



Enter & View Report

Meadow's Court Care Home

June 2026

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Report details

Details of Visit	
Service Address	Old Church Street Aylestone Leicester LE2 8ND
Service Provider	Kirklands Healthcare Limited
Date and Time	Monday 29 th June 2026, 10am
Authorised Representatives undertaking the visit	Riyaadh Mussa (Staff), Sophie Kanabar (Staff) and Dulna Shahid (Staff)

Acknowledgements

Healthwatch Leicester and Leicestershire would like to thank the service provider, residents and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.

This report is written by Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Leicestershire.

Purpose of the visit

The purpose of the Enter & View visit was to speak with residents, relatives and staff, and to observe the care being provided within the care home. The visit aimed to understand people's experiences and look at key areas such as dignity, respect, safety, the environment and overall wellbeing. It also identified examples of good practice as well as areas where improvements could be made, to help support ongoing quality assurance and improve the experience of people living in the home.

Methodology

This was an announced Enter and View visit.

We contacted the care home management team in advance and had access to communal areas during our visit.

Our Authorised Representatives (volunteers or staff who have undergone specialist training and are DBS checked) attend and make observations.

Where possible, talk to residents about aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.

Where possible, talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns or complaints.

Speak to staff about training, turnover, support and staff levels.

Observing interactions between residents, staff, manager and visitors.

At the end of the visit, we gave our initial findings to the management team.

Results of the visit

External

The home is purpose-built, with access via a doorbell and intercom system. The entrance is clearly signposted, easily accessible and the building areas are well maintained.

Residents have access to a secure courtyard garden located at the rear of the building, which can be accessed through reception using a keypad entry system which residents know the code. Residents can also access the front courtyard however a staff member has to be present and ensure the area is secured before using. We were told that the gardens are maintained by a former staff member who now volunteers at the home.



There are car parking spaces next to the home.

Internal

The home is set over two floors, with bedrooms located on both the ground and first floors. There are three lounges, a dining room, shower rooms, toilets and access between floors is via stairs or a lift. Reception is located at the main entrance, with the manager's and deputy manager's offices situated next door.

CCTV is in place throughout the communal areas, corridors and outside the building. A visitor book was available at reception and looked well used.

The home was clean throughout and there were no unpleasant odours during the visit. The décor was bright, well maintained and personalised, with pictures, posters, fidget toys and sensory activities displayed along the corridors for residents to use. The furniture and soft furnishings appeared to be in good condition and well looked after. There were water jugs in lounge. We observed tea and coffee trolley going around.



The corridors were clear of clutter, with only wet floor signs observed where required. Notice boards and activity posters were displayed around the home. There was a staff board, complaints poster displayed, display board 'Happiness around Meadows' which has pictures of residents doing various activities and pictures of outings. Information posters displayed infection control, falls information, fire and safety, safeguarding, moving and handling and Care Quality Commission (CQC) quality statement information.

Residents

The home has a capacity of 60 residents and, at the time of the visit, was supporting 57 residents. The home consists of single bedrooms, which some have en-suite facilities, with some rooms having sinks only.

Resident doors have names of the resident that reside there. Some of the resident doors had red hearts to indicate do not resuscitate (DNR) and respect forms were completed. There are memory boxes outside resident rooms, residents can put pictures and items that help memories.

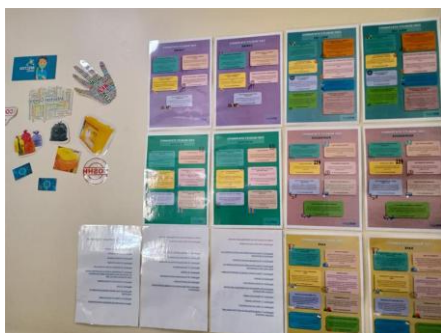
Staffing

At the time of the visit, we were told the staffing team consists of approximately 40 care staff, supported by two members of the management team. Additional staff included one full-time and one part-time activities coordinator, five domestic staff, two maintenance staff, one administrator and seven catering staff.

We were told that agency staff have not been used since May 2023.

Staff interaction and quality of care

During our visit, staff welcomed us and said they feel supported, confident in approaching the manager with any concerns and comfortable requesting further training or development opportunities. The manager told us staff receive appropriate training, with the manager monitoring training requirements through a training matrix. Training is delivered through a combination of in-house sessions and external providers and staff are supported to gain additional skills and qualifications where appropriate.



