

Windmill Lodge Care Home

Wednesday 24th June, 2026
10am-2pm



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

Contact Details

Address

Wilding's Lane,
Lytham St Annes
FY8 3RJ

Registered Manager:

Reggie Ballos

Date and time of our visit:

24th June 2026

10am-2pm

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)

John Moore (Healthwatch Lancashire Volunteer)



Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Windmill Lodge Care Home has capacity for 205 residents. At the time of the visit there were 59 people residing at the home.

Needs catered for are predominantly older residents, many of whom have dementia/Alzheimer's. Respite and end-of-life care is also provided at Windmill Lodge Care Home.

Services include round-the-clock care, meals and nutritional support, laundry services and various activities.

Acknowledgements

Healthwatch Lancashire would like to thank residents, relatives, staff and management for making us feel welcome and for taking the time to speak to us during the visit.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Windmill Lodge Care Home on Wednesday 24th June, 2026, and received feedback from:



Introductory meeting with manager

At the beginning of the Enter and View visit, Healthwatch Lancashire met with the acting manager, newly appointed manager and deputy manager to discuss the care home and view the facilities. This involved discussing the different areas of the home and aspects of the daily routine, and to hear the managers' perspective on what is currently working well at the care home.

One to one discussions with residents

Conversations with residents were structured around four themes (environment, care, food and activities).

Discussions with members of staff

Staff were asked about their experience working at the care home, what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents

Observations

The Enter and View team also recorded their own observations on the environment and staff-member interactions. To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes.

Summary



Healthwatch Lancashire representatives spoke with 10 residents, three relatives and two members of staff.

The care home has capacity for 205 residents. At the time of the visit there were 59 people residing at the home.

Windmill Lodge Care Home is located on Wilding's Lane in the town of Lytham St Annes, on the Fylde Coast. The home is situated in a contemporary, purpose-built building with extensive grounds and ample parking.

The care home caters for older people needing day-to-day support, many of whom have dementia/Alzheimer's. The care home also offers end-of-life and respite care. Services include round the clock care, meals and nutritional support, laundry services and various activities.

The care home has five 'communities' for different levels of need and support, with each having lounge areas, a dining area with serving station, a nurse's station personal bedrooms with en-suite bathrooms with a shower, and communal bathrooms for those residents requiring more support with personal care or preferring a bath. A sixth community area is currently closed due to low residency numbers. Windmill Lodge Care Home also has a cinema, bar area and established gardens. Some of the ground floor bedrooms have patio doors enabling residents to access the grounds as and when they so choose.

Several of the residents spoken with were deemed not to have capacity to understand what was being asked or be able to recall their day due to having dementia/Alzheimer's. However, those who were able to provide feedback were positive about their care and praised the staff and food. Several residents talked about scheduled activities not occurring as advertised which they had found disappointing.

Relative feedback was positive, with staff being discussed as friendly and welcoming, and overall care was seen as good. More activities were raised as something some relatives felt would be beneficial to their loved ones. A single point of contact was discussed as something one relative would like to see, as is the return of the 'Resident of the Day'.

The staff we spoke with talked about feeling understaffed, especially during mealtimes, and that they feel this has an impact on their ability to provide person-centred care.

Observations showed good staff and resident interactions, with staff appearing to know the residents well.

Service Overview

Location and public access



Windmill Lodge Care Home is located in the town of Lytham St Annes, on the Fylde Coast.

Blackpool is to the north of Lytham St Annes and Preston to the east, with good road and public transport networks to/from outlying towns and villages, including Warton, Freckleton and Weeton.

The home is on a single-track country lane and is reached by the B5261 Leyhouses Lane, which is part of the road network linking southern Lytham St Annes and Ansdell with Blackpool and the M55. There is currently a large-scale housing development being undertaken next to the home, with nearby road improvements being carried out as part of this development.

It should be noted that Healthwatch Lancashire cannot state for certain if/how this will impact travel to/from Windmill Lodge. Bus stops are an approximate 5–10 minute walk away.

Windmill Lodge Care Home is located approximately a mile from the runway at Blackpool Airport. As the airport is predominantly for small aircraft there is little impact on local residents, and there are clear views for any care home residents interested in planes to be able to watch take offs and landings.

