



**Enter and View Report**



**Westwood Court Nursing Home**

**Winsford**

**3<sup>rd</sup> August 2026**

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## Report Details

|                                                                     |                                   |
|---------------------------------------------------------------------|-----------------------------------|
| <b>Address</b>                                                      | Well Street, Winsford, CW7 1HW    |
| <b>Service Provider</b>                                             | Select Healthcare                 |
| <b>Date of Visit</b>                                                | 3 <sup>rd</sup> August 2026       |
| <b>Type of Visit</b>                                                | Prior Notice                      |
| <b>Representatives</b>                                              | Jodie Hamilton and Amanda Sproson |
| <b>Date of previous visits<br/>by Healthwatch<br/>Cheshire West</b> | 18 <sup>th</sup> July 2019        |

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

## What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports are circulated to the service provider, commissioner, the CQC and relevant partner organisations.

They are also made publicly available on the Healthwatch Cheshire websites:

- [www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view](http://www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view)
- [www.healthwatchcwac.org.uk/what-we-do/enter-and-view](http://www.healthwatchcwac.org.uk/what-we-do/enter-and-view).

## Purpose of the Visit

- To engage with residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives.

# Methodology

This Enter and View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing our visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

To enable us to check that there are no health outbreaks at the premises that would prevent the visit taking place for infection control reasons, this care home was made aware that we would be coming on the morning of the visit.

## Preparation

In preparation for an Enter and View visit, the Authorised Representatives who will be carrying out the visit conduct research that involves reviewing:

- The latest CQC report from a routine inspection of the service
- Any previous Healthwatch Cheshire Enter and View reports
- The Care Home's information held on the Carehome.co.uk website
- Entries on social media platforms
- Comments held on Healthwatch Cheshire's feedback centre
- Information received by Healthwatch Cheshire as a result of undertaking surveys.

On the day of the visit the Authorised Representatives hold a briefing to discuss findings from their individual preparation and decide as a team how they will carry out the visit, and any specific areas of focus based on this prior knowledge.

## Westwood Court Nursing Home

Westwood Court Nursing Home is a residential and nursing care home in Winsford, Cheshire, providing accommodation, personal care and nursing support for older people, including those living with dementia and complex care needs. The Home Manager described the home as welcoming, with a focus on person-centred, dignified care, meaningful activities, resident choice and staff engagement.

Prior to the visit, resident and relative surveys were distributed, with 12 responses received (three residents and nine relatives). A QR code was also provided for online completion. Survey findings, together with observations from the visit, walkaround and discussions with the management team, have informed this report.

Residents described enjoying the friendly atmosphere, quality care and support available, with one referring to residents and staff as their "second family". Others praised the personal care provided and the support with daily living. Relatives were highly complimentary of the caring, friendly and knowledgeable staff, the quality of care, cleanliness, atmosphere and range of activities. One relative shared that staff had helped their loved one achieve things that had previously seemed "unachievable".

Most residents and relatives said they would not change anything about the home and were happy with the service provided. Suggestions for improvement included access to a small shop, concerns that the home can be too warm, and wider comments about improving pay for care and nursing staff.

# Findings

## Arriving at the care home

### Environment

Westwood Court Nursing Home was clearly signposted, easy to locate, and appeared well maintained. A small, visitor car park was available at the front of the building. Access was controlled via a secure keypad entry system and doorbell.

We were welcomed by the Home Manager, who was warm and friendly, and were asked to sign the visitors' book in line with the home's procedures.



The reception area was bright and welcoming, with information available on how to raise concerns, make complaints or provide feedback. A small seating area offered refreshments, coffee and drinking water, including cakes with clear allergen information.

A noticeboard displayed photographs of recent activities and events, including an African-themed day and a visit to Cotebrook Shire Horse Centre, as well as details of an upcoming summer party.



An interactive digital screen provided key information for residents, relatives and visitors, including the daily menu and activities programme. This demonstrated the home's effective use of technology to share important information.

## Treatment and care

### Quality of care

All residents and relatives who responded to the survey said they or their loved one feels cared for, safe, respected, that their dignity is maintained, and that they have privacy.

Healthwatch observed that all residents were up, dressed in day clothes and appeared well cared for at the time of the visit.

The Home Manager advised that the home works closely with two GP practices. High Street Medical Practice supports residents on the ground floor, while Launceston Close Surgery supports residents on the first floor. Both practices undertake weekly visits to the home and provide remote consultations when required. The manager described both surgeries as helpful, responsive and engaging. Residents are able to remain with their own GP if they wish; however, all residents are also registered with the home's nominated GP practices to ensure timely access to medical support during the weekly visits.

