



Healthwatch Somerset

Enter and View visit to Ivelhurst Nursing Home

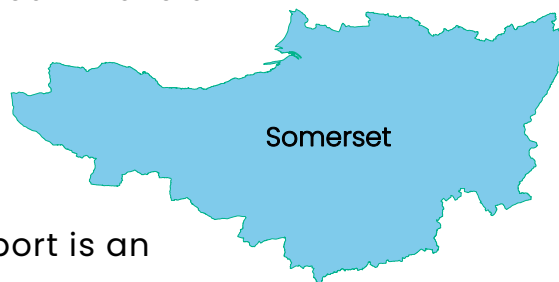
3 June 2026

About Healthwatch Somerset

Healthwatch Somerset is your local health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve health and social care.

We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need. Our service is free, simple to use, and can make a real difference to people in Somerset.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.



Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the unitary local authority area of Somerset Council.

About our visit

Address

Ivelhurst Nursing Home
Preston Road
Yeovil
BA21 3AD

Date and time of our visit

Wednesday 3 June 2026
10:30 to 13:30

What is Enter and View

One of the ways we can meet our statutory responsibilities is by using our legal powers to Enter and View health and social care services to see them in action. During these visits we collect evidence of what works well and what could be improved to make people's experiences better. We do this by observing the quality of service, and by talking to people using the service.

Enter and View visits are carried out by our authorised representatives who have received training and been checked by the Disclosure and Barring Service (DBS).

Healthwatch Somerset Authorised Representatives

Sheila Burridge	Mandy Starks
Kim Sadler	Tony Robinson
Bob Champion	Jane Gregg

Purpose of the visit/how it was conducted

- This was a planned visit, the home knew about the visit in advance and were expecting us on the day
- Our Healthwatch posters were displayed around the home to advertise our visit
- Six Healthwatch representatives carried out the visit
- On the day we spoke with residents, staff and relatives
- We were able to talk openly with the home manager during the two sessions we had with him
- Information was collected from observations of residents in their day-to-day situations, their interactions with staff, and the general appearance of the home
- This report was then formulated from those observations and conversations

Who we spoke to



During our visit we spoke to:

Thirteen residents

Five staff members including the Home Manager

Two relatives

Acknowledgements

We would like to thank all the residents, staff, and visitors who gave us their time and feedback.

Thank you also to the Home Manager and staff who welcomed us into the home, for giving us unlimited access during our visit, and being so open in their conversations with us.

We appreciate the time they gave to speak to us during their busy day.

The photographs used in this report were taken by Healthwatch with the permission of the home.

About the home

- Ivelhurst is a nursing and residential home in the town of Yeovil
- The home has a maximum capacity of 58 residents and currently accommodates 54 people. Residents range in age from their mid-fifties to 103 years old
- The service provides care and support for individuals living with:
 - dementia
 - Parkinson's disease
 - mental health conditions
 - and brain injury
- The home also offers respite and day care services
- 83 staff are employed at the home. No agency staff are used
- Most bedrooms have ensuite facilities
- Residents are encouraged to personalise their rooms with belongings such as photographs, flowers, and favourite chairs
- Each room is equipped with a television provided by the home
- Family members and friends are welcome to visit at any time, as the home operates an open-visiting policy
- Residents' pets are also welcome to visit
- Daily activities take place in the main lounge, and residents have lunch together in the dining room

Key findings

All of the Authorised Representatives reported good first impressions of the environment and culture at the home.

The manager was visible and walking the floor which meant he was available to talk to staff and residents.

Residents all looked clean and well presented. They appeared to be relaxed and comfortable.

Residents are able to choose when they eat and what they do throughout the day.

We observed staff being polite, courteous and treating residents with dignity.

It is clear that the home has good relationships in the local community.

Links with the local community

- An external loneliness group meets regularly at the home
- The home has links with the local nursery, who bring children in to visit
- A vicar comes into the home to give communion
- The home links with the local college around volunteer and work-placement opportunities

