



Thorncliffe Care Home Enter and View Report

DATE: 25th March 2025

TIME: 10am

healthwatch

Blackburn with Darwen

DISCLAIMER

This report relates to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Thorncliffe Residential Care Home

Astley Bank, Darwen BB3 2QB

Staff met during our visit:

Roxanne Marshall

Date and time of our visit:

Tuesday 25th March 2025 10am

Healthwatch Blackburn with Darwen
Representatives

Katie Merry (Lead)

Sarah Johns (Staff)

Michelle Livesey (Volunteer)

Miebaka Adikibi (Volunteer)



Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to residents in communal areas only.

This visit was arranged as part of Healthwatch Blackburn with Darwen's Enter and View programme. The aim is to observe services, consider how services may be improved and disseminate good practice. The team of trained Enter and View authorised representatives record their observations along with feedback from residents, staff and, where possible, residents' families or friends.

A report is sent to the manager of the facility for validation of the facts. Any response from the manager is included with the final version of the report which is published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk

Acknowledgements

Healthwatch Blackburn with Darwen would like to thank together with staff, residents, and visitors, for making us feel welcome and taking part in the visit.

General Information

Thorncliffe Residential Care Home is privately owned by Crown Care with 28 places for residents. There were 10 vacancies at the time of our visit due to refurbishment. The person in charge was Roxanne Marshall.

Information obtained from carehome.co.uk states that the home provides care for people from the ages of who are affected by old age and dementia.

Methodology

The Enter and View representatives made an announced visit on Tuesday 25th March at 10am. This was a revisit after previously visiting the home in August 2023.

We spoke to 10 residents, 5 staff and 1 relative, where possible within the constraints of the home routine, people's willingness, and ability to engage and access to people in public areas. Discussion was structured around four themes (Environment, Care, Nutrition and Activities) designed to gather information concerning residents overall experience of living at the home.

The team also recorded their own observations of the environment and facilities.

Our role at Healthwatch Blackburn with Darwen is to gather the views of service users, especially those who are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so. It is not our role to censor feedback from respondents.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

Observations were rated on Red, Amber, Green scale as follows:

Green = Based on our observations and the responses gathered we would consider the experience of this home to be good.

Amber = Based on our observations and the responses gathered we consider the experience of this home to be need of some improvements.

Red = Based on our observations and the responses gathered we would consider the experience of this home to need significant improvement.

Summary:

Healthwatch Blackburn with Darwen made an announced visit to Thorncliffe Care Home on Tuesday 25th March 2025. This was a revisit after previously visiting the home in August 2023.

During our visit to Thorncliffe, representatives were welcomed into a warm and inviting environment.

The care team operated seamlessly, demonstrating both professionalism and compassion in their interactions. The team was well-established, and staff members expressed feeling supported by both their manager and colleagues. They highlighted clear lines of communication, with one staff member stating, "Yes 100%. It's a really good team and I feel really supported. I've had some problems at home, and they helped me during that time and were flexible." Another shared, "They definitely support us with hours, and we have a lot of training." Notably, all staff members who engaged with us said they would recommend Thorncliffe to a close friend or relative with some stating they have had relatives in the home in the past.

Residents also shared positive feedback. All respondents expressed satisfaction with their rooms, with the option on selecting their own décor. One resident said "I am very happy with my room. I think it's all new. I have a large TV on the wall." The food was praised, described as, "It's very good, we have a good cook and there's a good choice." Additionally, all residents reported having positive relationships with the staff, describing them as "The staff are very kind, all of them, and very attentive" and expressing that they felt "well looked after." Representatives particularly appreciated the one-on-one care provided during lunchtime, with staff attentively asking residents, "Do you have enough? Can you manage? Do you need any help?"

Representatives observed residents participating in various activities, with the activities coordinator showing great enthusiasm for her role. She provided a detailed insight into her work, highlighting the range of activities offered. Residents expressed enjoyment in taking part, particularly appreciating the 'daily chat.'

