

Trewan House

Enter & View visit

November 2025



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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 Enter & View visits. These visits allow us to observe care as it is delivered, hear directly from residents, families and staff, and understand people's experiences in an open and informal way. Enter & View visits are **not inspections**; our findings reflect what we saw and heard at a particular moment in time.

Before and after the visit, we invited staff, families, and the manager to complete short online questionnaires. Feedback from these questions was used to inform this report, where relevant.

Why did we carry out this visit?

This visit was part of Healthwatch Halton's planned Enter & View programme across local care homes. Our aim was to learn about residents' experiences, identify examples of good practice, and highlight where small improvements might enhance people's comfort, independence and quality of life.

No safeguarding concerns were identified during this visit.

Methodology

Our representatives carried out observations of day-to-day life in the home, spoke with residents and staff, and reviewed information on display throughout the building. Notes from our four representatives were combined to ensure a balanced, rounded account:

- Dave Wilson
- Jude Burrows
- Julie Birchall
- Kathy McMullin

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: Trewan House, 335 Ditchfield Road, Widnes WA8 8XR

Registered Provider: Care Concepts (Cheshire) Limited

Manager : Victoria Morgan

Healthwatch Halton Enter & View Team:

Dave Wilson, Julie Birchall, Jude Burrows, Kathy McMullin

Date and time of visit: 11 November 2025, 10.30am to 12.30pm

Initial Impressions

Trewan House is situated in a quiet residential area and presented a high standard of decoration, with fresh paintwork and tidy flooring. The grounds were clean and well maintained. Main access involved a steep set of steps, and the alternative step-free entrance was narrow, partially obstructed and not signposted.

The reception area was welcoming with seasonal decorations. Staff ensured the manager came to greet us, demonstrating good safeguarding awareness.



Manager Feedback

During our visit, the Registered Manager, **Victoria Morgan**, confirmed that Trewan House supports around 40 residents with a staff team equivalent to **39 full-time posts**. There are **seven staff on the day shift**, with night staffing adjusted according to resident need. As a **residential care home**, Trewan does not employ Registered Nurses; nursing input is supported by community services when required.

Victoria explained that staff receive three-monthly supervision in addition to annual appraisals, with closer oversight for new starters during induction. She described how the home engages with families through monthly care-plan reviews and a '*Resident of the Day*' process, which provides a structured opportunity to update relatives on wellbeing, preferences and care needs.

The number of falls recorded had increased recently, largely due to one newly admitted resident whose needs escalated shortly after arrival. Following review, the resident is now receiving 24-hour one-to-one supervision.

Hydration monitoring and care documentation are completed through the home's electronic care records system, and the home's complaints information is displayed in an accessible, easy-read format.

Since taking up her post, Victoria has **raised two safeguarding concerns** in line with Halton's safeguarding procedures. These were raised appropriately and promptly. Advocacy colleagues also shared a positive early impression of her leadership, noting that she demonstrates attentiveness and accountability regarding resident safety.

General observations

The home had a clean, fresh and well-maintained appearance.

Contrasting coloured handrails were in place along the corridors, finished in a strong green colour against white walls. This provided clear visual contrast and was a positive, dementia-friendly feature, offering better definition than the grey or pastel tones seen in several other homes.

However, some dementia-friendly signage, including signage for the shower room and the lift, was positioned above door height. From an accessibility perspective, this signage would be more effective if placed at eye level and directly on the doors, to better support wayfinding for people living with dementia.



Trewan House was originally a Victorian vicarage in the 19th century before being converted into a care home for older people. The building has been extended over the years to become a double-storey care home giving it a more complex layout. Corridors looked similar, with identical grey bedroom doors, which may make orientation more difficult for some residents. Bathrooms, however, had strong dementia-friendly design features such as contrasting colours and pictorial signage.

A small number of environmental and safety considerations came up during the visit that may offer opportunities for improvement. A number of hand-sanitiser units were either empty or not functioning, and a hoist had been left stored on a landing where it reduced space and created a trip hazard. One archive room containing records was found unlocked, and several emergency pull cords in bathrooms were either too short to reach the floor or had been tied up. We also observed exposed nails near a wall fixture, which could pose a risk to residents and staff.



Noticeboards were useful but often placed too high on walls to be read comfortably.

COMMUNAL AREAS

Cinema and Sensory Room

Comfortably furnished, with sensory lighting and musical instruments. Residents told us they enjoy spending time in this room.



