



Enter and View

Westvale House Care Home

Announced Visit

3rd 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	Westvale House Care Home
Date and Time	3 rd July 2026 10:30 – 12:30 PM
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 3rd 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 Westvale 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

Address:

The Gateway

85-101 Sankey Street

Warrington

WA1 1SR

Website: 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 purpose of the Enter and View visit was to observe the environment and care provided at Westvale 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 announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Westvale House 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. Westvale House Care Home is a care home with nursing care.

What we did

Upon arrival, we introduced ourselves to the Manager, presented our Healthwatch explained the purpose of our visit. We were given an overview of the service and 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 61 beds, at the time of visit 56 beds were occupied.

Sarah Jones is the home manager.

Westvale House is part of Barchester Healthcare homes.

The home has a multitude of staff including:

- General Manager
- Deputy Manager
- Night Manager
- Unit Manager
- Day and night Nurses
- Care Practitioner
- Senior Carers
- Carers
- Chefs
- Kitchen assistant
- Head Housekeeper
- Housekeepers
- Laundry Assistant
- Head of Maintenance
- Maintenance assistant

- Gardener
- Administrator
- Administrator assistant
- Activities co-ordinator
- Activities co-ordinator assistant

Resident Voice

The graphic features a background image of Westvale House, a care home. A stone sign in the foreground reads "BARCHESTER WESTVALE HOUSE CARE HOME". Overlaid on the image are five white speech bubbles containing resident feedback. Each bubble is accompanied by a circular icon: a pink person icon for the first, third, and fifth quotes, and a green person icon for the second and fourth quotes. A magnifying glass icon with a green and pink handle is positioned in the top right corner, focusing on the first quote. The magnifying glass has a logo that says "Enter & View" with a heart and a person icon.

Resident Feedback: Westvale House

 "It's lovely here, lovely staff, food is lovely, I have been here for 2 months now and it's lovely".

 "I am happy here, my room is the best!"

 "The food is good, and I get enough"

 "There are lots of activities to get involved in"

 "The staff are really good and look after us"

One of the residents moved to the home 3 months ago as she required end of life care which her previous care home could not provide. One of our Authorised Representatives spoke to her for some time and she was delighted with the care she received. The staff are caring, professional, and compassionate and, in her words,

'can't do enough for her'.

All her family or friends can visit at any time, which considering she is end of life is a great comfort to her. The food is excellent and she can either have something off the menu or the home will provide whatever she fancies at the time.

Family Feedback: Westvale House

 "The home is warm and welcoming"

 "Excellent relationship with staff"

 "Excellent provision of care given"

 "Regular meetings with management and residents"

 "Families have a "What's App" page and communicate regularly".

 "They empower our relative and us".



01925 571 266
www.barchester.com

Staff Feedback: Westvale House



"It is like home from home working here".

“

"It's a calm working atmosphere".



”

"Everyone helps each other".



Results of the Visit:

First impressions

The home was clearly visible from the roadside and had clear signage, making it easy to identify and locate. On arrival, the Authorised Representatives were unable to park in the home's car park and instead parked on the road leading to the home. Limited parking was available at the front of the building, with an additional six spaces located at the rear. Although on-site parking was available, it was at full capacity, and several vehicles were observed parked along the road.

This may make visiting the home more challenging for families during busier periods.

The home benefits from well-maintained landscaped gardens which contribute positively to the overall appearance of the home. 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 recently refurbished, creating a fresh and pleasant first impression. A refreshment area was available within reception where residents and visitors could help themselves to refreshments, including hot drinks and cakes, with comfortable seating provided. Monthly activity schedules and menus were displayed in reception alongside a range of informative notice boards. Information regarding staffing, including photographs of staff members, was also available.

Throughout the areas observed, the home appeared clean, bright and very well decorated. No unpleasant odours were noted during the visit.

Well-led

The Authorised Representatives were welcomed by the Home Manager, Sarah Jones, who provided an overview of the service and accompanied us on a tour of the facility. Sarah has been in post for almost twelve months and spoke passionately about the care provided to residents. She reported feeling well supported in her role and advised that staff morale had improved significantly over the past year.

A Healthwatch feedback poster was displayed in reception, enabling residents, relatives and staff to provide feedback independently prior to our visit.

Staff advised that a comprehensive training programme was in place, including annual refresher training. The home has two Dementia Champions. Staff spoke positively about their roles and reported that they enjoyed working at the home. They stated they felt supported by management and were confident that concerns raised would be listened to and acted upon appropriately.

Sarah advised that staff one-to-one supervision meetings are undertaken quarterly, with annual appraisals completed for all staff. The home operates an Employee of the Month scheme, with recipients receiving flowers and a card and recognition displayed within the home.

