

# Croston Park Care Home

Tuesday 17<sup>th</sup> February 2026

10:00am-12:45pm



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

# Contact Details

## Address

Croston Park Care Home

Town Road

Croston

Leyland

PR26 9RA

## Practice Contact:

Abigail Kershaw (Registered Manager)

## Date and Time of our visit:

Tuesday 17<sup>th</sup> February 2026

10:00am-12:45pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Cora Dixon (Communications, Data and Research Officer)

# Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

[Healthwatch Lancashire Enter and View - People First](#)

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Croston Park Care Home on Tuesday 17<sup>th</sup> February 2026 and received feedback from:



## Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

## Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and view the facilities. This involved discussing the different areas of the home and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

## One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

## Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

## Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

# Summary



Healthwatch Lancashire representatives made an announced visit to Croston Park Care Home on Tuesday 17<sup>th</sup> February 2026, and spoke with eight staff members, eight residents and two relatives.

Croston Park Care Home can accommodate up to 56 residents in total over three floors. At the time of the visit there were 46 residents at the home.

When we arrived the manager explained how there is planned maintenance on the lift at the entrance to the care home, which meant that the main entrance was out of use for a few weeks. There were notices up for both residents and relatives, so they were aware of the planned work and what to expect. This in turn meant that a lounge area was made on the second floor to accommodate the residents on that floor that might not be able to make it down from the first floor.

Healthwatch representatives spoke with a variety of staff members, residents and relatives on the day. Many activities were observed throughout the visit including word puzzles, dancing, singing and chair exercises. Staff meet with residents regularly to ask about activities and food preferences to ensure that residents are taking part in activities they enjoy and are also satisfied with the range of food available.

Overall, resident feedback was positive with them mentioning they were happy within the home, they were happy with the activities provided and the food they were eating. There were no recommendations put forward by residents as they felt they were happy with the care they were receiving.

Staff feedback was largely positive, with comments around how they feel they work well as a team, they are happy within the workplace and support from management is really good. Recommendations from staff were centred around more staffing so they are able to engage with residents more often.

Relatives spoken with, at the time of the visit, felt positive about the care home, they mentioned they were happy with the care that is provided, they are happy with the staff and that they can visit when they like.

Staff were observed to be kind and courteous throughout the visit with staff seen to be sat with residents speaking about personal aspects of their life and residents happy that they taken the time out to have these conversations. Staff were also observed to be very tentative towards residents. The activities taking place at the time of the visit elevated the atmosphere within the Care Home and supported resident wellbeing.

The Care Home proudly showcases an award they won for the best in the region at the Great British Care Awards and they enjoy getting the residents involved in their celebrations.

# Service Overview

## Location and public access



Nestled in the village of Croston near Chorley and Leyland, Croston Park offers 53 bedrooms. This historic Grade II listed mansion, recently renovated in October 2024, provides a truly opulent experience, combining modern comfort with timeless elegance. (Taken from Croston Park Website)

There was parking available at the care home, which is directly opposite the main entrance. There is a bus stop on the main road where the care home is situated. It was clear to see the main entrance once within the grounds, but this could be clearer from the main road. (Recommendation 1)

They have an active Facebook page which shows activities, outings, visits, key events and awards that the care home have done.

## Background of the home

Croston Park Care Home provides residential care that provides 24-hour support, accommodation, and personal care for individuals who may need help with daily activities. They also provide Nursing care which provides 24/7 support from qualified nurses for residents with medical or complex care needs. (Taken from Croston Park website)

The activities and wellbeing coordinator has been recognised as the best in the region at the 2025 Great British Care Awards and is going to the National awards soon. This is published on their Facebook page and also up in the Care Home for residents, relatives and visitors to see.

## Services available

Croston Park Care Home offer residential and nursing support within the home and currently have 25 bedrooms with full wet rooms, 21 bedrooms with en-suits and 7 bedrooms with sink and basins. They provide 24-hour support, accommodation, and personal care for individuals who may need help with daily activities and also 24 hour for residents with medical or complex care needs.

There is an activities coordinator in place who delivers a wide range of activities including singing, dancing, quizzes, word solving puzzles, visits from outside agencies including a singer/comedian and visits from animals including ponies. The activities for the week are clearly shown in all rooms of the care home for residents and relatives to see.



