

The Lodge Care Home

Enter and View Report 2025

Contents

Background..... 2

Details of the visit to The Lodge Care Home..... 3

Summary..... 3

About this visit..... 5

Findings..... 6

- Environment 6
- Accommodation 7

Quality of life 8

- General happiness..... 8
- Food and drink..... 8
- Activities 9
- Contact with friends and family..... 11

Quality of care..... 11

- Residents and relatives..... 11
- Staff..... 12

Health Checks 13

Raising concerns and issues..... 14

Staff feedback..... 15

Overall ratings..... 16

Background

What is Healthwatch?

Healthwatch York is the independent champion for people using local health and care services. We listen to what people like about services and what could be improved. We share these views with the people who have the power to make a difference.

What is Enter and View?

Part of the local Healthwatch programme is to undertake Enter and View visits. Our team of authorised representatives conduct Enter and View visits to local health and social care services to find out how services are being run and make recommendations for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies.

The
Lodge



Details of the visit to The Lodge care home

Service address	Main Street, Heslington, York, YO10 5DX
Service provider	Roseville Care Homes
Date	30 September 2025
CQC rating	Requires improvement
Care home manager	Jeanette Hudson
Contact number	01904 795551

Summary

Purpose of the report

In this report, we summarise the findings from our visit of 30 September as well as the feedback shared through survey responses collected before and after the visit.

Purpose of the visit

- To visit and gather views of the residents, their relatives and friends and staff about the services and care provided.
- To observe the care being provided for the residents and their interaction with staff and their surroundings.

General information

The Lodge is a Roseville Care Home. It offers residential care services for older people, including people with dementia. The Lodge has bedrooms over two floors of accommodation with space for 28 residents. It was full when we visited with a waiting list.

Key findings

At the time of our visit, we found that The Lodge was operating to a good standard. These findings were based on our observations and reflect the general happiness of residents, family and friends of residents and staff members. The home had previously experienced issues before the current manager took over which were reflected in the 2023 CQC (Care Quality Commission) inspection. That inspection from 2023 had an overall rating of requires improvement but found that the home was good in terms of being 'safe' and 'well-led'. We would agree with those good ratings after our visit. All

the residents we spoke to said they felt safe and a number of residents, staff and family members praised the management team.

The manager also explained how the staff team plan ahead for end-of-life care and are well supported in managing palliative care in the home if that is in the best interests and/or at the request of the resident.



Positive feedback

- The staff were all extremely friendly and interacted very well with residents. They knew residents' names and the activities staff were particularly good, engaging residents in conversation, personalised activities and impromptu song!
- The staff were very respectful. They all wore name badges and had different coloured tabards to identify different staff roles.
- There is a beautiful, homely feel with magnificent staircase and dome feature. Pictures of resident activities are displayed with weekly activities programme.
- There seemed to be a lot of activities happening and the activities coordinators tailored activities to individuals, including one-to-one sessions in a resident's room where appropriate.
- While the building is not particularly easy to navigate, there are good signs (words and pictures) on the bathroom and toilet doors and the residents' rooms have numbers on the doors and a photo and name of the person next to the door so they are easy to identify.
- All the residents looked clean and smart and there were positive comments about laundry, which is done on site.
- There are weekly GP visits and there is a positive relationship between The Lodge and the local GP surgery. There are also regular visits from hairdressers, chiropodists and even dentists to provide check-ups.



Recommended areas for improvement

- Make sure that external litter bins, particularly clinical waste bins, are regularly emptied. When we visited waste was overflowing, including clinical waste.
- Continue to encourage residents to move from the seats in the lounge if possible (we recognise that as an adapted building, there is limited room internally for residents to move round).
- The doors and frames of residents' rooms were the same colour. It would be good to introduce some colour contrast when next decorating.
- When decorating, make sure the rail on the walls is a different colour to the paint on the walls so it stands out and is easy to see. (This on the decoration plan).
- Where possible make sure the numbers on the residents' room doors stand out.

