

Enter and View Report

Name of Setting: Ladysmith Care Home

Name of Manager Carol Woodliffe

Insert address: Ladysmith Road, Grimsby, DN32 9ND

Date of visit: 10.02.2026 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. On this occasion Healthwatch had received feedback from a member of the public, which prompted our visit. 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 and was carried out in response to feedback Healthwatch received about the care home.

Ladysmith Road Care Home Background



Ladysmith Care Home is a purpose built 90 bed care facility. It is owned and operated by Knights Care Ltd, a family run business that has been in the care industry for many years.

Ladysmith 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,

- for persons who require nursing or personal care
- Caring for adults over 65 yrs
- Caring for adults under 65 yrs
- Dementia
- Mental health conditions
- Physical disabilities
- Sensory impairments

The home employs a variety of staff including a manager, deputy manager, care manager, staff, senior care workers, care workers, domestic, kitchen, activities 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 9th February 2026 . We arrived on the 10th February at approximately 10am.

On arrival, the Healthwatch team were welcomed into the care home by the care 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 the complaints policy, whistleblowing information, company values and safeguarding information.



The home runs over two floors with the upper level catering for those residents with more complex dementia. Healthwatch completed their observations and questionnaires with residents and staff members from both floors of the building. The home currently has 85 residents with 4 vacancies.

The manager confirmed that the current staffing team is reasonably stable some staff have worked at the home since it first opened.

Each of the 4 units in the home is run independently. Each unit aims to have 1 senior and 3 care staff per shift. The home also has two activities coordinators, kitchen staff and cleaners on shift.

The home rarely uses bank staff and always attempts to fill shifts with regular staff that are on days off.

Latest Care Quality Commission (CQC) Report

The last recorded CQC visit to Ladysmith Care Home was on the 19th May 2022 and was rated as Good in all areas.

Since this inspection the home has implemented changes in the form of good news stories, dignity tests and managers surgeries in the evenings as this is what families had requested.

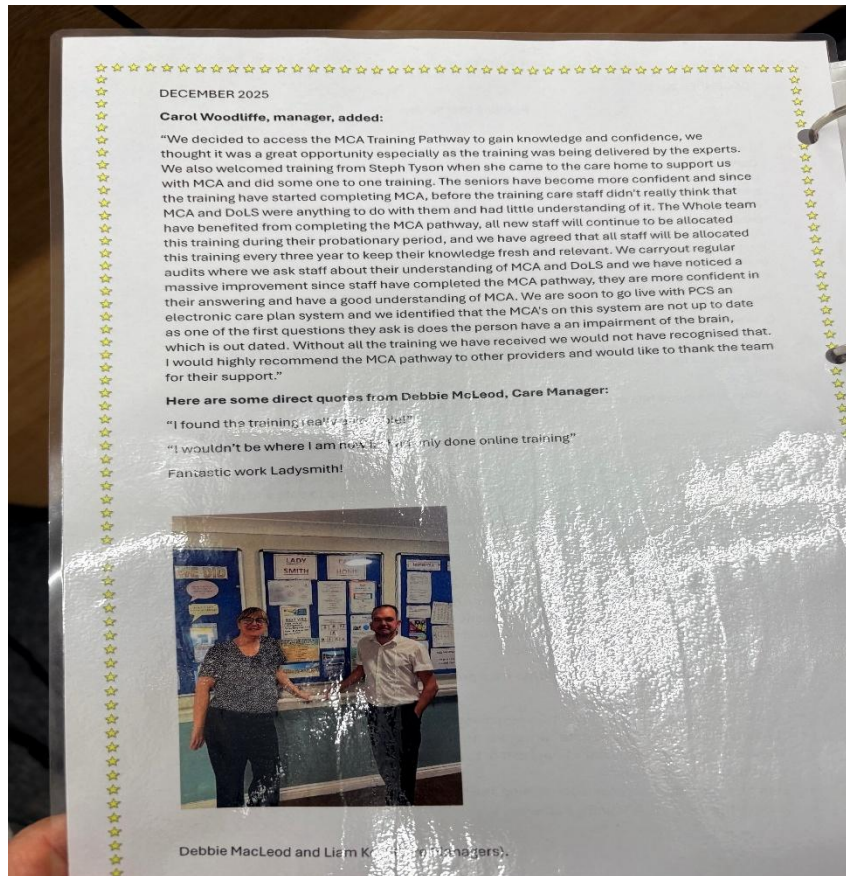
Safety

The manager advised the home use CPS and Access software systems to ensure all Care planning and governance and policies up to date and in line with CQC and government guidance. This has just been introduced into one of the units and is going well. It will be rolled out across the whole home, unit by unit. The home currently uses Navimedts but will be transferring onto PCS medication shortly.