Background of the home

Windmill Lodge Care home was purpose built and opened in 2023 by Athena Care Homes (UK). The Care Concern Group (CCG) acquired the home in December 2025, and this has meant that there has been a recent period of transition including the recruitment of a new manager who started in post the week prior to this visit.

Discussion with the management team identified that the care home has full autonomy on how they operate, and that the care home will be maintaining its identity as Windmill Lodge.

A Day Care Centre was located in a separate building within the care home grounds, however this closed in April 2026 due to low demand for services, making it not financially sustainable. The care home team are currently looking at various options on how to best use the building and resources.



The former Nolan Day Care Centre

Services available

Windmill Lodge Care Home has capacity for 205 residents and is one of the largest care homes in the country (according to the Acting Manager). At the time of the visit there were 59 people residing at the care home. Many of the current residents have dementia or Alzheimer's, with the majority aged 65 or older, although the care home is able to take younger residents should there be a need.

Services at Windmill Lodge include meals, with nutritional advice and support, laundry services, activities and entertainment. Other services such as hairdressers/barbers are available from external professionals who visit the home on a regular basis. Windmill Lodge also offers respite and end-of-life care.

The care home is separated into six 'communities':

- **Dune:** general nursing
- **Cove:** mixed nursing
- **Waves:** residents with dementia
- **Skylark:** dementia nursing
- **Tides:** dementia nursing
- **Anchor:** currently closed due to low resident numbers

Discussion was held with the management team as to why there is a low occupancy rate. It was agreed that currently there is no clear answer to this as it could be due to several factors such as costs, location etc. The management team are aware of the need to carry out some investigation as to what would encourage more local people to utilise the care home.

Enter and View observations

External environment

Windmill Lodge Care Home is easy to find with good roadside signage, and its rural location means that the building is clearly visible on approach.

The care home is situated in two-storey, purpose-built buildings. On arrival there is an impression of a 'village' due to the fact that there are several buildings with various styles and features. The overall layout incorporates a mix of brick, white rendered walls and glass facades, and the home appears contemporary in style, well maintained and pleasantly presented.



Windmill Lodge has extensive grounds, with decorative planting and grass areas. Water features are also included by the car park and entrance doors, providing a relaxing and calming feel to the site.

There is ample parking at Windmill Lodge, and this includes disabled spaces and an ambulance parking bay directly outside the main entrance.



Internal environment – first impressions

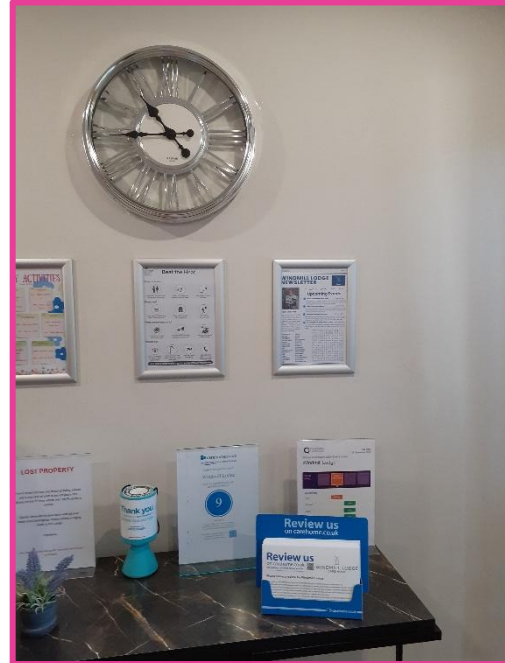
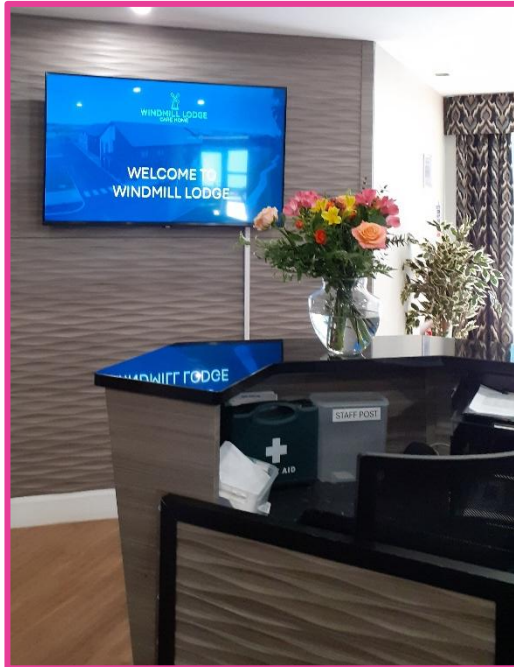
Main entry into the care home is through large double doors which are level with external paving, making the entrance accessible. On entering the building there is a second set of doors which are secure and visitors must either 'buzz' reception for entry or use a keycode if they have one.

