



Enter and View Callands Care Home

Announced Visit

18th July 2025



What is Enter and View?

Part of Healthwatch Warrington's remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and speak with 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 occur when people report a problem with a service. Still, they can also happen when services have a good reputation, allowing us to learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington's Enter and View visits are not intended to identify specific safeguarding issues. However, if any concerns arise during a visit that require preservation, they will be reported in accordance with Healthwatch Warrington's Safeguarding Policy. The Service Manager will be informed, and the visit will be terminated. The local authority Safeguarding Team will also be notified.

Details of the Visit

Details of Visit	
Service Address	Callands Care Home Callands, Warrington, WA5 9TS
Date and time	18 th July 2025. Arrival: 10.30 am
Authorised Representatives undertaking the visit	Lisa Fider Norman Holding Jim Sinnott

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their cooperation during our visit.

Disclaimer

Please note that this report pertains to the findings and observations made during our visit on July 18, 2025. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of Callands Care Home, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

The Gateway

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Website: www.healthwatchwarrington.co.uk

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Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the Eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and well-being.
- 2. Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients from reaching crisis.

3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.

4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.

6. Choice: Right to choose from a range of high-quality services, products and providers within the health and social care sector.

7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.

8. Being involved: To be treated as an equal partner in determining my own health and well-being. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Callands Care Home is a 'care home'. People in care homes receive accommodation, nursing, and/or personal care as a single package under one contractual agreement, dependent on their registration with us. Callands Care Home is a care home with nursing care.

Provider Service and Staff

Callands Care Home has 119 beds (at the time of visit, 96 were occupied).

Vicki Costello is the registered manager (in post since March 2025).

The home has a multitude of staff, including:

- Home Manager
- Deputy Manager
- Receptionist
- Administration
- Maintenance Operatives
- Head Chef & Kitchen Assistants
- Head Housekeeper & Housekeepers
- Registered nurses
- Unit managers
- Clinical Seniors
- Care Assistants
- Wellbeing Coordinators

Results of the Visit:

First impressions

On the road approaching the home, there was good, clear signage. On entering the car park, there were adequate parking



facilities. The reception was clearly signposted, and there was a secure entry. We were allowed through the front entrance door by the receptionist and asked to sign in via the electronic tablet. The reception area was clean, bright and welcoming. It was noted that a Healthwatch poster was displayed in the reception area, offering residents and visitors an independent choice to provide feedback. No staff board was seen on entry.

Well Lead

Upon arrival, ARs (Authorised Representatives) were escorted to the manager's office to meet the home manager, Vicki, who provided an overview of the home and explained that the unit team leaders would give us a tour of each unit. Entrance to the residents' units was via a secure internal door.

Staff stated that there were opportunities for training, and a programme was in place for them. Staff spoken to liked working in the home and noted that the new management was supportive. Staff one-to-ones take place every 2 months.

Vicki explained that she tries to keep agency staff levels low, but where necessary, they aim to use the same agency and the same carers whenever possible. ARs did not notice staff wearing name badges.

Care plans are kept electronically and are regularly reviewed. Resident and family meetings are held once every 3 months. There is currently no 'you said, we did' board; however, Vicki mentioned that this will be implemented.

Callands conducts annual surveys to gather in-depth feedback from residents and their families. At the time of our visit, the new survey was almost ready but not available for ARs to view. We did, however, see the previous year's survey displayed on a noticeboard within the home.

Access to Services

The home offers hairdressing facilities once a week, which are available in an on-site salon. There was a varied and engaging programme of activities on offer, overseen by the home's three wellbeing coordinators.

Most residents are registered with the Guardian Street GP surgery; however, some residents continue to be registered with their preferred GP surgery. Callands use Bath Street Dentists and have access to a domiciliary dentist. Regular Ophthalmic and Podiatry services are also visited on a regular basis.

Safe

The building was secure, and all doors on the unit entrances had coded locks. The perimeter fences were intact with no visible damage.

The fire alarm panel is located in the main reception, which is visible to the receptionist. Fire alarm points were visible, and all fire zones were identified. A fire diagram is positioned next to the panel. Fire blankets were present in every kitchen/dining area. Corridor fire doors are held on magnetic releases.

The observed rooms had alarms, and alarm monitors were in the corridors to alert staff. There was a lengthy delay in responding to/deactivating an alarm during our visit.

An AR spoke with two nurses about the medication rounds. The first nurse from the Lakeside unit provided vague information about the process. In contrast, the second nurse from the Windermere unit explained that a tablet is used to record medications, and a locked medicine trolley is employed during the medication round.

