

Healthwatch Cumberland Enter & View Report

Gregory House

Re-visit

March 2026



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

Contents

Contact Details	Pg 3
About Healthwatch	Pg 4
Summary	Pg 5
What did we do?	Pg 6
Service Overview	Pg 7
Enter & View Observations	Pg 8
Staff Feedback	Pg 10
Recommendations	Pg 12
Provider Response	Pg 13

Contact Details

Address

Furness Road, Workington, Cumbria, CA14 3PD

Contact Gregory House

info@elysiumhealthcare.co.uk

01900 602320

Practice Contact:

Kerrie Elliott (Interim Home Manager)

Kerrie.elliott@elysiumhealthcare.co.uk

Date of our visit:

19/03/2026

Healthwatch Cumberland Authorised Representatives:

Caitlin Graham (Research and Data Officer)

Clandon Armstrong (Engagement Officer)

About Healthwatch

Healthwatch Cumberland is the independent public voice for health and social care in Cumberland 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 Cumberland with opportunities to share their views and experiences.

Healthwatch Cumberland 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 Cumberland website at: <https://wearepeoplefirst.co.uk/healthwatch-cumberland/>

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 Cumberland may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

Acknowledgements

Healthwatch Cumberland would like to thank residents, staff and management for taking the time to speak to us during the visit.

General Information

On the 19th March 2026, Gregory House was almost at capacity with 19 residents out of a possible 21. This includes 16 bedrooms and 5 self-contained flats available.

They provide accommodation care services to those with personal care or nursing requirements. The home is a specialist service for people with learning disabilities and mental health conditions.

Summary

Gregory House is situated in Workington on Furness Road in the Moor Close area.

The home advertises a specialist focus on providing care and accommodation those with learning disabilities and mental health conditions. Gregory House states they provide bespoke care that is person-centered, outcome-focused and enables people with high support needs in the most 'least restrictive' environment as possible.

Healthwatch Cumberland visited Gregory House following our previous visit in February 2025, after some concerns in community feedback. The home offers 16 beds and 5 self-contained flats with a fenced outdoor space with seating available. The home is situated near local amenities and has a small car park allowing disabled access. Public transport access is available, with a regular bus service. It is an estimated 6 minute walk to the Moor Close 'shops' bus stop.

Following our observations, Healthwatch Cumberland have suggested a few minor recommendations to improve the services at Gregory House with general improvements having been completed since our previous visit.

Furthermore, this document is a snapshot of the time we were present, and this should be acknowledged if being used for recommendations of one's care.



Image of 'Meet the team' notice board in entrance

What did we do?

Healthwatch Cumberland Enter and View Representatives made an announced visit to Gregory House on **19th March 2026** and received feedback from:



Introductory meeting with staff

Before having a tour of the home and speaking to residents, Healthwatch Cumberland staff met with a member of staff. This gave the opportunity for any current issues to be disclosed that we should be aware of and to explain what our Enter and View visit would entail.

One to one discussions with residents and their relatives

Throughout the visit, we explored the home and spoke to anyone willing to chat with us. We were also interested in the natural dynamic of the home, observing staff interactions. We also spoke to residents to gather their opinions and thoughts about the home. In a one-to-one setting with necessary care staff present, this allowed for honest and open conversations.

Discussions with members of staff

Using the basis of our structured questions and some unstructured conversation, we asked members of staff similar questions throughout the visit.

Observations

We observed the layout and organisation of the home, being alert for areas of concern such as blocked hallways, any damaged areas, resident rooms etc. Resident and care giver interactions were also observed.

Service Overview

Location and public access

Gregory House is a registered specialist care home located on Furness Road in Workington. The provider site details visitor contact information. Visitors access the building through standard care-home arrangements, contacting the home via the main telephone line to arrange a visit.

Although it is not open to the general public in the sense of walk-in access, family members, carers, advocates, and professionals can attend by appointment.

The home is situated within the local community and is easily identifiable and straightforward to reach, supporting accessible visiting arrangements for friends, families and visiting professionals. The home is easily accessible by car however, limited car parking is available. The home can be accessed by public transport with a short walk from a bus stop where local amenities are also situated.

Background of the home

Gregory House is a community-based care home purpose built in 2015. The home accommodates adults of all gender identities who have a learning disability, autism, and who may have complex physical or mental health needs. The home offers nursing care and may support transitions from hospital into community settings. The home works to assist adults with developing their independence to progress towards supported living or independent living where applicable.

Services available

The home has a mix of en-suite bedrooms and self-contained flats which are allocated following an assessment of individual requirements.

Core Services tailored to individuals with learning disabilities, autism, and complex needs:

- Individually tailored support packages
- Person-centred care planning
- Registered nursing care
- Holistic, strengths-based approach
- Positive behaviour support and positive risk-taking

Enter & View Observations

External Environment

First Impressions

Healthwatch Cumberland staff stated the external environment was pleasant and well-maintained. They observed that there was a safe and pleasant garden area for residents to sit outside.

Access to the home was secure, a buzzer entry system was in operation, which was answered by a member of staff in a timely manner.



Internal Environment

First Impressions

Healthwatch Cumberland staff were made to feel welcome and observed a visitors book in use. Upon entering the home, a member of staff was leaving the building, however, introduced herself, what her position was in the company and where to sign in. This staff member also went to find a colleague to greet us and show us around the home.

Staff noted that there was a board in the reception area, displaying photos and names underneath of all staff, inc kitchen and maintenance staff. Later on in our visit a member of staff said that she thought that the boards wasn't up to date as she hadn't seen some of the people listed.