A "You Said, We Did" board was in place, although this was temporarily not displayed due to some minor maintenance needed to rehang on the wall. A Policy of the Month board was displayed in reception; at the time of the visit, the featured policy was the Safety Incident Response Framework.

The home reported that no agency staff had been used within the previous six months. Staff observed during the visit were wearing identification badges. A varied programme of activities is provided for residents, and recruitment is underway for an additional Activities Co-ordinator to further enhance provision.

Management and staff photograph boards were displayed within the main corridor, helping residents and visitors identify members of the team.

Access to Services

Residents are registered with Westbrook Medical Centre, regular weekly GP visits take place, alongside weekly visits from the Enhanced GP Support Team. The home manager reported having a positive relationship with both the practice and the Enhanced GP Support Team.

The home advised that they do not currently have access to a domiciliary dental service. Residents who are able continue to attend their own dentists, and emergency dental services can be accessed when required.

Podiatry and chiropody services visit the home regularly, and a hairdresser attends weekly. Staff reported positive working relationships with external healthcare professionals to support residents' ongoing health and wellbeing.

Safe

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

External fencing around the site appeared secure and in good condition. Fire alarm call points were visible throughout the home, with fire zones clearly identified. Resident bedrooms were equipped with falls and movement monitoring systems, including electronic monitoring equipment and fall mats where required.

All fire doors were secure and operated via push bar and keypad systems. Outdoor areas were accessible and safe, offering both hard and soft surfaces with ramped access available. A designated smoking shelter was also provided.

The home has one lift available for residents and visitors. In the event of an emergency, evacuation chairs and evacuation sledges were available on site.

Bathrooms and toilets were clean, spacious and well equipped with alarm systems. Main bathrooms had recently been refurbished and included sensory spa baths.

Shower rooms were fitted with shower beds and hoisting equipment to support residents with mobility needs.

Resident bedrooms were equipped with en-suite facilities, alarm systems and personalised to meet individual needs. Toilet seats throughout the home were not dementia friendly as they did not contrast in colour with surrounding fixtures. However, taps were clearly identified with red and blue hot and cold indicators. The manager advised that the current resident group includes only a small number of people living with mild dementia.

Medication was stored securely. During the visit, a medication trolley was observed unattended outside a resident's room, the trolley was locked however the key remained in the medication locker. Staff advised that medication trolleys are normally secured within a locked medication room using chain and lock systems when not in use.

Medication records are currently paper based, although the home is transitioning to an electronic medication management system which management believe will improve oversight and monitoring.

Flooring throughout the home was in good condition, with no trip hazards identified. Some external grassed areas would benefit from routine maintenance.

At the end of the visit, a new resident arrived at the home. Reception was unattended at the time, and the staff member who responded appeared unaware that the admission was taking place. Consideration should be given to providing a reception bell or alternative alert system to ensure visitors and new admissions can quickly gain staff attention when reception is unattended. The home manager did note that the receptionist was absent on the day of our visit and that a receptionist is usually there at all times to greet visitors.

Caring

Staff were consistently observed addressing residents by their preferred names and interacting in a warm, respectful and supportive manner. Positive relationships between residents, staff and management were evident throughout the visit.

Noise levels across the home remained appropriate and contributed to a calm atmosphere. Staff were observed spending time with residents, ensuring individuals were able to express their wishes, views and preferences without feeling rushed.

The home provides a variety of communal spaces including quiet lounges, television lounges and activity areas. Large face clocks were displayed throughout the home, although clocks displaying both the day and date may provide additional support to residents.

Flooring and décor throughout the home were neutral, clean and in good condition. Recent refurbishment works have provided a modern and homely feel, with dining rooms, lounges, reception areas, bathrooms and several premium resident bedrooms refurbished to a high standard. Further improvements, including replacement curtains in some bedrooms, are ongoing.

Staffing levels observed appeared appropriate, with nurses and care staff regularly visible and interacting with residents. Residents spoken to during the visit described staff as friendly, approachable and helpful and stated that they received excellent care.

Bedrooms were en-suite and furnished to a high standard. Residents were encouraged to personalise their rooms with furniture, photographs and personal possessions. Fixtures, fittings and decoration throughout resident accommodation were of a high quality.

Dining areas were attractively prepared for mealtimes, with menus, cutlery and table settings displayed neatly. Residents had the choice to dine in communal dining areas, lounges or within their own rooms.

Responsive

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

The home currently employs a full-time Activities Co-ordinator and is in the process of recruiting a second member of staff to strengthen activity provision further. A weekly and monthly programme of activities is available and provides residents with a variety of opportunities for engagement.

The home has developed positive relationships with local organisations and community groups. Residents have access to an on-site hair salon, with a hairdresser visiting weekly. Various styles of seating are available throughout communal areas to accommodate individual preferences and provide comfort.

