Enter and View Report

Name of Setting: Sandhills Court

Name of Manager: Zoe Randall

Insert address: Sandhills Court, Scunthorpe, North Lincolnshire DN15 7AS

Date of visit: 12/09/2025 Date of publication:

HWNL staff and volunteers involved in the visit: Jennifer Allen, Rebecca Price, Denise Fowler and Linda Robinson

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 Lincolnshire uses powers of entry to find out about the quality of services within North 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 on improving 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 several premises
3. To respond to local intelligence at a single premises

This visit forms part of the Healthwatch North Lincolnshire programme of work and was carried out in response to feedback Healthwatch received about the care home.

Sandhills Court -Background

Sandhills Court is a Bupa owned care home, registered for a maximum number of 77 residents. 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 years, caring for adults under 65 and Dementia.

At the time of the visit, the care home was not at full capacity with 55 residents staying at Sandhills Court. The home employs 48 staff in total, 27 full-time care staff and 21 part-time care staff. Any absences are covered by unit managers, the deputy manager and registered manager. The unit managers have 12 supernumerary hours each per week and if shifts are not covered within their own team, then they would use agency staff. They also have a sister home close by and staff from there can offer support.

The visit - on arrival

The Enter and View visit (E&V) was announced, so the registered manager of Sandhills Court knew that Healthwatch would be visiting on Friday 12th September 2025.

On arrival, the Healthwatch team were welcomed into the care home by a member of staff, and we were asked to sign in. We were offered a drink and asked if we would like lunch. We were then introduced to Zoe, the registered manager. After a quick introduction the registered manager gave the Healthwatch team a tour of the care home including all communal areas and facilities on all floors. There are three floors, comprising of three units, Appleby (ground floor), Redbourne (first floor) and Frodingham (second floor). The dementia unit is currently on the ground floor. Each unit has a bathroom for residents if they want a bath, but residents' rooms are en-suite. Healthwatch spent time observing interactions in the care home during the visit. We were introduced to staff, as we met them, around the building.

Summary of the Registered Manager's Questionnaire

The registered manager confirmed that she had her registration for Sandhills Court since 22nd May 2025. She started in post in December 2024 for her 4-week induction then submitted her application to CQC on 24th January 2025. Prior to this registration, she had been in other care home manager positions for nearly 8 years.

Sandhills Court is currently not at full capacity as work is being completed to transform the top floor. The top floor has 17 bedrooms, which are all vacant. This area will become the dementia unit, however, before then it may be used to move residents into from their current locations, whilst their areas undergo refurbishment. It was explained that the top floor was used during Covid as a place for people to stay after leaving hospital before going home.

Latest Care Quality Commission (CQC) Report

The last CQC visit to Sandhills Court was on the 5th and 6th of April 2022. It received an overall rating of 'Good' from the CQC. The CQC made a recommendation in relation to capturing information to support service delivery and a recommendation in relation to accessing additional training for staff.

Since the last CQC inspection, the registered manager confirmed that the Sandhills Court team continue to work hard to maintain their overall good

rating and are working towards changing the 'requires improvement' rating for Well-led. As part of their governance, they use the RADAR system that has a live action plan that is reviewed.

Safety

As part of the visit the registered manager was sent a questionnaire in advance, which was emailed back to Healthwatch staff following the visit. One question asked if Sandhills Court had an infection prevention and control policy in place and if yes, how often it was updated. The registered manager confirmed that they do, it was issued on the 27th of October 2023, with a policy review date of October 2025.

When asked about how they manage risks such as falls, the registered manager wrote that they complete monthly metrics which identify risks within the home and complete an analysis to review trends and themes within the home. For falls they look at individuals and their needs, this is reviewed through a risk assessment and if identified as high risk they look at potential ways to reduce the risk of fall, for example the use of sensor equipment such as bed or floor sensors.

In answer to, what mandatory training do staff need to complete and how often is training updated? It was explained that the home is supported by a learning and development area trainer who completes face to face training, and they also have online training – Bupa Learn. It was also mentioned that they offer all new staff a 4-day induction programme.

Resident Health and Wellbeing

The Registered Manager confirmed that there are no restrictions on visiting and family and friends are welcome to join residents for meals. They hold quarterly relative meetings and monthly resident meetings. They have a quarterly newsletter which is sent to families by email and copies are available in the home. They have a Facebook page which family and friends can follow to see the events/activities taking place in the home. They hold events such as community coffee mornings and have entertainment acts, which welcome family and friends.