Staff and management interactions with residents were observed as positive and staff spoke positively about the working environment. The home also recognises and values its staff through initiatives such as an 'Employee of the Month' award and regular staff surveys to gather feedback.

Residents are able to call for help through call bells located throughout the home, including in resident bedrooms. We were told that the call bells can be removed from the wall and kept with residents, allowing them to access support when needed. The manager explained that regular audits are carried out to monitor call bell response times and ensure staff respond promptly to residents' requests for help.

The manager told us they are very visible within the home and spend a significant amount of time on the floor, interacting with both residents and staff. They described having an open-door policy, stating, "My door is always open, unless I'm in a meeting." The manager explained that many residents know them well and will often come into their office for a chat or a cup of tea. They also shared that they have confidence in their staff team and are reassured that the home continues to run effectively during periods when they are away on leave.

We were told the home has positive working relationships with a range of healthcare professionals. Residents are registered with Hedges Medical Centre and the GP visits the home every Tuesday. We were told the home has a good relationship with the practice and can easily contact them by telephone or email to arrange appointments or discuss residents' healthcare needs. They also have direct access to the practice pharmacist, who provides support with medication queries and can be contacted by both email and telephone.

Manager described having good working relationships with other community healthcare services, including the district nursing team, chiropodists, occupational therapists and opticians. These professionals visit the home when required and referrals are made by contacting the relevant service via email when a resident needs to be seen.

The manager told us that access to dental services continues to be a challenge, particularly in finding a dentist who is able to visit residents in the home. They currently have approximately five to six residents registered with a dentist and use emergency dental services when required. Oral care is covered within each resident's care plan and while families are welcome to provide personal dental care items, the home also keeps a supply of oral care products for residents.

The manager explained that they work in partnership with hospitals, paramedics and other healthcare professionals to ensure residents receive appropriate care. They assess whether a member of staff is required to accompany a resident to hospital or medical appointments, or whether relatives are informed and able to attend instead. Where staff accompany residents, there is a charge of £15 per hour. The home also arranges transport for appointments and works closely with residents' families to ensure their healthcare needs are met.

The manager told us they do not currently face any significant challenges and feel well supported in their role. They spoke positively about both the staff team and the support available to them. The manager explained that staff feel comfortable and confident approaching them to discuss any concerns or seek advice. The manager reflected that when they first joined the home, some staff were initially wary; however, over time they have built positive working relationships and communication between the manager and staff is now described as very good.

Social engagement and activities

The home provides a range of activities that are tailored to residents' individual interests, needs and abilities. The activity coordinator told us that residents are supported to take part in activities, outings and special events throughout the year. The home offers a weekly spa day, where residents can enjoy activities such as having their nails done. During our visit, we observed residents using the spa area and taking part in a bingo activity in the dining area. The home also arranges activities during occasions such as Carers Week and celebrates birthdays, religious festivals and cultural events. The hairdresser visits the home weekly and residents can also choose to attend local salons.

Residents are able to access community activities and outings, including trips to Highcross, Fosse Park, cinemas and other local attractions. Some residents receive one-to-one funding, allowing them to choose activities and places they would like to visit, with a staff member accompanying them. The home has a minibus available and the manager told us that when residents request specific outings, such as a trip to the beach, the manager will explore options and try to make arrangements where possible.

The home also provides individual activities for residents who may not be able to take part in group activities. For example, residents who are bedbound are supported through activities such as listening to music, reading with the activity coordinator and using sensory items such as a blanket with fidgets. The home also involves families in activities and events, with relatives invited to attend celebrations and outings. During our visit, one relative told us that the home was planning a BBQ in the courtyard and that they had been invited to stay and join in with the event. Relatives are also able to take residents out to church, shopping etc. The home supports relatives' requests such as relative asking to organise a birthday party for a resident and were able to get support in organising.



Resident meetings are held every 3 months. We were told family members have expressed that they don't require relative meetings as they feel comfortable going straight the home manager.

Dining experience

The home provides residents with a varied choice of meals and supports individual dietary requirements, including vegetarian and religious dietary needs. Staff told us that a dietary needs matrix is maintained, which records residents' specific dietary requirements and preferences. Residents are supported to eat and drink where required, and nutrition and hydration are monitored through both written records and the home's online Care Control System (CCS), which includes care plans, personal care information and activity records. We were told that residents' nutritional needs and preferences are reviewed and recorded individually through the system.

