

Enter and View Report

Name of Setting: The Anchorage Care Home

Name of Manager: Bev Milson

Insert address: Rutland Street, Grimsby, DN32 7RS

Date of visit: 14.04.2026 Date of publication:

HWNEL staff involved in the visit: Lucy Wilkinson and Helen Blow

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised representatives to observe how publicly funded health and social care services are being delivered. Healthwatch North East Lincolnshire use powers of entry to find out about the quality of services within North East Lincolnshire.

Enter and View is not an inspection; it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to-

- Observe the nature and quality of services.

- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives of service users.
- Collate evidence-based feedback.
- Enter and View can be announced or unannounced.

Main Purpose of Visit

The purpose of Enter and View can be part of the Healthwatch prioritised work plan or in response to local intelligence. Broadly, the purpose will fit into three areas of activity:

1. To contribute to a wider local Healthwatch programme of work
2. To look at a single issue across a number of premises
3. To respond to local intelligence at a single premises

This visit forms part of the Healthwatch North East Lincolnshire program of work.

The Anchorage Care Home Background

Anchorage Care Home is a purpose built 42 bed care facility. The Anchorage changed provider on 27th August 2025, from HICA. The home is now owned and operated by Lotus Care Anchorage Ltd. The home is expecting a CQC inspection imminently due to the change of provider.

Anchorage Care Home provides residential care and dementia care, as well as respite care which can provide much needed relief for those caring for a family member at home.

Specialist care categories registered with the Care Quality Commission

(CQC) include,

- Accommodation for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Caring for adults under 65 yrs
- Dementia

The home employs 51 staff across a variety of roles including a manager, deputy manager, team leaders, care workers, domestic, kitchen, wellbeing coordinator and maintenance staff.

The visit – on arrival

The Enter and View visit (E&V) was semi – announced. The manager was advised that Healthwatch would visit on the week beginning the 13th of April 2026. We arrived on the 14th April at approximately 10am.

On arrival, the Healthwatch team were welcomed into the care home by the home manager. After introductions the Healthwatch team were given a tour of the care home over two floors including all communal areas and facilities. We were introduced to staff and residents as we met them whilst moving around the building.

As we walked around the building there were several notice boards displaying important information such as how to raise a concern, the complaints policy, food hygiene rating and general certificates.



Summary of the Registered Manager's Questionnaire

Healthwatch spent time with the registered manager Bev Milson to discuss the manager's questionnaire.

The manager confirmed she had previously been the deputy manager at the care home, which was formally a nursing home, before she came to be the registered manager 16 years ago.

The home is decorated in a homely style with contrasting colours on the walls and handrails in the corridors to support those with living with Dementia. The home runs over two floors with the upper-level catering for those residents with dementia, and the Haverstoe Suite which is a 13 bedded unit catering for complex dementia. All rooms over the two levels are en-suite. Healthwatch completed their observations and questionnaires with residents and staff

members from both floors of the building. The home currently has 37 residents with 5 vacancies. The home can provide respite dependent on the home's capacity.

The manager confirmed that the current staffing team is stable with some staff having worked at the home for many years, however the home has said that recruitment can be difficult at times.

The Anchorage has 51 members of staff conducting a variety of roles and shifts. The shift types include days, nights and twilight shifts. The home employs a manager, care workers, domestics, team leaders, a deputy manager, kitchen staff, maintenance staff and well-being coordinators.

The home operates a 'tools down approach' and all staff help to cover staff absences. Shifts are usually covered with a 4-week Rota in advance.

Latest Care Quality Commission (CQC) Report

The last recorded CQC visit to The Anchorage Care Home was on the 2nd November 2020 and was rated Outstanding.