The manager explained that if a resident becomes unwell, the home seeks guidance from the GP and NHS 111 and aims to care for the resident within the home wherever possible. The home's nursing team will endeavour to meet the resident's needs safely, with decisions guided by professional advice, the resident's best interests, care plans, and the wishes of residents and their families.

In relation to hospital admissions and discharges, the manager stated that discharge timing can be challenging as it is dependent on availability of hospital transport and may occur late in the evening. Where appropriate, the home may request for discharge to be delayed until the following day. Following a hospital stay, the home completes a full re-admission process, including checking the resident's belongings against their inventory and ensuring residents remain informed throughout. The manager confirmed

that discharge medicines and hospital discharge documentation are received when residents return to the home.

The manager advised that comprehensive assessments are completed within the home to help reduce avoidable hospital admissions. The home has no designated discharge beds.

The home has arrangements in place to support residents' access to a range of healthcare services. The manager stated that the home works with a local dental practice and that residents are registered there, although residents may remain with their own private dentist if preferred. On the day of the visit, two residents had attended dental appointments accompanied by staff. A hairdresser visits the home every two weeks and can provide services within residents' rooms if they are unable to access the salon. A chiropodist visits every four to six weeks, with an additional charge for this service. Vision care provides optician services and attends the home every six months, with additional visits arranged where necessary.

The manager advised that the home is linked with Boots Pharmacy and reported a positive relationship with the service. Routine medication deliveries are received monthly, with additional prescriptions supplied as required. The manager stated that there is generally minimal disruption to medication supplies and that the pharmacy provides timely communication regarding discontinued or unavailable medicines.

The home also receives support from a range of specialist healthcare professionals, including the mental health team, tissue viability nurses and Speech and Language Therapy (SALT) services.

### Privacy, dignity and respect

The Home Manager explained that privacy, dignity and respect are promoted through the home's day-to-day practices. Staff are expected to knock on residents' doors before entering, seek consent before providing care, and communicate in a respectful and person-centred manner. The manager provided an example of a staff member recently being

recognised for clearly explaining each stage of personal care to a resident while supporting them.

One resident shared *"People always knock on my door before coming in. Privacy is maintained during personal care and assistance."*

During the visit, Healthwatch representatives observed staff knocking on residents' doors before entering and speaking to residents in a respectful and considerate way. Residents are also offered choices regarding their clothing to support independence and personal preference.

The manager advised that the home has recently introduced a dignity screen to support residents' privacy when needed around the home. During the visit, a senior carer showed Healthwatch representatives the screen and explained how it is used to help maintain people's dignity.

The manager also explained that staff are encouraged to communicate with residents at eye level and in a respectful tone. Residents are involved in aspects of the home's recruitment process, with the manager seeking their views on the qualities they would like to see in new staff members. This feedback is used to help shape interview questions and promote resident involvement in decisions about the service.

In relation to accessible information, the manager advised that large-print information is available for residents who require it. While the home does not have a hearing loop system, the senior carer explained that, for some residents, staff use show plates at mealtimes rather than menus to help them make informed choices about their meals.

### Understanding residents' care plans

Responses in the survey from residents regarding involvement in care planning were mixed. One resident said they had been involved in their care plan, while another stated they were not aware of care plans. Feedback highlighted a want for more involvement, with one resident commenting, "I would like to be more involved in my care plan."

The Home Manager advised that the home uses PCS (Person Centred Software) to record and manage residents' care plans which are reviewed and updated on a monthly basis, or more frequently if there is a change in a resident's needs. The manager explained that care plans are continually reviewed and developed to ensure they accurately reflect residents' current care and support requirements.

The manager stated that residents are involved in the development and review of their care plans where they have the capacity to do so. Relatives are also involved in care planning discussions and reviews where appropriate, helping to ensure residents' preferences, needs and wishes are reflected in the care provided.

## Relationships

### Interaction with staff

Feedback from both residents and relatives in the survey was positive regarding relationships with staff. All residents said they have a good relationship with staff, describing them as *"helpful, friendly and approachable"* and *"all very kind."*

Similarly, all relatives felt their loved one had a good relationship with staff. Comments highlighted that *"carers and staff are excellent"* and that staff are *"always attentive, considerate, kind and cheerful."* Relatives also commented that staff *"try to make residents comfortable"*.