# Enter and View observations

## External Environment

The external area of the care home is well maintained, with enough space for staff and visitors in the car park at the side. The care home is split over three floors with bedrooms on all floors. The main lounges and dining room are on the ground floor. Once in the entrance it was clear where visitors should report to but a sign outside the main entrance would be helpful. (Recommendation 1) The Care home is secure and requires a member of staff to let them in and support them with signing in.

## Internal Environment – first impressions

When Healthwatch Lancashire representatives arrived at the Care Home they were having some maintenance done. There was clear signage for visitors to follow a new entrance which was also secure and was answered by the manager or a member of staff before being asked to sign in. We were greeted by the manager, and we sat and explained the order of the day before being taken around for a show around. In the main entrance was a sign in book for visitors and staff, chairs to sit down and also a resident of the month spotlight that highlighted that person's life and photos of them. There was also 'a you said we did sheet' that highlights what residents and relatives have asked for or recommended and what they have done in return.

All staff had coloured uniforms on and were clearly identifiable throughout the visit. The manager highlighted what each uniform meant and what their position was within the care home. The home was clean and free from clutter with modern fittings seen throughout the visit.

Entry into the Care Home either leads straight to the second floor or to the main dining area. The dining area was open plan and set up for lunch time with place settings, cutlery, apron and the menu for the day in the middle of each table. There was consistent signage throughout the home with the use of dementia friendly signage showing a picture and the name of the room underneath. An addition of dementia clocks would be beneficial in main areas. (Recommendation 2)



## Observation of corridors, public toilets and bathrooms



There are currently 25 bedrooms with full wet rooms, 21 bedrooms with en-suits and 7 bedrooms with sink and basins with the addition of communal toilets. Bedrooms were decorated by the residents with the addition of personal items and pictures they have brought from home.

All communal spaces including toilets and bathrooms were clean and clutter free with wheelchairs put out of the way so they can be utilised if and when needed. The bathrooms were near communal areas, so the residents didn't need to walk far to the toilet.

Corridors were clutter free and the colours were contrasting from the wall to the floor so residents could clearly walk through them. All bedroom doors were painted a different colour and some had notices on them with the residents name or notices for staff. All bedrooms were large and consisted of a bed, wardrobe, set of drawers, bathroom and chair.



## Lounges, dining and other public areas

There are three lounges on the ground floor, one open lounge, one quiet lounge and one television lounge. They are all situated next to each other but allows residents to sit where is most appropriate for them. The lounges had different seating to cater for different needs, and all promoted social interaction with other residents.

In the main lounge was a bird called Peter who is the resident bird who comes into the communal areas to speak with residents and staff. An activity timetable was present in all lounge areas so that residents knew what was coming up. In the television room there were wordsearch puzzles for residents to do at their leisure. The lounge layouts allowed residents to easily be taken in on a wheelchair or a hoist.



The dining area was a large open plan room with multiple tables and chairs. One table had booth seating, residents could choose where they would like to sit when they came in for meal time. The menu was present on the table throughout the visit and easy to read, residents were seen to be looking at this.

Public areas were easy to navigate with signage up throughout the building, so residents knew where to go. There is also a hairdressing salon on site which is open two days a week, but residents can book

appointments outside of those two days and evening and weekend appointments can be accommodated.

There is a garden to the back of the Care Home which is enclosed and has different seating and tables for residents to use and a lot of scenery around the area. This is accessible by a member of staff, but residents can use this at their leisure.

## Staff and resident Interactions



Staff were observed to be kind and courteous throughout the visit and speaking to residents with respect. Staff were very tentative towards residents and would stop what they were doing to go and support residents. Residents were sat in different parts of the care home including lounge areas and dining area.

The activity coordinator was seen doing a puzzle game with residents when we arrived and was planning the next activity. The activity coordinator was seen to be encouraging and supporting residents with the word puzzle and allowed them to confidently write their own answers and offering words of encouragement.

Another activity observed was chair exercise and dancing. All residents who wanted to join in were supported into the main lounge area. They were all given props to support with the music. The activity coordinator was very receptive to the individual needs of the residents and was seen to be going round all the residents and encouraging them to join in. she also asked the residents what the next line of the song was. She also used words of encouragement like "well done you remembered." And "well done you are doing so well." This made the residents smile and enjoyed joining in. There were a few action songs which the activity coordinator walked round the room encouraging residents to join in and show what the next action was. The room was filled with fun, and laughter and all residents were happily joining in and singing along to all the songs. Another member of staff then came in and started dancing with the residents and this elevated the activity.

