



Enter and View

Green Park Care Home

Semi Announced Visit

29th July 2026



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 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 that we can 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 specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address	Green Park Care Home
Date and Time	29 th July 2026 10:30 – 1PM
Authorised Representatives undertaking the visit	Lisa Fidler Norman Holding Dot Holding

Acknowledgments

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

Disclaimer

Please note that this report is related to findings and observations made during our visit on 29th July 2026. 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 Green Park House Care Home, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

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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 wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients 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 health and social care.
- 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 wellbeing. 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 purpose of the Enter and View visit was to observe the environment and care provided at Green Park Care Home, to speak with residents, staff and relatives about their experiences, and to identify areas of good practice as well as any areas for improvement. The visit formed part of our wider role in gathering feedback and understanding how services are experienced by those who live there. Our visit was an semi announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

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

What we did

Upon arrival, we introduced ourselves to the Manager Heather Pickup and explained the purpose of our visit. We were given an overview of the service, and the Manager accompanied us on a guided tour of the building. During the visit, we observed the general environment, facilities, and daily routines, and we had the opportunity to engage in conversations with several residents. These interactions helped us gain insight into their experiences of living at the service and the support they receive.

Provider Service and Staff

Care home has 99 beds, at the time of visit 94 beds were occupied.

Heather Pickup is the home manager. Heather has been in post for 12 months.

Green Park is part of the Orchard Healthcare Group.

The home has a multitude of staff including:

- Home Manager
- Deputy Manager
- Clinical Lead
- Day and night Nurses
- Reconnect Nurses Dementia
- Senior Carers
- Senior Support Workers
- Carer assistants
- Home Admin
- Activity Coordinators
- Chef
- Head Cook
- Catering assistants
- Laundry Assistants
- Maintenance assistant

- Domestic Assistants

Resident Voice



I spoke to a visitor who comes in every day. Their relative had been in Hollins Park previously. Since moving to the home, they are delighted with the change and the care given and have found them to be calmer and at peace. The staff always make them feel welcome and included in the care of their relative.

Staff Voice

A member of staff I spoke to had been at the home 9 years and has noticed the improvements in the home including décor, staff numbers, inclusion of staff in residents care and the difference this has made to them. Agency staff are only used during holiday periods and during the recruitment process when required, this makes for a more stable



and secure environment for the residents which adds to their overall care.

Results of the Visit:

First impressions

The home is located in a residential area, signage was adequate, making it easy to locate. Parking was available at the front and side of the building. Whilst off-road parking was available and appeared better than many similar services, all parking areas were full at the time of the visit, with several vehicles observed parked on the surrounding residential roads.

The home benefits from garden areas which contribute positively to the overall appearance of the environment. Whilst these areas were generally tidy, some additional maintenance would further enhance the outdoor space.

Entry to the building was secure, with visitors accessing the home through a controlled entrance and completing a paper sign-in process on arrival. The reception area was bright, welcoming and well staffed. A "Making a Difference" comments box were observed within reception. A range of information boards were also displayed, providing useful information for residents, relatives, visitors and staff.

The home consists of five units located across three floors. Throughout the areas observed, the home appeared clean, bright and very well decorated, creating a welcoming environment for residents and visitors.

Well-led

The Authorised Representatives were welcomed by the Home Manager, who provided an overview of the service and accompanied the team on a tour of the home. The manager advised that they had been in post for approximately twelve months.

Staff spoken to during the visit reported that a structured training programme was in place and that opportunities for ongoing learning and development were provided. Staff spoke positively about their roles and described the home as a supportive place to work. They advised that they felt able to raise concerns with management and were confident that any issues raised would be listened to and acted upon appropriately.

There is a making a difference nomination box in reception for staff, residents or visitors to nominate a member of staff, with the winner being gifted a £30 gift card. There is also a suggestion box and comment book.

Staff also reported that representatives from the organisation's Human Resources team visit the home on a monthly basis, providing an additional avenue for staff to raise concerns or seek support where required.

The home employs two Activities Coordinators and provides a varied programme of activities and social opportunities for residents. This contributes positively to resident wellbeing and engagement.