There is a large reception desk directly facing the entrance and visitors are asked to sign in/out via an electronic sign-in device evidencing good safeguarding policies and procedures.



General information is on display in the reception area, including the latest CQC (Care Quality Commission) rating, the week's activities, and how to provide feedback via the Care Home UK website.

An electronic monitor is also in the reception area, showing images of residents and staff taking part in activities, staff information etc.



Observation of corridors, public toilets and bathrooms

Windmill Lodge's large size means that there are many corridors, rooms, lounge/dining areas and seating areas, as well as a large kitchen, two hairdressing rooms, a cinema, bar area, offices, nursing stations and multi-purpose rooms.

The care home is nicely presented and overall has a contemporary appearance with homely touches. Space has been well-used in order to create lots of small seating areas where residents can sit and chat with staff and/or relatives or have some quiet time.

The Healthwatch Lancashire representatives noted that all areas were fairly uniform in colour and style and could become confusing when moving around different communities, although it must be noted that residents are unlikely to move out of their area. It was felt that there is opportunity to give each community its own identity by way of colour schemes etc. **(Recommendation 1)**.



It is also suggested that 'street' type signs or similar at key corridor points would be beneficial in aiding orientation for residents, visitors and new staff
(Recommendation 2).

Lifts and stairs connect the ground and first floor and these are accessed by keycode locks meaning that residents cannot wander too far from their community for safety/safeguarding purposes. There are also two different types of keycode locks enabling the care home team to restrict visitor access to specific areas, further supporting resident safeguarding.



Resident bedrooms have an en-suite bathroom with a walk-in shower. However, for those requiring more support with personal care (or preferring a bath) there are communal bathrooms throughout the home. These were seen to be clean, bright and with suitable aids and equipment.

Toilets are also available for visitors and these were seen to be pleasantly decorated and clean.

Corridors were seen to be accessible and dementia friendly by way of good lighting, handrails and some dementia friendly signage. It was felt by the Healthwatch Lancashire representatives that further dementia friendly signage would be beneficial to residents, especially those with advancing Alzheimer's/dementia in order to support movement around their area, which helps towards maintaining independence **(Recommendation 3).**

Artwork and features aimed at stimulating memory recall is seen throughout the corridors and communal areas.



Lounges, dining and other public areas



Lounge areas were pleasant and inviting, with seating of varying types and heights, placed in a way which encourages social interaction. Smaller seating areas are located throughout the care home and this includes a small library area.

At the time of the visit the majority of residents were seen to be in their rooms.



Each community has its own seating/dining area and food serving station. Meals are prepared in the kitchen and served from each dining area, with residents able to see the food being served and choose what they would like. Seating layout encourages social interaction and creates a pleasant café style.



Resident rooms

During the visit the Healthwatch Lancashire representatives had the opportunity to view the show bedroom, which potential residents and their relatives can view when considering moving into the care home. Rooms appear spacious and nicely presented.

Resident rooms include an en-suite bathroom with a walk-in shower.



Windmill Lodge has a bar area which is nicely presented and offers residents a social space which will also help evoke memories.

A small shop is located close to the main reception area. Residents can buy personal grooming items such as shower gel, toothpaste, soap etc as well as ice creams and sweets.

This shop is nicely presented and also has a café style feel which helps towards memory recall and cognitive stimulation. It also aids towards maintaining independence.





Some of the ground floor rooms have patio doors leading directly into the gardens, allowing for those with capacity to access the outdoor space as and when they like. Management explained that the grounds are fully secure so residents can wander freely without fear of becoming lost.

The care home has extensive grounds and has incorporated several large outdoor seating areas.



Staff and resident Interactions



The care home appeared sufficiently staffed overall. Interactions between staff and residents were seen to be pleasant, and residents appeared comfortable approaching staff with requests or for a chat.

Healthwatch Lancashire's representatives observed a lunchtime meal during the visit. Residents received their meals quickly and staff were seen to be supporting residents as required, although it was felt by the Healthwatch Lancashire representatives that some staff struggled to meet the needs of all residents in the dining area due to some residents requiring extra support.

