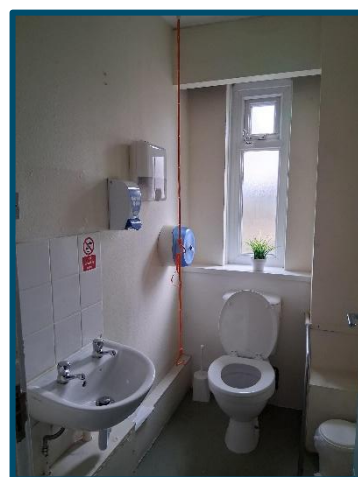


Figure 21: Bathroom

Resident rooms

During the guided tour, representatives viewed a sample of two residents bedrooms. Bedrooms were observed to be clean, comfortable, and personalised to reflect individual preferences, including memorabilia, flowers, bedding and photographs. Each bedroom door displayed the residents name alongside a chosen image, and the manager explained that doors had recently been painted in different colours to help residents easily identify their rooms. Bedrooms were well-equipped with wardrobes, lamps, televisions, radios, fans and height adjustable beds. Some rooms included ensuite toilet facilities, and all rooms were fitted with a call system within easy reach, along with a PIR movement system to alert staff of resident movement.

The home observed a number of dementia friendly indicators in areas used by residents including floor and door colour contrast with walls and signs approximately 4ft from floor level. Dementia friendly grabrails were in place in corridors, featuring contrasting colours for visibility and independence. Dementia friendly signage could be improved through use of room indicators as below. Source: [*Dementia Friendly Signage - Alzheimer's Society*](#)



Findings from speaking to staff, residents, family, friends and carers

1: Have Strong, visible management

Staff and management feedback

During the visit we spoke with the manager and four members of staff and two staff surveys were received in the post. Holme Lea has a well-established and experienced staff team, with length of service ranging from two to twenty years.

The manager has over 26 years' experience in the care home sector, including managing six previous care homes and brings a strong level of practical knowledge and understanding to the role. He provides effective leadership in day to day operations, guidance to staff and ensures that resident's needs, preferences and wellbeing remain at the centre of care. During the visit, we observed the manager present in the home, talking with residents and staff. The managers office is also conveniently located near the reception area.

We asked staff if they felt the home has strong, visible management and of the six staff we spoke with, three staff described managers as approachable and supportive, particularly in relation to flexibility and returning to work after illnesses, while the other three staff reported limited support, a lack of visible management presence and their feedback was not always addressed.

Staff comments included:

- *Craig is approachable and supportive*
- *Deputy held the place together during managers leave*
- *Bring up issues, say they will sort, nothing happens*
- *Staff are not asked if they need support*
- *Favouritism all around by senior staff, not taking action for certain staff members*

Resident, family, friends, and carer feedback

Of the eight residents we spoke with, six residents told us they knew the manager, one resident was not sure, but knew where their office was and one resident didn't know. Residents commented:

- *Craig is very good*
- *Met him, he seems nice*

One relative commented:

- *Management are always available at all times, telling you how things are going*



2: Have staff with time and skills to do their job

Staff and management feedback

The manager demonstrates a strong commitment to staff development, actively identifying individual strengths and supporting staff to develop their skills, leading to progression and promotion. The manager emphasised staff development is essential in enabling the delivery of high quality, person centred care. In addition, the recent implementation of a new system has reduced administrative workload, allowing staff to spend more time with residents and enhancing the quality of interactions. There are currently five staff members on the night shift and eight on the day shift. The manager stated that staffing ratios were increased last year and is working very well. To manage staff absences, staff are temporarily assigned from other HC-One locations with agency staff being rarely used, however when necessary, the same individuals are requested to maintain continuity of care.

All staff reported having the skills and receive appropriate training for their roles, with opportunities for development and positive shadowing experiences. All of the staff told us they had adequate time to do their roles, one staff mentioned that although recent additional staff cover has helped, it would be beneficial if senior staff helped with bathing residents before doing medicines. Staff generally felt they had the necessary equipment and any repairs required were completed promptly. Some staff told us they were experiencing a shortage of shower slings and hoists. This was discussed with the manager during the de-brief, who was unaware of any shortages and would look into the matter further.