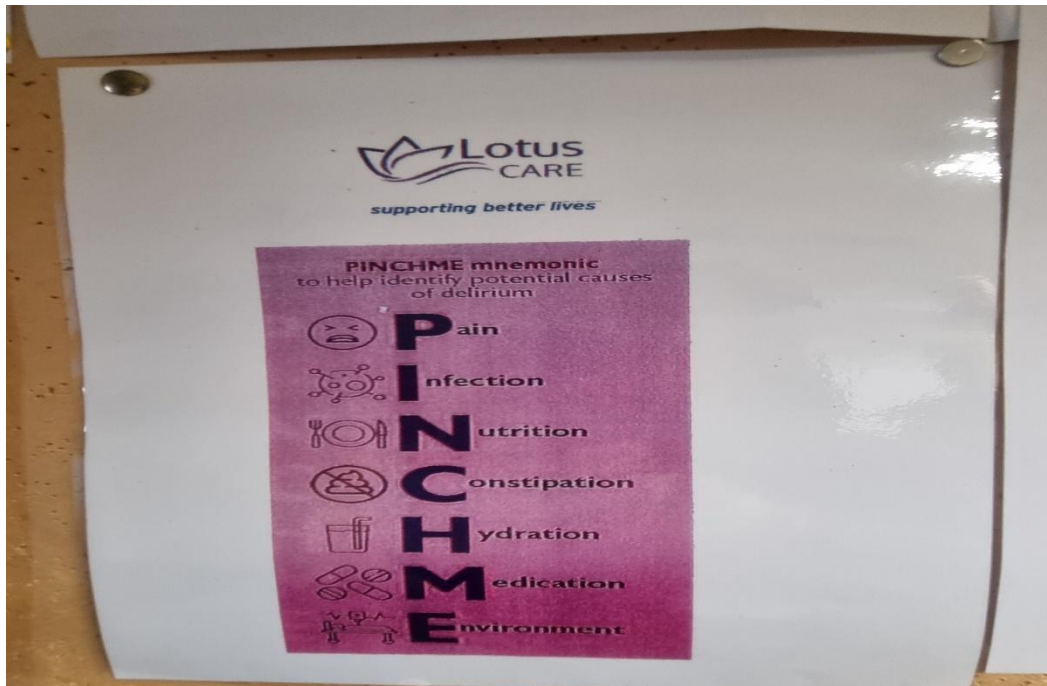
Since this inspection, The Anchorage has changed providers, from HICA to Lotus Care Limited and are awaiting an inspection.

Safety

The manager advised the home uses Fusion Care Planning systems to ensure all Care planning and governance and policies up to date and in line with CQC and government guidance. Care Plans are reviewed monthly and can be updated daily if required. Medication stock balances are checked daily to ensure they are all correct.

The home has had recent infection and prevention control and tissue viability inspections and Healthwatch were advised these were passed with excellent scores.

The home uses the PINCHME mnemonic to help staff consider the needs of frail older residents.



Staff training is offered via the HICA Training Platform. All new staff have a four-day induction programme at the HICA office. Staff also have the opportunity to attend face-to-face training for first aid, fire Marshall and moving and handling which is provided in house. Healthwatch were advised the home have a training matrix that offers a range of mandatory and extra training for staff.

There is a nurse call system in place that residents and staff could use to alert others if they require support or in an emergency.

Residents' nutritional and dietary needs are met through regular assessments and care planning. Each resident's dietary needs, allergies, fortified foods, and medical and personal preferences are documented. The SALT team and dietician would be involved if there were concerns about a person's dietary needs. Residents are weighed weekly or monthly depending on their MUST score and if there are concerns these would be escalated. Soft diets are prepared and prepared in special moulds to make the food look appealing to the residents.

We were advised Care plans and risk assessments are updated regularly. Staff receive supervision every 8 weeks, and team meetings are set throughout the year. Staff also have appraisals once a year.

It was apparent to the Healthwatch team that staff wellbeing is important, and the manager advised that she likes to recognize and thank staff when a good piece of work has been completed or a worker has gone above and beyond in their role. She advised that when the staff are happy and relaxed the home runs smoothly and residents receive the best care.

Resident Health and Wellbeing

Healthwatch were advised that there are no restrictions on visiting, family members and friends. The home does prefer to protect mealtimes where possible.

Families also keep in touch via phone calls, and the phone will be taken to the resident to receive that call. The home runs regular relative and resident meetings and surveys. The residents also have annual reviews. The home gathers as much information as possible regarding all their residents,

however some do not have any family members. To support this the home use Advocacy services and an IMCA.

On the day of the visit Healthwatch observed that a staff member had brought their dog Lucy to work, and that the residents thoroughly enjoyed the interaction.

There are two Well-being Co-Ordinator's, one staff member works Monday to Friday, and the other staff member on a Saturday and Sunday. The home has a salon where residents can visit and have their hair cut and styled.

The residents are registered with different GP practices; however, they have a GP visiting on a weekly basis from a nearby practice. The district nurses also visit regularly.