During our visit, we spoke with a relative who was very pleased with the care his loved one was receiving. He also appreciated being able to bring their dog for visits, which we felt added a meaningful and personal touch.

The overall atmosphere was friendly and inclusive, with staff engaging informally with relatives and involving them in daily activities, such as lunchtime.

Based on the criteria, the Enter and View Representatives gave the home an overall score of:

Green

Enter and View observations

Pre-visit and location

Thorncliffe is part of the Crown Care Group and prior to our visit we were able to easily find details about the home.

The Crown Care website is clear and easy to understand. Recommendations on improvement would be enhancing user engagement through up-to-date reviews, virtual tours and authentic pictures this would make it more engaging and trustworthy for potential residents and their families.

Thorncliffe Residential Care Home is located in Astley Bank in Darwen. The care home is situated approximately one mile from Darwen town centre, providing convenient access to local amenities. Public transportation options are available nearby, with a bus stop located about 250 yards from the home. Additionally, shops are within a similar distance, while the post office, general practitioner (GP) services, and social centres are approximately one mile away.

However, the position of Thorncliffe is up a steep and narrow private road would make walking very difficult for some visitors and residents and necessitate using a vehicle. Representatives found the approach easy to locate when using sat nav, but it is not well signposted which may cause confusion for visitors unfamiliar with the area.

There is a large car park to the front and side of the home. It is not marked with dedicated spaces however the front door had an accessible sloping entrance and a grab rail and can be entered directly from the car park.

Green Amber

The external environment

The manager explained the history of the building and its previous use as a nunnery. It has been thoughtfully adapted to serve as a comfortable and functional care facility. The structure retains many of its original architectural features including an impressive stained-glass window on the staircase, offering a charming and homely atmosphere for residents.

The care home is surrounded by well-maintained grounds that provide a serene and pleasant environment. These outdoor spaces include landscaped gardens with seating areas, allowing residents to enjoy fresh air and nature in a safe and accessible setting. The combination of the building's character and the inviting outdoor areas contributes to a warm and welcoming atmosphere for both residents and visitors.

Green

The internal environment/reception -first impressions

Upon arrival, the secured front entrance was promptly attended to by both the manager and deputy manager, who extended a warm welcome. We were asked to sign in using the electronic visitor management system, ensuring a secure and efficient check-in process. This approach reflects the home's commitment to both safety and professionalism, creating a positive first impression for visitors.

The spacious and inviting reception area featured high ceilings with intricate mouldings and cornicing. Decorated in neutral tones, the space was furnished with comfortable easy chairs and soft furnishings, and a statement lighting fixture creating a warm and welcoming atmosphere.

We also noted shelves filled with books, providing residents with a quiet reading option, while an Alexa played 70s and 80s music in the background, adding to the relaxed ambiance.

A photographic display board titled “Today’s Team” was prominently placed, highlighting staff members and their respective roles. Additionally, each team member had contributed to a “Meet the Team” booklet, which featured photographs and brief personal profiles, helping residents and visitors easily put a face to a name. These could be located in the entrance in named folders.



All care staff were clearly identifiable, dressed professionally in smart blue uniforms, whilst wearing PPE. When discussing vacancies, the manager informed us that the home was at full capacity. They expressed a strong preference for not using agency staff, as they felt it was important for residents to be cared for by familiar faces. The manager stated, “My deputy and I would put on a uniform ourselves before resorting to agency staff” demonstrating the management team’s deep commitment to their residents.

Green

The observation of corridors, public toilets and bathrooms

Directly accessible from the reception area is a lift which provides convenient access to the upper floors. Additionally, a second lift, located in a nearby corridor, ensures that residents can navigate the building quickly and safely.

The majority of the corridors throughout the home feature wipe-clean, wood-effect flooring, contributing to both hygiene and ease of maintenance. Whilst being shown round the home cleaning of the corridors was being undertaken by the domestic team. The overall decor is light and bright, with uncluttered spaces promoting accessibility.