About this visit

This was an announced Enter and View visit arranged in advance with the care home manager. The purpose of this visit was to capture the experience of life and care within a care home environment and to observe the standards of working practice. We did this by observing the interactions between staff and residents, observing their surroundings and speaking to residents to understand their experiences. We asked relatives and friends and staff members to provide their experience and views of the care home through a survey. Copies of the survey were available in the care home before and after our visit and staff circulated links to the online survey.

The manager told us that there are regular resident and resident and relative meetings. The home also has regular resident, relative and staff surveys.

On the day, four Healthwatch York authorised representatives conducted observations and talked to residents, their family and friends and staff members. We spoke to ten residents, who shared their thoughts and experiences using a survey focused on quality of life and care in the home to guide the conversations. We also spoke to four family members who visiting while we were there.

In addition, nine family and friends of residents responded to our survey with their views. We also heard from 23 members of staff who work in the home via a survey.

Not all respondents provided answers to every question and some respondents preferred not to answer all questions.

Findings

Environment

On initial observation of the care home, our authorised representatives found the building to be in good state of repair. The manager explained that one area is undergoing refurbishment. As a result it was not being used for residents while we were there. The decoration was generally good with some scuff marks on paint, but that was to be expected.

The Lodge has a number of outdoor spaces accessed from different parts of the home. All are enclosed and require staff assistance to access due to locked doors. One area has raised beds which residents are encouraged to use as appropriate. The weather was not warm when we visited and no-one was sitting outside. However, there were photos displayed and in newsletters showing activities outside during the summer.

The home was easy to locate. There was a small car park but no cycle parking outside. We noticed that one of the outdoor areas was used for staff cycle parking. There are bus stops close by.

The home was accessed via a locked gate and then a locked door. The manager came to meet us, so we didn't need to ring the bell located next to the gate. All the staff were extremely welcoming and we saw a good number of staff on arrival. The reception area is limited but had information boards displaying photos of previous activities and a schedule of planned activities. The staircase leads up from the reception area and is a great feature for the home.

The home is a listed building and has significant limitations as a result. The corridors are quite narrow and the lounge/dining room is long and thin which restricts flexibility in how it can be used. However, The Lodge has a lot of character and quirky features which make it feel more home-like.

As well as the staircase, which is rarely used by residents, there is a lift. This has a seat and announcements. Residents are accompanied by staff when they use the lift.

Accommodation

Residential care is provided on two floors for 28 residents. Both the ground and first floor have a mix of residents including some with dementia and some with mobility issues.

Some rooms are ensuite, but many rooms are not and residents use communal bathrooms and toilets. These are spacious and well signed. Each toilet has a colour contrast seat and all are accessible. In one bathroom the bath lift had an out of order notice.

The décor is generally good and clean. All residents' rooms have a number on the door and a photo and the name of the resident next to the door. There is also a 'memory' box next to the doors, which residents could use for personal items, but none of those we saw were being used.

All residents' rooms we saw had their own possessions and pictures displayed and some people had their own furniture. The rooms are all different which adds to the homely feel.

The ground floor is a loop which makes putting up signage difficult. It also means that a short walk will take everyone to where they want to be. The ground floor has the lounge/dining room, staff offices, kitchen, reception area and bathrooms as well as residents' rooms. One area is being refurbished to offer another space for residents to use to sit with family and friends or for activities. This is a lovely light room with access to a courtyard garden with raised beds. The first floor is residents' rooms and bathrooms.

Due to the nature of the building, the corridors are narrow. They all have a rail along the wall to provide support as needed.

Cleanliness and hygiene

Our representatives noted that overall, the care home was very clean, with no unpleasant smells.

Quality of life

General happiness

We asked residents what they liked about living at The Lodge. They said:

- “Everything is pleasant. Nice garden and you can go out.”
- “The staff are good.”
- “I like going to different places and meeting people. I like having people to talk to and have made friends here.”
- “There is plenty of space to walk around.”
- “The food. The space and lots of nice people.”

