



# **Enter and View The Mews 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	The Mews Care Home Honiton Way Penketh, Warrington, WA5 2EY
Date and time	26 <sup>th</sup> September 2025. Arrival: 11.30am
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 The Mews 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

85-101 Sankey Street

Warrington

WA1 1SR

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

The Mews 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

The Mews Care home has 25 beds (full occupancy at time of visit).

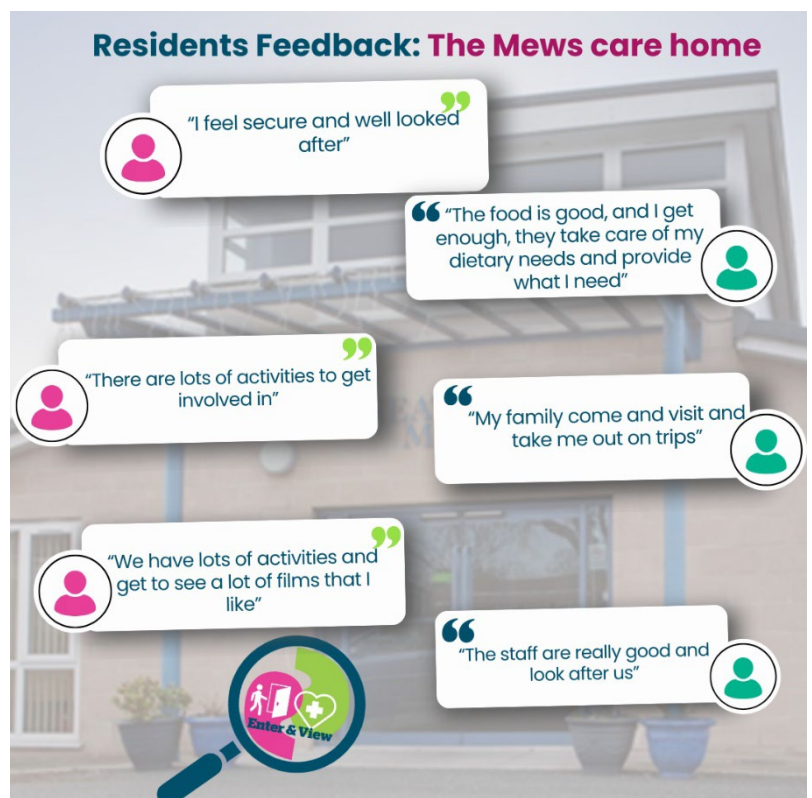
Emma Norman is the registered manager (in post for 5 years).

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:

### Resident Voice





### Family Feedback: The Mews

**A family member we spoke to whose mother is on end-of-life care**

“the staff care but there are not enough staff. The food was good when she first arrived, but it is now unappetising at times”

**(No other family members were present to speak to at the time of our visit).**

## First impressions

Signage was visible and clear on approach. The home has small but adequate parking facilities shared with Heathside. Entrance was secure on arrival, ARs (Authorised Representatives) we were asked to sign in via the electronic tablet on arrival. The reception area was clean, bright and welcoming. There were tea and coffee making facilities for relatives in the reception area. No staff board was seen on entry. The Mews is a purpose-built building.

## 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 Podiatry 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 and there is electronic sign in for all visitors.

Fire alarm points were visible, and all fire zones identified. All fire doors were secure and operated by push bar and security keypad.

Rooms observed had alarms, alarm monitors were in the corridors to alert staff. The alarm sounds throughout the building and in all staff areas.

Access to the outdoor areas is safe and caters for all, with ramp access and soft and hard surfaces. Bathrooms/toilets are adequate and well equipped, they have alarms. Hoists are available in bathrooms. Toilet seats were not dementia friendly as they were not a distinctive colour. Toilet doors in corridor areas are painted in a distinctive colour. Taps did not have red/blue, hot/cold identification which is recommended to make them dementia friendly.

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 lounge areas. There appeared to be a good ratio of staff to residents during our visit.

Noise levels were appropriate, and residents stated that they are not regularly disturbed by noise. Lounge areas provide quiet areas, television lounge and

activity areas. There is a Thank You card board which had several thank you cards to staff and the home.

All medical equipment is screened off in storage areas; this gives a less medical facility feel.

## Responsive

The Mews have two Activity Co-ordinators who produce a monthly programme of varied activities which resident participate in (there is a monthly activities plan displayed in the reception area). 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.
- Therapy dog attends
- Residents are taken out for walks, days out and community events (days out can be difficult to arrange as the home does not have its 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.

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

The main corridor has a variety of surfaces and themed areas with lots of pictures and paintings, some of which have been donated by family members and relate to memories of the residents. There is a well-equipped sensory room for residents to utilise and relax in. There is an area dedicated as a library for residents.

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.

There was no daily menus on display, we were informed that the menus were going to be displayed on a screen in the dining room. There should have been a pictorial menu display at the entrance to the dining area. Residents choose their food daily in advance on a written menu. We were told that there was a variety of choices for each meal. We were told that the main meal for Sunday lunch was a roast dinner. Residents spoken to stated that if there was nothing they liked on a menu they only had to ask, and an alternative was provided.

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

## **Effective**

The home was clean, and bright with high ceilings and very wide corridors. The residents' rooms were spacious, bright and well decorated, all had on suite bathrooms. On suites had shower, sink and a toilet. Residents' room doors were numbered, and there were a mixture of names and photos. Residents are encouraged to personalise their rooms if they wish.

The bathrooms (located off the main corridor) observed were large and had room for a wheelchair, clean had hoists fitted and an alarm.

The common areas comprise of lounges of varying sizes, which allow residents choices and themed spaces in the main corridor, there are a variety of chair styles for residents.

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.

There is an extensive monthly programme of activities. An informative notice board and other useful information was displayed in the reception area.

## **Conclusion**

The Mews is a warm, welcoming and clean care home with the benefit of lots of daylight giving it a bright and airy feel. The staff appear to provide a good friendly service in a friendly environment. Residents consistently reported feeling well cared for and satisfied with the food and activities available however there was one family member not satisfied with some aspects of the home.

The home encourages feedback and holds regular family engagement, and the varied activity programme reflect a responsive and inclusive ethos. The Mews continues to foster a positive atmosphere where residents feel valued, heard, and supported in their daily lives.

# 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 the daily menu be displayed pictorially as well as residents choosing via a written choice.
3	We recommend that all staff wear name badges.
4	We recommend installing taps that have red/blue, hot/cold identification which is recommended to make them dementia friendly.
5	
6	



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t: 01925 246 893

e: [info@healthwatchwarrington.co.uk](mailto:info@healthwatchwarrington.co.uk)

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