



Hollymount Care Home, Blackburn, BB2 6DE

Enter and View Report

Tuesday 21st April 2026

10.30am

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:

Carolyn Beauchamp (manager)
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BB2 6DE
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Staff met during our visit:

Carolyn Beauchamp

Date and time of our visit:

Tuesday 21st April 2026 10.30am

Healthwatch Blackburn with Darwen
Representatives

Michele Chapman (Lead authorised
representative)
Michelle Livesey (authorised representative)



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 Carolyn Beauchamp together with staff, residents, and visitors, for making us feel welcome and taking part in the visit.

General Information

Hollymount is privately owned by Longfield (Care Homes Ltd) with places for 38 residents. There were 11 vacancies at the time of our visit. The person in charge is Carolyn Beauchamp. Information obtained from carehome.co.uk states that the home provides care for people from the ages of 60 plus who are affected by old age and dementia, mental health, physical disability, visual and hearing impairment.

The CQC rating is: -

Requires Improvement

Methodology

The Enter and View representatives made an announced visit on Tuesday 21st April 2026 at 10.30am.

We spoke to 8 residents, 1 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 that 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:

Since our last visit the home has undergone a decorative refresh programme and it has made a significant difference in terms of space and light, with the old carpet floor coverings having been removed. The manager told us that parts of the home that were still pending redecoration, but these too were noted to be clean and serviceable.

However, in terms of the environment, it was noted that the seating in the main lounge diner required improvements in the layout, provision and maintenance.

The feedback from residents regarding both food and care was extremely positive. Residents told us that they felt “safe” and *“We are all well looked after.”*

Representatives observed very positive interactions between staff and residents and between staff members with the staff acting as a team and with professionalism. Food service ran like clockwork with the food and the dining experience being exemplary.

All the residents spoke with enjoyed the food describing it as *“fantastic”* and *“I don’t know what would happen if I didn’t like something because I always like it!”*

Representatives felt the variety, quality and quantity of food were the most important contributory factor to the healthy appetite of the residents, with one exclaiming *“You can have as much as you want. I often have seconds and sometimes thirds!”*

Indeed, the chef deserves a special mention for the overall excellence of the food service.

It was similarly apparent that a variety of activities were provided. We could see evidence of these in newsletters and noticeboards and respondents confirmed that there were days out organised.

The manager was helpful, engaged and supportive of her staff. We noted the range of training undertaken and the monthly scheduling of Staff Appreciation days.

The manager had identified the number of falls at the home as a problem and together with the provider had taken the opportunity to install an AI assisted falls prevention system NOBI. This is a relatively new system an indicative of the management team’s responsiveness. We were able to view this in one of the residents’ bedrooms who had been risk assessed to need extra monitoring.

Hollymount was a pleasure to visit with both the staff and the residents making us very welcome.

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

Prior to our visit we took the opportunity to view the home's website. The website is of high quality, easily navigable and with a comprehensive menu with original images of the home. The home is very close to the main A677 road and benefits from good transport links and local shopping facilities. Blackburn town centre is less than 5 minutes away by vehicle. Hollymount is also directly opposite Corporation Park so the views from the front of the building are very attractive. The home is easy to locate and well signposted from West Park Road.

To the front of the building is a large two-tier car park with separate entrance and exit. The car park is well-maintained, and representatives noted a dedicated and well signposted and marked disabled parking spot close the main entrance door.

Green

The external environment

Hollymount is an attractive and grand turn of the century detached villa set amongst buildings of a similar type. The environment is pleasant, leafy, and appeared quiet during the time we were there. The building is extended to the side and rear in a more modern style, but this was not discernible from the road. There is a further external standalone one storey building which the manager said was commonly used as an office. The mature grounds were extensive to the side and front and more restricted the rear. Overall, representatives felt some minor garden maintenance would have improved the outlook.

The rear garden has a paved courtyard garden with direct access from the main lounge doors. The courtyard was very private being surrounded by high walls and mature planting and we considered it a pleasant place to sit out, being furnished with plentiful garden seating and tables. The weather had been warm, and it was evident that people had been sat out quite recently.