The corridor signage was clear and dementia-friendly, ensuring ease of navigation for all residents. Each bedroom door featured a mounted nameplate and room number, accompanied by an image personally chosen by the resident. The manager

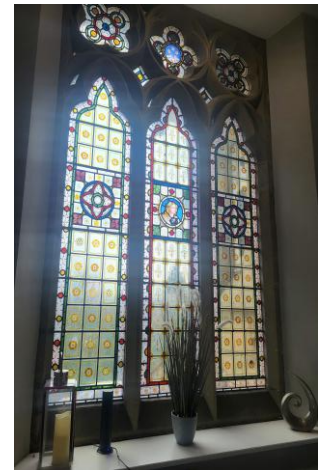
explained that, rather than using residents' photographs, she preferred images that represented the individual's personality or interests.



All of the bedrooms at Thorncliffe have ensuite facilities and two rooms had recently benefited from a re-fit to enable a shower to be fitted. The manager explained that there are 4 communal toilets but due to the refurb there is currently only 3. The main wet room on the ground floor was undergoing a refit, as the manager explained that the previous design was no longer fit for purpose, with water frequently leaking through the door into the corridor. The newly renovated wet room appeared well-adapted, featuring modern fittings and tasteful décor, ensuring both functionality and comfort for residents.

The main staircase featured an impressive stained-glass window, serving as a striking architectural highlight within the building. To enhance resident safety, a stair gate was installed at the bottom, and access from the upstairs corridor to the staircase was secured with a coded entry system, helping to prevent unsupervised access and reduce the risk of falls.

Green



The lounges, dining area and other public areas

The home had 3 separate lounges, each having its own dining area. It was explained that one of the lounges/dining areas was not in use due to a new kitchen being fitted the next day.

The two lounges, Sapphire and Ruby, located at the front of the building, were actively in use, with the rear section of the lounge arranged as a dining area with tables and chairs. The manager informed us that the Ruby Lounge was scheduled for refurbishment in the coming weeks, addressing signs of wear, including dated and peeling wallpaper, as noted by representatives. This planned update will help maintain a comfortable and aesthetically pleasing environment for residents.

The windows to the lounges overlooking the front of the building were similarly large allowing lovely views over the gardens. The rooms were made comfortable with curtains, blankets and soft furnishings. We noted a variety of wipe clean seating, some comfortable armchairs alongside small sofas with coffee tables

nearby for drinks, glasses and books. We saw that some seating had been individualised with the addition of raised seating and footstools. Soft lighting, artwork and a prominently mounted TV further complemented each room. However, the TV did not dominate the environment in any of the lounges.

Both lounges were warm, clean and clutter free. There were many small side tables allowing for residents drinks and other items. Frames and other walking aids were available for those who need them but kept safely to one side for safety reasons.

Staff were present in both lounges at all times making accessible and also monitoring any at risk residents in terms of falls etc. The dining areas of each lounge were uniformly furnished with square or round tables for 4 in a light wood effect. Each table place was set with a placemat and a cutlery.

When asked about a quiet space for residents to receive visitors or have some personal time, the manager explained that residents typically take phone calls in the quiet corridor. For family visits, relatives usually sit in one of the lounges, as there is not a designated private area specifically for visits. This setup seems to work for most residents, though it could be worth considering whether a dedicated, more private space might enhance the experience for those who prefer a quieter, more personal environment for interactions.



Green Amber

Observations of resident and staff interactions

Throughout our visit, staff were highly visible and actively engaged with residents while efficiently carrying out their duties. They were friendly, attentive, and demonstrated a genuine enthusiasm for their work, ensuring that residents had everything they needed.

It was evident that staff had a strong rapport with residents, addressing them by name and displaying an in-depth knowledge of their preferences, such as whether they preferred tea or coffee.



When we arrived, an exercise class was taking place, delivered by the activities coordinator in the Ruby lounge, all residents were taking part apart from one lady who sat at the table reading the “Daily Chat” newspaper.

