



# **Enter and View Catalyst Choices – Woodleigh Residential Home**

**Announced Visit**

18<sup>th</sup> February 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	Catalyst Choices – Woodleigh Residential Home Callands Road, Warrington WA5 9RJ
Date and Time	18 <sup>th</sup> February 2026 10:30 – 12:30 PM
Authorised Representatives undertaking the visit	Lisa Fidler Norman Holding Alex Chicken

## 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 18<sup>th</sup> February 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 Catalyst Homes - Woodleigh, 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 an announced and was part of the ongoing work programme of Healthwatch Warrington.

## **Details of the service**

Catalyst Choices - Woodleigh Residential 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. Catalyst Choices - Woodleigh Residential Home is a residential care home that provides residential, respite and specialist dementia care for older people.

## Provider Service and Staff

Care home has 47 beds however 6 beds are closed for day centre use (time of visit 33 beds were occupied)

Debra Ackerley is the home manager.

Woodleigh is part of Catalyst Choices with is a Community Interest Company.

Areas divided into Lounges 1 to 5, but no names for units. EMI – Rosemary unit

The home has a multitude of staff including:

- Home Manager
- Deputy Manager
- Care Leaders
- Care givers
- General Assistants
- Cooks
- Admin
- Facilities team (based on site twice a week)

## Resident Voice



## Family member of resident said:



## Results of the Visit:

### First impressions

On arrival at Woodleigh, there was off-road parking available, supported by additional adjacent public parking. Signage to the home was present; however, the name “Woodleigh” appeared in a small font at the bottom of the sign, which may make the building difficult to identify for first-time visitors.

The grounds surrounding the car park and entrance were pleasant and well maintained. Entry into the building was secure, with visitors signing in via a paper process. The reception area was bright and welcoming, with an up-to-date monthly activities schedule and a range of informative displays. Enter and View posters were clearly visible, notifying residents and families about our visit and how to provide feedback.

The hallway beyond reception was clean, bright and spacious, although it felt noticeably cool at the time of the visit. No staff board was visible in the reception area.

## Well-led

The Enter and View Authorised Representatives were welcomed by the Deputy Manager, who introduced us to the Home Manager and provided an overview of the service before giving us on a full walk around of the facility.

Staff we spoke to were positive about their roles and expressed that they enjoyed working at Woodleigh. They reported feeling supported by management and stated they were comfortable raising concerns when necessary. During the visit, staff were not observed wearing identification badges. Staffing levels appeared good, and the staff-to-resident ratio was notably good on the day of our visit.

One area of the home contained six unoccupied bedrooms due to the space accommodating Sandy Lane Day Care Centre following the closure of their premises.

The management team operates an open-door policy for residents, staff and families. A full package of training is in place, including Oliver McGowan training. A "Shout Out to Staff" board was present for residents and families to leave positive comments, although no blank cards or pens were available at the time of our visit.

## Access to Services

Residents at Woodleigh are registered with Parkview Medical Practice. The home reported ongoing challenges accessing enhanced GP support, and a family member also expressed concern that delays in addressing their relative's health issues had contributed to a rapid deterioration.

The home has a domiciliary dentist in place, with regular visits from podiatry and optician services. A hairdresser attends the home weekly. Residents benefit from a broad range of activities that are structured and advertised throughout the home.

## Safe

The building was secure, with CCTV monitoring the main entry point. Internal doors between units required keypad or card-swipe access. Storerooms were locked, although one sluice room was found unlocked during the visit. Medicines were stored securely, and staff conducting the medication round were observed using locked trolleys and completing documentation appropriately.

Perimeter fencing around the home was secure and in good condition, and external gates were locked. Fire alarm points were visible, fire zones were clearly identified, and the main fire panel was monitored in reception.

Resident rooms included alarms and fall/movement monitoring systems, with alerts sounding throughout the building and linking to staff pagers for rapid response. All fire doors were secure and operated by push bar and keypad systems. Access to outside areas was safe and suitable for all residents, although some hard-surface pathways required maintenance due to trip hazards. A smoking area was available and well-kept.

Handrails throughout the home were of a distinctive contrasting colour. Bathrooms and toilets were adequate and equipped with alarms, though toilet seats were not dementia-friendly as they were not of a contrasting colour. Taps were clearly marked with hot and cold indicators.

## Caring

Staff were observed addressing residents by their preferred names, and interactions appeared warm, respectful and supportive. Noise levels throughout the home were appropriate.

Resident meetings are held quarterly, and family meetings are currently conducted every six months but are planned to increase to quarterly. Although the home did not display a "You Said, We Did" board, they reported using survey responses to implement changes based on feedback.

Lounge areas provided a combination of quiet spaces, television area, dining spaces and activity areas, with a range of seating options from high-backed chairs to softer armchairs, including pressure-relieving cushions. There was one lounge to each seven to ten resident beds, and care plans were available in the lounge areas, these should be stored securely.