The care home's activity programme is discussed with residents at their monthly meetings where ideas, thoughts and recommendations are shared. Popular activities are knit and natter club, quiz afternoon, bingo, one to one, movie afternoons and men's club. Residents have recently been enjoying the good weather outside with garden events that have included strawberries and ice cream. They have external activities also such as vocalists, Zumba with Zoe and 'be great' fitness. They also recently had exotic animals visit them for the afternoon.

Staff like to invite the local community to Sandhills Court, so they have a community coffee morning every Tuesday and offer people who work for the NHS, Fire Brigade and Police a 'blue light' breakfast.

If changes to the home are required, then staff ensure that residents are involved as part of that process. Meetings are held to discuss and take views on possible changes and development. Residents' views are also taken into consideration when finalising changes.

All residents have a nutrition risk assessment and care plan in place. These identify what level of support is required and detail residents' likes, dislikes and allergies. Care plans and risk assessments are viewed at least monthly or sooner if there are any changes. Should a resident lose weight a fluid/nutrition chart would be implemented. Nutrition reports are reviewed weekly and shared with the kitchen department weekly. Fortified options are available.

Finally, Sandhills Court also has resident surveys that give people the opportunity to give feedback to staff. A suggestion box was also seen on the visit.

External Health Services

Feedback provided to Healthwatch North Lincolnshire through the manager's questionnaire reveals that Sandhills Court staff work closely with the district nursing team, community liaison team and GP surgeries. If individual services are needed, they also support residents to access these, such as speech and language, continence and dietitians. Sandhills Court has 6 weekly chiropodist visits and if residents require dental care, staff will support this process. Links are also in place with Specsavers and Vision Care.

When asked if there had been any issues with accessing healthcare in the last twelve months, the registered manager confirmed that there had been no issues reported. Their aims and values are to put customers at the centre of everything they do, and staff want to ensure that when people become residents at Sandhills Court that it's a home-from-home experience for them.

What did residents say?

During the Enter and View visit, Healthwatch spoke to eight residents. Residents spoken to had lived there from just a couple of weeks to seven years. When asked, "How do you feel about living here, tell us what a normal day looks like?' residents responded with the following:

"Wouldn't want to be anywhere else"

"Lovely, very happy."

"Breakfast-either in room or dining room. Activities, lunch. Go out with family. Tea, TV, bed for 9pm"

"Not gone hungry"

When asked if they felt safe, all residents who could answer responded yes. When asked what made them feel safe, residents responded:

"Everyone is friendly. I know if I wanted help I would only have to ask"

"The staff, really look after you"

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

"Lovely, Jake is very helpful, he has been brought up properly"

"Do a very good job as it's not easy"

"Lovely"

"Very nice, helpful"

All the residents we asked said that if they wanted to raise a concern, they would feel confident to tell a staff member or family. Most residents we spoke with said that they have friends or family who come and visit. When asked, "Do you feel lonely?' most said they did not feel lonely, however, one resident said sometimes, and two said yes.

When asked, "Have you been able to take part in any activities in the care home?" there was a mixed response. Three residents said yes.

"I liked the singer".

"I did all my colouring and sticking at school"

"Knit and natter, there is a list of activities on the board in my bedroom"

"***Quiz, listen to singing"***

"Dominoes"

All residents who we spoke to confirmed they could go out in the garden if they wanted to. However, one resident said ***"you can't just come and go as you please, someone must take you"***

All residents spoken to said that they enjoyed the food and had a choice of meals. Only one person said that they would prefer more choice, and nobody reported that they had been given food that they didn't like or was allergic too.

"Very good, no grumbles",

"On the whole food is good"

"Would prefer more choice, well cooked"

"Plenty of tea and coffee"

"Pretty good. Good chef"

"The quality of the meat is poor-cheap cuts. If you buy better, it cooks and tastes better".

Overall, residents seemed satisfied with Sandhills Court. One resident stated ***"they look after us very well. People are lovely"***

What did family and friends say?

Healthwatch got the opportunity to speak to one family member and a friend during this visit. Both residents that they were visiting hadn't been living there for long. When asked, "tell us about the standard of care your relative/friend receives?' they responded:

"Excellent. All staff are pleasant and polite"

"Brilliant"

They also said that they would feel comfortable to raise any concerns with staff. They found the staff to be excellent and caring. The person who was visiting their relative felt that everything was provided for and complimented how good the food was. When asked about any activities or entertainment that takes place in the care home one person answered that their relative enjoyed the knitting and bingo.