It would be unreasonable for Healthwatch Lancashire to recommend the employment of further staff in order to cover mealtimes; however, it is recommended that discussion between management and staff may be carried out to determine if reallocating existing staff to further support mealtimes may be feasible (**Recommendation 4**).

Resident feedback

Healthwatch Representatives received feedback from 10 residents during the visit. Several residents spoken with had advancing dementia/Alzheimer's and therefore had limited or no capacity to discuss their care in detail. Conversations with these residents were kept brief to reduce any potential distress or confusion, and where appropriate reactions such as responding smiles enabled the Healthwatch representatives to gain some level of feedback.

Tell us what you think about the home

All residents who were able to provide feedback were positive about the care home, and all residents engaged with who were unable to verbalise their views smiled at this question.

"I'm getting looked after ok"

"It's a nice place, calm and relaxing"

What activities are on offer and do you join in?

At the time of the visit the majority of residents were found to be in their rooms and no activities were therefore observed. However it's important to note that hot weather conditions at the time of the visit would have prohibited many residents from participating in any planned activities for the day.

Residents engaged with were positive overall about the activities on offer *"It can be quiet but there's always something to do when you want it"*.

Windmill Lodge has a small cinema allowing for residents to watch films, have family/friend parties where slideshows can be held etc.

Several residents spoken with talked about activities which are on offer but don't always take place. This included bird watching, Zumba and nature walks which hadn't taken place that week as had been advertised.

As discussed previously this could be due to the hot weather; however, this needs to be better communicated to residents in order to ensure that they are fully informed and have the opportunity to make choices around activities
(Recommendation 5).

One resident spoke about having their own outdoor garden space, accessible by patio doors in their room, where they can grow plants and flowers which they enjoy.



How do you find the care you receive?

Overall feedback from residents around the quality of their care was positive and that individual needs are being met. Some residents were less able to vocalise their views but smiled and nodded in response to this question.

“The care I need is there for me”

“The care I receive is good”

How do you find the food provided?

Healthwatch Lancashire representatives joined residents in the dining rooms and observed a mealtime.

Each dining area has its own serving station where residents can see the food being served and make informed choices on what they would like to eat.

Discussion with management identified that residents have access to an Alexa (a virtual assistant) where they can ask what the meal options for the day are. This is a great initiative and Windmill Lodge are to be commended for looking at creative solutions.

Residents were seated in a way that encouraged social interaction and some chatting was observed.

Some residents were seen to need some support around their meals such as with cutting their meat. As Healthwatch Lancashire does not access individual care plans it's important to note that it may have just been that particular day/meal *“The meat today is tough”*, and it's important to encourage independence for residents as much as possible. However, as discussed earlier, discussions with staff will help identify where the resident dining experience can be improved **(Recommendation 4)**.

Overall residents appeared satisfied with the food and are able to have alternatives if they don't wish to have what is on the menu, with staff being heard offering other options throughout the mealtime.

“The food isn't posh but is pleasant and there is lots, and there is choice. It seems healthy”

“I wish there was more fruit for pudding”

“The food is good, I enjoy it”

One resident stated that they like the dining area *“It's very good, you can see everything”*. This related to the fact that there are large windows offering good views into the gardens and parking area where they can watch people coming and going.



Relatives' feedback



Healthwatch Lancashire spoke with three relatives during the visit.

At your relative's care home, how do you feel generally about the service?

Two of the relatives were positive overall with the care that their loved one receives.

"...always looks well looked after"

"Nice feel to the home"

"Smell is always fresh when you walk in"

Staff were mentioned as being caring and friendly *"staff are very nice, feels welcoming"*.

One relative was less positive, feeding back that they feel there are low staffing levels which are impacting on personal centred care, especially around mealtimes and bedtimes *"They seem short staffed and not supervising with meals... [relative] has to wait to go to bed"* and *"It's like they don't all know what someone else is doing"*. Although they also commented that they find the staff good.

Two relatives discussed the food stating that their loved one seems to enjoy it, although they felt that there needs to be more fresh food *"It always seems to be frozen food, like frozen vegetables not fresh..."*. They also commented that there seems to be a good choice and that staff *"keep a very close eye on what they're drinking"* which is important for staying hydrated.