In the Rosemary (EMI) Unit, staff were seen interacting positively with residents and providing one-to-one support where required. Large face clocks were present, though clocks displaying both the day and date would further benefit individuals living with dementia. Décor and flooring across the areas were neutral and appropriate.

## Responsive

The main corridor is wide with various activity areas, seating areas, reading areas with a selection of books available, and themed areas with a lot of pictures and artwork.

The home has a full time Activity co-ordinator, who produces a programme of varied activities which residents participate in. This programme is displayed at the main reception and in each lounge area. Choir practice was taking place during our visit; residents appeared to be enjoying getting involved. The home has a good relationship with the local organisations

Activities that the home provide are:

- Craft classes.
- Singing Group (observed during visit)
- Exercise Classes
- Cooking classes
- Residents are taken out for walks and community events.
- Musical entertainment is regularly provided.
- A variety of games.
- Therapy Pets
- Special Occasions, Parties.
- Quizzes
- Planting/herb garden.

Hairdressing facilities are available weekly. Residents told us they were satisfied with the number and variety of activities and felt able to speak openly to staff and management about any concerns. Family members also stated that the management team were approachable and responsive.

## **Food**

Residents told us they were very happy with the quality, choice and portion sizes of the food provided at Woodleigh. Dining areas were clean, and tables were set in preparation for mealtimes. Meals were served within the lounge dining spaces. Each lounge had a small kitchenette area for staff to prepare hot and cold drinks for residents.

Menus were displayed in both written and pictorial formats, offering a good variety of choices for each mealtime, alternatives were available on request. A supper menu was also offered. In the EMI area, menus were presented in large pictorial form to better support residents. Residents confirmed that alternative options were always provided when requested. In Lounge 4, fruit displayed on the table appeared old and beginning to spoil.

## **Effective**

The home was clean, and bright, with high and wide main corridor. The main corridor was cool; the area is heated by ceiling mounted radiant panels it was stated that work was on going to the roof.

Outdoor areas included both soft and hard surfaces, although some hard pathways required maintenance due to trip hazards.

Resident bedrooms were spacious, well decorated and varied between en-suite and shared bathroom facilities. Bathrooms were large, clean, wheelchair accessible and fitted with hoists and alarms. Residents personalised their rooms

with their own belongings. En-suite bathrooms contained showers, sinks and toilets with privacy provided by doors. All rooms were clearly numbered, and doors displayed a mixture of names and photographs.

In the EMI unit, resident bedrooms were equipped with ceiling-mounted hoist tracks. The EMI unit was bright, spacious and well decorated, with ceiling-mounted hoist tracks throughout.

Some areas of the building, including skirting boards, paintwork and door frames, showed signs of wear and required maintenance.

A comprehensive monthly activities programme was available, and reception displayed an informative noticeboard.

## Conclusion

Woodleigh provides a caring and welcoming environment where residents expressed feeling safe, supported and engaged. Staff were observed interacting positively with residents, and family members expressed strong confidence in the quality of care. The home offers a varied range of activities that residents appear to engage well in.

The home is bright clean and warm apart from the main hallway where improvements are looked at in order make it a more usable space during the colder months of the year. Whilst some areas of development were identified, overall, Woodleigh fosters a positive and caring atmosphere where residents feel supported.

# 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 improving external signage so that Woodleigh can be more clearly identified.
3	We recommend that staff wear identification badges.

4	We recommend installing dementia-friendly toilet seats across all units and ensuring all clocks are dementia friendly.
5	We recommend naming the lounges as has been done with the Rosemary Suite.
6	We recommend ensuring that all resident records are kept securely.
7	We recommend addressing maintenance issues including damaged skirting boards, door frames, paintwork, external hard-surface trip hazards and roofing that is affecting heat retention in the corridor.
8	We recommend having a staff notice board with key members of staff.

## Comment from provider

I have worked in Woodleigh care home for 23 years, which should tell you something positive. I have grown with the service and started my journey as a care giver, then senior carer.

I developed my knowledge and experience into a deputy manager role and now I am the Registered manager.

I could not be prouder of the staff team here at Woodleigh, who everyday support the residents to live their best lives. The dedication and person-centred support they deliver really does come from the heart. As a team and company, we are always striving for improvement and the feedback we receive is valuable to us.

**Deb Ackerley – Registered Manager Woodleigh**



# healthwatch

## Warrington

The Gateway  
85-101 Sankey Street  
Warrington  
WA1 1SR

[www.healthwatchwarrington.co.uk](http://www.healthwatchwarrington.co.uk)

t: 01925 246 893  
e: [info@healthwatchwarrington.co.uk](mailto:info@healthwatchwarrington.co.uk)  
📱 @HWW  
📘 [Facebook.com/Healthwatchwarrington](https://www.facebook.com/Healthwatchwarrington)