The home had an infection and prevention control inspection in March 2025 which was passed with an excellent score of 100%. Recent tissue viability and essential steps inspections also passed with a score of 100%

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Staff training is offered via ATLAS which is an online e- learning platform. Staff also have the opportunity to attend face-to-face training which is provided in house. The home also uses the training provided by Focus and staff have completed the MCA pathway. 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 made in special molds to make the food look appealing to the residents.

We were advised Care plans and risk assessments are updated regularly. Accidents and incidents are discussed at weekly health and safety huddle to look at any concerns or changes that are required.

Staff receive 6 weekly supervisions and 3 monthly team meetings. Staff also have appraisals once a year.

A fire drill was observed during the enter and view visit and this was completed methodically and professionally; Staff were aware of their roles and responded appropriately.

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. On the day of the Healthwatch visit many family members were seen coming and going visiting their family and friends.

Families keep in touch via mobile phones, iPad etc and the home has an activity system called Relish that relatives can join in on. The home runs regular relative and resident meetings and surveys. The residents also have annual reviews.

Families can visit and enjoy a meal with their relatives.

The home also holds resident of the day to recognize each individual in their preferred way.

On the day previously to the Healthwatch visit there had been some therapy Shetland ponies visiting the home. This is one of many activities on offer, the home has a minibus which goes out regularly to places of interest. The residents attend the Birds Eye fish and chip club, pantomime and a local choir visit.

There are two activities staff that work 9-4 daily and the home has a salon where residents can visit and have their hair cut and styled.

The residents are mostly registered with Weelsby View practice which is easily accessible as it is next door and twice a week the community matron visits if there are any concerns or follow ups required. The district nurses also visit the building twice daily. Prescriptions are easily accessible due to the pharmacy also being next door.

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. Recent health professional visits include

Community dentist

District Nurses

Physio and occupational therapy

Navigo

Speech and Language therapy (SALT) dietician

Chiropody

Respiratory nurse

Social workers

DOLs assessors

What did residents say?

During the Enter and View visit, Healthwatch spoke to seven residents. The residents had been at the home for a few months, to over 9 years.

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

Female Resident *“I’ve lived here about two years, I’m a bit demanding. I can’t see and I worry a lot. I need a lot of help I have to like it of course I do”*

Female Resident *"I've lived here 9 years in March. There's never enough staff. I was sat on the toilet for over 20 minutes this morning waiting for them, I feel sorry for the staff. I don't sleep very well. I get up and partly dress myself. I have a bath once a week which I look forward to and it's lovely. I mostly stay in my room, I don't like mixing".*

Male Resident *"I've lived here over a year it's alright"*

Female Resident *"Yes, I've got no choice. I've got my flat. It's alright. It varies, if I want to stay in bed and snuggle, I do"*

Female Resident *"I've lived here 4 years. I'm alright. I would like to go out on my own, but I'm not allowed. I've got lots of grandchildren. Staff are good. I kill time, clean my room".*

Female Resident *"I don't mind it. I get up about 9am, get dressed and come down for breakfast".*

Female Resident *"Was in hospital then came here. Find it okay. I can't walk, sit in my chair"*

When asked if they felt safe, residents responded

"Yes, I do"

"Yes"

"Yes, too safe"

"Yes. No strangers can come in".

"Theres always somebody there".

"The surroundings and the carers".

"Yes"

When asked, "How do you find the staff?", residents told Healthwatch:

"They are good – they are caring"

"They do a good job; they are very good with one or two exceptions".

"They're great. Helpful if you want anything. They are good".

"I like them".

"Lovely".

"Girls are good to me"

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

"A senior member of staff"

"Staff"

"Staff".

