

Enter and View

Avonbourne Care Centre

29th June 2026

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Introduction

Details of visit

Name of home	Avonbourne Care Centre
Service provider	OSJCT
Date and time	29 th June 2026 10:30am – 1:30pm
Authorised representative (s)	Tash Thornton Daren Gordon Kate Barber Jo Sollars

Acknowledgements

Healthwatch Wiltshire would like to thank the service provider, staff, service users and their families for contributing to this Enter and View visit, notably for their helpfulness, hospitality, and courtesy.

How we gathered the data

This report is based on our observations and the experiences of the residents, relatives and staff we spoke to on the day of the visit.

What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these 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 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 Enter and Views are not intended to identify safeguarding issues specifically. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about, they need to inform their lead, who will inform the service manager, ending the visit.

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

Purpose of visit

The visit was carried out by four authorised representatives. Our team spoke to members of staff as well as members of the management team, and residents. Information was collected through observations and conversations with residents, staff and relatives, using a series of agreed questions. Prior to the visit, the care home was contacted and informed about Healthwatch's planned Enter and View. A poster was created and provided for the home to display ahead of our arrival, ensuring residents, staff and relatives were aware that we would be visiting.

It should be noted that some residents were not able to engage with us due to medical conditions such as dementia. However, we were able to observe interactions between staff and residents, and between staff and ourselves. Although our visit represented only a small window of the day, it was sufficient to gain a clear sense of how day-to-day living runs within the setting.

We also spoke with the registered care home manager and deputy manager and requested that they reach out to a small number of family members to gather feedback on their loved one's experience, views on the quality of care, and any suggestions or reflections they may have.

Visit overview

We were greeted by a friendly and efficient receptionist who welcomed us, asked us to wash our hands and offered us refreshments. She contacted the registered manager to confirm she was available, and then personally escorted us to the relevant floor and into her office. There, we were introduced to both the registered manager and deputy manager and were given an overview of the plan for our visit before beginning our observations.

Avonbourne Care Centre is a large, purpose-built home split into two parts: Bourne House, which mainly supports residential and respite care, and Avon Court, which provides dementia-specific care. Shared facilities include the reception, cinema room, hair salon, sensory room and several communal lounges. The building is arranged around wide, dementia-friendly corridors with themed lounges, dining areas and clearly signed routes to resident bedrooms. Staff areas are positioned throughout to support day-to-day operations and ensure a consistent presence.

For this visit, we stayed within Avon Court, as the centre is large and staff advised that Bourne House focuses mainly on residential and respite care. Remaining in Avon Court allowed us to spend more time observing dementia-specific care and speaking with residents and staff.

An activity was underway when we arrived, which we all observed before separating into pairs to cover different parts of the unit and pick up anything worth noting. Both pairs spent time speaking with staff and making general observations. One pair spoke with the manager, the activities coordinator, and the member of staff who oversees quality control across the organisation. The other pair focused on the environment and interactions in communal areas.

After about an hour we took a short break, then continued speaking with staff, relatives and residents where possible.

At the end of the visit, we regrouped to share initial impressions and agreed a timescale with the manager for drafting the report.

Summary of findings

Overview

Avonbourne Care Centre (Location ID 1-102728879) is registered with the Care Quality Commission as a care home in Wiltshire. The service provides residential, nursing and dementia care for adults aged 65 and over. The home is registered to provide accommodation for people who require nursing or personal care, and treatment of disease, disorder or injury. The registered provider is The Orders of St John Care Trust (OSJCT), and the registered manager is Ms Kamila Bevan.

Avonbourne Care Centre is a modern, purpose-built home in Old Sarum, Salisbury, set within a quiet residential area. It supports up to 120 residents across two connected units: Avon Court, which supports people living with dementia, and Bourne House, which provides residential, nursing and respite care.

The general manager has been at Avonbourne for three and a half years and has more recently taken on responsibility for both Avon Court and Bourne House. She has worked her way up from being a care leader and is well-respected by staff, who described her as approachable, visible, and willing to spend time on the floor when needed. She is supported by two managers who help oversee day-to-day operations across the centre. There are over 100 staff in total, and turnover is described as low.