Staff comments included:

- I enjoy the Dementia training, it is an eye opener
- There is a new chef, we are learning from him too
- 100% perfect training
- We were asked to learn more about CPR and completed more training

Resident, family, friends and carer feedback

Residents reported they were happy with the care they received and that staff were responsive. They described having positive relationships with staff, noting that many were approachable, made time to chat and engaged in meaningful conversations with them. However, one resident told us that some staff were not well-suited to their roles. Comments included:

- Majority of staff are good but some shouldn't be in the job.
- Staff are friendly, get on well with them
- Male carer is great, he provided discreet assistance when I needed
- Staff are lovely, we have a laugh

One relative commented:

- Mum is always clean when we visit her. If she needs anything which the home can't provide i.e clothes, snacks she likes, we get it for her



3: Have a good knowledge of each individual resident and how their needs may be changing

Staff and management feedback

The manager described the pre-admission process includes completion of a care plan and a resident profile, with input from the resident and their family to ensure a comprehensive understanding of needs, preferences and history. This information is shared with staff to support a smooth transition and deliver person centred care. The manager explained that any changes in a residents condition or needs are discussed in daily flash meetings, with care plans updated accordingly, and families are kept informed.

Staff reported having a strong understanding of residents and their individual needs, supported by regular movement between floors allowing them to spend time with residents across all units. Any changes in residents needs are communicated at handovers, escalated to senior staff, and recorded on the Nourish app and care plans.

Staff commented:

- *I know the residents very well*
- *It can be hard when residents first arrive, if family haven't had an input, but we get to know them over time. Maybe we could work with family more?*

Resident, family, friends and carer feedback

All of the residents we spoke with told us staff were attentive and had a good understanding of their needs and preferences, with one resident who shared that she was new and still settling in and establishing her routine.

One relative commented:

- *We are kept informed of any changes, even the smallest things*

4. Offer a varied programme of activities

Staff and management feedback

The home has a wellbeing coordinator and residents are regularly consulted about activities they would like to see on offer. Resident involvement in the home is also encouraged, including supporting residents to continue activities and interests they enjoyed prior to admission.

Staff told us there is a good range of activities available for residents, they get actively involved with residents and try to encourage participation from those who may be reluctant to engage. The new wellbeing coordinator was not present during the visit, but they were highly praised, with one staff member noting that additional support may be required as one coordinator supports activities for 48 residents.



Resident, family, friends and carer feedback

We asked residents if they enjoyed the activities offered at the home and how was easy to join in. They gave us the following feedback:

- *Staff member who used to do activities left*
- *They don't offer much activities now, lady who did the walks left*
- *Im too old for the Rock and roll party*
- *Im 90, I don't like the rock and roll party, not much else to do here*
- *Always something to do and get involved in*
- *I'd like to draw in my room but its not allowed*
- *I would love crown green bowls at the park*
- *The group walk has too many people*

One relative commented:

- *They have lots going on and we are informed when activities are happening. Mum is asked to join in but it depends on her mood*

An activity timetable was displayed in the reception area showing a varied weekly programme of events offering three activities a day, including walks, reading, crafts, bingo, darts, bowling, quiz's and gardening and daily room visits to reduce isolation. Vibrant posters advertising upcoming St Patricks day, Eurovision and Red nose day events were also displayed.