"Nurse in the office".

"The head staff".

"Youngest daughter, she's my Power of Attorney".

How do you keep in touch with family and friends?

"My friends visit once a week"

I have 2 sons and 2 daughters they visit regularly. I can always ring if I want anything I have my own mobile phone.

"My family come and see me".

"My family come. My friend comes on a Wednesday; I've known her for 50 odd years".

"Three daughters. Good grandchildren. All good to me".

"Visit".

Do you feel lonely?

"No".

Not lonely but I miss someone to talk too as most have them out there are a bit confused".

"No".

"No".

"Sometimes, I think we all do. I miss my husband that's for sure. I had him for 21 years, then he had to go. I talk to his photo".

"No".

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

"I don't bother anymore; I sleep a lot. I must put my feet up as they swell if not. We can go in the garden, but I don't want too.

"I go to the hairdressers and in the garden if the weathers nice. I have only left the building twice in 9 years!

"Bingo, games and exercising".

"Not a lot. I like to walk a lot every day. I've got flowers, you can't move for flowers".

"Crafts sometimes. I sit and do bits. Competitions. The carers ask me to come down".

"No, I can't".

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

"It's not bad – I'm not keen on the fish and chips, I ask for it without batter. It's not always warm when you get it" We get two choices a starter, main and a pudding. My favourite is sausage and rice pudding".

"It's not as good as it used to be, I often get heartburn. I enjoy pasta and sweet and sour. We aren't included in menu planning" I have my own fridge with fresh water in. I like apple juice".

"The food is okay. They do feed us well. Its not bad at all. I like the fish and chip day. You get a choice and a pudding. They are always good and check I've eaten".

"Lovely, cooked dinners, fry-ups, sandwiches and picnic food".

"Yes, very good. I used to be a cook at Lawson and Stockdale, Birds Eye. Lamb is my favourite, tomato soup. I eat very well".

"Good choice of meal".

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

"Sometimes you have to wait a long time when you ring the bell, but they can't help it if they are short staffed"

My family bring me anything I need

It takes ages for them to come if I need the toilet.

"If the weathers nice, I smoke now and again.

"No, its fine".

"As long as I've been here it's been fine. Some can be unpleasant. My husband was a good man".

"I don't always get the correct clothing back from the Laundry".

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. We received the following responses.

"Ladysmith Care Home is first class with entertainment for residents, trips out and very caring staff. Meals are excellent and even offer visitor food. When mother went to hospital member of staff went with her and stayed all night".

"I have a lovely relationship very kind and caring, most importantly approachable. Very high standard. Carers ensure her side table has drinks and snacks".

"The care is outstanding. The manager's door is always open. Staff are all caring very friendly and always have a smile".

"Extremely good they are supportive to myself as well as my mum. I would be able and feel comfortable approaching any member of staff, care assistant, senior or management".

"The care exceptional, nothing is too much trouble for the fantastic staff, my mum is so happy here. Very professional and friendly at all times. Treat mum with dignity and respect all the time. Just lovely can't praise them enough".

"Excellent. Really friendly each and every one of them".

"Good".

“Excellent, and yes very approachable, and very helpful and caring. My mum is very independent, but if she needs or wants any help the staff are always there to help any time day and night”.

“My mum is very happy at Ladysmith Care Home; she has been there 6 years. All the staff know her well and support her daily living. Staff are all friendly and have time for a chat throughout the day, which mum loves. Mum is well cared for, she experiences TIA’s regularly and all are skilled at identifying the symptoms and provide relevant care and support at these times. Care and support staff are responsive to her needs, responding to call bells in a timely manner. Mum is always clean and appropriately clothed. Mum is always given choices in respect of day-to-day things such as what she would like for meals and participation in activities ”.

What did the staff say?

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

“Over the 15 years I have worked here I feel the home has got better, achieving recognition in many areas during inspections”.

“I am very happy in my role at Ladysmith and have full support from management and carers”.

“When we ask for additional training, the company always find it”.

“The Induction was good it included Policy, Procedures and Safeguarding”.

"Every year we know something more about the care job, this must be updated, and it is".

What is the most enjoyable part of your job?

"Everything".

"Spending time with the residents".

"Spending time with the residents. Making residents happy".