The building has en-suite bedrooms throughout, with calm, homely lounges and dining rooms in each household. Overall, it feels clean, spacious and well-kept, with a good balance of comfortable living areas and clinical support

Premises

Avon Court unit was consistently clear, clean and uncluttered, with no lingering odours noted during the visit. Gentle music played in the corridors, giving a calm and welcoming atmosphere. Communal lounges were well presented and offered a wide selection of snacks and drinks which was a thoughtful touch as residents could help themselves independently rather than rely on staff.

Lounges also contained memory boxes with old recipe books, familiar household packaging and other nostalgic items designed to support reminiscence. A basket of cuddly toys was available, offering comfort and sensory engagement for residents. These features contributed to a warm, supportive and dementia friendly environment.

Outdoor areas, including terraces and gardens, appeared large, well maintained and inviting. Each level had access to a terrace balcony, providing safe outdoor

space for fresh air. These terraces were light, airy and calm, and residents also had access to a garden area should they wish to spend time outdoors.

The first floor includes a shop, café, hair salon and cinema, as well as a sensory room and an arts and crafts area. All communal areas observed were tidy, well maintained and thoughtfully designed to support independence, social interaction and wellbeing.

Resident's rooms were personalised, with photographs displayed on each door to support orientation. One resident spoke positively about enjoying a bubble bath, and staff and her daughter commented on how pleasant her hair smelled afterwards, suggesting a homely and personalised approach to care. No hazards were observed, and the temperature throughout the home appeared comfortable for residents. We also noticed an easy-to-read digital clock displaying the time, date and day, which is especially helpful for residents who may find orientation more difficult. It was a simple addition but made a meaningful difference.

A cleaner explained that the key to maintaining such a consistently clean care home was following a clear routine, and this was reflected in the overall cleanliness and lack of clutter throughout the unit.

No obvious hazards were observed during the visit; communal areas and corridors appeared safe and easy to navigate. Dining rooms were laid out appropriately for the needs of residents, with tables arranged to allow wheelchair users to sit comfortably without obstruction.

Staff interaction and quality of care

Staff were really engaged during the fitness activity while we were there, encouraging residents to join in and supporting them throughout. A lot of people were up, dressed and involved in the day, with staff giving gentle prompts and reassurance so residents could take part at their own pace.

Personal care was handled quietly and respectfully, and residents looked comfortable, settled and well presented. Even though many couldn't communicate directly, they appeared calm, safe and well cared for. Staff clearly knew resident's routines, preferences and support needs and adapting how they spoke and interacted depending on the individual.

We also saw a staff member carrying out the medication round wearing a "Do not disturb – drug round in process" sign, which helped them complete it safely without interruption. Overall, the staff team created a positive, steady atmosphere where residents seemed supported and at ease.

The deputy manager, who oversees quality control across the organisation, The Orders of St John Care Trust (OSJCT), outlined the dementia training framework used across OSJCT, including the Living Well with Dementia programme. He

explained that the three-hour session forms part of the statutory training required for all staff, and that there are four pathways available for those progressing through the wider dementia training offer. He also spoke about the organisation's move to eCare, noting that OSJCT has chosen Nourish as its electronic care records system and that it is currently being rolled out across services. He added that Nourish includes a family portal, which will allow authorised relatives to view selected information such as activities and messages.

Social engagement and activities

The activity coordinator was really engaged and clearly passionate about her role. She talked us through the upcoming programme and shared the What's On guide (included in Appendix 1). Every noticeboard displayed the activities and upcoming events, making it easy for residents and families to see what was planned. The newsletter added a personal touch, celebrating residents' birthdays and highlighting recent and upcoming events, including VE Day celebrations, their 10-year anniversary, recognition of their nurses, and monthly photos of residents. There was also a board filled with thank-you cards to staff, which contributed to the warm, appreciative atmosphere.

She explained that families are welcome to join in with activities, and the whole space felt welcoming. Games and toys were available for children visiting relatives, helping the environment feel comfortable and homely. Staff were involved throughout, encouraging residents, joining in themselves, and keeping everything calm, structured and supportive.

Dining experience

Residents appeared to have a positive dining experience during our visit. The atmosphere was calm and relaxed, and staff were attentive throughout, offering support when needed and allowing residents to eat at their own pace. We saw residents being offered a clear choice between two meal options, with staff checking preferences and helping those who needed support to decide.