A ramp access led up to the easily identifiable main entrance. The main door was a double door construction and the nameplate Hollymount was clearly mounted on the wall.

It was clear where visitors should report to and the secured front door was answered quickly by a staff member who was very welcoming.

Green

The internal environment/reception -first impressions

The reception was spacious and typical of the period and the home immediately felt welcoming, warm, and bright. There was a signing in book, and we noted all statutory notices were displayed as required including the Healthwatch Blackburn

with Darwen poster. The home had clearly identified its staff on a photographic noticeboard. A further notice displayed a colour coded guide to the staff uniform so that residents and visitors could identify staff members together with the use of photo ID badges. Staff were welcoming, friendly and transparent throughout the visit. We met the manager Carolyn, and she too was helpful and knowledgeable. She very kindly gave her time to the team to show them round the building. Carolyn is a long-standing member of staff and the Healthwatch team have met her before during our last visit.

Green

The observation of corridors, public toilets and bathrooms

Since our last visit the environment had undergone a refresh with many of the areas being redecorated and have wipe clean wood effect flooring. The corridors were bright, well-lit and uncluttered. The corridors in some parts of the extension were less so due to the design of the building and the refurbishment exercise pending in these areas.

Signage throughout the home was very good, being written pictorial and colour coded. The lift was clearly identifiable, and we spotted a suggestion box close to the entrance. The building had a sufficient number of toilets and bathrooms to support the number of residents. The manager told us that 13 of the bedrooms had en-suite facilities. All of the bathrooms we observed were clean and well stocked with toilet roll, hand soap and towels. Again, some of the bathrooms in the extension area were a little dated but seemed perfectly serviceable. However, we were also shown more recently fitted adapted bathrooms with adaptive over bath seats, we also observed the provision of grab rails ,raised toilet seats and nonslip flooring.

Green

The lounges, dining area and other public areas

Due to the age and design of the property Hollymount was typified by several public lounge areas. The main lounge area was part of a larger lounge/diner leading to the garden. On the right as you entered from reception was a smaller lounge (still expansive by modern standards). A ceramic nameplate had been made by local students and indicated "The Snug." This had all the traditional features you would expect and a beautiful bay window overlooking the front aspect. The manager had designated this room as available to visiting professionals and families which could be used as private reception room. She told us that the visiting dental service (Dentist2u) and the GP and nurses used this room and this was reflected in a desk set up with a privacy screen for medical consultation.

Directly opposite was another lounge of similar design and size. A ceramic nameplate above the door told us that this was the 'Rovers Return' and a small bar complete with bar stools stood in the corner to replicate this. This was a more

social room. The wall mounted TV was playing classical music which was very pleasant and relaxing. The corner of the room housed a long-term fixture, a pet tortoise which we were told was very popular with residents. We noted that this was in a raised and heated pen so that he could easily be seen and handled by residents. Alongside comfortable seating it was nice to see a table and chairs for two set up in a café style with small plants as table décor. Indeed, mid-morning we saw staff taking round a very tempting tea trolley laden with drinks, fruit and biscuits.

Just prior to entering the large diner was a small inner hallway. This was very welcoming and cosy with two armchairs and a table and a lamp. This appeared to be the favourite spot of one resident who representatives engaged in conversation.

When asked about the activities and what she liked to do she answered very clearly but positively *“nothing! I just love sitting here and watching everyone go by. I like to have a chat with them.”*

We observed that everyone who passed by paused to chat and this location seemed perfect for her. She was later seen fully engaged in deep conversation with another resident. This little area provided excellent opportunity for this.

One representative wondered if this “social spot” could be recreated elsewhere in the home.