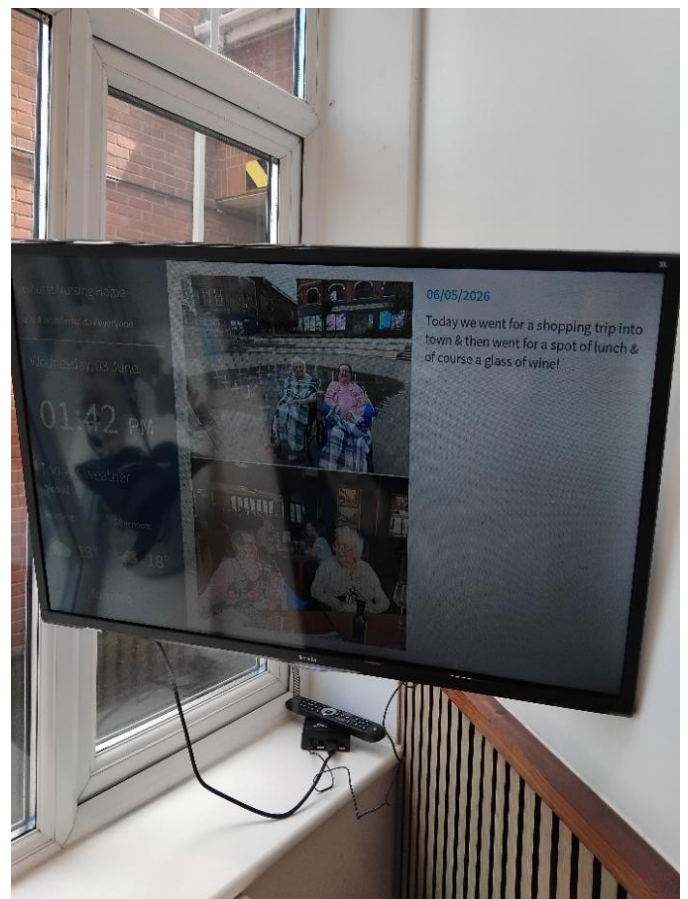


A visit from Yeovil College Nursery (right).

Image provided by Ivelhurst Nursing Home Ltd. © 2026, All rights reserved.

The external and internal environment

- The home is sited on a main road so there is some traffic noise
- Parking was limited on the day of our visit due to several workmen and their vans being on site
- Our initial observations were very positive. The home was clean and free from unpleasant odours. It was comfortably furnished and provided a welcoming environment for residents and visitors
- The staff were all very welcoming
- There is a pleasant reception area. We liked the fresh flowers. Access into the home is via a locked door from reception
- In the reception area is a Familio screen showing photos of residents taking part in activities and outings



- Some parts of the building are quite old so present their own issues such as corridor size
- Room signage around the home is good. We did wonder if a 'way out' sign would be helpful to visitors
- Décor is bright and modern in the second lounge. Communal areas are well lit with natural light
- We felt it would be good to see more pictures or photos of residents' activities, so they could recognise themselves or see their creative work displayed



What residents told us

Residents enjoy living here and feel safe. They told us that staff are friendly, kind and get to know the residents.

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**"Staff are well mannered and really nice."
"They are always friendly."**

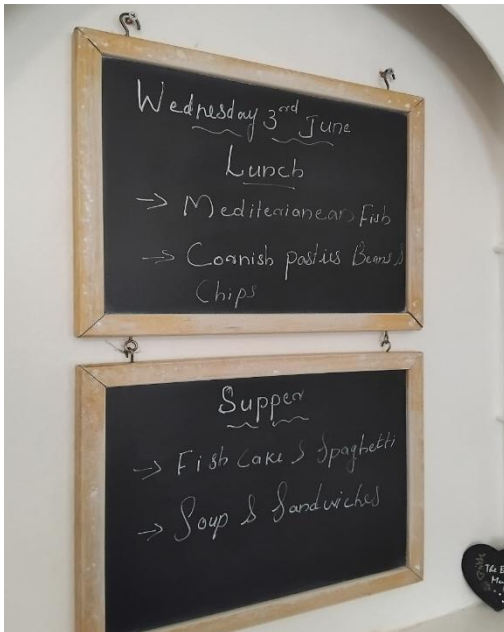
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On the whole residents like the food. There is menu choice and residents can choose to eat in the dining room or their bedrooms.

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**"Food is good."
"Always something on the menu I like."
"Archie is the best cook."**

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**"I have two friends here. We eat lunch together."
"The nurses are lovely."
"I struggle with the different accents of the staff."
"I like to do bingo and also the keep fit, we do Zumba."
"I like being in my room, I like my own company."**

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Resident/staff interactions and personalised care

We observed plenty of staff and resident interactions. Staff have a lovely rapport; they are responsive to residents. Staff talk to people kindly, and show signs of affection for example touching hands and stroking hair.



In the main lounge residents were taking part in a parachute game and were clearly enjoying themselves.

In the Park Unit lounge residents were having their nails painted.



Bedroom doors have the residents name on and inside the rooms are personalised with items such as photographs, flowers, and chairs.

Residents had snacks and drinks in front of them. There appeared to be plenty of drinks available.

At lunchtime we observed the meal delivery to bedrooms. This system appears to work very well.

There are designated smoking areas. A couple of residents smoke and some vape.

People can bring pets to visit. One relative brings their dog in and said that the resident loves animals.



We observed residents' faces light up when the dog came in.

Also, a therapy dog regularly comes into the home.



Birthdays are celebrated and residents' rooms are decorated.

Activities include film shows and regular outings.

Some residents have daily newspapers delivered.

Residents have access to iPads and phones.

There is an onsite hairdressing salon, and residents can choose to have their hair done.

The hairdresser will also attend to residents in their own rooms.