The Home Manager described the relationship between staff and residents as professional, warm, friendly and approachable. During the visit, Healthwatch representatives observed a positive interaction between the Activities Coordinator and a resident. As the resident entered a communal area, the Activities Coordinator greeted them warmly. The resident appeared delighted to see the staff member, with their face lighting up before approaching and giving the Activities Coordinator a hug.

The manager advised that feedback the home had received from relatives indicates they are very pleased with the staff team, and that compliments

are routinely shared with staff. A senior carer also spoke positively about the home's relationships with families, describing effective communication regarding residents' care and support, as well as relatives' involvement in social events and activities within the home.

The manager confirmed that staff wear name badges to support identification and communication. They also advised that the home has not used agency staff for a lengthy period of time. They explained that the home is overstaffed, which enables sickness absence and annual leave to be covered by existing staff and helps maintain continuity of care for residents.

### Connection with friends and family

All relatives that completed the survey shared that they felt welcomed by the staff at Westwood Court.

The Home Manager advised that friends and relatives are encouraged to maintain regular contact with residents. Relatives can visit the home in person, and where consent has been provided, photographs of residents participating in activities are shared with family members. Residents also have access to a cordless telephone to speak with their loved ones. In addition, the home uses an app called ResHub, which allows relatives to access the PCS system and view their loved one's care plans which This is being piloted.

Most respondents in the survey said that the person they visit keeps in touch through regular visits. A smaller number use a mobile phone, while very few rely on staff support, and none use an iPad or laptop to stay connected. This suggests that face-to-face visits remain the primary way they maintain contact with family and friends.

(ResHub is a resident and family engagement platform that integrates with Person Centred Software (PCS). It is designed to help residents, families and care staff stay connected and share information.)

The manager explained that visiting is flexible, with relatives and friends welcome to visit at any time without the need to book in advance. Visits can take place throughout the home. Where a resident is receiving end-of-life care, the home will support relatives to stay overnight if they wish.

The manager stated that, in the event of an infection outbreak, the home would follow Public Health guidance. Affected areas of the home would be isolated and dedicated staff allocated to those areas to help prevent cross-contamination while maintaining care and support for residents.

The manager advised that relatives and friends can raise complaints, concerns or provide feedback in person, by email, telephone or through head office. The manager explained that if a relative is travelling abroad, they are willing to provide their personal contact number and communicate via WhatsApp to provide updates about their loved one.

It was confirmed that friends and relatives' meetings are held every two months. The home has varied the timing of these meetings in an effort to increase attendance and participation. During the walkaround, a senior carer also described how the home maintains regular contact with relatives who live overseas. One example provided was a resident whose daughter lives in Australia. Staff support regular communication by arranging at least weekly FaceTime calls when she is unable to visit the UK and maintaining ongoing contact to keep her updated about her loved one's wellbeing.

### Wider Local Community

The home maintains links with the wider local community and supports residents to participate in community-based activities. The home has connections with the local church, and residents attend swimming sessions at the local leisure centre. The manager also explained that local school children visit the home to sing for residents.

The manager further advised that the home is supported by a volunteer who assists with activities each morning from Monday to Friday, helping to provide additional opportunities for resident engagement and social

interaction. During the visit, Healthwatch representatives met the volunteer, who shared that they greatly enjoy their role within the home supporting activities and spending time with residents through one-to-one conversations. Staff spoke positively about the volunteer's contribution and described them as being "worth their weight in gold", highlighting the value they bring to residents and the service.

## Everyday Life at the Care Home

### Activities

All residents who responded to our survey were positive about the activities available at the home, with one resident saying they were *"Very happy"*, one *"Happy"*, and one *"Satisfied"*. There were no negative responses, and they are kept up to date with what activities are happening each week.

Relatives were positive about the activities available, and the support provided for residents to take part. Comments included, *"Dad enjoys his trips out,"* and *"He enjoys puzzles and wordsearches."* One relative highlighted that staff are *"always happy to facilitate"* family outings and *"always welcome her back when we return."* Another commented that there are *"always activities for Dad to do,"* while a further relative shared that their loved one enjoys listening to visiting singers and would like opportunities to join local trips in the future.

The home employs two Activities Coordinators who work between 9.00am and 5.00pm, seven days a week. Information about the daily activities programme is displayed on multiple television screens throughout the home, and the senior carer explained that residents are also provided with a weekly activities timetable. In addition, care staff have access to activity planners containing ideas and resources to support meaningful engagement with residents outside of organised activity sessions.