This area also seemed effective as the main information noticeboard for the residents in the home. The staff champions were listed on certificates. A poster detailed the major benchmarks of May 2026 such as “Europe day” “FA cup final”, ME Awareness Day and Bank holidays. A cultural diversity poster featured alongside posters detailing religious benchmarks such as Buddha day (Vesak) Eid, Pentecost, Beltane and Ascension Day. Another poster celebrated the arrival of baby chicks at the home several weeks previously at Easter. A further notice invited the residents to engage with an Alexa *“My name is Alexa say my name and ask me a question. I play music too!!”*

The main lounge housed the vast majority of the residents, and this had a nice “buzz” about it. This too had been redecorated since our last visit. Being part of an extension, this had several large rooflights that kept the room airy together with nice views of the courtyard garden from the rear doors. This was a very large room and was split into two functions of dining and lounge although the wipe clean wood effect flooring was continuous.

On arrival in the lounge 7 out of 11 residents were sleeping. Only one resident appeared to be watching the TV, and she excused herself from any conversation with representatives watching a news item she was interested in.

Few of the other residents were watching the TV, instead they were seen sitting in pairs enjoying each other’s company. We did not observe any magazines, newspapers or any other reading material.

The lounge was clean and well decorated with the wall mounted central TV displaying subtitles. However, at the time of our visit most residents seemed to prefer sitting in the dining area around the tables. There were a large number of armchairs set out in rows in the lounge. These were mostly uniform high back wipe clean armchairs although we did spot some side tables and seat pads. There was little personalisation or soft furnishing and a shortage of footstools which resulted in a resident inappropriately placing her feet on a walking frame. Representatives did not consider that the seating promoted social interaction appearing regimented in form. Many of the chairs themselves were in poor condition with the seating damaged suggesting recover or replacement was required.

The dining area really was the hub of the home. Light wood square wooden tables were complemented by wipe clean matching padded dining chairs, however, there did appear to be little room between tables when people moved around.

Staff were noted to have prepared the tables for lunch with cutlery, napkins, salt and pepper and drinking glasses.

The dining area walls were given to the various menus available, and these were extremely impressive as was the chef who told us he had been at the home full time for twenty years. When we asked what happened to the cooking at weekends, he indicated that another chef was employed for that time.

The menus were displayed in an attractive bistro style manner on chalkboards with coloured writing and picture lighting above. The breakfast menu indicated that fresh and tinned fruit was available with grapefruit, prunes in grape juice, fresh orange or cranberry juice. Cereals offered were both hot and cold, cornflakes Weetabix, Bran flakes, Rice Krispies and porridge. Cooked breakfast was offered as eggs in various forms, i.e. scrambled, boiled, bacon and egg or bacon sandwich and toast with condiments.

We were pleased to note that the daily menu was also displayed in a pictorial format in addition the chalkboard lunch menu had a cheery “Happy Birthday Derek” at the bottom. Lunch was described as braised pork with peas, carrots and new potatoes or creamy vegetable curry with rice and garlic bread, the dessert was maple syrup cake and custard.

This was appreciated by the residents with one being observed having third helpings.

We noted the evening meal was roast chicken and stuffing sandwich or cheese and pickle, all served with beef and vegetable soup if desired. Throughout the meal, we observed that drinks were continually offered as were extra helpings.

After speaking to the chef and watching the reaction of residents to the food we considered that the food service at this home was exceptional in quality, in choice and for being homemade on the premises.

Green Amber

Observations of resident and staff interactions

The staff at Hollymount were open, pleasant, and seemed very competent and respectful. They were comfortable talking to representatives and the professionalism in the uniform identified them as they worked around the building. For example, the carer dispensing medicines during the medication round was clearly distinguished by a red tabard.

Likewise, the chef was observed approaching tables after the meal and asking residents if the food was enjoyable. The response was unanimously positive.

The staff knew the names of residents and their history, and the staff base was mixed ethnicity which contributed to the rich background. Whilst we were there a staff member brought in her young baby and it appeared that she had done this before. The residents appreciated this and were thrilled. There was further identifiable personalisation on the residents' doors with them having names and photographs on the door. Indeed, a notice on the main noticeboard listed the recent resident birthdays as Gloria and Susan and residents were invited to *“join us in the recreation room to celebrate.”*

Residents seemed well presented, happy and open to engage. They clearly enjoyed their interactions with staff and were pleased to speak to representatives. We heard positive and reassuring conversations and overheard a staff member referring to a resident as *“my love.”*

Staff were well versed in their duties and were polite, friendly and efficient. Staff numbers were noted to be sufficient for the number of residents, and the manager told us that she used a dependency tool to plan staff shifts.