Notably, all staff, except for the two managers, wore full personal protective equipment (PPE) at all times, including plastic aprons, gloves, and plastic arm protectors, even when in lounge areas, participating in activities such as puzzles or quizzes. While infection prevention and control are crucial, this level of PPE usage appeared excessive and detracted from the homely atmosphere that the care home aims to provide. A representative asked a member of staff why they wore

this level of PPE and the staff were not sure other than they were told to. It would be suggested that this level of PPE should only be required when attending to a resident's personal care and those with certain infections as PPE should be used for one resident at a time.

One of the representatives noted a resident went up to the manager and started dancing with her. This shows she is familiar and comfortable with staff. Two residents said they have call bells in their room and when staff are needed, they attend quickly.

A key aspect of the home's open and transparent culture is the use of the Care Control App, a digital system that allows staff to identify residents' needs, record care provided, and update information in real-time. This ensures seamless communication amongst staff, authorised friends and family members, promoting greater collaboration and efficiency.

The manager enthusiastically demonstrated the app, highlighting how it enables her to monitor each resident's care needs with ease. She explained that this system has transformed the way staff work, making processes more efficient and improving overall care delivery.

Green

The Lunchtime Experience

On this occasion, representatives chose to focus on the experience of residents during the lunchtime. We evaluated the lunchtime as a social experience, the quantity and quality of the food, the interaction between staff and residents, and the dignity afforded residents during this period.

A representative observed lunch in the Ruby lounge where eight residents dined at two tables. Staff assisted residents to their seats before 12:00 PM, with meals being served promptly from 12:05 PM. Tables were set in advance with basic cutlery and linen napkins, and each resident was provided with a glass of blackcurrant cordial, with additional juice offered during the meal. However, there was no visible menu displayed for residents. When a resident requested salt, staff promptly provided it. Plated meals were brought in by staff, and the first server clearly announced the meal option, which was cheese, leek, and onion pie with mashed potatoes and vegetables. Staff members discreetly offered protective aprons to residents who wished to use them and helped as needed. One resident initially did not receive cutlery with his meal, but this was quickly rectified.



Staff interacted warmly and appropriately with residents, offering gentle encouragement to eat in a supportive and reassuring manner. It was particularly positive to hear encouraging language from carers, such as:

"Looks very good."

"Have you got enough there?"

"Can you manage?"

"Do you need help?"

At one point, there was a brief period when no carers were present, during which residents continued eating and engaged in conversation amongst themselves. It was heartening to observe friendship groups forming, contributing to a warm and sociable atmosphere. Residents enjoyed their meals, with no complaints. One resident simply stated she had had enough when finishing. All main dishes were served on white crockery, while desserts were presented in coloured plastic bowls. Residents were offered a choice of ginger sponge with custard or ice cream, with comments such as:

"This pudding is very good."

"Vanilla is my favourite."

However, some residents were overheard expressing frustration about the wait for a cup of tea, indicating an area where service could be improved.

Representatives observed the lunchtime experience in the Sapphire lounge. It was noted, as a member of staff brought a resident into the dining room, she respectfully offered the resident the choice of where to sit, rather than making the decision for her. This small but thoughtful gesture promoted independence and personal preference. Residents were also given the option of a napkin or bib to protect their clothing, ensuring their comfort and dignity during the meal. Juice was readily available on tables while residents waited for their food, allowing them to stay hydrated.

The lunch appeared nutritious and well-portioned, with each plate clearly tailored to the individual resident. This indicated a personalised approach to meal service, suggesting that staff understand each resident's preferences, including portion sizes and disliked foods.

As meals were served, staff took the time to explain the meal which was served. A staff member remained present throughout the meal, feeding those who required assistance while also checking in with other residents to see if they needed help. The background music contributed to a pleasant atmosphere, and at one point, a resident began singing along, with a staff member joining in, creating a warm and engaging dining experience. Overall, both dining experiences were well-managed, personalised, and contributed to a welcoming environment for residents. The staff's attentiveness and familiarity with individual needs played a crucial role in ensuring a comfortable and dignified mealtime experience.

