

Beechcroft Care Home

Enter & View visit

15 October 2025



Contents

What is Enter & View?2

Why did we carry out this visit?3

Methodology3

Enter & View Visit Report4

Initial Impressions.....4

Manager Feedback.....6

General observations.....8

Summary14

Recommendations.....14

Service Provider Response.....16

What is Enter & View?

People who use health and social care services, their carers, and the public generally, have expectations about the experience they want to have of those services and want the opportunity to express their view as to whether those expectations were met.

Healthwatch Halton has statutory powers to carry out what we describe as *Enter and View* visits. These visits help us in our role as the independent local champion for health and social care.

Our trained staff and volunteers visit services to see them in action and to listen to what people tell us about their experiences. We are not inspectors – we visit as independent observers to understand what works well and where things could be better.

Before visiting Beechcroft, we sent a short pre-visit questionnaire to the manager. During and after the visit we invited staff and relatives to complete online surveys. Responses received have been used in preparing this report.

Why did we carry out this visit?

Enter and View visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback.

This visit was part of Healthwatch Halton's statutory Enter & View programme.

The aim was to:

- Learn more about the service and how it supports residents.
- Highlight what appears to be working well.
- Identify any areas where improvements could be made.

Our Enter & View visits are not designed to identify safeguarding issues. If concerns arise during a visit, they are reported in line with Healthwatch safeguarding procedures.

No safeguarding concerns were identified during this visit.

Methodology

The visit involved:

- Observing the physical environment of the service.
- Speaking with residents, staff, and the management team.
- Reviewing any information or materials displayed to the public.
- Taking notes in a non-intrusive manner and feeding back general impressions.

Our observations reflect what we saw and heard during the visit and may not represent the experiences of everyone living or working at the home.

Enter & View Visit Report

Care Home: Beechcroft Care Home, Halton Lodge Avenue, Runcorn WA7 5YH

Registered Provider: Landona House Limited

Manager : Florin Hergheligi

Healthwatch Halton Enter & View Team:

Dave Wilson, Jude Burrows, Kathy McMullin, Barbara Patrick

Date and time of visit: Wednesday 15 October 2025, 10:15 am – 1:15 pm

Disclaimer

Please note that this report is related to findings and observations made during our visit.

The report does not claim to represent the views of all service users, only those who contributed.

Initial Impressions

Beechcroft Care Home is located in a residential area of Runcorn, on a narrow access road with limited parking at the front of the building. During our visit the spaces available were already full, and visitors were being directed to an overflow car park nearby at a disused church.

Road signs do point towards the home from surrounding streets, although the external signage would benefit from being made clearer. The path leading to the entrance was uneven in places and one paving slab was raised, which may pose a trip hazard. Windows around the building appeared in need of cleaning.

The main entrance is secured by a buzzer system. Several signs were displayed on the front door, which made it slightly unclear which one to press for entry. Inside, the entrance area is compact, with a ramp to the left and a sloped corridor leading to the two units – Oak and Ash. The flooring was uneven in parts.



Visitors are welcomed into a small reception area containing comfortable chairs, plants, a mirror, and displays of residents' photographs. Information for both staff and visitors was visible here, including the complaints policy, fire procedure, and whistleblowing information. A visitor sign-in book and hand-gel dispenser were available.

The entrance area also featured several decorative and welcoming touches: Halloween decorations, baskets of painted rocks made by residents, a staff training list, and an Employee of the Month display. Cards offering opportunities for feedback, with QR codes, were available. The most recent CQC report certificate was displayed, and a newsletter and activity calendar were visible near the door.



We were greeted warmly by the manager, Florin Hergheligi, and the head nurse, who made time to talk with the visiting team and encouraged us to look freely around the home. The overall first impression was of a friendly and caring atmosphere within an older building that would benefit from refurbishment and improved signage.

Manager Feedback

The manager, Florin Hergheligi, welcomed the visiting team and spoke openly about the home, its residents, and the recent improvements taking place under the Landona House Care Group. He described Beechcroft as a large home providing residential, nursing, and dementia care for 67 residents, supported by around 63 staff.