Quiet Lounge

Bright, homely and peaceful. Residents were watching television and chatting. The space had a warm atmosphere.

Main Lounge

The main lounge appeared darker due to its shape and heavy curtains. Around twenty residents were present; several were resting or asleep, which is normal in this setting and reflects the natural rhythm of the day. Staff came in and out, but there were short periods where no staff were immediately visible.

Dining Rooms

Dining areas were clean and welcoming with a clear pictorial menu. Staff offered drinks regularly. One water dispenser was empty, and cups were not visible, though juice was available.



Bedrooms

Bedrooms viewed were clean, comfortable and benefitted from the home's high standard of decorating. Some were personalised with photos and furnishings; others were plainer and may benefit from gentle support to make them feel homely if residents wish.

Call bells were responded to promptly. Some digital clocks were displaying incorrect times.

Staff and Activities

Staff were warm, calm and respectful in their interactions. We observed gentle support with mobility, reassurance when residents were distressed, and staff introducing themselves before entering rooms. The visiting hairdresser had a friendly rapport with residents.

Activities offered include bingo, market and pub trips, entertainers, crafts and church services. A ukulele band was due to visit later that day. At the time of our visit, no activities were taking place. The activity timetable was pinned to a notice board.



Staff described Trewan House as a calm and welcoming place to work. Comments included that the home has "*lovely people*" and is "*always looking clean and immaculate*." Several staff told us they feel supported and valued in their roles and said they would be happy for a family member to live at the home.

Healthwatch Hub Advocacy colleagues also noted the friendly, dedicated nature of the staff team and the positive impact of the home's dog, who was not present during our visit but is usually part of daily life.

Residents and Family Feedback

We spent time speaking with residents in the lounges, dining rooms and quieter areas of the home, as well as in a small number of bedrooms where people preferred to sit. These conversations gave a broader picture of day-to-day life at Trewan House.

Residents were consistently positive about the care they received. One person told us, “*Staff show you respect and dignity. If I have concerns I go to a senior – they listen,*” while another said, “*I feel safe and well cared for.*” Several people spoke about knowing where to go in an emergency, with one resident saying, “*I feel safe and know where the fire assembly points are.*”

Many residents described being able to maintain aspects of their independence. One person said, “*Staff wake me up and give me my tablets. I get myself dressed and washed. I pick my own breakfast and tell the chef what I want.*” Another resident told us they attend dialysis independently three times a week with arranged transport.

People spoke warmly about the activities and atmosphere in the home. A resident described the activities coordinator as “*A1*,” explaining they had even suggested places of historic interest for future outings.

Others commented on the drinks and refreshments available: “*We get plenty of drinks – the trolley came around while you were here.*”

Food was generally well regarded, though a few small preferences were mentioned. One resident said they enjoyed rice pudding but did not like the spices sometimes used. Another resident shared that Trewan House had not been their first choice of home geographically, but they still valued their independence within the home and enjoyed joining the walking activities with others.

We observed relaxed interactions between staff and residents, including in the quieter lounge where residents were enjoying yoghurt and tea while watching



television together. Residents frequently mentioned good communication with families, with one saying simply, *“My family communicate regularly with staff.”*

Overall, the feedback we heard during the visit was positive and reflected the caring relationships seen throughout the home. Suggestions raised by residents were small and practical, mainly relating to preferences for food or activities and ways to maintain independence.

What's Working Well

Trewan House has several strengths that contribute to a steady and supportive environment. Residents generally spoke positively about staff, describing them as respectful and approachable, and we observed calm and reassuring interactions throughout the visit. Staff also told us they feel supported in their roles, which helps maintain consistency in day-to-day care.

The home is **clean and well presented**, with decoration kept to a good standard across bedrooms and communal areas. Advocacy colleagues who visit regularly noted that this level of upkeep has been sustained over time.

Residents described **feeling safe** and said they were comfortable raising concerns with senior staff when needed. We saw examples of staff supporting people sensitively, particularly where reassurance or gentle prompting was required.

A range of **activities and social opportunities** is available, and residents told us they enjoy the sensory room and outings when these take place. The “Resident of the Day” approach helps maintain contact with families and offers a structured way to review individual needs.

The new manager has already taken steps to address emerging issues, including reviewing falls and raising safeguarding concerns appropriately. Staff commented that they appreciate her visibility and communication.