Do you think that you are kept informed about your relative? For example, with their health and future care plans?

Two relatives provided feedback to this question with both feeling well informed about their loved one's care.

"We do get phone calls for any incidents such as medical..."

Having a nurse in charge was seen as someone who can be spoken with as and when needed, although one relative fed back that it would be good to have one designated point of contact rather than several which is what they have currently *"Could do with one point of contact, now we have a couple"* **(Recommendation 6)**.

One relative stated that they would like to see the return of 'Resident of the Day' which they had liked as it gave them an opportunity to have an in-depth discussion around their loved one's care. **(Recommendation 6)**.

Do you understand the process to make a complaint if you needed to?

Two relatives stated that they would know how to make a complaint but that they would be unlikely to, and one relative stated that family would support them should they need to make a complaint.

Are you aware of the social activities provided by the service? And do you feel that you are able to join in these activities?

One relative told Healthwatch Lancashire that their loved one is not well enough to participate in activities. The two other relatives stated that they are aware of the activities on offer and that they are encouraged to join in.

Relatives who provided feedback felt that there are plenty of activities on offer but that there could be more, and that staff could be more involved when/where possible *“Many residents just sit there... Carers [staff] could get more involved when activities are on” (Recommendation 5).*

“Quite a lot on offer”

“The activities coordinator engages with us”

Would you recommend this service to others?

One relative had left the conversation at this point, the other two relatives stated that they would recommend Windmill Lodge Care Home to others.



Staff feedback

Healthwatch received feedback from two staff members during the visit.

At the time of the visit most staff were seen to be busy supporting residents and it was deemed inappropriate to interrupt them whilst carrying out their duties. Staff were offered the opportunity to provide feedback following the visit but no further feedback was forthcoming.



Do you have enough staff when on duty?

Neither staff who provided feedback felt that the care home is sufficiently staffed.

"We would like to give more care but how can we if we don't have the staff"

Mealtime support was raised by both staff members as in need of more staff in order to fully support residents:

"At mealtimes the residents who need feeding in their rooms have long waits before they get their food"

"Mealtimes can be rushed"

Discussion with the management team identified that following the takeover by The Care Concern Group staffing levels had been identified as excessive in relation to actual resident numbers, and this had resulted in staff restructuring and reduction. It's important to note that none of the residents who provided feedback talked about insufficient staff or support.

Do you feel supported to carry out a person-centred experience?

One staff member commented how staffing levels are impacting on person centred care ***"...unfair to staff and also to residents as we don't have time for person centred care"***

Do you feel you have enough training to carry out your duties well?

Staff felt sufficiently trained in order to carry out their duties and are able to ask for further training if they feel it would be beneficial. One staff member stated ***"...need more [training] to refresh"***

What measures are in place for people with additional communication needs?

Neither staff commented on this question other than to state that there are measures in place.

Windmill Lodge Care Home is unable to take residents who use British Sign Language (BSL) or for whom English is a second language and who would require interpreter services but are able to take those with visual impairments.

The use of individual Alexas allows for those who may have little or no reading abilities to ask some questions around their daily routines, helping towards maintaining independence and reducing the need for residents to find and ask staff.

What is your experience of working here?

Windmill Lodge Care Home has staff 'Speak Up Champions' allowing for staff to raise concerns, issues etc. However, discussion with staff indicated that they are wary of speaking up, with one staff member sharing that they worried management would be able to identify them if they shared their views. One member of staff stated that **"Staff are afraid to speak up"** and that staff morale is low. This was put to the management team at the end of the visit and it was explained that the recent takeover by a new organisation has resulted in some unsettling changes which has impacted on the care home staff. Healthwatch Lancashire can only consider how staff experience reflects on the resident experience and at the time of the visit there was no resident feedback related to staff morale.

As there appears to be a divide between management and staff it is recommended that the care home team undertake some discussions around how to move forward in a positive manner which will consequently help work towards good resident experience. **(Recommendation 7)**.

Are there any changes that can be made to improve the resident experience?

More staff, especially around mealtimes, and improving staff morale were the only suggestions made by staff as to what could help improve the resident experience.



Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives and staff.