External Health Services

Healthwatch were advised that the residents have access to a full range of external healthcare services, either through routine in-house visits or referral and outpatient appointments. Not all residents are registered with the same GP practice. The Anchorage has also moved back to using paper copies of Medication Administration Records (MAR sheets) preferring this to an electronic system they had been using. Recent health professional visits include Falls Team

District Nurses

Incontinence Assessments

Navigo

GP Visits

Community Dentist

Podiatrist

Pharmacy

What did residents say?

During the Enter and View visit, Healthwatch spoke to three residents only, this was due to many of the residents having cognitive impairment. The residents had been at the care home for a few weeks, to over 2 years.

When asked, **“How do you feel about living here, tell us what a normal day looks like?”** residents responded.

Male Resident *“Okay, I get a bath or a wash morning and night, I’m well fed”. I can have quiet time in my room if I want to read my book.*

Male Resident *“Its lovely. I’m here until my leg heals”.*

Male Resident *“It’s a luxury. I’ve invested in living here, like this in comfort. Saves a lot of trouble. Someone is organising your meals, money etc”.*

When asked if they felt safe, residents responded

“I don’t have to move about as much.”.

“I do; I do”.

“Yes, I do”.

If you want to raise concerns, who would you tell?

"I'd tell the manager".

"The manager".

"The manager".

How do you keep in touch with family and friends?

"That's a difficult one. Both my lads, ones away in the Army and the other one works away, so I don't see them much at all".

"Daughter, wife, sister and brother all visit".

"Yes, I do they visit or phone".

Have you been able to take part in any activities in the care home?

"Dominoes and cards. I like to read; I go to my bedroom where it's quiet. My daughter visits".

"Go for a walk on my own. Do a bit of my own shopping. I still like going out, even if I don't spend much".

"Exercising, balloons and crafts".

How is the food? Do you get a choice of meals?

"Not as good as home".

"The food is good, really good".

"It's very good. Roast beef and Yorkshire pudding are my favourite".

Is there anything else you would like to tell us about The Anchorage Care Home?

"No concerns here".

"It's nicely run, the foods good, good cook"

"It's nicely situated with an enclosed garden".

"I'm quite happy here"

"They are lovely, the staff"

"I sleep well"

"I have a lovely room. I just haven't got my wife next to me".

What did family and friends say?

Healthwatch did not speak to any family members on our visit. We left a poster with a Q.R code at the home for any visiting family or friends to leave feedback if they wanted. However, we received no responses.

What did the staff say?

During the Enter and View visit, Healthwatch spoke to several members of staff. Staff were happy to speak to us regarding their experience of working at The Anchorage Care Home.

"I've been here 20 years. I started as a cleaner, I've done most job roles. Trust is there. Bev has an open-door policy. Never be shy to ask a question. She will help them".

"Everything is fine. All residents are fine".

"Bev is a fair boss. So is Hayley. Any concerns, they are straight on it. I can go in confidence if I need to. Most of the residents are happy.

"I have an excellent relationship with the manager.

The change over the years in care is massive, particularly MCA/DOLS. MCI Things like having to complete MCI and Best Interest for something compression stockings prescribed by the GP.....It's a job in itself".

What is the most enjoyable part of your job?

"Making sure and seeing that the residents are happy. Can be small but it's the little things that help".

"Interacting with the residents, especially with the dog".

"Being with the residents and supporting them" "The residents. It's always the residents".

"Seeing the smiles on the faces. Listening to the conversations, it melts my heart. You know you are doing your job properly".

If there was one thing you could change, what would it be?

"That's a hard one. I am happy with the job role and management. It would be nice for shops etc. to donate gifts to the fairs, such as Easter eggs". "More staff on the shift, if it's possible. To have bank staff always if we're short. We struggle to have breaks. We physically don't have time".

“Nothing. I’ve been here nearly 19 years”.

“Wages - Minimum Wage. I think it should be increased”.

“Getting professionals to understand us. Trying to get a GP to come out is difficult. Making sure people aren’t put into boxes, they are not a tick box. Video call is not acceptable, still think it’s difficult even years after covid”.

General Observations

Control over daily Life

Healthwatch observed staff supporting residents to meet their needs, such as supporting them to sit at the table or making them comfortable in an armchair. A resident was observed to be quite upset, the manager supported her through constant reassurance.

Residents’ rooms were individualised and residents had their own personal belongings with them.