Activities available include:

- Craft classes.
- Therapy animal visits.
- Walks within the local community.
- Attendance at community events.
- Regular musical entertainment.
- A variety of games and group activities.
- Organised day trips and outings using the home's own minibus.

- Therapy sessions.
- Quizzes.

Residents told us there were plenty of activities available and that they were able to participate in activities that interested them. Residents also advised that they felt comfortable raising concerns with staff and management when necessary.

Regular meetings are held with residents, relatives and staff to discuss topics including care, dining experiences, activities and any concerns. The home also has a dedicated Café Lounge which can be used for family celebrations, special occasions and as a quiet area for residents and visitors.

Food

Dining rooms were observed to be prepared to a high standard for lunch service, with tablecloths, cutlery and glasses laid out appropriately. The dining environment was clean, bright and well decorated.

Residents told us they were very happy with the quality, variety and portion sizes of meals provided. Residents are involved in the development and review of menus, helping to ensure choices reflect individual preferences.

Meals can be enjoyed in dining rooms, lounge areas or resident bedrooms according to personal preference. Menus were displayed throughout dining areas and reception and offered three meal choices at each mealtime, alongside additional alternatives.

Residents reported that if they did not wish to select from the menu, alternative meals would be provided upon request.

Hydration stations were located throughout the home. Fruit juice containers were appropriately labelled and dated, demonstrating good hydration management practices.

Effective

The home was clean, bright and spacious, with high ceilings and wide corridors creating an open and pleasant environment.

Outdoor areas provided a combination of hard and soft surfaces with suitable access for residents. Some external areas would benefit from routine maintenance.

Resident bedrooms were spacious, well decorated and equipped with en-suite bathroom facilities. Bedrooms could be personalised with photographs, furniture and personal belongings. En-suite facilities included a shower, sink and toilet.

Bedrooms were clearly numbered, with some also displaying residents' names. Bathrooms observed during the visit were spacious, clean and accessible for wheelchair users, with hoisting equipment and emergency call alarms available.

The home provides an extensive programme of activities each week and month. Informative notice boards were available within reception and main corridor areas.

Communal areas included lounges of varying sizes, television lounges and comfortable seating options to suit a range of resident preferences. The home also benefits from the support of a dedicated full-time maintenance operative who oversees repairs and upkeep of the environment.

Conclusion

Healthwatch Warrington would like to thank everyone at Westvale Care Home for welcoming us during our visit.

The home provides a bright, airy and welcoming environment with excellent levels of cleanliness and presentation throughout. Recent refurbishment works have created a modern and homely atmosphere for residents and visitors.

During the visit staff were observed providing friendly, caring and person-centred support, and positive relationships between residents, staff and management were evident throughout the visit. Residents spoken to expressed high levels of satisfaction with the care provided and consistently described staff as kind, approachable and supportive.

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.

Westvale Care Home appeared well managed and resident-focused, with a commitment to continuous improvement and the provision of a comfortable, safe and engaging environment for those who live there.

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 installing dementia-friendly toilet seats across all units and ensuring all clocks are dementia friendly.

3	We recommend reviewing medication administration practices to ensure medication trolley keys are always secured when not in direct use.
4	We recommend providing a reception bell or alternative alert system when reception is unattended to improve the arrival process for visitors and new admissions.
5	We recommend reinstating the "You Said, We Did" board as soon as maintenance works are completed to demonstrate how resident and family feedback is acted upon.

Comment from provider

It was lovely to read how positive your visit with us was, and excellent to hear that our residents, staff and relatives are all happy here.

I have been at Westvale House for just over a year now and I'm incredibly proud of the staff here that have been on this journey with me. The care and dedication they show for our residents is truly admirable. They provide excellent person-centred care day and night and this shows with how happy and healthily our residents are.

I'm very happy that you found our home to provide you with a pleasant first impression in our reception area and found it to be clean, welcoming and very well decorated. Our recent refurbishment really has made a huge difference to our residents living environment, which they all enjoy spending time in. Our "you said we did" board is now back up on the wall in the reception area.

It was very unfortunate that our administrator assistant wasn't working on the day of your visit, as she really is the face of Westvale and welcomes everyone into the home so warmly. Our nursing staff have also been reminded about the importance of having their medication trolley keys on them at all times, even when just popping into a bedroom to administer someone's medication, and this is something that the management team monitor on their daily walk rounds.

I'm very happy that you were able to hear about how wonderful our dining experience is here as this is something we take a lot of pride in and our chef works really hard with the residents to ensure they have nutritious meals and really enjoy their mealtimes.

I really can't thank you enough for capturing our beautiful home with lovely words, it really does reflect how we all feel about Westvale House and our Westvale family.

t: 01925 246 893

e: info@healthwatchwarrington.co.uk

📱 @HWW

📘 [Facebook.com/Healthwatchwarrington](https://www.facebook.com/Healthwatchwarrington)



healthwatch
Warrington