All nine family members completing the survey said The Lodge was clean and comfortable and that residents were being well looked after. Comments included:

- “It’s not all singing and dancing but the care is excellent.”
- “It’s a small home and the staff are very approachable, friendly and professional. Everything is done correctly and there is always someone to help when we visit. They have coped admirably with my mother’s total deafness and always help her to take part in activities and feel happy.”



Food and drink

Residents and relatives were asked to share their views on food and drink at The Lodge. Two of our representatives joined a mealtime in the home.

All the food was cooked on the premises. There were two choices for main course and two for pudding. The home also caters for special diets including coeliac and vegetarian. Pictures of the choices available for the next meal are shown to residents in advance of the meal, so they are able to choose what they want to eat.

Most residents ate lunch in the communal area, but residents could choose to eat in their room. Some people moved to the dining area but others stayed in the chair they were previously sitting in and were served food on a tray. Staff were aware of residents' needs and helped those who needed support.

Drinks and snacks were brought round regularly and everyone we spoke to said they had enough to eat.

Residents' comments about the food included:

- "It's alright."
- "Very good."
- "Plenty of food, choice and snacks when you want."
- "Good. Two choices is enough. I am happy. We have coffee and tea morning and afternoon. In the summer we have ice cream."
- "I'm not keen, I'm a fussy eater."

All the family members/friends who responded to the survey said that the food was good most of the time, that their friend/family member gets enough to eat and, where appropriate, the home caters for special diets.

Family members commented: "The meals provided are excellent and a good variety is offered"; "The only problem I have is that due to my mother losing her false teeth and no dentist being willing to replace them. She really has to eat soft food which is difficult to make as nutritious." (This issue has been addressed in partnership with the GP).

Activities

Residents were asked if they spend their time doing things they value and enjoy. Relatives and staff were asked if residents have regular access to activities in the home.

The Lodge has three activities coordinators who coordinate a range of activities inside and outside the home. We met two when we visited. While there wasn't a group activity when we were there, the coordinators were supporting individuals to do activities they liked including puzzles. The rapport between the coordinators and the residents was clear and the activities coordinators knew the types of things that different residents enjoyed doing. When we were talking to one resident about what they enjoyed, they mentioned singing and the activities coordinator supported them to sing some of their favourite songs. This was lovely for the resident but also for others who enjoyed listening. The

activities coordinators also take activities to residents in their rooms if they cannot join others in communal areas.



“There are singers and she sings along and gets up and dances. She does puzzle books. There is quite a lot going on. There are jigsaws and singing.”



We asked the residents about doing things they enjoy and activities at the home. They said:

- “[We] play dominoes and beetle with the staff. We went to the pub for my birthday and are going again in November. We are going to the Castle Museum.”
- “There are games, you can walk round the university. A dog came in.”
- “I love getting my hair done.”
- “I do gardening, outside the door. They are organising swimming for me. I like painting and do some here.” (The resident is an amputee and the manager is finding a swimming pool the resident can safely use).

We also asked friends and family and staff about activities. Of the eight family and friend respondents, seven said that there were always things for residents to do and one said there was sometimes things for their relative/friend to do. One respondent said: “A really good programme of activities is available, much more than we expected when we looked at a home for our family member.” Another added: “The activities are lovely. My mother really enjoys them.” All the family and friends who responded to the survey said they were invited to take part in activities.

Staff explained about some of the activities happening at The Lodge including:

- Outings around the York university grounds including feeding the ducks and geese.
- Visits to the pub and to places in York.
- Pamper sessions (two residents showed us their nails, which had recently been manicured).
- Visits to cafés and restaurants and churches if it is something the resident wants. A local vicar visits every month.
- Arts, crafts, games, quizzes, exercise, flower arranging.
- Singing and dancing, including musicians and singers visiting.
- Links with local schools, including school students visiting and connections with the university.

- And much more.

Contact with friends and family

Residents and their relatives were asked about their contact.