Summary

Trewan House has a warm, caring atmosphere.

Staff were calm and respectful in their interactions, and residents spoke positively about their experiences, independence and sense of safety. The home's high standard of décor contributed to a well-kept and welcoming environment.

As our observations reflect a single visit, we identified some opportunities for improvement, including clearer step-free access, stronger dementia-friendly cues, improved visibility of activities and routine checks on safety equipment. Staff also suggested clearer access to wellbeing and support networks for themselves.

With a new manager in post and strong staff–resident relationships, the home is well placed to continue building on these strengths.

Recommendations

Our visit to Trewan House highlighted a number of positive features, including caring and respectful staff interactions, clean communal areas, a well-maintained garden space, with good access to food and drinks throughout the day.. Residents spoke positively about feeling safe, listened to, and treated with dignity.

The following recommendations are intended to build on these strengths and support continued improvement, particularly around accessibility, dementia-friendly design, and consistency across the environment.

1. Accessibility and Safety

The home already has systems in place to support accessibility, safety and infection prevention. The following suggestions are intended to help strengthen consistency across the environment:

- The home may wish to improve visibility of the step-free entrance and ensure it remains free from obstructions so it is easy for visitors and residents to use.
- Emergency pull-cords could be checked to ensure they reach the floor and are not tied up.

- It may be helpful to keep archive rooms locked when not in active use.
- Equipment stored in corridors or bathrooms could be reviewed and relocated to reduce clutter and maintain safe walkways.
- Regular checks may help ensure hand-sanitiser units remain filled and working, supporting infection control.

2. Dementia-Friendly Design

The home has a clean and consistent environment, which provides a good foundation for residents. The following suggestions may help further support orientation and independence for people living with dementia:

- Bedroom corridors and doors could be made easier to distinguish through the use of colour contrast, personalised features, or memory aids.
- Signage may be more effective if positioned at eye level and placed directly on doors rather than above them.
- Activity boards and information displays could be made larger, clearer, and positioned in areas with higher footfall to improve visibility.
- The use of local, familiar or reminiscence-based images may help residents orient themselves within different areas of the home.

3. Activities and use of communal spaces

Residents and staff spoke positively about relationships and the support provided, and there were examples of one-to-one engagement during the visit.

To build on this, the home may wish to:

- Increase the visibility and consistency of structured activities across the day, particularly in communal lounges.
- Ensure activity schedules are clearly displayed in multiple areas so residents and families are aware of what is happening and when.
- Review staff presence in communal areas to help encourage engagement, reassurance, and social interaction throughout the day.

4. Information, communication and visibility

The home provides a range of information for residents, families and visitors. To build on this and ensure key information is clear and accessible to everyone, the home may wish to:

- Review where resident-facing information is displayed so it is easy to see, read and understand, particularly for people living with dementia.
- Ensure activity information, feedback boards and key notices are positioned at eye level.
- Consider separating staff-only information from resident-facing displays to reduce visual clutter and potential confusion.

5. Staff Training and Support

Staff interactions observed during the visit were kind, respectful and reassuring. To help ensure residents continue to feel supported throughout the day, the home may wish to:

- Review staff presence in communal lounges to ensure residents have regular reassurance and engagement, particularly at quieter times.
- Consider how staff roles and routines support visibility in shared spaces, especially where residents may be resting or less active.

6. Systems, monitoring and consistency

Systems are in place to support monitoring and day-to-day care. To strengthen consistency and resident confidence, the home may wish to consider:

- Ensuring digital displays and monitoring screens show accurate dates and times.
- Reviewing the visibility of monitoring information to protect residents' privacy.
- Continuing regular system checks and follow-up actions to support safe and effective care.

Provider Response

I have had chance to go through the report, please see below.

The steps were noted as steep. This has been checked by our health and safety contractors and deemed appropriate. The fire service also didn't find concerns, to assure you.

The activities co-ordinator at the time of the visit was with residents in the local church for service.

The curtains in the lounge appear heavy due to supporting with keeping the heat in and being fire resistant.

There was a senior in the dining area when colleagues were not present in the lounge providing oversite.

Hope this assures you on your comments.

Victoria Morgan, Home Manager
Care Concepts

Acknowledgements

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

DRAFT



healthwatch Halton

A.R.T. Centre

Tan House Lane

Widnes

Cheshire

WA8 0RR

Tel: 0300 777 6543

E: feedback@healthwatchhalton.co.uk