



# **Enter and View Heathside Care Home**

**Announced Visit**

**26<sup>th</sup> September 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 allow 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	Heathside Care Home Honiton Way Penketh, Warrington, WA5 2EY
Date and time	26 <sup>th</sup> September 2025. Arrival: 10.30am
Authorised Representatives undertaking the visit	Lisa Fider 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 26<sup>th</sup> September 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 Heathside 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](http://www.healthwatchwarrington.co.uk)

Telephone: 01925 246 893

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

## Details of the service

Heathside 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 with us.

## Provider Service and Staff

Heathside Care home has 37 beds (time of visit 33 were occupied).

Emma Norman is the registered manager (in post for 5 years).

The home has a multitude of staff including:

- Home Manager
- Deputy Manager
- Head Chef & Kitchen Assistants
- Head Housekeeper & Housekeepers
- Residential Senior support
- Care Assistants
- Activity Worker

## Results of the Visit:

### Resident Voice



### First impressions

On approach to the home signage was a little confusing. The home has small but adequate parking facilities shared with The Mews. Entrance was secure on arrival, ARs (Authorised Representatives) we were allowed through the front entrance door by a member of staff and asked to sign in via the electronic tablet. The reception area was clean, bright and welcoming. It was noted that

there was a Healthwatch poster displayed in the reception area which will offer an independent choice for the residents and visitors to feedback. No staff board was seen on entry.

## **Well-led**

On arrival AR's (Authorised Representatives) were met by the Manager and Deputy Manager, they gave an overview of the home and then given a tour of the home.

Staff stated that there were opportunities for training, and a programme was in place for them. Staff spoken to liked working in the home.

Emma explained that she tries to keep agency staff levels low but where necessary they try to use the same agency and same carers where possible. ARs did not notice staff wearing name badges. When asked Emma stated that staff do have name badges, but some were not in use at the time of visit.

Care plans are kept electronically and are regularly reviewed with residents and their families. Resident and family meetings are held once every 3 months. Emma stated that there is currently a 'you said, we did' board however it was not displayed on the day of the visit.

## **Access to Services**

The home has access to GP services, (some residents keep their existing GP). The home has access to domiciliary dental services, Ophthalmic and Pedometer services.

Hairdressing facilities are available once a fortnight. There was a good and varied programme of activities on offer overseen by the homes 2 activity coordinators.

There are regular family meetings to discuss both the resident's care and any concerns. There is a "You said, we did" board to display where the home have listened to feedback and implemented change.

## **Safe**

The building was secure, all doors on the unit entrances have coded locks.

Fire alarm panel sited in main reception which is in sight of the receptionist. Fire alarm points were visible. Corridor fire doors are held on magnetic releases.



Rooms observed had alarms, alarm monitors were in the corridors to alert staff. The alarm sounds throughout the building and in all staff areas. There was a lengthy delay in responding/deactivation an alarm during our visit. Alarms seemed to be on two systems; old one linked to the fire alarm and a new standalone emergency call system.

Access to the outdoor areas is safe and caters for all, both soft and hard surfaces. Bathrooms/toilets are adequate and well equipped, they have alarms. Hoists are available in bathrooms. Not all toilet seats were dementia friendly as they were not all a distinctive colour (some have different coloured seats).

No hazards were observed with flooring. Handrails are in place throughout the facility. The medication storeroom was locked and secure.

## Caring

During our visit staff were observed speaking to residents using their preferred name. 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 three lounge areas, these provide quiet areas, television lounge and activity areas. There is a Thank You board which had several thank you cards to staff and the home.

## Responsive

Heathside have two Activity Co-ordinators. ARs spoke to one of the co-ordinators who stated that the home has a good relationship with the local church, schools and local entertainers.

Activities that the home provide are:

- Craft classes.
- Exercise classes.
- Residents are taken out for walks, days out and community events (days out can be difficult to arrange as the home does not have it's own transportation).
- Musical entertainment and local entertainers are regularly provided.
- A variety of games
- The local schools come into the home and interact with residents.

- Therapy sessions are arranged.

The monthly activity schedule was displayed in the main reception area.

Residents spoken to stated that there was plenty of activities to get involved in.

Residents stated that they were able to speak up to the staff and management if they had concerns.

## Food

The residents we spoke to were very happy with the food quality, selection and amounts of food provided at mealtimes. The dining areas were clean, bright, all tables were clean. Residents can have their meals in the dining room, in the lounge areas or in their rooms.

The daily menus observed was a pictorial menu placed in the dining room, this was a little confusing to read and needs to be clearer for the residents. There were two choices for evening meal. Lunch was soup and a sandwich. We were informed that the main meal on Sunday was a roast dinner and that other requests, food intolerances and preferences were catered for.

ARs observed drinks being offered to residents via a drinks trolley, this is offered a few times per day. There is a water station in the corridor however it was empty, staff informed ARs that they cannot replace the bottle and had to wait for a contractor to replace it.

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

## Effective

Residents' room doors were numbered, some had names. Residents room doors are painted white, new doors are being fitted that are wood effect. Residents are encouraged to personalise their rooms if they wish.

The common areas comprise of lounges of varying sizes, which allow residents choices and provide a variety of chair styles for residents. Lounges at the front of the building are well used as residents enjoy seeing the main road and the day-to-day passersby.

The building requires general maintenance work. Décor in communal areas and resident rooms would benefit from a refresh as it is looking tired. Some areas had an unpleasant odour, particularly a first-floor bathroom which also had staining on the floor.



The outdoor areas contain both hard and small soft areas with easy access. A tearoom has been installed in the garden area which is nicely decorated and popular with residents and family members.

An informative notice board, dignity champion board and other useful information was displayed in the reception area.

## Conclusion

Overall, Heathside presents as a caring and homely feel care home. Staff were observed to be attentive and respectful, fostering positive relationships with residents. The home offers a good range of activities and maintains strong links with the local community.

Residents expressed appreciation for the quality and quantity of food. The environment is secure, but some areas particularly in décor and maintenance would benefit from refurbishment to improve comfort and appearance.

In summary, Heathside provides a warm and welcoming environment. Addressing the few areas identified for improvement would further enhance the quality of life for residents.

# Recommendations

## Recommendations made from findings

1	We recommend that toilet seats are installed in different colours to the pedestal (considering Dementia patients).
2	We recommend that décor is refreshed in both communal and resident rooms where it is tired and worn.
3	We recommend that the menu displayed is made clearer and easier to understand.
4	We recommend that odours and stains are addressed to maintain hygiene and dignity.
5	We recommend that maintenance work is reviewed and carried out.
6	We recommend that all staff wear name badges.



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