Florin told us that staffing levels are generally good, with 13 staff on duty during the day and 8 at night, including registered nurses on both shifts. Supervisions take place every two months and appraisals are held annually. He said this regular contact helps maintain staff motivation and ensures any issues are picked up quickly.

He explained that falls prevention is a key focus, with each resident having an individualised risk assessment that is reviewed regularly and after any incident. All falls are recorded through the Radar system, investigated within 72 hours, and reviewed at Landona's managers' meetings to identify any trends. The number of falls in the previous six months had reduced compared with the same period last year.

Families are encouraged to take an active role in care planning through regular meetings and six-monthly reviews, and the home maintains an open-door policy, for relatives to raise questions or suggestions at any time.

Florin also highlighted good infection-control practices and regular staff training. He said all staff have completed the 'Dip or Not to Dip' course and receive ongoing refresher training through Blue Stream Academy.

The manager was positive about the home's direction under the new provider

and proud of the improvements already made, though he acknowledged that the building itself is now showing its age. Refurbishment work is planned to improve both units, with a focus on creating more dementia-friendly spaces and ensuring bathrooms and communal areas are used appropriately.

Florin's comments were supported by Lyndsey, one of the unit managers, who has been at the home for around four months. She came across as very positive and caring, speaking with genuine enthusiasm about her work and the residents she supports. Lyndsey said that if she had one wish, it would be for a bigger mini-bus so that more residents could join the trips out.

Overall, Florin's approach came across as open, well-organised, and committed to continuous improvement.

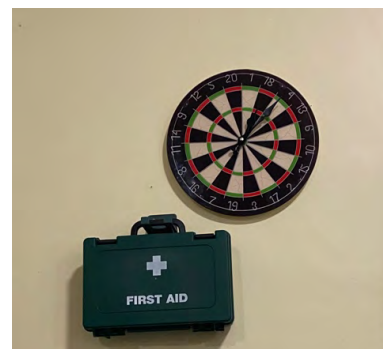
General observations

Oak Unit

Oak Unit is bright and spacious, providing residential, nursing, and some dementia care. The main lounge was lively during our visit, with residents taking part in an upbeat chair-based activity session led by the Activity Coordinator. Music was playing in the background, and residents used small percussion instruments, scarves and pool noodles to join in. The atmosphere appeared cheerful and relaxed, and residents appeared animated and engaged.

The lounge contained comfortable armchairs arranged around the room, side tables, and displays of residents' photos and artwork. Oak Unit also includes a small hairdresser's room, which is currently used as a staff office. A smaller adjoining sunroom was being used for crafts and games. Both rooms were functional but in need of redecoration. A dartboard-style wall clock was noted to be difficult to read, and several of the corridor handrails were in similar pale colour to the walls, offering little contrast for residents with dementia.

The dining room was attractively set, with tablecloths, menus, and flowers on each table. Music played quietly and the serving hatch was open, allowing residents to see the kitchen activity. A pictorial menu showing the day's meals was on the wall, supported by printed versions on each table. Lunch is served between 12:30 pm and 2:30 pm, but residents are free to eat in their rooms if they wish.



Bedrooms were generally well presented and personalised, with residents' names displayed on doors. Some had small memory boxes outside showing family photographs or keepsakes, though a few boxes were damaged or awaiting replacement. Staff told us that several rooms did not have ensuite facilities. We noted that a few call-bell buzzers sounded during our visit, and staff responded promptly each time.

One corridor toilet had a broken light, and a nearby shower room gave off a strong damp smell, suggesting it was in need of maintenance. The nurse on duty confirmed that refurbishment work is planned for this area.

The Oak Unit benefits from direct access to the garden. Residents can sit outside independently when weather allows, and we saw one person enjoying the sunshine during our visit. The main garden area was tidy and featured bunting, tables, and a decorative well.



Ash Unit

Ash Unit provides care for residents living with dementia and was noticeably more dated in appearance than Oak. Corridors were clean but scuffed in places, with limited colour contrast and little artwork. Some signs appeared old or inconsistent, including one labelled "*McGarry Suite*," which no longer matched the unit's layout.

The main lounge had a circular seating layout beneath a high ceiling with a skylight, creating an open feel. Several residents were sitting with family members or quietly watching television. Staff were present and attentive, offering drinks and assistance when needed.