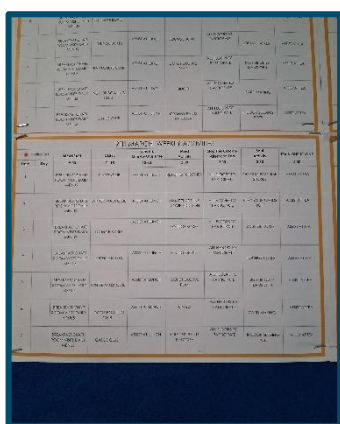


Figure 22: Activity timetable



Figure 23: Activity timetable

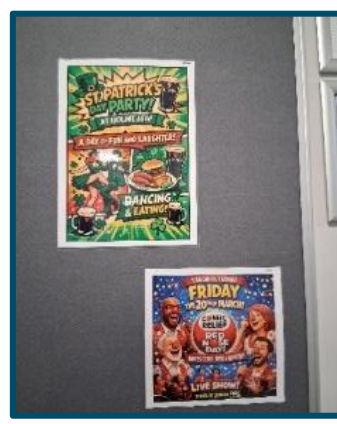


Figure 24: Activity timetable

5: Offer quality, choice and flexibility around food and mealtimes

Staff and management feedback

The manager reported that a new chef is in post and actively seeks feedback from residents about the meals. Residents are able to order off menu items if they do not like the meal on offer. Staff present visual meal options through 'show me' plates, to support residents to make a selection. Kitchen and carer staff have a clear understanding of residents dietary needs, providing appropriate support, encouragement and assistance when necessary. Staff told us they promote a positive dining experience through grouped seating and soft background



music. Snacks are offered throughout the day and drinks stations are accessible around the home to encourage regular hydration and independence.

Staff gave the following comments:

- *We encourage residents to sit together at the table*
- *Suppers could be improved as last meal at 4.30pm bed at 10pm with only toast on offer - could chef leave something out?*
- *New chef is good*

Resident, family, friends and carer feedback

Most residents reported satisfaction with the meals provided, highlighting a good variety of options, noting that alternatives were offered if they didn't like menu choices. The new chef was praised by one resident. However, two residents expressed dissatisfaction, stating that the quality of food had declined recently and that they didn't like the recent changes to the menu. Residents told us they appreciated the availability of tea and coffee throughout the day. Residents commented:

- *Staff always listen if I tell them I didn't like a meal*
- *Can have different food if wanted*

One relative commented:

- *The menu and food is very good, you can see the menu if you wish*

6: Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists

Staff and management feedback

The manager confirmed residents have access to arrange of healthcare services including dental care, chiropody, weekly GP visits and opticians. The home has also recently signed up to hearing aid support to further meet resident's needs. Staff mentioned district nurses visit daily and residents are supported by family or care home staff to attend hospital appointments. One staff member expressed concerns regarding how residents health issues are reported and medication administration and this was referred to the care home for review.

Resident, family, friends and carer feedback

Most residents told us they were happy with the access they had to health professionals, they told us a podiatrist visits periodically and GP visits weekly and this process was good. Other residents mentioned visiting hospital appointments. One resident was dissatisfied with access to dentists and opticians and mentioned he had been waiting to see a GP for five weeks. We brought this up with the manager during the de-brief and we were informed that this resident is known to make frequent requests to see the GP, including shortly after being seen, however he would check.



One relative commented:

- *We are kept informed all the time, we are asked if mum can have the flu / covid vaccine*

7: Accommodate residents' personal, cultural and lifestyle needs

Staff and management feedback

The home facilitates a monthly church service, providing residents with the opportunity to practice their faith in the home, as well as supporting residents to attend church services in the community. Staff reported they support residents in maintaining their lifestyle choices, including dietary needs, daily routines and social interests, even where there has been a decline in cognitive ability, helping to ensure residents feel valued and respected and person centred care is maintained.

Resident, family, friends and carer feedback

All of the residents reported their individual lifestyle choices were being met and they enjoyed living in the home. Residents described staff as respectful, particularly in relation to personal preferences including daily routines, clothing choices and assistance with bathing and personal care. Residents appreciated the hairdresser and podiatrist services and a new resident told us they used to go to Church and would like to continue.