Green

Additional information

When discussing how the home tailors to residents' needs, the manager highlighted the introduction of a "You Said, We Did" board, which was prominently displayed in the hallway. This demonstrated their commitment to listening, acting, and implementing changes based on residents' feedback.



After sharing a Facebook post about our visit on the Darwen Notice Board, the post received 60 likes and several comments:

“The most amazing place”

“My mum spent her last month's in Thorncliffe house, and they looked after my mum like she was the only one and always very courteous to all her visitors.”

“My dad spent 7 years at Thorncliffe ... one big happy family ... I cannot express my thanks and gratitude to everyone there ... he was looked after till the end.”

“All 3 of my grandparents lived here, amazing staff they were very well cared for xxx one big family”.

Feedback from residents

The overall feedback from residents about their experience at the home was highly positive. Many spoke highly of the food, describing it as "very good", and appreciated having a choice between two meal options each day. Similarly, the staff received glowing praise, with residents describing them as "very good," "lovely people," and "really nice." One resident even shared that he would feel comfortable approaching staff if he had any concerns, reflecting the trust and security they provide. Residents valued the range of activities available. The home also respected personal preferences, as one resident preferred to read the daily paper and do crosswords rather than take part in group activities.

Family visits were described as flexible, with residents able to see loved ones whenever they wished. One resident particularly appreciated that her dog was allowed to visit, helping her stay connected to home life.

When asked if they would change anything, one resident responded, "Oh no, everything is fine." Another acknowledged "slight glitches," but did not see them as significant issues. Upon further discussion, he shared a past concern, explaining that on two occasions, his evening meal was not delivered to his room as requested. After waiting an hour and a half, staff brought dessert without realising he had not yet received his main meal. Since no food was left, he was instead given beans on toast. Additionally, he noted that dementia residents had entered his room on occasion, though staff responded promptly to manage the situation.

Despite these minor concerns, he remained very satisfied with the home, stating he would rate it “99%”.

The feedback from residents highlights a high level of satisfaction, with excellent food, compassionate staff, engaging activities, and a flexible visiting policy. While minor issues such as meal delivery delays and room intrusions were noted, these did not significantly impact overall resident happiness. The overwhelmingly positive atmosphere and strong sense of community suggest that the home provides a supportive, caring and well-managed environment.

Environment

“I am very comfortable here.”

“It’s brilliant here, I am well looked after.”

“I feel safe and confident now. When I first came, I was very anxious. I used to stay in my room but now I like to be with everyone.”

“I haven’t been here long, but I am happy.”

“I am not happy here as I would rather be at home with my family and dog.”

This resident went on to explain that the staff are brilliant, and she is well cared for, but she misses home.

“I am very happy with my room. I think it’s all new. I have a large TV on the wall.”

“I have everything I need.”

“I can get to the bathroom easily from my bed.”

“My room is quite small. There are a few things wrong with the house that have not been dealt with.”

“My room isn’t great. The home is generally ok though.”

“It’s alright here. My room is very nice really, it’s a bit small but it’s ok.”

Activities

The home benefits from a dedicated activities coordinator who works five days a week, bringing enthusiasm and creativity to her role. She demonstrates an excellent awareness of individual preferences, ensuring that activities are inclusive and tailored to residents’ interests. Her approach is flexible and resident-led, with a structured schedule of activities that can be adjusted based on residents’ wishes. She actively engages those who enjoy participating—leading an exercise



class and later facilitating a quiz for an individual resident.

The home has also introduced exciting external visits, such as Zoo to You, with plans underway for an Alpaca visit. While some residents are not initially drawn to arts and crafts, she noted that they often become interested when they see her working on something, and some gradually choose to participate. The coordinator recognises that engagement varies, with some residents actively participating, some preferring to observe, and others choosing not to engage at all. Regardless, she ensures that everyone has access to opportunities without pressure. To keep families informed, the coordinator shares updates on activities and events, including examples of residents' artwork. While residents themselves did not elaborate much on activities, it is clear that there are plenty of options available.