Food was brought up on trolleys from the main kitchen downstairs, and several residents wore coloured bibs, which helped staff keep track of who had been served and supported residents to stay clean. People looked comfortable and settled, engaging well with their meals. For those who preferred to stay in their rooms, food was delivered promptly and placed within easy reach, with staff checking in to make sure they had what they needed. Snacks and drinks were available between mealtimes, and residents could help themselves, supporting hydration and independence across the day.

Choice

Residents seemed to have a good level of choice over their day-to-day routines. Many were up and dressed at times that suited them, and staff supported personal care in a way that felt respectful and based on individual preference.

Rooms were personalised well beyond just photos on doors, with residents adding their own belongings to make the space feel homely and familiar. Clothing choices were clearly respected, and residents looked comfortable and well presented. Bathing routines appeared flexible. One resident told us she'd enjoyed a bubble bath, and both staff and her daughter commented on how lovely her hair smelled afterwards, a small but telling example of personalised care. Staff checked in with residents about things like room temperature and activity preferences, which showed a genuine effort to make sure people were comfortable in the moment.

Although a residents' meeting wasn't happening during our visit, the noticeboard clearly displayed the date of the next one, and family members are also invited to attend. This suggests the home is trying to create regular opportunities for people to share their views. Feedback boxes were available in almost every communal area across the unit, giving residents, families and visitors an easy way to leave comments, suggestions or concerns whenever they want to. Their visibility and number suggest the home is actively encouraging ongoing feedback.

Recommendations

Based on our visit, we have made the following recommendations:

- Two team members initially used the alcohol gel before the handwash, suggesting that clearer positioning or labelling of the hand hygiene station could improve the process. Make the hand hygiene process at reception clearer by improving the signage and positioning, such as a simple sign at the entrance reminding staff and visitors to wash their hands before coming into reception, as we had to step back out to do this
- Provide families with a simple explanation of how feedback is collected (e.g., feedback boxes, meetings, nourish portal) and how it is reviewed and acted upon.

Examples of best practice

- Exceptionally clean, uncluttered environment, supported by a clear cleaning routine and consistently maintained standards.

- Strong staff engagement, with warm, personalised interactions and a calm, reassuring presence throughout the home.
- Thoughtfully designed dementia-friendly spaces, including memory boxes, nostalgic items and sensory features.
- Inclusive and varied activity programme, supported by a passionate coordinator and visible information throughout the home.
- Homely touches, such as birthday newsletters and toys for visiting children, helping create a welcoming environment for families.
- Safe medication administration, supported by “Do not disturb” signage to minimise interruptions.

Service provider response

Kamila Bevan, General Manager

Thank you for the positive feedback following your visit to Avon Court.

I am pleased to hear that you were warmly welcomed by our reception team and that the staff supported you throughout your visit were friendly and professional.

It was a pleasure to meet with your team and to have the opportunity to discuss Avon Court, our residents and the work we continue to undertake to provide safe, compassionate and person-centred care.

I am pleased that the visit provided an opportunity for you to see the day-to-day running of the home and you were able to meet members of my team.

I recognise the importance of external visits and feedback, as this enables me and the team to reflect on our practice, celebrate what is working well and identify areas where further improvements can be made.

Thank you for providing me with your recommendations, please be assured that we will review and ensure this is followed up.

I would like to thank your team for taking the time to visit Avon Court and for providing me with positive feedback about your experience.

Appendix 1: photos



Avonbourne Activity Programme 29th June-5th July 2026

Monday 29th	Tuesday 30th	Wednesday 1st	Thursday 2nd	Friday 3rd	Saturday 4th	Sunday 5th
Morning News 11am Girls Love It	Morning News Drop in cinema	Morning News 10-11 Drop in cinema	Morning News 10am Drop in cinema	Morning News 10:30 Drop in cinema	Morning News 11am Skittles	Morning News 11am Coffee Morning
1.30pm Kiss & Rattle	11am Bob's Bingo	11am Sp & Paint	11am Quiz	11am Carousel	12pm Chat Chat	Sunday Movie On the tv
2pm Magic & Music	2pm One to One	2pm Strawberries & Cream Trolley round the floors	2pm Balloon Tennis	2pm Malick Fun	3pm BINGO	2pm Afternoon walks Weather permitted
Tea at 3 in the Lounges hosted by the Care Team						
4pm OMI & iPad	4pm Puzzles and games	4pm Movies (in the Lounges)	4pm OMI & iPad	6pm Saturday night movie (in the Lounges)	5pm Movies on the floor	5pm Relaxing music (in the Lounges)





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