We also asked if there was anything else that they would like to tell us about Sandhills Court, they responded:

"Everything is fabulous"

"Nicest care home one I have ever visited"

What did staff say?

Healthwatch spoke with six members of staff during the visit. The staff spoken to had worked at Sandhills anywhere from under a year to over four years. The six staff members said they enjoyed working there, felt supported in their role, and felt management were approachable and helpful. They also felt they could raise any concerns if needed and that they hoped that they would be acted upon. However, they didn't always know if they had been.

When asked 'What is the most enjoyable part of your job?", the staff responded:

"Attending residents. I feel fulfilled when I make things nice for residents".

"Getting to know individuals"

"Getting to know everyone- chance to talk to people. They become like family"

"Knowing that you have made a difference in someone's day. Some have no visitors which means no interactions"

"Making a difference to residents, you become their advocate and give them a voice"

"Talking to residents, hearing life stories".

Staff who were spoken to during the visit felt Sandhills provided person centered care and that they were able to respond effectively to residents' needs and had adequate time to support residents. Staff felt they knew residents' personal preferences, backgrounds and history and that residents were treated with kindness and compassion. Most staff felt they had time to adequately support residents.

When asked 'Do you feel there are adequate members of staff on duty?' Most staff asked said yes, one said no. All staff agreed that staff absences were well managed. Staff confirmed that they had completed induction training when they first started in their role and that training was ongoing.

When asked 'Is there any additional training you would like?' one staff member told Healthwatch they would like to be trained as a Nurse.

Healthwatch asked staff 'If there was one thing you could change, what would it be?' Staff answered saying they wished that there was less staff turnaround, more recognition for the work that they do and more time that they could spend with residents.

We asked staff whether they would like to tell us anything else, this could be positive or negative. Staff told Healthwatch:

"The Manager is very nice"

"I like working here, really happy"

"More staff are needed; we have had a high staff turnover recently. It has been running a long time without a Home Manager"

"No concerns. I love it here"

"Extra activities. More individual quizzes".

Observations - control over daily life

Healthwatch saw staff supporting residents to meet their needs during lunchtime; this included helping to open salt and sauce sachets and getting drinks. The Activity Coordinator was also observed taking a resident out of the care home for a visit to Sainsbury's.

Observations - personal cleanliness and comfort

Healthwatch observed that all residents looked clean and tidy and had neat hair and nails. The Registered Manager confirmed that their hairdresser salon is well attended; indeed, Healthwatch staff saw the hairdresser on site during the visit. The care home staff also looked clean and tidy, and all staff wore uniforms with different coloured tunics for their different job roles. Most were wearing their ID badges.

Observations - safety

During the visit, no safeguarding concerns were observed or raised with the Healthwatch team. There were sachets of sauce that were out of date, and this was raised with the Registered Manager.

It was noted that cleaning equipment had been left unattended, which could be a hazard to residents.

Observations - accommodation and cleanliness

The cleanliness and décor of the care home was of a high standard. All furniture was well kept and there was a choice of different styles of chairs around the care home. The décor had a homely feel, with coordinating soft furnishings and pictures on the walls.

There was also a board full of old photographs of Scunthorpe.

When invited into residents' rooms, Healthwatch noted that they were personalised with photographs and resident's belongings. On some of the

walls, outside of the individual room doors were memory boxes that represented residents' hobbies, previous work roles or interests.

All bathrooms and communal areas were clean and tidy.

Observations - food and nutrition

Healthwatch saw a written food menu on the wall, however, there were no pictures. There were two choices offered for the main meal either fish and chips or poached fish. There was only one pudding option listed, treacle sponge. Residents choose the day before what they would like to eat.

Across the Bupa care homes, they were holding a Mediterranean Cruise theme. This included having food from other mediterranean countries, for example, the manager mentioned that on Wednesday they had an Italian style themed dinner. On the tables in the dining rooms were mock passports and mats with maps on; these were to help with the experience.

Healthwatch observed residents wearing clothing protectors being pushed to the dining hall in wheelchairs. Fish was cut up. Residents were asked if they would like lemon squeezed on their fish and salt and vinegar.

Most crockery and cutlery were in good order. However, some spoons looked dull and had watermarks. The observed dining room was very cramped.