Residents were observed reading the daily newspaper, and many enjoyed the home's daily newsletter, which features stories relevant to the date, puzzles, and conversation prompts. This resource was well-utilised as a communication tool, fostering interaction between residents and staff which we thought was a lovely touch.

"When the weather is good, I like to go outside."

"I like it best when my dog visits."

"I don't do much of the activities. I like the Daily Chat. We can only go out if a nurse comes with you so sometimes, I feel a bit locked in. We go to Blackpool, but I don't like Blackpool!"

"I get involved when the lady does activities with us. The staff are often quite busy."

"I'm here for respite and don't really get involved in the activities. I used to love doing sailing models and I'm hoping to get back to that when I go home."

Care

"The staff are lovely. We all know each other very well."

"They're very good. They look after me."

"The staff are very good and everyone seems fair. They get to know you, but they are always rushing around."

"All the staff are excellent."

"I don't know their names, but they are brilliant."

When asked, five of the residents did not know the staff names. Some staff had name badges however residents may not be able to see/read these, and several residents have memory issues.

"The staff are very kind, all of them, and very attentive."

“I have been well looked after, and it helped me recover and get back on my feet.”

“Staff have helped me gain in confidence. They are there for anything I need. They help me on the stairs, and I am improving.”

Staff were observed to be kind and sensitive to residents’ needs for privacy and dignity.

Food

When asked about the food choices, responses were mixed. One resident confirmed they had a choice of meals, while another felt they did not, and one was unsure. Staff explained that meal options are currently chosen on a weekly basis, which is not ideal. However, they will introduce a new system once the kitchen is finished, allowing residents to have a daily choice.

Despite the limited choice, all residents spoke highly of the food, with one resident even describing it as “excellent.”

“It’s very good, we have a good cook and there’s a good choice.”

“It’s very good. I have Weetabix for breakfast like I do at home, and I get a good meal at dinner time and teatime.”

“We don’t mention the food! For what we are paying it’s not great.”

The remaining residents said, “The food is good.”

Relatives and friends’ views

How do you feel about the service?

“I’m happy with the care provided by the home for my wife, I am able to bring our dog to visit her.”

Do you think that you are kept informed about your relative e.g. Health and future care plans?

“Yes, the staff keep me informed on how my wife is, she is looked after well.”

Would you recommend this service to others?

“Yes absolutely”

Staff views

The manager shared that she has been with Thorncliffe for 18 years, having originally started as a carer. Many of the staff members at the home have also been there for an extended period, contributing to a well-organised team. She described the provider as “receptive” and “frequently present,” noting that the provider is always around if needed and has a good relationship with the residents.

The manager expressed that she enjoys working for the company. Staff members reported feeling well-supported by management, with access to thorough training.

Our observation confirmed a calm and professional atmosphere, characterised by friendly, positive interactions between staff and residents.

We spoke to the manager, deputy manager and 3 members of staff.

Do you have enough staff when on duty to allow you to deliver person centred care?

“Yes, we are down on resident staff due to the refurb, but we still keep full staffing.”

“Yes, staff are quite good here at helping cover for each other. We have an app to log our hours.”

“Yes, we do generally.” “Yes, we do.”

“Yes. I’ll fit around the needs of the residents and if there is an emergency that staff need to focus on, I’ll fit my activities around that and support them.”

How does the organisation support you in your work?

“My boss (owner) is here every day, he is fantastic!”

“We’re flexible with the staff and their hours and will fit around childcare needs and their benefits. Staff work 21/28/35 hours a week. We have a range of training and a full mandatory training schedule. If staff struggle at all with the training, I’ll provide one to one support to help them get on top of it.”

“They definitely support us with hours, and we have a lot of training.”

“They’re really flexible, say if I’ve had an emergency appointment, they’ll arrange my shifts around it. If you get stuck on training at all they offer help too.”

“Yes 100%. It’s a really good team and I feel really supported. I’ve had some problems at home, and they helped me during that time and were flexible.”