Regular activities take place within The Anchorage Care Home. Healthwatch observed four residents taking part in a craft session, undertaken by the Wellbeing Co-Ordinator.

There was an accessible garden area from the main living room we were informed this is used in the warmer months. The home was awaiting a gardener coming to prepare for the summer months.



Family and friends could visit freely, and this was noted on the day of the visit as a family member was observed visiting.

There was a choice of meals at dinnertime. However, residents could still ask for alternatives, and the cook would do their best to accommodate.

There were several dining rooms which were busy with groups of residents socialising.

Residents advised they were able to go to bed and get up when they wanted and come and go to and from their rooms as they wished.

Personal cleanliness and comfort

Healthwatch observed that the residents were wearing clean, tidy and comfortable clothes and footwear.

Staff wore uniforms with colours appropriate to their role, and all looked well presented.

Safety

Accommodation and cleanliness

Overall, the cleanliness and décor of the care home was of a good standard. All the areas observed were clean and the flooring and furniture were in good condition. The accommodation was of a good standard throughout.

The home smelt clean, and no unpleasant odours were noted. We were advised in one area a resident frequently urinated in a corridor, however precautions were put in place for this, and the area was regularly cleaned.

Signs were appropriately placed and the handrails in the communal areas were a contrasting colour to the walls.

Food and nutrition

The manager informed us that residents were shown the actual meals that were being served that day, instead of pictures, to enable them to make a choice. The Anchorage uses the Appetito meal system within the home.

Healthwatch were advised the soft and puréed diets were moulded into food shapes to make them more appealing to the residents.

The cutlery and plates were all in good condition. Residents were supported with adapted cutlery and plates when required.

General

On the day of the visit the residents were relaxing either in the Dining Rooms or Lounges, watching T.V or in their rooms. The staff were busy supporting residents with their daily routines and preparing for their lunch. The environment was relaxed and calm.

Activities, social participation and involvement

Healthwatch observed a craft session being undertaken in one of the dining rooms during the visit in the morning. Residents advised that there was always plenty going on. The Housekeeper had brought her 10-year-old dog called Lucy, to visit the residents.

Regular activities include a Reminiscence group, visits from singers and robotic animals. The local school reception class also visits the residents.

The Anchorage Care Home was welcoming and accommodating to families and visitors.

Conclusion

Overall, Healthwatch found The Anchorage Care Home to provide a comfortable, clean, caring, person-centered environment.

The residents appeared happy, comfortable and relaxed at the time of the Healthwatch visit. The home had a calm and relaxed feeling.

Staff were kind and respectful when supporting and talking to the residents. Many had worked in the home for a significant number of years.

There were activities available if residents wanted to join in.

There were no health and safety, or safeguarding concerns noted at the time of the visit.

Highlighting good practice

Healthwatch would like to highlight the following good practice observed during the visit:

- Staff that were supporting residents were observed being caring and respectful of each individual's needs.
- Staff were responsive to residents needs and offered reassurance where required.
- An activities session was observed taking place and a weekly activities planner was visible. The activities witnessed supported communication, social interaction and therefore improved wellbeing.
- Many staff had worked at the home for a long time and knew the residents well.
- Staff found the management team to be approachable and supportive.

Themes and recommendations

The following themes and recommendations are being made based on the feedback and observations made during the visit:

Theme: **Dementia Clocks and signage**

Recommendations: The manager should consider the use of dementia clocks and signage within the communal areas of the home, to support the residents living with dementia.

Signed on behalf of Healthwatch North East Lincolnshire: L.Wilkinson	Date: 08.05.2026
--	-------------------------

Provider response to recommendations:

Providers have 20 working days to respond to recommendations. This can include why they may or may not take on board the recommendations

See below

Thank you for your visit and feedback, it is very much appreciated.

I have taken your recommendations on board; we have had signage and dementia clocks in the past however I will endeavour to source these again.

Haverstoe our Enhanced Suite is a 13 bedded unit, not 8. We had 8 residents residing with us at time of visit.

As manager of The Anchorage, I will always strive to achieve the best quality of care for our residents and support our staff team to ensure we achieve the best outcome for all. Our ethos will always remain 'if its good enough for Mum', then its good enough, we are one team and our residents are our extended family. We recruit staff first and foremost for their kindness and caring attitude and then train accordingly to allow the individual to develop the required skills they need for their caring role.

I am very happy with the report and believe it is a true reflection of the day to day running of our home.

Kind regards Bev Milson