The dining area was small and sparsely furnished, with only a few tables and chairs available at the time of our visit. The pictorial menu was up to date, and an activity calendar was displayed. Plates of soft food were seen on the warmer

trolley, though one appeared to have cooled before serving, suggesting the need for closer temperature checks.

Some toilets and bathrooms were clean and clearly signed, but others were being used for storage. One bathroom contained laundry trolleys and equipment and was not suitable for use. Odours were noticeable in some areas, and a few glove dispensers were empty.

Resident bedroom doors were painted pale pastel shades with room numbers but no photographs or memory boxes. The overall décor lacked contrast or dementia-friendly design.

Across both units, staff were visible and busy but calm. Interactions with residents were kind and unhurried. Maintenance and cleaning staff were also active around the home. While the building would benefit from refurbishment and clearer signage, the general atmosphere was positive, and residents appeared comfortable and well cared for.

Staff and Activities

Staff at Beechcroft spoke warmly about their work and described the home as a friendly, supportive place where everyone pulls together. Several told us that teamwork is one of the home's biggest strengths and that colleagues always look out for one another. One person summed this up by saying they felt *"we're like a family here – everyone helps each other."*

The Manager was described as approachable and willing to listen, and staff said they could always raise concerns or ask for help when needed. One member of staff told us, *"Management are approachable and supportive,"* while another added that if they ever needed to choose a home for a relative, *"I'd be happy for them to come here."*

People we spoke with felt valued and supported in their roles, saying they receive regular supervision and that training opportunities are good. There was a clear sense of pride in the work they do and genuine affection for the residents they care for.

Staff also acknowledged that the building was starting to look tired and that the planned refurbishment will make a big difference. They were particularly keen to see more dementia-friendly décor and improved signage, which they felt would help residents to move around more confidently. As one person said, *“The building is getting tired – we’d love to see the refurbishment happen soon.”* Another added, *“More dementia-friendly décor and clearer signage would help residents.”*

Staff feedback gathered through our online questionnaire was also very positive. Staff described Beechcroft as a friendly and supportive place to work, saying they feel valued, well supported, and part of a strong team. Several noted they would be happy for a family member to live at the home, which reflects confidence in the quality of care provided. Staff also highlighted good teamwork, approachable managers, and a strong focus on resident wellbeing.

Overall, staff morale appeared strong, and there was a clear commitment to providing compassionate, person-centred care. The comments we heard reflected a team that genuinely cares about doing the best for residents and supporting each other to make that happen.

Residents and Family Feedback

Residents and relatives we spoke with were very positive about life at Beechcroft and the care provided. They described staff as kind, patient, and attentive, often going out of their way to make sure people were comfortable and well looked after.

Families told us they felt listened to and included in decisions about care. One relative said they were pleased with how staff supported their mum to balance quiet time in her room with time socialising in the lounge, explaining that the team always took their suggestions on board. Other comments described staff as kind, caring, and easy to talk to, and several families said they felt reassured knowing their relatives were well looked after.

Residents spoke warmly about staff and daily life in the home. People said they enjoyed the food and liked having the freedom to eat in their rooms if they

preferred. Several mentioned how approachable and cheerful the staff were and how they helped create a friendly atmosphere.

One male resident, who has lived at Beechcroft for around four years, shared that he previously lived in Widnes and enjoyed chatting about his life before moving in. He said, *“I really like living here. Since the new owners took over it has been so much better.”* He also spoke about how much he enjoys the activities, adding, *“I like the activities that we do. The activity coordinator is lovely.”* When asked about the meals, he smiled and said, *“They are first class – we’re having curry for lunch.”*

Other residents made similar comments, describing the staff as “lovely,” the food as “very nice,” and the overall atmosphere as friendly.

A few suggestions were also shared with us. Some relatives and residents mentioned that parts of the building felt dated and that clearer signage or brighter colours could make it easier to find their way around. One resident suggested having more large-print books available, which could be explored through the local library service.