Seven family and friend respondents out of eight said that they can visit their friends or relatives when they want. The other said there are some restrictions around mealtimes (although visitors can join their relative/friend for a meal). All the residents we spoke to said their relatives can come at any time.



The Lodge has a phone that residents can use to keep in touch with friends and family and most people we spoke to had visitors regularly.

Quality of care

Residents and relatives

Family and friends were asked whether they felt they/their relative was well cared for. We also observed whether residents looked well cared for during our visit.

Throughout our visit, all the residents we saw and met looked well cared for. The residents we spoke to said they could have a shower or bath when they wanted. They all choose the clothes they wear and their clothes are clean. A number commented on the excellent laundry service. One resident mentioned that they enjoy having their hair done and two said they had recently had their nails done. However, we did notice that some people's hair was a little dishevelled.

All the family members and friends who responded said the resident is being well looked after.



"The level of care is very high. Nothing is ever too much of a problem for the staff."



We also wanted to know whether residents feel like they need additional help with anything, such as help to eat or drink, and if they receive enough help.

All the residents we spoke to said they get the help they need. We didn't see anyone with a pendant or button to press if they need help, but no resident said there were any problems and no friends or family mentioned any issues.

Relatives and friends were asked if they contribute to individual care plans.

Of the seven people who responded, five said they had contributed, one said they had not and one said that they did not know about a care plan.

Of the 23 staff who responded to our survey, 19 said they were very informed about residents' like, dislikes etc and four said they were somewhat informed. Twenty of the 23 respondents were aware of the care plans, two were not sure and one was not aware but they didn't feel it was necessary for their role.



"All residents' information is logged on their personal care docs. The staff log this information and update every shift."



Staff

We wanted to know what residents and family/friends think of staff.

All the interactions we saw between staff and residents were very positive. Staff all wore name badges and called the residents by their name. All the residents we spoke to were complimentary about the staff as were the relatives and friends.



"Wonderful – they are willing to look after you and do what you want."

"Brilliant. They are busy but do what they can."

"Very good. They help me get dressed and washed."

"Yes, there's some nice people."



Safety and staffing levels

Residents, relatives, and staff were asked whether they feel there are enough staff, and we asked the residents if they felt safe in the home.

All the residents we spoke to said they feel safe. All nine family and friends who responded also said they felt their relative or friend was safe at The Lodge.



"I go to bed and lock my door and I don't worry. Yes, I feel secure."



The manager told us that the Lodge is fully staffed, but they are trying to build up a bank of staff to cover leave and illness. The manager added that he staffing levels are correct to the dependency of the home and residents. This is completed monthly or when changes occur. Staff ratios are five care staff in the morning and four in the afternoon. If more help is required, then the management will help. At the weekend there are five care staff during the day because management is not in the building.

The manager stays on site from Monday to Thursday so can help out overnight or is on hand if needed.

We asked residents and family and friends about staffing levels. There was a mixed response with some people saying they felt there were enough staff, but others that they needed more. One resident mentioned that they had had to wait to go to the toilet on occasion. Eight of nine family and friends who responded said they thought there are enough staff and one said they were not sure.

Nineteen of 23 staff respondents said they felt there are enough staff with four saying there are not. Staff comments included:

- "More staff would mean having time to get to know the residents on a more personal level."
- "We have a great team who work hard."
- "It feels like I am always clock watching trying to get everything done in the time frame stated."
- "In the morning I feel it requires five care staff and in the evening four care staff. Due to staff shortages the residents are not getting proper service required, such as toileting during the daytime."

Health Checks

We asked residents and friends/family if they had been able to access relevant health checks during the pandemic.

GPs from the local surgery visit every week. A podiatrist visits every six weeks, the home can arrange sight tests and a dentist visits to do check ups. Some

family members take their relatives to the hospital or local dentists as needed. If family can't take residents, staff will accompany them. One family member mentioned that staff were helping her mother to get some new dentures.

Family members/friends said residents can access appointments if needed.