Whilst staff wore identification badges, the style and colour of badges observed varied. The badges were not consistent with dementia-friendly best practice recommendations, particularly as many residents are living with some level of dementia. No staff or management photograph boards were observed during the visit.

Access to Services

The home has reported a positive working relationship with the Enhanced GP Support Team, who visit regularly and provide additional clinical support when required.

The home advised that there is currently no domiciliary dental service available. Some residents continue to use the dental practice they had prior to residing at Green Park. Emergency dental services can also be accessed when required.

Podiatrist, dermatologist, optician and dietician visit the home regularly. A hairdresser also attends the home weekly, providing residents with access to routine hairdressing services.

Safe

The building was observed to be secure throughout. Access to the home was controlled by secure electronic entry systems, with internal doors between units secured through keypad-controlled access. Equipment stores, medication rooms and general storage areas were appropriately locked and secured.

External fencing surrounding the home appeared adequate and in good condition. Fire alarm call points were visible throughout the building and fire zones were clearly identified. The main fire panel was situated within reception and was clearly visible to reception and administration staff.

Resident bedrooms were equipped with alarm systems and falls monitoring equipment, including electronic monitoring systems and fall mats where required.

Emergency alarm systems could be heard throughout the building, including staff areas, nurse stations and reception.

Internal CCTV cameras were present within corridors and communal areas, the manager advised that all internal cameras are permanently switched off and that a request had been submitted for their removal.

All fire doors were secure and operated via push-bar and keypad systems. Access to outdoor spaces was safe and inclusive, with ramped access available and a mixture of hard and soft surfaces provided. Handrails were fitted throughout the home and were in a contrasting colour to support visibility.

Lifts were available for residents and visitors and operated through keypad access. Evacuation chairs and evacuation sledges were available in the event of an emergency.

Bathrooms and toilets were observed to be clean, spacious and appropriately equipped with alarm systems. However, some alarm cords were not positioned conveniently, and others had been tied up and were out of reach, reducing their effectiveness in an emergency.

Many toilet seats throughout the home were not dementia friendly as they did not contrast sufficiently with surrounding fixtures and fittings. Hot and cold-water taps were clearly identifiable through red and blue markings.

Medication was stored securely within locked medication rooms and cabinets. Medication trolleys observed during the visit were attended at all times and nursing staff wore "Do Not Disturb Medication Round" aprons whilst administering medicines. No medicines were observed left unattended.

Flooring throughout the home was generally in good condition with no trip hazards identified. However, some areas felt sticky underfoot, particularly on lower floors. External grassed areas and garden equipment including chairs, flower beds and tables would benefit from ongoing maintenance.

On Devonshire Unit, the nurse station door was found unlocked whilst the room was unattended.

Caring

Staff were consistently observed addressing residents using their preferred names and interacting with them in a respectful, friendly and caring manner. Positive relationships between residents, staff and management were evident throughout the visit. Care plans are kept electronically.

Noise levels remained appropriate across the home and contributed to a calm and pleasant atmosphere. Lounge areas were bright, clean and offered residents a variety of spaces, including quiet areas, television lounges and activity spaces.

Staff were observed spending time with residents and ensuring individuals were given opportunities to express their wishes, views and preferences without feeling rushed. Staffing levels appeared appropriate, with care staff and nurses visible throughout the visit and readily available to support residents when required.

Residents spoken to described the care provided as excellent and referred to staff as friendly, helpful and supportive.

Residents were encouraged to personalise their bedrooms with their own furniture, photographs and personal possessions. Bedrooms were of a good standard and room doors displayed names and personalised information to support orientation and independence.

On Windsor Unit a resident was observed in bed with their bedroom door open whilst not fully covered. This did not promote privacy and dignity and should be reviewed to ensure residents' dignity is maintained at all times.

Responsive

The main corridors were decorated with a variety of artwork, paintings and photographs which enhanced the environment and created points of interest for residents.