One family member completing the online questionnaire and were very positive about the home and said staff make Beechcroft feel *“a home from home,”* praising how friendly they are and the effort put into day-to-day life and special events. They did suggest the laundry system could be improved, particularly around making sure clothing is returned correctly for people living with dementia. They also noted that staffing sometimes feels more stretched at weekends.

Overall, both residents and families expressed confidence in the care provided and trust in the staff team. **The atmosphere across both units appeared friendly and welcoming**, with staff and residents chatting comfortably and showing clear familiarity and warmth towards one another.

What's Working Well

During our visit we observed several positive aspects of care and practice at Beechcroft. These showed how committed the staff team are and helped create the warm, welcoming atmosphere we saw throughout the home.

- **Compassionate, person-centred care**
Staff interactions were consistently kind, patient and respectful. Residents appeared comfortable and at ease, and families told us they felt reassured by the caring approach of the team.
- **Strong teamwork and supportive leadership**
Staff spoke positively about working at Beechcroft, describing good communication, approachable managers and a supportive culture. Regular supervisions and training opportunities were valued.
- **Engaging activities and meaningful stimulation**
The activity session on the Oak Unit was lively and well attended, with residents visibly enjoying the music and movement. One-to-one support was also offered where needed.
- **Prompt response to call bells**
Call bells were answered quickly and consistently during our visit, helping residents feel safe and well supported.
- **Good family involvement**
Relatives told us they feel listened to and included in decisions about care. Staff described regular reviews and an open-door approach to communication.
- **Positive resident feedback**
Residents spoke warmly about the staff, meals, and day-to-day life at the home. Several commented that standards had improved since the new provider took over.

Summary

Beechcroft Care Home came across as a welcoming home with a caring team who clearly want the best for residents. During our visit we saw friendly interactions between staff and residents, with plenty of smiles and relaxed conversation. People appeared comfortable and at ease, and relatives spoke positively about the care their loved ones receive.

Staff told us they enjoy their work and feel well supported by managers who are approachable and visible. That sense of teamwork and pride was obvious throughout the visit, and it helps create a calm, reassuring atmosphere across the home.

Residents and families said the staff are kind and patient, the food is good, and the activities help people stay connected and active. The lively sessions on the Oak Unit showed how much residents enjoy joining in, while quieter one-to-one support helped others take part in their own way.

Some parts of the building are showing their age, particularly on the Ash Unit, and we saw areas that would benefit from redecoration or clearer signage. The planned refurbishment is a positive step and should make the environment more comfortable and easier to navigate, especially for people living with dementia.

Recommendations

Beechcroft showed many strengths during our visit, and staff clearly work hard to support residents well. To help build on what is already working, the following suggestions are offered.

1. Refurbishment and Environment

- Continue with the planned refurbishment programme, prioritising the Ash Unit where décor and fittings are most dated.
- Introduce clearer, dementia-friendly colour contrasts on handrails, doors and signage.
- Replace small or hard-to-read clocks with clearer, dementia-friendly designs.

- Refresh bathrooms and ensure out-of-use facilities are clearly labelled, not used for storage, and not signposted as active bathrooms.
- Review access to outdoor areas, particularly for residents on the Ash Unit, to support independence and wellbeing.

2. Cleanliness and Maintenance

- Address the small number of bathrooms and shower rooms that were cluttered or had noticeable damp odours, ensuring these spaces are cleaned, well-maintained and used appropriately.
- Make sure any areas used for storage are clearly labelled or locked to avoid confusion.
- Repair or replace lighting, flooring and fixtures where required, maintaining good standards throughout.

3. Communication and Information

- Introduce a “You Said, We Did” board in a prominent location to show how feedback from residents, relatives and staff has led to improvements.
- Ensure noticeboards in each unit display up-to-date activity information, key staff details and visiting arrangements.

4. Training and Staff Development

- Ensure all staff complete and understand the Oliver McGowan mandatory training in learning disability and autism.
- Continue offering regular supervision and refresher training, and encourage shared learning across the team.

5. Activities and Daily Living

- Continue offering regular activities and ensure residents have opportunities to take part in group or one-to-one sessions if they wish.

- Keep an eye on how laundry items are washed and returned to residents, so people's things don't get mixed up, especially for residents living with dementia.