Unfortunately, the activity coordinator was not available at the time of our visit due to sickness, so we had to rely on the activity schedule and posters. However, when we asked about activity, one resident was very enthusiastic but not sure what would be happening on that day.

We saw a newsletter for the month which listed some activities which had taken place. We noted that the Easter bunny had been to distribute Easter eggs and there had been celebrations for St George's Day, World Book Day, and Dance Day. Baby chicks had been at the home for three days and residents *“wished we could have kept them, but we needed to give them back”*.

Representatives noted that there were scheduled residents' meetings, gardening workshops in the courtyard garden, poetry readings and karaoke sessions. The activity calendar displayed indicated that arts and crafts, singalongs, card games, exercise and pampering were available amongst others.

The home has a visiting hairdresser on Monday, and the mobile library also attended.

The Lunchtime Experience

On this occasion, representatives chose to focus on the experience of residents during 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.

Staff presented in protective aprons and plastic gloves. Likewise, residents were provided with protective aprons if needed.

Residents were helped to the table at 11.45am and lunch was served at 12noon. The mealtime options were made very clear by the engaging and prominent wall mounted menus.

Representatives observed six large tables each set for four residents with one set for six. The tables were prepared with cutlery, napkins, salt and pepper and drinking glasses. We noted that tea and coffee were offered throughout the meal. A staff member offered a choice of cold drink, Fanta lemon or Coca Cola. Some preferred squash and this were provided.

One resident was offered one of his own ciders, which he enjoyed.

Soon after sitting at the table, one resident needed to leave to go to the bathroom. This resident was sitting back-to-back with another resident in a wheelchair who was being supported to eat at the time. Due to the proximity, the resident in the wheelchair had to be moved out to enable the mobile resident to get up from the table. This caused the resident some concern at disturbing the other resident's lunch. The manager may wish to consider moving the larger table back to facilitate more space. This could be done by relocating the drinks station.

The residents who had their meals in their rooms were accommodated first as food was taken to them. Residents requiring full assistance were served next. We observed a chair with no place setting at one table, and this was for the carer supporting a resident to eat, which was excellent planning and good practice.

Despite the higher level of supervision at this table, residents were able to choose where to sit, and this reflected the friendship groups displayed in the lounge. We also saw a degree of support around independence with some residents using plate guards and an array of different style of cups including beakers with lids, two handled mugs and lighter weight mugs being available.

There was a high level of positive staff interaction with residents throughout the meal. We heard staff giving out meals and explaining what the meal was, checking if assistance was needed and helping to cut the food. The meal service was very efficient.

Representatives considered the variety and quality of the menu to be excellent. At the time of our visit, most residents were enjoying a pork dinner with vegetables. The food looked and smelled delicious and there was enough for each resident

with extra portions being offered routinely and one resident having a whole second meal.

A delicious home baked sponge with custard went down equally well with many residents asking for extra portions.

There was flexibility from the kitchen too. When one resident expressed a preference for chicken this was accommodated by the chef and we heard him asking the resident what time she would like it to be served. When we asked the chef about meal planning, he indicated that he was always able to offer alternatives and extras while still being conscious of avoiding waste.

Staff were solicitous around the dining experience, checking if residents were ok. The chef came into the dining room when residents had finished their main and were having dessert. He spoke to most of the residents and all complimented him on the food, several thanking him.

The manager told us that the mealtimes at Hollymount were protected. However, during the meal, the district nurse arrived and attended to a resident at the table. She administered an injection. While this may not be fully accepted as best practice, given the resident had already started his meal and was sitting alone, it was considered the best option at the time. Representatives acknowledge the importance of the medication and time constraints of the district nursing team. The resident was not disturbed by this action.