After the activity was complete the staff were congratulating and clapping the residents for joining in with the activity and it left the room feeling happy and supported.

We later observed the mealtime routine within the care home. Residents were being supported to the dining room and offered to sit where they would like. Staff were seen sat with residents talking about football, their children and relatives whilst they were waiting. A member of staff was then seen going around each table and getting all the dinner orders from the residents. The menu was on the table and clear for the residents to see. Staff were then observed supporting residents with putting on an apron to keep their clothes clean. They were then seen to be asking what they would like to drink and then followed by their dinner. Staff were also observed taking meals up to bedrooms for residents who would prefer to eat in their rooms.

Other staff in the Care Home who are not primarily on the care home floor were seen coming into the lounge areas and dining areas and speaking with residents. They knew residents names and key aspects about them so they could engage in

conversation. Residents were happy that staff were taking the time out to engage with them and speak with them about hobbies, interests and family.

# Resident feedback

Healthwatch Representatives spoke with eight residents during the visit.

## Tell us what you think about the home

When speaking with residents they were very complimentary of the Care Home and what is available within it. They mentioned their bedrooms and what they could see from their windows.



**“I love my bedroom; I can see the birds and it’s so big.”**

**“I really like it here, I think its warm and big and has everything I need.”**

## What activities are on offer, and do you join in?

Residents spoke about the variety of activities happening and how they feel they can join in whenever they feel but they can also give ideas to the staff.

**“Theres a lot of activities, I love the quizzes and the word games the best.”**

**“I feel I can join in with any activity, and we can also ask for an activity if we want.”**

Two residents were happy to speak about what they’ve done in the past week and how they found these activities particularly good.

**“We had ponies in the other day it was so lovely, there’s always something different going on.”**

**“We had a tea dance the other day, we had cake stands and China, I felt like royalty.”**

## How do you find the care you receive?

All eight residents said they were happy within the home, and they praised the staff for the help and support that they give.

**“I like it very much here; I was quite nervous when I first came here but I love it now.”**

**“The staff are lovely; they are always there when you need them.”**

**“The staff are just brilliant; I can look after myself but it’s nice to talk to someone and have someone there.”**

## How do you find the food provided?

All residents said they are happy with the food provided and they mention that they have special diets and the Care Home will provide for them and can also give suggestions.

**“The food is lovely, I can’t complain.”**

**“I have special food and they are very accommodating which I like.”**

**“I think the food is good, we can also make suggestions if we want to.”**



# Relative feedback

**At your relative's care home, how do you feel generally about the service?**



Relatives spoken with mentioned that they are very happy with the Care Home and the staff within the home.

**“I think its great here, they are very accommodating and supportive, I'm really happy with the care given here.”**

**Do you think that you are kept informed about your relative? For example, with their health and future care plans**

When speaking with the relatives they said they feel they are well informed and feel they can come in whenever they like to visit and take their loved one out for the day.

**“Yes, I feel very well informed about my loved one.”**

**“I can visit at any time and take my loved one out for the day.”**

**Are you aware of the social activities provided by the service? And do you feel that you are able to join in these activities?**

Relatives spoke about how there is always something going on and how they feel they can join in of they want to.

**“Theres always something going on and I love to join in where I can.”**

**Would you recommend this service to others?**

**“I would definitely recommend this service to others.”**

# Staff feedback



Healthwatch received feedback from eight staff members during the visit.

## Do you have enough staff when on duty and do you feel supported?

When speaking with staff members it was mixed about staffing levels and at certain times it can be a struggle but at different times of the day the staffing levels can be fine. (Recommendation 3)

**“Staffing at the weekend can sometimes be a struggle. We can carry out a person-centered experience every day.”**

**“More staff would be good, sometimes it is more of a struggle. I feel we 100% can carry out a person-centered experience, and management is very supportive.”**

**“More staff would be beneficial so we can give more personal care and take the time out to be with residents.”**

Staff spoke about how they feel they have enough staff at times because everyone chips in and supports each other in different areas.

**“I feel we have enough staff at times; everybody helps out in different areas; we work as a team.”**

**“I feel there are enough staff and the team is very supportive.”**

Members of staff also commented on how they could ring the manager anytime and they would offer help and support.