Service Provider Response

Thank you for your visit and for sharing your recommendations. I have gone through the report and completed our response. We reviewed all feedback with the team and identified a few bits and bobs that needed attention. These have now been addressed through our refurbishment work, improved signage, better communication displays and ongoing maintenance checks.

Refurbishment and Environment

The Ash Unit was prioritised for refurbishment earlier this year. The original contractor withdrew unexpectedly which caused delays. Our maintenance team have stepped in and completed much of the work with welcome support from colleagues at Landona House. Photos are attached as evidence of progress.

We plan to expand dementia friendly colour contrasts throughout the home. Our ideas include using clear colour differences on the handrails, door frames and toilet seats, as well as larger pictorial signs at resident eye level. When Landona took over in September 2022 the workload across the home was significant. We focused first on replacing flooring in bedrooms and the main corridors to improve safety. This meant that painting the lounge area took longer than planned. The updated décor programme includes improving signage, adding memory prompts and using brighter, easy to recognise colours.

We have replaced small clocks with dementia friendly models clear displays. These are shown in the attached photos.

Bathroom refurbishment continues across the home. On the Ash Unit one bathroom remains to be completed, with all others already redecorated to a good standard. All out of use bathrooms have now been deep cleaned and cleared. New out of use signs have been fitted. Staff have been reminded that these rooms must not be used for storage. One sign had fallen off which caused confusion. We now use screw fixed signs and weekly checks by maintenance to prevent this happening again.

Outdoor access for Ash Unit residents remains a priority. Due to the specialist dementia needs on this unit, residents cannot access the garden without support. Families regularly take residents outside, and staff offer supervised outdoor time as part of everyday routines. A garden doorbell is positioned so residents can request help easily. This supports wellbeing while keeping everyone safe. Outdoor access will continue to be reviewed through the wider refurbishment plan.



Cleanliness and Maintenance

We follow a structured cleaning schedule across the home. Some bathrooms develop damp odours as they do not have windows. We are working with maintenance to identify ventilation improvements to reduce this. Storage areas are now clearly labelled or secured. The bathroom sign that had fallen has been replaced and similar fittings have been checked. All lighting on the Ash Unit was upgraded this year. Bright sensor lighting has improved visibility. Feedback from residents and families has been positive. Flooring, fixtures and maintenance needs are monitored as part of our routine checks.

Communication and Information

A You Said We Did board is displayed at reception so families, residents and staff can see how their feedback contributes to improvements. We also run family, resident and staff surveys every six months to gather further suggestions.

Activity boards are updated weekly.

Changes happen when weather affects

outdoor plans. Each resident has a key worker photo displayed in their bedroom to support recognition. Visiting arrangements are displayed at the main entrance. New families receive a service user guide on admission and copies are also displayed on each unit at a height suitable for wheelchair users. The admin team emails families with the weekly activity plan and invites them to take part in trips. Minutes from family and resident meetings are shared with all families.



Training and Staff Development

All staff complete Blue stream Academy e learning including the Oliver McGowan mandatory training. This was recently checked and confirmed by Angela Ward, Quality Assurance Officer.

Supervisions take place every two months and annual appraisals are completed for all staff. Documents are kept in staff files and recorded on Cool care, which helps us track when updates are due. The QA process introduced last year supports shared learning across all Landona homes. Lessons learned are shared with staff by email and discussed at daily flash meetings.

Activities and Daily Living

The activity coordinator offers one to one session every day and records these on PCS. Group activities run across both floors. Laundry systems have improved, and recent feedback has been positive. Clothing is labelled on admission, and key workers help maintain this. Photos of personal items are stored on PCS to support identification. Families shared at the last meeting that they were happy with the current system.

We appreciate your observations and will continue to use them to support our improvement plans across the home.

Florin Hergheligi – Home Manager

Acknowledgements

Healthwatch Halton would like to thank the manager, staff, residents, and visitors at Beechcroft Care Home for their warm welcome, time, and openness during our visit.

This page is intentionally blank.



A.R.T. Centre

Tan House Lane

Widnes

Cheshire

WA8 0RR

Tel: 0300 777 6543

E: feedback@healthwatchhalton.co.uk