Raising concerns and issues

Residents, family, and friends

We wanted to know if they had any concerns about the service, would they know what to do.

All the residents said they would talk to staff members if there were any issues and most said they would talk to the manager or deputy manager. Only two family members/friends responded to this question and they also said they would raise any issues with the manager or deputy manager.



"When I have contacted the management team with any questions or concerns these have all been dealt with very swiftly and professionally and I have received a follow up call."



Other comments

We gave residents and family/friends the opportunity to add any other comments.

Residents said:

- "It's lovely. Everyone is nice."
- "I've got everything I need round me."

A family member added: "We think we are very fortunate that mum is in The Lodge. It is a lovely, friendly place and its small size makes it feel comfortable and homely. Management and staff have always been caring and helpful."

Our care home assessors also summarised their impression of The Lodge:

- "The staff are kind and friendly and don't appear to 'rush' the residents. The building is very homely but in many ways, this makes difficulties for a care home."

- “Constrained by space – quirky, some lovely features. Good staff relations.”
- “This home caters for residents with a wide spectrum of both physical and cognitive needs. There is evidence, through talking to residents, that they feel safe and they feel they can talk to the managers and all the care staff. The staff are knowledgeable about the residents and try to cater to their individual needs. It feels that it would suit someone with some impairment of their cognitive activities as it may feel isolating to those with full capacity.”
- “Very friendly and welcoming. Staff seemed excellent and interacted very well with the residents, particularly the activities coordinators. It felt like home, but due to the nature of the building it had some limitations. It would suit many older people very well.”

Staff feedback

How do they feel?

We asked staff about working in the care home.

Twenty-three staff members completed the survey across a variety of roles and 21 said they enjoy working at The Lodge. Comments included:

- “It is a very homely and friendly environment to work in. All staff are a great team. The management are very approachable and very happy to help with anything.”
- I like the working environment here, where I don’t feel like a care worker. I feel like a home with my grandparents.”
- I thoroughly enjoy my job. It’s extremely rewarding and I’m fully supported in my role by my managers and our staff.”
- “I appreciate being able to support residents, work closely with a dedicated team and contribute to a positive and caring environment.”

When we asked about things that could make the working environment better most respondents couldn’t think of anything. Those that mentioned something commented on need more staff, retaining staff, better equipment, and improving the dining lounge to make it easier to manoeuvre mobility equipment.

All but three of the staff respondents felt they were offered relevant training. Seventeen of the 23 respondents said they are always kept informed about any changes at the home, five were sometimes kept informed and one said they were not kept informed. One staff member mentioned a What’s App group for

updates and another that the managers have an open-door policy and that they always feel listened to.

Seventeen of the 23 staff respondents said they would recommend The Lodge to friends and family. One staff member reflected: "... I see the care, dedication and kindness of my managers and all the team at the Lodge. We and our residents are a family and I feel our staff do an amazing job." Another said: "I have worked in numerous care settings and the reason I came into care was due to one of my grandparents being poorly treated in a care home setting. I would highly recommend The Lodge to friends and family."

Overall rating

We asked residents and family and friends of residents how they would rate the home out of 5 (with 5 being the best).

Staff: (4.2/5)



Friends and family: (5/5)



Acknowledgements

The Healthwatch York Enter and View team would like to thank the manager, deputy manager, staff, friends and families of residents, and residents for

welcoming us to the care home, and for sharing their views with us. Thanks also to our dedicated volunteers who helped support this Enter and View visit.



Healthwatch York
15 Priory Street
York
YO1 6ET

www.healthwatchyork.co.uk

t: 01904 621133

e: healthwatch@yorkcvs.org.uk

✕ [@healthwatchyork](https://twitter.com/healthwatchyork)

 [Healthwatch York](https://www.facebook.com/HealthwatchYork)

 [Instagram.com/hw_york](https://www.instagram.com/hw_york)

 [Healthwatch York](https://www.linkedin.com/company/HealthwatchYork)