Additional information

With residents' permission, the manager showed us some bedrooms which were bright and airy, and many rooms have nice views over the park or gardens. Although not all rooms are ensuite, bathrooms were nearby and these were all very clean and spacious, providing adequate room for assistance as needed.

One resident told us that he liked to stay in his room except for meals. This was a large room that could accommodate two residents. The resident clearly liked it and was very proud to show us the view. When asked about a call bell, he told us he has one for when in bed and one by his chair. This room has ensuite facilities and was very homely with a TV on the wall.

Whilst looking at the bedrooms, the manager was able to show us how Hollymount had begun to introduce the Nobi Light system in eight bedrooms to mitigate the risk of falls. Designed to appear as a modern light fitting the Nobi is an AI powered smart lamp which primarily alerts care staff based on detection with an optical motion sensor. Nobi can illuminate rooms to prevent and detect falls and advise the care staff with a silhouette of the residents' figure on the care staff screen. The device is also capable of monitoring daily activities and tracking behavioral changes that might signal falls or illness. The manager told us that due to the cost these were only fitted in the rooms of residents assessed at high risk of falls but that the provider was hoping to roll them out more commonly in future.

The manager was conscientious and clearly invested in the home and innovative outcomes for both the staff and residents. We discussed local community involvement and in particular what made residents feel comfortable and familiar in a residential setting. The manager had noticed that many residents felt anxious if they did not have paper money and had decided to introduce replica currency (notes) and a “Post Office”. One of the residents had agreed to be the “Postmaster” once a week and residents would be able to “pay in” and spend within the home.

Feedback from residents

Environment

“It’s ok here, I would like to get back to my own home, but I am being cared for here.”

“It’s ok but a bit small” (bedroom)

Activities

“Shirley does a lot of activities bingo, crafts. We sit outside and we have film nights. There are days out, but I don’t want to go.”

Care

“We are all well looked after.”

“They all know me, it’s great.”

“They help me, whenever I need them”

“Staff are good and kind.”

“Very nice, very kind”.

“They are safe and caring”.

Food

The evening meal is a bit early at 4pm, but you can have a snack at 7pm.

“Is always good.”

“Fantastic”

“We have an excellent cook.”

“We can have a full breakfast, grapefruit, boiled eggs, full breakfast, whatever you want.”

“I love it.”

“You can have as much as you want. I often have seconds and sometimes thirds.”

“The menu is on the wall.”

“I don’t know what would happen if I didn’t like something because I always like it!”

“We can have a drink whenever we want.”

“We have juice.”

“We get cake when it is someone’s birthday.”

“They come with a tea trolley and biscuits mid-morning and again afternoon and evening.”

“We have a supper in the evening. I like Horlicks.”

“We are having a cake today because it’s my birthday.”

“I like spaghetti bolognese and chicken.”

Relatives and friends’ views

How do you feel about the service?

“It’s a great service.”

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

“Yes, staff ring straightaway.”

Do you know how to make a complaint if you need to?

“I would go to the manager.”

Are you aware of the social activities at the service and do you feel welcomed to join in?

“I know the residents go out on day trips.”

Would you recommend this service to others?

“Yes, my mum has been here 18 months and I am very pleased.”

Staff views

The manager told us that staff were developing their skills many achieving Level 3 qualification and a senior currently undertaking a Level 5 qualification.

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

“Yes, we use a dependency tool, and we take the opportunity to have one to ones when we are delivering personal care.”

How does the organisation support you in your work?

“The directors are very approachable and responsive. They come in twice a week at any time including weekends.”

How do you deliver care to diverse groups from different backgrounds and cultures?

“There is Equality and Diversity training. We have a staff base from diverse backgrounds.”

“We are aware of providing for diversity for example halal meat.”

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

“We use the care plan and the life story book. When I come and go, I go round and speak to everyone. I start at about 7.20 in the morning rather than 9 so I can get round to speaking to residents.”

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

“Yes, the staff are very caring.”

Response from provider

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