During the visit, Healthwatch representatives met one of the Activities Coordinators and observed a range of activities taking place throughout the home. On the ground floor, residents were participating in a birdwatching activity in the garden, supported by the Activities Coordinator and the home's volunteer, with bird sounds playing in the background. On the first floor, residents were taking part in a music session. Healthwatch also observed a staff member engaging a resident in a one-to-one balloon game. Staff advised that the home's daily "Sparkle" activity had taken place earlier that morning.

The manager explained that the home offers a varied programme of activities and outings. Recent trips have included visits to a local ten-pin bowling alley, a Shire Horse Centre and a football stadium. The home is also planning a "virtual tour of the world" activity, which will include themed food from different countries and opportunities for residents to share memories of their own travels. Other activities on offer include Zumba, bingo, gardening, puzzles, armchair exercises, and hymn singing with dancing. The manager advised that activities are adapted to reflect residents' individual wishes, preferences and abilities, this was also shared by the Activities Coordinator.

The manager confirmed that residents are involved in deciding what activities take place and that one-to-one activities are available for residents who choose to remain in their rooms or are unable to participate in group activities. The Activity Coordinator confirmed this during our interaction when they shared how the activities are inclusive to the residents' needs and likes.

Healthwatch were advised that birthdays and anniversaries are celebrated within the home. Residents receive a cake, "Happy Birthday" is sung by staff and fellow residents and they are taken on an outing to mark the occasion. The home also celebrates national and seasonal events. The manager described a recent football-themed event during the World Cup, when the home was decorated with flags and residents took part in a draw to select a country. They advised that this was enjoyed by residents. More recently,

the home held an African-themed day, which included traditional clothing, African cuisine and musicians playing drums, the Activity Coordinator was excited to share with the Healthwatch representative how well the themed day went down and asked if we had seen the photographs in the reception area, which we did observe and it looked like an enjoyable day.

It was explained that residents are encouraged to access the local community as often as possible, stating that the home aims to support residents to continue pursuing their interests and maintain community connections. Although the home does not have its own transport, it works with a local provider that offers wheelchair-accessible transport to support outings and appointments.

### Person Centred Experience

Westwood Court promotes a person-centred approach; the manager shared this is done by gathering as much information as possible from residents and their families prior to admission, including details about their life history, interests and preferences. This information is used to help residents continue enjoying the activities and routines that are important to them.

The manager explained that the home operates a "Resident of the Day" programme. As part of this process, the resident's loved one is contacted for an update, their bedroom receives a deep clean, maintenance and kitchen staff visit. The manager also spends time with the resident to obtain feedback about their experience of living at the home.

They advised that residents can raise concerns, complaints or feedback directly with management, care and nursing staff, with relevant information recorded within care plans. Resident meetings are held every two months. Residents in the survey shared a good awareness of how to raise comments, concerns or complaints, with 100% saying they knew how to do so. Residents stated they would *"tell staff", raise issues through "resident meeting and through staff"*, while one resident commented, *"I have never had any complaints."*

Most relatives also knew how to provide feedback, with comments sharing they would speak directly to staff, carers, the manager, or use email and telephone contact. One relative highlighted the availability of information in the foyer, noting that *"a range of leaflets and forms are available."*

The manager confirmed that religious and spiritual needs are supported through visits from the local church, which provides Holy Communion. The home has also recently introduced hymn sessions with dancing, which residents have enjoyed. The majority of residents responding to the survey felt their spiritual needs were met within the home, with 67% responding "Yes" and 33% stating this was *"Not required"* for them. One resident commented, *"I attend Holy Communion within the home."*

The manager advised that the home, which has a resident cat, welcomes visiting pets, with visits generally taking place in residents' bedrooms. A therapy dog also attends the home.

During the walkaround, a senior member of staff shared that, although staff have daily tasks to complete, their focus is not solely task based. They explained that the priority is to ensure residents have the best possible experience each day, describing the home as the residents' home and stating that residents are treated like family. The staff member explained that care tasks are completed while ensuring sufficient time is spent supporting and engaging with residents.

### Communal Areas

Residents and relatives were positive about the home environment, with all responses rating the temperature, noise levels, cleanliness and tidiness as either *"Very Happy"*, *"Happy"* or *"Satisfied"*.

Healthwatch found the home to be clean, well maintained and welcoming. During the visit, domestic staff were observed carrying out cleaning duties, including mopping floors, with appropriate wet floor signage in place. The home had a pleasant atmosphere and was free from any unpleasant odours. Corridors were wide and fitted with handrails to support residents' mobility and independence.