Access to the outdoor areas is safe and caters for all. Bathrooms/toilets are adequate and well-equipped, equipped with alarms. Some alarm cords were too short and would not be accessible in the event of a fall. Many bathrooms are currently used to store equipment. Not all toilet seats were dementia appropriate, as not all had a distinctive colour (some had different coloured seats).

ARs noted that a few storage cupboards were not locked.

The home has a maintenance operative who handles minor repairs and faults; the main office maintenance team addresses larger issues.

No hazards were observed with the flooring. The walls in corridors of units, except for the Coniston unit, are bare brick, which could pose a potential danger to residents if they were to fall against the corners.

There is an adequately sized lift available for access to the 1st floor. There are only evacuation mats available; no evacuation chairs are available.

Caring

During our visit, staff were observed addressing residents by their preferred names. There appeared to be a good relationship between residents and staff, and staff were observed interacting with the residents in the various lounges. There was a good ratio of staff to residents during our visit.

Noise levels were appropriate. There are several lounge areas, which provide quiet spaces, a television lounge, and activity areas. There is a Thank You board that had several thank-you cards to staff and the home.

Coniston unit is an all-male secure unit with enhanced security; all staff wear panic alarms (these were provided to ARs during our visit to the unit). This unit is undergoing a complete refurbishment at the time of the visit.

The home is doing a charity walk to raise funds for a sensory room.

Responsive

Callands has three Activity Co-ordinators. The monthly activity schedule was displayed in the main reception area and on each unit. An AR spoke with Lynne, one of the coordinators, who said that the home has a very good relationship with the local church, schools and local entertainers.

Other activities that the home provides are:

- Craft classes
- Exercise classes
- Walks and visits to community events
- Musical entertainment.
- A large variety of games, including interactive games, is available.
- Days out to various locations.
- Therapy sessions
- Summer fair, national days and birthdays are celebrated.

The home has facilities for hairdressing (one day per week). Residents we spoke to stated that there were plenty of activities to get involved in and that they were able to speak up to staff and management if they had concerns.

Food

Most residents we spoke to were pleased with the food quality, selection and amounts of food provided at mealtimes. The dining areas (approximately seating for 20) were clean, bright, and all tables were clean. Residents can enjoy their meals in the dining room, lounge areas, or in their rooms. ARs observed drinks trolleys offering residents drinks during our visit.

The daily menus observed had only two choices for the evening meal. Lunch was soup and a sandwich. At both lunch and evening meals alternative options are available. We were informed that the main meal on Sunday was a roast dinner and that other requests, food intolerances and preferences were catered for.

Special occasions were well catered for, and relatives were always welcome at these events.

Effective

The lighting appeared dull throughout most of the home; the area being renovated had brighter lighting. The outdoor areas feature both hard and soft surfaces, with easy access. Smoking areas varied; some were tidy, others were littered with cigarette butts and bins overflowing.

The residents' rooms were looking tired and in need of a refresh. All residents' rooms were numbered, and a mix of names and photos adorned the doors. The common areas comprise lounges of varying sizes, which allow residents choices and provide a variety of chair styles. A few lounges and dining areas are to be refurbished and are currently out of use, being used for storage instead. Staff commented that there was generally a lack of storage space.

There are signs of a significant roof leak in one corridor of the Lakeside unit, indicating water damage.

The bathrooms observed were large, had room for a wheelchair, were clean, had hoists fitted, and an alarm.

There is an informative notice board and information available to all at reception.

Conclusion

During our visit, Callands displayed a positive environment where residents feel well cared for and supported. The home is currently undergoing refurbishment in some areas. The new management team has already begun implementing improvements that are contributing to a more responsive and effective care setting.

Residents expressed satisfaction with the services provided, particularly praising the staff and the variety of activities available. While most feedback was positive, some areas for improvement were identified, including the need for brighter lighting, refreshed décor, and repairs to areas affected by a leak and water damage.

Overall, Callands Care Home demonstrates a commitment to continuous improvement and the wellbeing of its residents. The recommendations provided aim to support the home in further enhancing its environment and care delivery.

Recommendations

Recommendations made from findings

1	We recommend that toilet seats be installed in different colours to the pedestal (considering Dementia patients).
2	We recommend that repairs be undertaken to the roof and the water-damaged ceiling in the Lakeside unit.
3	We recommend that the areas outlined in the report be redecorated and refreshed, and that brighter lighting be considered throughout.
4	We recommend that management ensure nurses understand the processes for providing safe, standardised care and delivering medicines effectively, along with implementing regular refresher training.



healthwatch

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