One relative commented:

- *Mum doesn't have any cultural or religious needs, but I'm sure the care home would meet her needs if she did*

8: Be an open environment where feedback is actively sought and used

Staff and management feedback

The manager stated that feedback is valued as an opportunity for learning and service improvement and described complaints as a positive source of insight. Feedback is gathered through a variety of methods including feedback forms and the homes website. The manager promotes an open and transparent culture through an open door policy, allowing one to one conversations with residents, families and staff. The home did not have information on residents and relatives meetings or a 'You Said, We Did' information displayed and this has been put forward as a recommendation.

We asked staff if they feel that they have a say in how the home is run. While some staff felt they had a voice in decisions, others expressed that they do not always feel listened to. Staff provided the following comments.

- *Yes, suggestions are taken on board*
- *Can express concerns, but mabe not always listened to*



- Some carers worried to speak up, told changes are being made then fizzles out, not listened to
- Staff have a say but not taking into consideration

We asked staff if there were any recommendations they would like to make, and received the following comments:

- Senior staff will help is asked, but it would be nice if they offered when free
- Have anonymous concerns box
- Long process to move residents who need nursing care: assess more than once, assess what can staff manage
- I would like regular check-ins, on top of flash meetings – even when busy
- Manager could do more walk rounds, be more visible, speak to residents
- Extra staff when busy, e.g. hectic with workmen around
- Hold regular staff meetings to discuss residents needs / encourage clear handovers between shifts so important information isn't missed
- Respect each other in the work we do, it is the residents home
- More discipline for staff

Resident, family, friends and carer feedback

Residents told us they get opportunities to feedback about the home and felt comfortable providing feedback or making a complaint. One resident mentioned seeing the manager in the heather lounge yesterday and could approach him directly. Some residents also mentioned family know who to speak to. We asked if there was anything residents would change about the home, residents commented:

- Food choice, they have mentioned this to staff and nothing changed
- Change the food and keep stock of basic medical supplies, shouldn't have to wait for a plaster / bandage
- Wandering residents
- The toilets, can't use them without staff assistance due to a previous fall
- Let us out more, not enough to do, not enough fresh air, told people I want to play bowls in the park

One relative commented:

- Holme Lea is a caring, clean, warm, friendly home. The staff are there for me, what more can you ask for.



Recommendations



Priority: High – within 1 month

1. **Empty hand sanitisers:** Replenish empty hand sanitisers stationed on walls
2. **Keep fire exit routes clear:** Relocate the items in the corridor of the fire exit and place a poster to remind staff to keep fire exit areas clear. This was flagged up with the provider on the day.
3. **Menu visibility:** Replace hand-edited menu displayed which is difficult to read, consider adding pictorial elements to help residents with sight impairments or Dementia to understand meal choices
4. **Staff views:** Staff feedback indicates some do not feel their views are consistently acted upon. Review the current systems in place for providing feedback and raising concerns, including anonymous options. Implement clear communication on actions taken in response to feedback, for eg. through a 'you said we did' display.
5. **Reporting of issues:** Review staff reporting processes relating to resident health / medication administration/ equipment requests i.e. slings and hoists
6. **Review activity offer:** Feedback from residents suggests there is not enough activities on offer and the rock and roll activity was unsuitable for them and one resident said that drawing was not allowed in bedrooms
7. **Feedback forms:** Position feedback forms in a visible and unobstructed location to ensure they are easily accessible to visitors, residents, family, friends and staff

Priority: Low – within 6 months

8. **Repairs and snags around the building:** Replace the letter G on the 'ground floor' sign and improve visibility of heather lounge sign. Check all clocks have the correct time. Address areas of cosmetic deterioration in bathrooms.
9. **Empty notice boards around building:** Relocate empty notice boards stored in the reception area and fill empty notice boards around building with engaging content, or replace with picture frames.
10. **Display resident / relatives meeting dates:** It would be useful to display dates of meetings to help residents and families stay informed.
11. **Enhance Dementia friendly features:** Introduce colour-contrasting handrails and toilet seats and marked 'hot' and 'cold' taps in bathrooms as well as pictorial room indicator signage as shown on page 11.
12. **Activity timetable** – Enhance the timetable to make it more visually appealing and engaging. Consider enlarging and adding pictorial elements to help residents with sight impairments or Dementia to understand activity choices.