Each unit contained communal spaces where residents could meet, socialise, participate in activities or spend time together. The home has two full-time Activities Coordinators who provide a varied weekly and monthly programme of activities. The organisation has also invested in vocational training for activities staff to further develop their skills.

The home has established positive relationships with local organisations and community groups. Additional facilities include an on-site hair salon, with hairdressing services available weekly and delivered within individual units where required.

Whilst communal areas contained seating throughout, there was limited variety in chair styles available to meet different preferences and needs.

A sensory room was available within Cavendish Unit and was equipped with games, sensory lighting and sound equipment to support relaxation and engagement.

During the visit, the Activities Coordinator was observed interacting positively with residents in Windsor Unit. Residents appeared engaged and were actively participating in activities taking place.

Activities provided by the home include

- arts and crafts
- live entertainment
- outdoor activities
- therapy animal visits

- community events
- school and church visits
- therapy sessions
- films
- quizzes and a variety of games.
- Residents are also supported to visit local attractions including Chester Zoo and Knowsley Safari Park using local transport services.

The home advised that plans are being developed to introduce a shop and pub area for residents.

Regular meetings take place involving residents, relatives and staff to discuss all aspects of home life including food, activities, care provision and any concerns. A dedicated Café Lounge is available for family events, celebrations and private gatherings.

An up-to-date "You Said, We Did" board was observed on High Grove Unit. Information promoting Healthwatch and independent feedback opportunities was also displayed. Activities staff reported that they were provided with an appropriate budget to support meaningful activity provision for residents.

A monthly newsletter and activity programme are produced and shared with residents and families.

Food

Dining areas were well prepared for lunch service, with tables appropriately laid and the environment presented to a good standard. Dining rooms were clean, bright and well decorated.

The home advised that menus are changed regularly and displayed at each mealtime to promote resident choice however no up to date menu was viewed during the visit. Residents are involved in the development and review of menus.

Residents may choose to eat in the dining room, communal lounge areas or within their own bedrooms according to personal preference. Two meal choices were available at each mealtime, with additional alternatives provided where requested.

Hydration stations were available throughout communal areas and included water and fruit juice. Most dining areas had recently been refurbished and fitted with new equipment and furnishings.

The home also arranges additional seasonal initiatives such as visits from an ice cream van during the summer months to enhance residents' dining experiences.

Effective

The home was observed to be clean, bright and spacious, with wide corridors and high ceilings contributing to a pleasant environment.

Outdoor areas provided a combination of hard and soft surfaces and were easily accessible to residents. However, some areas would benefit from additional maintenance.

Resident bedrooms were spacious, bright and well decorated. Residents were encouraged to personalise their rooms and many had done so. Bedrooms were clearly numbered, with some also displaying names and personalised information.

Bathrooms and shower rooms were generally spacious, accessible and appropriately equipped with hoisting equipment and emergency alarm systems.

Although clocks were present within the home, there was a lack of dementia-friendly clocks displaying the day, date and month. The introduction of such clocks may further support orientation and independence for residents living with dementia.

Several environmental issues were identified during the visit. On Cavendish Unit, a shower room was being used for storage and an additional corridor storeroom was found unlocked. On Devonshire Men's Unit, a shower room contained a broken drain cover and an external door adjacent to the dining room showed signs of deterioration and rot. On Devonshire Women's Unit, a bleach container had been left behind a bath. On Kensington Unit, mould was observed around a toilet drain and an alarm cord had been wrapped around a handrail, rendering it inaccessible in an emergency.

The home provides an extensive programme of activities and maintains informative notice boards within reception and communal corridors. Communal areas included lounges of varying sizes and television lounges, although there was limited variation in seating styles available. Maintenance staff were observed working on site during the visit.

Conclusion

Healthwatch Warrington would like to thank the Home Manager, staff, residents and relatives for welcoming us during our visit and for their openness and cooperation throughout the Enter and View process.

The home provided a bright, welcoming and well-presented environment, with good standards of cleanliness and decoration observed throughout the majority of the areas visited. Staff were consistently seen interacting with residents in a caring, respectful and compassionate manner, and positive relationships between residents, staff and management were evident throughout the visit. Residents spoken to were complimentary about the care and support they received and described staff as friendly, approachable and helpful.