The home is currently undergoing refurbishment works on the ground floor, with some completed areas already visible throughout the home. The home is arranged over two floors, with both floors providing a secure dementia unit accessed via a keypad entry system.



The dementia unit includes two communal areas: a lounge and a sensory room. The sensory area was unavailable to view during the visit as it was undergoing refurbishment and had been secured for residents' safety. The unit also has a combined lounge and dining area where residents can relax, watch television, participate in activities and enjoy meals together.

Residents also have access to an outdoor patio area and a large garden, providing opportunities to spend time outdoors. Healthwatch observed a recently refurbished lounge and dining area which had been finished to a high standard. The home also has a rehabilitation kitchen, which residents are encouraged to use where appropriate, either independently or with support from staff.



### Residents' bedrooms

The home has 56 bedrooms. Not all bedrooms are en-suite; however, each room has a hand basin. During the walkaround, Healthwatch representatives observed that the bedrooms viewed appeared to be of a similar size.

All residents who completed the survey said they are able to make their room feel like their own. Residents commented positively on their rooms, with feedback including, *"I like my room," "I enjoy having fresh flowers in my room,"* and *"I like my room and how it has been decorated."* One resident invited a Healthwatch representative to view their room and proudly showed how they had made it their own, including choosing the wallpaper when they moved into the home.

All relatives who responded felt their loved one was able to make their room feel personal and homely. Comments included, *"We have added our own pictures, cushions and bedding,"* while another relative praised staff for being proactive in suggesting ways to personalise the room, noting they encouraged their loved one to have a shelf for their books.

The manager explained that residents are encouraged to personalise their bedrooms with their own belongings, furniture, photographs and decorations. Maintenance staff will assist by putting up pictures or securing furniture where required. During the visit, Healthwatch observed

personalised bedrooms containing residents' possessions, photographs and other personal items.

The manager advised that the size of the bedrooms would not accommodate couples sharing a room. However, where appropriate, adjacent rooms may be available to enable couples to remain close to one another.

### Outdoor areas

Residents at Westwood Court have access to a large, well-maintained garden with a shaded patio area and ample seating. The garden includes raised planters, enabling residents to take part in gardening activities if they wish. Wheelchair-accessible pathways provide access from the patio area to the rear of the garden, supporting residents with varying mobility needs.



The garden is regularly used for activities and social engagement. On the day of the Healthwatch visit, residents were taking part in a birdwatching activity in the garden. Residents are also able to enjoy views of the garden from their bedrooms, helping them remain connected to the outdoor environment.

### Food and drink

Residents and relatives were positive about the food and drink provided at the home. All resident responses were either "Very Happy", "Happy" or "Satisfied" across the quality, taste, choice and quantity of food, as well as the availability of snacks and drinks. Residents commented that they were *"happy with the new menu"* and acknowledged staff support with hydration, with one resident stating, *"staff are encouraging me"* to drink more. Healthwatch were shown resident reviews of food and drink at the home and it all appeared positive, the senior member of staff also shared

with Healthwatch that they are very hydration focused at the home; they monitor all residents' hydration and encourage residents to have more fluids. The home also uses decaffeinated coffee which has been associated with a reduction in falls, alongside improvements in 'sleep and overall wellbeing'.

Relatives also gave very positive feedback, with the majority reporting that their loved ones were *"Very Happy"* with the quality, taste and quantity of food, along with the availability of snacks and drinks. Comments included, *"Dad has a good appetite," "She says the food is generally good,"* and that residents particularly enjoy meals and desserts.

Westwood Court has its own catering team, although pre-prepared meals may occasionally be purchased at the request of residents, such as a particular curry.

Residents are asked to choose their meals the evening before and are given the opportunity to confirm or change their choice again on the morning of the meal.



Staff explained that, for residents who benefit from visual prompts, show plates are used at mealtimes to support decision-making. Staff also described how they use their knowledge of residents, including those who are non-verbal, to understand their preferences and support them in making choices. There are various screens around the home that display the options for the daily menu.

This was supported by the residents' responses in their surveys. Residents reported that they are involved in choosing their meals and are given choices in a variety of ways. Comments included, *"Every afternoon with the menu," "Menu comes around the day before,"* and *"Show plates,"* Additionally, all residents who responded shared that they are able to eat their meals where they prefer, whether in the dining room, their bedroom, or outside, with one resident commenting that they enjoy *"eating outside when the weather is nice."*

The manager advised that two hot meal options are available at each meal and that the home caters for a range of dietary requirements. During the walkaround, a senior member of staff explained that modified diets are supported, including soft and texture-modified meals, and that snacks provided from the snack trolley are matched to residents' dietary needs.