What residents said about living here and their care:

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"I like the bingo, we win prizes like shower gel"

"I'm vegetarian, all the staff know that. The food is fine and they cater for me"

"It would be nice to have more people for a chat"

"I like seeing the hairdresser it's the best day of the week"

"I love to knit I've made things for the garden party"

"We go out to garden centres and trips. Next week we're going to West Bay"

"The coffee is lovely. I love the lady who does the coffee"

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[Panorama of West Bay, Dorset – Wikimedia Commons](#)

What staff told us

Many staff had worked here a long time e.g. 10 years and 13 years.

There appears to be a good sense of working with, and for, each other.

Staff told us they feel supported and able to ask questions or make suggestions:

"I know I can speak to other staff if I have questions"

"We have our staff meetings where we can raise any issues"

"The management here are supportive"

Staff appear to have time to spend with residents and residents endorsed this.

What residents said about staff:

"Staff do a lot for you."

"The staff have time for you."

"They are really kind."

Staff appear happy at work and are valued:

There are daily handover meetings, monthly staff meetings and quarterly whole team meetings.

The manager organises staff social events such as a recent dragon boat race.

"I love it here; it's such a great team"

"We do have time to chat with the residents and they enjoy that"

"There's an open-door policy with management"



How relatives are involved

- There is an open visiting policy for relatives.
- Relatives are encouraged to join the regular residents' meetings.
- There is a monthly newsletter.
- Feedback is welcomed and can be left in the comment boxes around the home.
- A new system will soon be introduced allowing relatives to log in and see care plans.



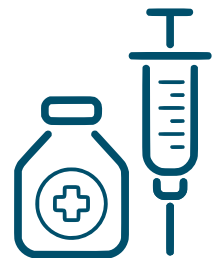
"My relative brings cans of ginger beer in for me."

"She always loved animals, so I bring the dog in to see her."



Access to healthcare and other services

- The home is linked to a local GP surgery and the GP visits for 5 hours on a fortnightly basis
- Staff from the local Primary Care Network come in to deliver a vaccination programme and carry out medication reviews
- Medications for residents are delivered via a pharmacy
- A Parkinsons specialist visits the home
- Residents can access regular podiatry and optician services at the home
- The manager told us that dental services are difficult to find and expensive
- Patient Transport is used for hospital appointments. This can sometimes be problematic and unreliable
- The home has good relationships with social care and local mental health teams
- Links with the NHS Continuing Health Care team are good



Recommendations

- We suggested that the home may wish to explore opportunities to recruit additional volunteer befrienders or visitors to provide companionship and social interaction for residents who do not have family members or regular visitors.
- It would be helpful to have a staff photo board so that residents, relatives, and visitors become more familiar with members of the care team.
- We noted that the handrails on the stairs leading to the Park Unit are flush against the wall, which may make them difficult to grip effectively. We felt this could present a potential safety risk. It would be helpful to have handrails on both left and right sides.
- We would welcome the inclusion of more photographs and displays throughout the home, particularly those showcasing resident activities.
- We were pleased to see that the home supports the wider community by making its facilities available to an external loneliness group, which meets regularly at the home.
- We also welcomed the home's positive links with the local college, particularly in relation to volunteer and work-placement opportunities.

Outcomes

- We observed that some information on the home's website appeared to be out of date. The manager advised that the website is currently being updated and is in transition.
- The outside area accessed from the second (quiet) lounge appeared to be hazardous due to building work going on. The home manager confirmed to us that the access door from the lounge is alarmed and locked, therefore preventing residents from wandering out there.
- We wondered if the front door keypad registration system was too small for some visitors who may be visually impaired or not dextrous. The manager confirmed they would either be let in by the receptionist or ring the bell and be let in by staff.
- There is no air conditioning in the building, and the cost of installation is huge. But residents do have access to fans.



Thank you to Healthwatch Somerset for visiting Ivelhurst Nursing Home and for the positive, balanced feedback within the draft report. We were pleased that the visit reflected the welcoming atmosphere of the home, the kind and caring approach of our staff, positive interactions with residents, and the strong links we continue to build within the local community.

We are very proud of our team and grateful to the residents, relatives and staff who shared their views during the visit. We welcome the recommendations made and will use these constructively as part of our ongoing improvement plans, including further developing displays around the home, reviewing signage, and continuing to strengthen opportunities for companionship and community involvement.

We remain committed to providing safe, person-centred care in a warm, homely environment where residents feel valued, listened to and supported.



About this report

This report is an example of how we share people's views, and how we evaluate the evidence we gather and make recommendations to inform positive change, for individual services as well as across the health and care system.

We share our reports with those providing the service, regulators, the local authority, NHS commissioners, the public, Healthwatch England, and any other relevant partners based on what we find during the visit.

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report is written by the Lead Enter and View 'Authorised Representative' who carried out the visit on behalf of Healthwatch Somerset.



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