The home demonstrated a commitment to providing residents with meaningful opportunities for engagement through a varied programme of activities, strong links with the local community.

A number of areas of good practice were identified, particularly in relation to resident engagement, activity provision and the overall atmosphere within the home. However, the visit also identified several areas where improvements could be made. These included environmental maintenance, dementia-friendly adaptations, accessibility of emergency alarm cords, secure storage practices within some areas, and ensuring residents' privacy and dignity are maintained at all times.

The family member spoken to during the visit spoke very positively about the home and the staff team and expressed confidence in the quality of care being delivered.

Overall, the home appeared to be a caring and resident-focused service where staff were committed to supporting residents' wellbeing and quality of life. Addressing the areas identified during the visit will further strengthen the service and enhance the experience, safety and comfort of those living within the home.

Recommendations

Recommendations made from findings

1	We recommend that you always display the general Healthwatch Warrington poster in the reception area, which will offer an independent choice for the residents or family to feedback.
2	We recommend considering the introduction of dementia-friendly adaptations throughout the home, including contrasting toilet seats and clocks displaying the day, date and time.
3	We recommend reviewing all emergency alarm cords within bathrooms and toilets to ensure they are accessible, positioned appropriately and not tied up or out of reach.
4	We recommend ensuring all staff wear clear and consistent dementia-friendly identification badges to support resident recognition and engagement.

5	We recommend introducing staff and management photograph boards within communal areas to help residents, visitors and relatives identify members of the team.
6	We recommend reviewing security arrangements to ensure nurse stations and storage rooms remain locked when unattended.
7	We recommend reviewing practices relating to residents' privacy and dignity to ensure bedroom doors are appropriately managed and residents are always fully covered when receiving care or resting in bed.
8	We recommend addressing environmental maintenance issues identified during the visit, including the broken drain cover, mould around the toilet drain, the sticky flooring, the external door, and the maintenance of external garden areas to ensure the environment remains safe, clean and well maintained for residents.
9	We recommend reviewing the storage of cleaning products and other hazardous substances to ensure they are stored securely and in accordance with COSHH requirements.
10	We recommend reviewing storage arrangements within the home to ensure rooms and facilities intended for resident use are not used for inappropriate storage purposes and remain accessible and fit for purpose.

Comment from provider

Dear Lisa,

We would like to thank Healthwatch Warrington for taking the time to visit Green Park Care Home and for producing such a thorough and balanced report.

We are delighted that the report recognised the warm, caring and welcoming atmosphere within our home, as well as the dedication and compassion shown by our staff team. It is particularly pleasing to see the positive feedback from residents, relatives and staff, together with recognition of our activity programme, community involvement, quality environment and the strong relationships that exist throughout the home.

The positive comments regarding our caring culture, resident engagement, wellbeing initiatives and commitment to meaningful activities are a testament to the hard work of the entire team. We are especially proud that residents and relatives described the care provided as excellent and highlighted the friendliness, kindness and support offered by our staff.

We welcome all feedback as an opportunity to continuously improve our service. Following the visit, we have reviewed the recommendations in detail and have already taken action in a number of the areas identified. Several environmental maintenance issues were addressed immediately, emergency alarm cords have been checked, storage arrangements reviewed, and additional audits implemented to ensure standards continue to be maintained.

We are committed to enhancing our dementia-friendly environment and will continue to explore further improvements, including dementia-friendly signage, clocks and orientation aids. We will also review staff identification and recognition measures to support residents, relatives and visitors.

We are pleased that the report acknowledges Green Park as a caring, resident-focused service where staff are committed to supporting residents' wellbeing, independence and quality of life. We remain dedicated to providing high-quality, person-centred care and will use the recommendations from this report to further strengthen the service.

Thank you to Healthwatch Warrington, our residents, relatives and staff for their valuable feedback and continued support. We look forward to building on the many positive aspects highlighted within the report and continuing to provide an excellent home for the people we support.

Heather Pickup
Registered Manager

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