All residents who responded said their dietary requirements are catered for. Residents' dietary preferences included being *"Vegetarian"* and *wanting to "eat healthy" or have "healthy food."*

All residents who responded also shared they can access snacks at any time of the day. One resident commented that they had been encouraged to choose healthier options, stating, *"I am advised to have more healthy snacks, so I have been eating much more fruit."* The manager confirmed that snacks and drinks are available throughout the day.



Healthwatch observed residents enjoying lunch in their preferred locations and noted that dining areas were available on both floors of the home. Staff were seen supporting residents who required assistance with eating and drinking, while also offering choices regarding food and refreshments and encouraging independence wherever possible.

The manager also confirmed that relatives are welcome to join residents at mealtimes.

## Biggest challenges

The manager was keen to emphasise that good feedback is very important and engagement with relatives to capture feedback is key.

The manager has also been encouraging new practises and encouraging a less task focussed system of care.

## Biggest success to date

The Manager shared that feedback from relatives confirmed that fostering a happy environment within the home was successful.

Seeing that new ideas have increased residents' happiness.

Also, taking time to develop staff with coaching and having an open-door policy at all times. Using positive feedback as encouragement.

## Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The two we focus on are:

|                                                                                    |                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MUST</b> (Malnutrition Universal Screening Tool)                                | A tool used to identify adults who are malnourished, at risk of malnutrition(undernutrition), or obesity. It also includes management guidelines which can be used to develop a care plan.               |
| <b>Restore2</b> (Recognise Early Soft-signs, Take Observations, Respond, Escalate) | A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident. |

### Additional Information

- **RESTORE2:** The home does not use RESTORE2 and uses an alternative system.
- **Interactive Digital Activity Programme:** The home has a digital virtual board available to support activities and engagement.
- The home has engaged with the End of Life Partnership.

## Recommendations

- Based on residents' feedback, there may be opportunities to further enhance resident participation in care planning, particularly for those who would like more involvement in reviewing and discussing their care needs.

## What's working well?

- The home was observed to be clean, welcoming and well maintained, with ongoing refurbishment works enhancing communal areas.
- Healthwatch observed warm, respectful and person-centred interactions between staff and residents. Staff were seen treating residents with dignity and kindness, and there was clear evidence of positive relationships throughout the home.
- Strong community engagement, with regular outings to places such as a bowling alley, Shire Horse Centre and football stadium, helping residents maintain community connections.
- A varied and inclusive activities programme, including birdwatching, music sessions, Zumba, bingo, gardening, puzzles, armchair exercises, themed events and one-to-one activities. Residents are encouraged to have a say in choosing activities, supporting choice and autonomy.
- A resident spoke positively about staff encouraging and supporting them to maintain good hydration.
- Residents and relatives described the home as a safe and welcoming environment, with all residents reporting that they feel safe and relatives sharing that their loved ones are well cared for and that they are made to feel welcome when visiting the home.

# Service Provider Response

Westwood Court Nursing Home Action Plan

**Based on Healthwatch Enter and View Report dated 3 August 2026**

## Summary

Westwood Court Nursing Home welcomes the positive findings in the Healthwatch report. The main recommendation is to improve resident involvement in care planning.

## Actions

| Action                                                                                                                  | Lead                                           | Timescale |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------|
| Review care planning processes to ensure residents are invited to take part where appropriate and that this is recorded | Home Manager                                   | 4 weeks   |
| Review consent documentation to record resident and relative involvement, wishes, and preferences.                      | Nurses / Senior Carers                         | 6 weeks   |
| Use accessible ways to discuss care plans, pictorial images including verbal discussion and large print if needed.      | Home Manager / Nurses / Senior Care assistants | 6 weeks   |
| Strengthen and record regular care review discussions with residents and relatives.                                     | Home Manager / Nurses / Senior Care Assistants | 8 weeks   |
| Provide staff refresher guidance on person-                                                                             | Home Manager                                   | 8 weeks   |

|                                               |  |  |
|-----------------------------------------------|--|--|
| centered care<br>planning and<br>involvement. |  |  |
|-----------------------------------------------|--|--|

### Expected Outcomes

- Better resident involvement in care planning
- Stronger evidence of person-centered care
- Improved resident understanding and choice
- Continued improvement based on feedback