Response from service provider

Dear Healthwatch Tameside Representatives,

Thank you for providing Holme Lea Care Home with the detailed feedback and recommendations following your recent Enter and View visit. We appreciate the time taken by Healthwatch Tameside representatives to visit the service, speak with residents, relatives and colleagues, and provide an independent view of the care and support being delivered.

We welcome external feedback as an opportunity to reflect on our current practice, recognise the areas where we are performing well, and identify where further improvements can be made to enhance the experiences of residents living at Holme Lea. We were pleased that the report recognised the commitment and dedication of our colleagues, the positive relationships between residents and staff, the welcoming environment, strong communication with families and the efforts made to provide person-centred care that reflects residents' individual needs, wishes and preferences.

We are grateful that the report highlighted the caring culture within the service, with residents describing Holme Lea as comfortable and homely and colleagues expressing pride in the support they provide. We remain committed to maintaining these strengths while continuing to develop and improve the service in response to feedback.

Following receipt of the report, the management team has reviewed all recommendations and implemented a number of actions to address the areas identified.

The empty hand sanitiser stations highlighted during the visit were actioned promptly. The General Assistant team have been reminded of their responsibility to ensure all hand sanitiser stations are checked daily as part of their cleaning schedules and environmental checks. This will continue to be monitored by the management team to ensure sanitiser points remain fully stocked and available to residents, visitors and colleagues.

The concern regarding items being stored near the fire exit corridor was addressed immediately following the visit, with items removed to ensure emergency access routes remained clear. The importance of maintaining clear fire exits has been reinforced with colleagues. The Home Manager is now completing multiple environmental walk rounds throughout the day to ensure communal areas, corridors and emergency exits remain safe, free from hazards and meet the required standards. These walk rounds form part of the ongoing oversight of the service and provide an opportunity to identify and address any environmental concerns promptly.

The feedback regarding menu visibility and accessibility has also been acted upon. New picture menus and full written menus are now available and placed on dining tables to support residents when making meal choices. This improvement has been introduced to ensure



residents, including those living with dementia or experiencing difficulties with understanding written information, are provided with additional visual support to encourage independence and choice around meals. The service continues to seek residents' views regarding food preferences and works closely with the kitchen team to ensure menus remain reflective of residents' individual likes, dislikes and dietary requirements.

We appreciate the feedback provided regarding staff engagement and recognise the importance of ensuring all colleagues feel listened to, supported and confident in sharing their views. Following this feedback, an anonymous feedback and concerns box has been implemented by the HR team to provide colleagues with an additional confidential route to raise concerns, suggestions or ideas. Feedback received through this process is reviewed by HR and management, with appropriate actions identified and implemented where required. This is intended to strengthen communication, promote openness and ensure colleagues feel their opinions are valued.

A "You Said, We Did" approach is also being developed to improve transparency and demonstrate how feedback has been considered and what improvements have been made as a result. This will provide residents, relatives and colleagues with reassurance that feedback is listened to and contributes to positive change within the service.

The comments regarding reporting processes relating to resident health, medication administration and equipment requests have also been reviewed. Holme Lea recognises the importance of ensuring that any concerns relating to residents' wellbeing, equipment, care needs or medication are identified, escalated, recorded and acted upon promptly. Colleagues continue to be reminded of their responsibilities regarding accurate reporting and escalation, and management oversight has been strengthened through regular reviews, audits and monitoring of actions to ensure concerns are followed through to completion.

We acknowledge the feedback received regarding activities and recognise that meaningful engagement and stimulation are essential to residents' wellbeing, quality of life and sense of purpose. Activities and wellbeing remain a key focus area for ongoing improvement within Holme Lea, with additional management oversight in place to ensure activities are meaningful, varied and personalised to residents' interests, abilities and preferences.