Observations - activities, social participation and involvement

Healthwatch did not observe any activities during the visit. The TV was on in one of the lounges. Some residents were observed sitting together in one of the communal areas, chatting and watching out of the window.

A written activity schedule with no pictures was displayed in the home. A knit and natter group, Gentleman's afternoon club and a 999 breakfast was advertised.

During the visit we were shown the Cinema Room that is used for afternoon films for residents. The care home has also used this room to host meetings

Sandhills have an activity room with arts and crafts that was accessible to everyone.

There was a mindfulness board showing pictures that had been coloured by residents.

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Conclusion

Overall, Healthwatch found Sandhills Court to be warm and welcoming, and staff and residents appeared happy and relaxed. Information was available that allowed people to feedback suggestions to the home and provide

comments. It was also noted that written menu and activity information was displayed within the home, however, those finding written communication challenging may struggle to understand what is being offered.

Some issues were identified on the visit including sauce sachets that were out of date and some cleaning equipment left out and unattended.

Staff spoken to, during the visit, enjoyed working at Sandhills Court and felt supported in their roles. Staff also enjoyed interacting with residents, however, they felt that they would like more time with residents. Staff also mentioned that they did not always receive feedback from concerns raised and that they would like more recognition.

Healthwatch would like to thank the Manager and all the staff at Sandhills Court for accommodating the Enter and View visit.

Highlighting Good Practice

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

Healthwatch found the staff to be personable and knowledgeable about the residents who live there.

Healthwatch found the registered manager to be open and transparent about the care home including sharing information about refurbishment plans for the home with the second floor becoming a dementia unit.

Themes and Recommendations

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

Theme: Resident Choice

Recommendation 1: The Registered Manager should

Consider using a pictorial guide for the food menu as well as text. This may help any residents who struggle with written communication understand what is being offered.

Recommendation 2: The Registered Manager should

Consider using pictures on the activity schedule as well as text. Again, this may help any residents who struggle with written communication understand what is being offered.

Theme: Safety

Recommendation 3: The Registered Manager should

Ensure sauce sachets are checked regularly to make sure they are within date.

Recommendation 4: The Registered Manager should

Make sure that cleaning equipment is not left unattended as it could be a hazard to residents.

Signed on behalf of Healthwatch North Lincolnshire:	Date:
J Allen	27/11/25

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.

Theme: Resident Choice | Recommendation 1	
Specific	What is the recommendation?
	Consider using a pictorial guide for the food menu as well as text. This may help any residents who struggle with written communication understand what is being offered.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Recommendation will be met once menus are in place. This will be reviewed in line with our residents' needs and quarterly when there are seasonal menu changes.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes – Home Manager to work with head chef to ensure this is implemented.
Relevant	Is the recommendation relevant?
	Yes, we plan to devise at least one pictorial menu for our residential floors and one on each table for our Dementia floor. These will remain accessible if more are required on each unit.
Time-bound	When will the recommendation be completed?

Theme: Resident Choice | Recommendation 2	
Specific	What is the recommendation?

	Consider using pictures on the activity schedule as well as text. Again, this may help any residents who struggle with written communication understand what is being offered.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	This recommendation will be ongoing.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes – Home manager to work with Activity team to implement recommendation.
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?
	This will be completed monthly as per our activity planner. There is also a weekly planner distributed to residents which will include pictures.

Theme: Safety | Recommendation 3	
Specific	What is the recommendation?
	Ensure sauce sachets are checked regularly to make sure they are within date.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	All sachets were checked. Recommendation met.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes
Relevant	Is the recommendation relevant?
	Yes
Time-bound	When will the recommendation be completed?

	Completed – this incident was reviewed during feedback with all heads of departments within the home and have agreed a new way of working to ensure this is not repeated.

Theme: Safety | Recommendation 4	
Specific	What is the recommendation?
	Make sure that cleaning equipment is not left unattended as it could be a hazard to residents.
Measurable	How can you measure progress and know if you've successfully met the recommendation?
	Daily monitoring. Lockable trollies are in place so that all chemicals are locked away when the team are on the units.
Achievable	Is the recommendation achievable? Do you have the skills to achieve it?
	Yes. All team members undertake COSHH training and is refreshed annually.
Relevant	Is the recommendation relevant?
	Yes.
Time-bound	When will the recommendation be completed?
	Daily monitoring. A lessons learnt to be shared with in the team to identify potential risks should hazardous chemical be left in reach of residents.