**“The manager is at the end of the phone all the time, whether it’s evening or weekend.”**

## Do you feel you have enough training to carry out your duties well?

When speaking with staff they commented on how they do a lot of training but its not always possible to do this in work time so it needs to be done out of work hours. (Recommendation 4)

**“We do lots of training, but with staffing levels its not always possible to do it in work time.”**

Staff mentioned that there is a variety of training for them to get involved with and they also have the opportunity to make suggestions.

**“We have various forms of training (Hippo), courses are relevant to various people, but new training is welcomed from staff suggestions and staff are regularly asked what they want.”**

One member of staff was happy to share with us that they had been on a conference to support their work within the care home and they found this very beneficial with supporting people in the care home.

**“I was sent to a conference for more training by the care home. I attended a dementia bus, which puts you in the shoes of someone living with dementia; they modify your senses and ask you to do tasks, so you understand how it truly feels.”**

## **What measures are in place for people with additional support needs?**

Staff members spoke about a range of options they have available for residents who require additional support needs. They were confident in telling us what is in place and how they have a member of staff who is learning BSL.

**“For residents who have communication needs, flash cards are available. One resident gets shown meal options to choose from so she can point. Patience and time are needed.”**

**“For deaf patients it is easy to write things down for residents who seems to prefer this method of communication and for the residents with visual impairments, staff verbalise everything much more, instead of saying ‘there you go’ they will explain every little thing they are doing for him and where he is.”**

**“We have a member of staff who is learning BSL which is good, we do bring in outside partners as much as we can to support additional needs.”**

## **What activities are provided here?**

Staff members made representatives aware of many activities taking place within the Care Home.

**“Staff all get involved for example, recently celebrated Pongal, which is an Indian celebration, led by some of the carers, getting residents involved in painting, necklace wearing and dancing.”**

**“We do quizzes, word puzzles, dancing, exercises, games, outside visits from comedians, singers, animals and many more.”**

We were also made aware of an initiative within the Care Home called Golden Wishes.

**“We have introduced ‘Golden Wishes where we find out something about a resident and what they enjoy/used to love doing and makes it happen again for them. Examples of this include therapy ponies for a resident who used to have a horse, they went into her room for one on one time before the horses were seen by all residents, another example is a day out in Lytham for a resident who just wanted to feel the sea air and dip their feet in, also created the northern lights using sensory lights for a resident recently. For residents who prefer to stay in their rooms, this staff member does one-to-one sessions playing games, singing, and using sensory toys.”**

## What is your experience of working here?

Staff members mentioned how happy they were working within the Care Home and how they would recommend it to other people.

**“I must like it here” after explaining they’ve done 25 years of service. I would recommend it to family and friends.”**

**“I love my job. I love spending time and getting to know the residents.”**

Some members of staff mentioned they like their job because of the supportive team and management.

**“The team is very supportive.”**

**“I love working here and management is very supportive.”**

## Are there any changes that can be made to improve the Resident experience?

Staff mentioned that increasing staffing levels would really help staff engage more with residents and allow them to have breaks. (Recommendation 3)

**“Changes would be to increase staff so more time to engage and take breaks.”**

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives and staff.

1. Ensure there is a sign on the main road, so the Care Home easy to identify.
2. Ensure dementia clocks are in the care home to support with residents who have dementia. (See appendix)
3. Look into staffing levels and see if more staff could be brought in to cover main parts of the day.
4. Look into training and see if staff could be given time to complete training within their working day.

Appendix

<https://www.alzheimers.org.uk/get-involved/dementia-friendlyresources/organisations/dementia-friendly-environment-checklist>

# Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure there is a sign on the main road, so the Care Home easy to identify.	Nil required	-	There is a sign to the entrance of the building. We are unable to sign post anything further due restrictions to signage in the Croston village.
Ensure dementia clocks are in the care home to support with residents who have dementia. (See appendix)	We will purchase these	1 month	The home will purchase and display in communal areas.
Look into staffing levels and see if more staff could be brought in to cover main parts of the day.	According to dependency tool used. The home has adequate staffing levels.	-1 month	Staffing levels are assessed regularly and addressed dependant on occupancy and dependency. We are discussing this with staff so that they understand how the staffing levels are determined. The staff survey is due to be distributed in April and we will used this to have further communication with the staff and residents.
Look at the training schedule and see if staff could be given time to complete training within their working day.			Paid time is allocated to staff to complete mandatory training.



**healthwatch**  
Lancashire

Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
t: 01524 239100  
e: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
@HW\_Lancashire  
Facebook.com/lancshealthwatch