Residents have choice over where they would like to eat their meals, and we were shown the daily menu, which is provided to residents each day. The home offers seasonal menus, including winter and summer options and residents are able to make choices about their meals. The menu is displayed and reviewed every three months, although it was explained that it can be adapted when needed to reflect residents' preferences and circumstances. For example, during periods of hot weather, lighter options such as salads and fruit were offered.

Choice

We were told residents have choice over aspects of their daily lives, including food, clothing, drinks, bedtime routines and personal care. One relative told us, "They bring my mum food and she chooses what she wants" We were told that individual needs are being met, and that care plans are person-centred and tailored to each resident's needs. Care plans are reviewed monthly, with relatives involved in the review process and are kept well informed.

During our visit, residents appeared well cared for and happy. We observed residents taking part in personal care activities, including having their nails done. Staff told us that maintaining residents' privacy and dignity is an important part of care planning and daily support. One resident told us, "We are very happy here. We have a good choice of food and are looked after well."

Relatives can visit the home when they would like.

Summary

The home is set over two floors, with bedrooms located on both levels, along with three lounges, a dining room, shower rooms and toilets. The home was clean, well maintained and welcoming, with no unpleasant odours noted during the visit. The home supports 57 residents out of a capacity of 60, with single bedrooms available, some with en-suite facilities. Resident doors displayed names and memory boxes to support residents' identity and familiarity. Positive interactions between staff and residents were observed and the manager described being visible within the home and having an open-door approach.

The home provides a range of activities tailored to residents' interests and abilities, including group activities, outings, celebrations and individual sessions for residents who require additional support. Families are encouraged to be involved in activities and events.

Residents have access to a varied menu with individual dietary needs recorded and monitored through care records and the Care Control System. Residents are supported to make choices about their meals, routines, personal care and activities, with care plans reviewed regularly with resident and family involvement.

The home has positive relationships with healthcare professionals and works closely with external services to support residents' health needs, although access to dental services was identified as an ongoing challenge.

Overall, residents appeared well cared for and comfortable, with residents and relatives speaking positively about the support provided. One resident told us, "We are very happy here. We have a good choice of food and are looked after well." Another resident also said "I love them here; I want to go home but I love them here. They are my friends."

Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following responses to the report.

We would like to thank the reviewing team for their visit to Meadows Court and for the positive and constructive feedback provided within the report.

We are pleased that the report recognized the home as clean, well maintained and welcoming, with positive interactions observed between residents and staff. Maintaining a warm, respectful, and homely environment is very important to us, and we are committed to ensuring that residents feel safe, valued, and supported.

We are particularly pleased that the report recognised our person-centred approach. Residents are encouraged to make choices about their daily routines, personal care, meals and activities, and we continue to involve residents and their families in care planning and regular reviews wherever possible. We will continue to ensure that care plans accurately reflect residents' individual needs, preferences, and wishes.

We are also pleased that the range of activities available was positively noted. Our aim is to provide meaningful opportunities for all residents, taking account of their individual interests, abilities, and support needs. We value the involvement of families and will continue to encourage relatives to participate in activities, celebrations, and events within the home.

The positive comments regarding food and choice are also welcomed. We recognise the importance of providing nutritious and varied meals while ensuring individual dietary requirements and preferences are identified, recorded, and monitored. We will continue to support residents to make informed choices about their meals and dining experience.

We value our relationships with healthcare professionals and external services and recognise the importance of effective partnership working in supporting residents' health and wellbeing. We acknowledge the report's observation regarding the ongoing challenge of accessing dental services. We will continue to work with relevant healthcare providers and pursue appropriate access to dental care for our residents. Most importantly, we are grateful for the positive feedback received directly from residents and relatives. Comments such as "We are very happy here" and "I love them here; they are my friends" are particularly meaningful to the whole team and reflect the relationships and sense of community we strive to create at Meadows Court.

We will continue to build on the strengths identified within the report, while remaining committed to

identifying areas where we can improve the quality of care and experience for every resident. We thank our residents, relatives and staff for their continued contribution to making Meadows Court a caring, supportive and welcoming home.

Distribution

The report is for distribution to the following:

- Meadow's Court Care Home
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicester City Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com



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