How do you deliver care to diverse groups such as LGBTQ+? (For example, food, religion, culture, gender etc).

“We don’t really have many residents from different cultures or backgrounds, but we have training and everything is recorded in residents’ care plans. We did have a gentleman here on respite who was Bulgarian, so I made sure I learnt some words to help communicate with him! “

“We’ve had training on equality and diversity, but we’ve not really had any residents from different backgrounds.”

“We have training, and it’s covered in care plans. The online training is quite intense, it’s really good.”

“It works both ways to be honest! We’ve educated residents about diverse cultures for example we’re going to celebrate Eid in a week’s time because we’ve got staff who are Muslim, and we celebrate different religious special days so that they learn more about diverse cultures.”

Are you aware of residents’ individual preferences? Where do you find this information?

“We spend a lot of time with residents and get to know them. Each resident has a “about me” book. We have a family newsletter which we send out once a month and we have recently started a survey monkey for staff.”

“Yes, we get know them all really well. Care plans are updated regularly, and we know everyone’s individual needs. We do a full management review of their rooms, belongings and care plan across a day and involve the family in that review. We cover 4 residents every month.”

“Yes, from getting to know them well. We know what they prefer to eat and their interests.”

“We get to know the residents and update the care plans straight away for any changes.”

“I do an ‘about me’ form with all of the residents so that I know how to tailor my activities for them. I love to find out all about them.”

Would you recommend this care home to a close friend or family?

“Yes, we’ve had staff whose parents have lived here. I think that says a lot.”

“Yes, I’m having room 26!!”

“Yes”

“Yes, I’ve told my mum!”

“Yes, I would have brought my nan here if she had been well enough at the time.”

Other comments noted from Staff.

“I’ve been here 11 years and love working here. I’ve worked up through working night shifts and then days and am now deputy manager.”

“We get a lot of word-of-mouth recommendations which is nice and when people are asking about care homes on Darwen Noticeboard Facebook page, people often recommend Thorncliffe.”

Activity Worker role feedback - "I started in my role last July and work 30 hours a week, 10-4 but I'm pretty flexible. I try to tailor my activities to people's individual interests and as well as offering group activities. I print out a "Daily Chat" mini newspaper with an interesting article relating to that day and a crossword which people love. We do day trips to places like Blackpool and we're going to Helmsore Mill soon. We've got a panto coming to the home next month which is great. I do group seated exercise classes and other things to keep them physically active like catching balls or having a walk over to Astley Bank for a coffee there. I play games such as dominoes, guess who, quizzes. They love the staff being silly! We celebrate different days so for example for World Book Day we had a dress up Roald Dahl day. We made bunting for red nose day and have made cupcakes too. I like having theme days, but we also have things like pamper days, just to mix things up a bit. We've had animals into the home and Dot's dog comes and visits which people love. We've started a pen pal scheme with St Joseph's primary school. The students sent the residents letters telling them all about themselves and we've just started on the letters back to them. It's great that we've been able to pair them up with students who have similar interests and hobbies to them. Music is always popular, and we've had singers come into the home and school choirs at Christmas for example."

We had the opportunity to speak with the care provider, who was eager to share information about the upcoming refurbishment plans. He offered to share plans and expressed his intention to keep us updated on the progress and developments. He highlighted that the kitchen refurbishment would improve the home's efficiency, ensuring that they meet residents' requirements and manage allergies more effectively. The provider emphasised the importance of room quality and overall provision, and he expressed a willingness to share best practices with other homes in the borough. He also noted that he is actively present at the home and has developed a strong, positive relationship with both residents and their families.

Response from provider

I have never been happier reading a report it literally gave me goosebumps!

All recommendations have been added to my action tracker and will be actioned in the very near future.

Thank you so much.

Healthwatch Blackburn with Darwen

Unit 19, Eanam Wharf, Blackburn BB1 5BL

Telephone 07538 540237 or 01254 480002

Website: Healthwatchblackburnwithdarwen.co.uk