Staff noted that a pleasant homely environment and there were notices, activity boards and further information around the home. The home was clean and free from clutter, and had no odour.



Enter & View Observations

Observation of corridors, public toilets and bathrooms

Healthwatch Cumberland observed good picture signage, identifiable landmarks which made the atmosphere feel homely. Communal areas were well lit, there was appropriate flooring, sufficient space for wheelchairs and corridors were uncluttered.

There was a sufficient number of accessible communal toilets close to lounges and dining areas. Bathrooms and toilet areas appeared clean with a good supply of soap and towels.

Staff did note a lack of appropriate adaptations and signage that were dementia friendly. There was a dementia friendly clock displayed time in digital format, with the date. However, the clock itself was small in size.



Lounges, dining and other public areas

Healthwatch Cumberland staff observed sufficient staff on duty. Staff and resident interactions were observed which seemed respectful with staff knowing residents by name.

Staff were observed to respond to calls for assistance in a timely manner.

There was an activities board, featuring resident requests and information of events. The board was a couple months out of date.

There were improvements in person-centered care observed with personalisation of room doors, however, we were unable to view any rooms on this visit.

Communal areas had minimal decor. There was also no provision for residents with visual impairments or those who are deaf.



Staff feedback

Healthwatch Cumberland received feedback from **7** staff members during the visit. We were unable to speak to any relatives during the visit, with none being present.

Do you have enough staff when on duty?

A member of staff felt that there wasn't the opportunity given to them to be more rotational on each section, they felt that there was a big demand between the hours of 6pm and midnight with residents and an extra member of staff would be beneficial.

There were comments around limited staffing sometimes, which reduces training opportunities due to capacity.

Do you feel supported to carry out a person-centred experience?

Staff gave examples indicating a person-centered offer given to residents regarding what various residents liked to do activity wise. Furthermore, a healthy lifestyle played a big part of the residents daily life by walking to the gym, and walking back instead of using the mini bus, trips to Lakes college restaurant weekly, shopping trips for food to bring back and make a meal that they had requested. Residents were free to call home and family members were also welcome to call the home to speak with their family members.

As some staff noted that the rotation of each section could be more regular, they noted that this limits their ability to provide person-centered care with residents becoming 'excited' to see them after a while working on other sections.

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

The majority answer to this question was yes, although following a mock CPR incident during training, an issue had arose around what to do with a stop watch.

Greater regularity of training would be beneficial as "things get forgotten".

Staff feedback

What is your experience of working here and would you recommend this service to a close relative?

"Yes, my son was here and I felt very happy with his care. I had previously worked in care for 19 years with dementia patients. I've been here a few years now."

"I had previously worked here for an agency and liked it, I moved to another job, but I applied for a permanent position and got the job, that was 4 years ago."

"Yes, I would."

"I'd look for somewhere else with more staff. - if there were more staff, definitely, with the activities etc."

Experience is 'memorable', and they 'treasure seeing residents enjoying themselves'.

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

- Variation in where they take the residents was said i.e. Garden Centre or to Allonby for an ice cream, but there are difficulties with staff to resident ratio .
- Interim Manager for the last 6 months, Kerrie stated she had implemented changes and that there was further changes due in the coming months with re-decoration of each bedroom, new bedroom furniture in each room. It was noted that this will be a phased programme, to minimise resident disruption.

Any other comments:

Access to computers

- Limited access due to numbers and the time needed to log on and read emails, so when managers say have you read the email about then "no I haven't as my main concern is the resident". A better idea would be to inform a supervisor/shift manager of what it is that can then be cascaded down verbally, or a staff notice board that can be viewed.

Recommendations

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

1 Updated Activities Board

During our visit, we observed a large activities board with lots of content. There was good evidence of resident involvement and useful information of what's going on at Gregory House. Unfortunately, we noticed the dates on some materials were from November 2025. We did raise this with the manager during the visit.

We recommend the activities board should be reviewed and updated accordingly. It may be beneficial to implement a staff rota for updating the board. As a 'Community Meeting' may need held to update the information, we recommend the board is changed within 3 months of receiving this report.

2 Social Space

Healthwatch Cumberland staff observed that lounges had limited seating with one lounge having the main focus of the room being the television. It is advised that seating could be arranged to promote social interaction between residents. It is recognised that for this home, the demographic of residents is a barrier to social interaction and that arrangements may be of purpose for safety.

Healthwatch Cumberland recommend a review of social spaces, with efforts made to promote more interaction.

3 Staff Communication

After speaking to staff, there were some issues in staff communications raised. This was specific to feedback to management with confusion over how far feedback gets, with limited response back to staff. Communication between staff and the higher management structure needs to be made clearer. Furthermore, due to staff capacity, email communications is difficult for staff to keep up with. Staff notice boards or verbal communications were noted to be preferable.

Healthwatch Cumberland recommend that management staff review how communication is relayed to staff and clear up confusion over management levels.

Provider Response

Recommendation	Timeline	Response
Update the activities board	3 Months	
Social Spaces	12 Months	
Staff Communications	ASAP	

*Timeline figures are suggestive and it is recognised that some will be quicker to implement than others.

healthwatch
Cumberland

Healthwatch Cumberland
The People First Conference Centre
Milbourne Street
CA2 5XB



t: 0300 303 8567
e: info@healthwatchcumberland.co.uk

<https://wearepeoplefirst.co.uk/healthwatch-cumberland/>