"Improving the lives of our service users and making their time enjoyable"

"Rewarding, caring for them and hear their stories".

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

"Due a refurb".

"Nothing".

"No".

"Different colour tunics".

"Air conditioning. It's really hot".

General Observations

Control over daily Life

Healthwatch observed staff supporting residents to meet their needs. A resident was observed to be made comfortable after being to the salon for a hair appointment. Another resident requested a cardigan and staff brought this to the dining room for her.

Unfortunately, during our visit a resident had passed away, the carer was observed managing the situation in a dignified and calm manner.

Residents' rooms were individualised and residents had their own personal belongings. One resident allowed Healthwatch into her room, they showed us pictures of their family and numerous decorative flowers, and items purchased from an outing to a charity shop.

Regular activities take place within Ladysmith Care Home, and they were due to have some miniature donkeys visit the afternoon of our visit.

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

Residents could help themselves to snacks that were placed on the tables in the dining rooms.

There was a choice of two 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 socializing.

Residents advised they were able to go to bed and get up when they wanted to.

Personal cleanliness and comfort

Healthwatch observed that the residents were wearing clean, tidy and comfortable clothes and footwear. One resident advised that she remains independent and likes to clean

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

Safety

During the visit, no safeguarding or health and safety concerns were observed or raised with the Healthwatch team.

Doors to certain areas and cupboards were key padded for resident safety purposes.

Staff were visible in each area and were available to immediately respond to a resident should they need too.

Accommodation and cleanliness

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

The home smelt clean, and no unpleasant odours were noted.

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 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. A few residents had family members that were visiting. The staff were busy supporting residents to be made comfortable and to prepare for their lunch. The environment was relaxed and there appeared to be ample members of staff on shift.

Activities, social participation and involvement

Healthwatch did not observe any activities during the visit in the morning. Residents advised that there was always plenty going on and that the company have a bus that takes them out on trips. Therapy animals were due to visit during the afternoon of the day we visited.

Ladysmith Care Home was welcoming and accommodating to families and visitors.

Conclusion

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

The residents appeared happy, comfortable and relaxed at the time of the Healthwatch visit.

Family and friends spoke of “excellent” care provision

Staff were kind and respectful when supporting and talking to the residents. They spoke of job satisfaction and good teamwork.

There were plenty of activities available if people 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 choice.
- Residents were encouraged to maintain their independence wherever possible.
- Residents advised Healthwatch that there was always something to do which supported them to have good mental wellbeing.

Themes and recommendations

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

Theme: **Meal Planning:**

Recommendations: The manager should consider running group activities around meal planning and menu choice with the residents to ensure they are able to select and choose meals of their choice and preference.

Theme: **Residents names in clothing:**

Recommendation: The manager should ensure all resident clothing is itemised to ensure all clothing is returned to the correct owner.

Signed on behalf of Healthwatch North East Lincolnshire: L.Wilkinson	Date: 02.06.2026
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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

Thank you for your report which we feel is a fair overview of our care home.

I would like to thank everybody who took part in providing feedback for our service it is much appreciated.

Managers Response to Recommendations:

Theme: Mealtime Planning

We try and involve everyone in our mealtime planning

We hold residents' meetings every two months where mealtimes and menu planning are always on the agenda, discussed and documented for each of them. We always try to ensure that all our residents receive a meal of their choice. We have several residents who request that the kitchen staff visit then daily to discuss what they would like to eat as they prefer not to choose from the daily menu and alternative meals are cooked for them.

We ask residents, families, and staff to complete a monthly questionnaire to give us feedback on the daily menu, we complete an action plan which is fed back to the kitchen staff, who will visit residents if they have raised any concerns.

Theme: Residents Names in Clothing

We try and ensure that all residents clothing is named

The importance of naming residents clothing is discussed and documented at preadmission, residents' reviews, resident and relative meetings and staff meetings. We have trailed different labelling systems but unfortunately there are times when clothing does not always go back to the right resident, we always apologise and do our utmost to rectify the problem.

Staffing Levels

We feel that our staffing levels are more than adequate to meet the needs of our resident's, we regularly run reports on our call bell system to see how long it takes for staff to respond and call bells are overall answered promptly.