Since the visit, the service has continued to expand opportunities for engagement, including live singer entertainment, summer BBQ events, balloon sports, visits to the local park and increased opportunities for residents to participate in social activities. The activity programme continues to be reviewed to ensure it reflects the diverse interests of residents and provides opportunities for both group and individual engagement.

In addition, a sensory room is currently being developed within the activities room on the first floor. This is part of our ongoing commitment to enhancing meaningful engagement and providing residents with a wider range of stimulation opportunities. The sensory environment



will offer residents a calm, relaxing space where they can engage with different sensory experiences tailored to their individual preferences and needs.

The sensory room will provide an alternative environment for residents who may benefit from reduced noise levels, a more relaxing atmosphere or a different form of meaningful occupation. It will support residents' emotional wellbeing, encourage engagement, promote relaxation and provide additional opportunities for person-centred activities, particularly for residents living with dementia or those who may find larger group activities overwhelming.

The development of this space reflects our commitment to ensuring activities are not solely focused on group participation but also recognise the importance of individualised experiences, quiet spaces and opportunities for residents to engage in ways that are meaningful to them.

The accessibility of feedback forms was reviewed following the visit, and feedback forms are now positioned clearly within reception, so they are easily available to residents, relatives, visitors and colleagues. To further encourage feedback and promote an open culture, a family feedback box is currently being implemented within reception. This will provide families with an additional opportunity to anonymously share concerns, suggestions or positive feedback.

Feedback received will be reviewed and used to support continuous improvement, with information shared through a "You Said, We Did" display to demonstrate how feedback has contributed to positive changes within the service.

The recommendations regarding environmental improvements, signage and cosmetic repairs have also been considered. Holme Lea is currently undergoing further development and improvement works, with planned renovations being supported as part of future service development arrangements.

The incorrect clocks identified during the visit were corrected promptly following the feedback received. Signage improvements, including the ground floor sign and improvements to the Heather Lounge sign, are being reviewed as part of ongoing environmental improvements. Areas of cosmetic deterioration within bathrooms continue to be monitored and will be addressed through planned maintenance works to ensure the environment remains comfortable, safe and supportive for residents.

The review of empty notice boards throughout the service is ongoing. Notice boards are being updated to ensure they contain meaningful and engaging information rather than appearing empty or unused. A particular focus is being placed on showcasing resident activities, achievements and involvement within the home.

A staff information board is also being introduced, including photographs of colleagues and information regarding who is working within the service. This will support familiarity, reassurance and recognition for residents, particularly those living with dementia who may benefit from visual prompts and knowing the colleagues supporting them.



We also recognise the importance of keeping residents and relatives informed and involved in the running of the home. Resident and relative meetings continue to provide an important opportunity for feedback and involvement, and information regarding future meetings will be displayed more visibly within the service to encourage greater participation.

Holme Lea remains committed to ensuring residents' individual needs, preferences, routines and lifestyles are respected and supported. We recognise the importance of an environment that promotes independence, confidence, orientation and safety, particularly for residents living with dementia.

Further work is being considered regarding dementia friendly environmental improvements, including enhanced signage, colour contrast, visual prompts and adaptations within communal areas and bathrooms. These improvements will continue to be incorporated into future environmental development plans.

The activity timetable is also being reviewed to make it more engaging, accessible and easier for residents to understand. Consideration is being given to larger print, clearer presentation and pictorial elements to support residents with visual impairment or dementia, enabling them to make informed choices about activities available within the home.

Holme Lea Care Home would like to thank Healthwatch Tameside for the constructive feedback provided following the Enter and View visit. The report has been welcomed as an opportunity to recognise the many positive aspects of the service while identifying areas where further improvements can strengthen the experience of residents, relatives and colleagues.

The management team remains committed to providing safe, compassionate and person-centred care within an environment where residents feel valued, respected and supported to live meaningful lives. Progress against the recommendations will continue to be monitored through quality assurance processes, audits, resident and relative feedback, colleague engagement and ongoing management oversight.

Thank you again to Healthwatch Tameside for your time, professionalism and contribution to supporting improvements within health and social care services.



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