1. Investigate the potential to give each community its own identity by way of colour schemes etc. Residents and relatives should be consulted on this to determine if this is something that would be of benefit to residents and what they would like to see
2. Consider the use of 'street' signs or similar for key corridor junctions in order to help people navigate around the buildings
3. Consider adding further dementia friendly signage in order to help residents navigate their area easily
4. Hold discussions with staff around mealtime cover and how this can be improved in order to ensure that all residents are supported as/when required during mealtimes
5. Look at communication around activities to ensure residents are kept up to date with what's planned and be able to make informed choices. Carry out conversations with residents and relatives to identify further activities which may be of benefit/interest for residents
6. Carry out conversations with relatives to identify the most effective methods of communication around individual resident care. This could include the return of 'Resident of the Day'
7. Carry out team discussions around how to improve staff morale and consequently work towards better resident experience

Provider response

Recommendation	Action from provider	Timeframe	Comments
Accessibility:			
Consider adding further dementia friendly signage in order to help residents navigate their area easily	- Complete an environmental review to identify areas where additional dementia-friendly signage, pictorial cues, and personalised door markers would support orientation and independence. - Implement agreed signage throughout the home.	Within 3 months	Residents, relatives, and staff will be consulted to ensure signage is meaningful, accessible, and tailored to resident needs.
Communication:			
Carry out conversations with relatives to identify the most effective methods of communication around individual resident care. This could include the return of 'Resident of the Day'	- Discuss communication preferences with residents and relatives through reviews, surveys, and meetings. - Reintroduce a structured "Resident of the Day" programme to strengthen engagement with relatives and ensure personalised care planning.	Within 2 months	Feedback will be monitored through resident and relative meetings and satisfaction surveys.
Activities:			
Look at communication around activities to ensure residents are kept up to date with what's planned and be able to make informed choices. Carry out conversations with residents and relatives to identify further activities which may be of benefit/interest for residents	- All planned activities are communicated clearly to residents and delivered as advertised. - Daily activity schedules will be displayed within each community, and staff will actively promote activities throughout the day. The provider Wellbeing coordinators will ensure that activities advertised to residents take place as planned. In exceptional circumstances where a change is unavoidable, residents will be informed immediately, activity boards will be updated promptly,	Within 2 months	Activity participation levels and feedback will be reviewed regularly to ensure the programme remains meaningful and person-centred.

	and a suitable alternative activity will be offered where possible. • Conduct resident and relative consultations to identify preferred activities and opportunities for community involvement.		
Environment:			
Investigate the potential to give each community its own identity by way of colour schemes etc. Residents and relatives should be consulted on this to determine if this is something that would be of benefit to residents and what they would like to see	• Undertake consultation with residents, relatives, and staff regarding community themes, colour schemes, and environmental enhancements. • Develop a phased improvement plan based on feedback received.	Within 6 months	Any changes will be designed to promote orientation, familiarity, and a sense of belonging within each community.
Consider the use of 'street' signs or similar for key corridor junctions in order to help people navigate around the buildings	• Improve navigation throughout the building by installing clear dementia-friendly directional signs at key corridor junctions and communal areas. A review will be completed with input from residents and relatives to identify the most effective signage, landmarks, and visual cues to support orientation and independence. • Agreed improvements will be implemented and reviewed for effectiveness.	Within 3 months	This work will complement the dementia-friendly signage review and support independence for residents living with cognitive impairment.
Resident experience:			
Hold discussions with staff around mealtime cover and how this can be improved in order to ensure that all residents are supported as/when required during mealtimes	• Review mealtime staffing arrangements, dependency levels, and deployment of team members. • Carry out a regular mealtime observation. • Hold team discussions to identify opportunities for improving support and resident dining experiences.	Within 1 month	Mealtime observations and resident feedback will be used to measure improvement and ensure residents receive timely support.

Staff:

Carry out team discussions around how to improve staff morale and consequently work towards better resident experience

- The Home will conduct a staff morale and wellbeing survey, analyse the feedback received, and develop a measurable action plan to address identified concerns. Outcomes and progress will be shared with staff through team meetings, with regular reviews to ensure actions are improving staff engagement and morale.
- Introduce additional staff Recognition Scheme, hold regular team briefings to improve communication, and provide opportunities for staff to contribute ideas and feedback. These actions will form part of a staff engagement plan, which will be monitored and reviewed quarterly to measure its impact on staff morale and wellbeing.

Within 2 months and ongoing

Staff feedback will be reviewed regularly, with progress monitored through supervision, staff surveys, and retention indicators.



healthwatch

Lancashire

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