

Enter and View Report

**Belle Green Court, Belle Green Lane,
Cudworth, Barnsley S72 8LU**

June 2026



Introduction

What is an Enter and View visit?

Healthwatch Barnsley has powers to carry out what we describe as 'Enter and View' visits. These are visits to health and social care settings which help us in our role as the independent local champion for health and social care. Enter and View visits are carried out by small teams of trained members of our staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. We only visit services that are publicly funded, e.g. through the NHS or via local authorities. What happens during an Enter and View visit? During an Enter and View visit we talk to people using the service, whether patients or residents, and to friends and relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. We also observe the service. We write up our observations and the feedback we receive and publish it as a report. Our report is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners when appropriate. If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report. Our visits give us a 'snapshot' of a service. We are always grateful for feedback from residents, relatives and other visitors to be able to get a fuller picture. You can leave feedback via telephone on 01226 320106, or email hello@healthwatchbarnsley.org.uk. Alternatively, you can contact us via: www.healthwatchbarnsley.org.uk/have-your-say

Details of the Enter and View Visit:

Name of the service visited: Belle Green Court

Address: Belle Green Lane, Cudworth, Barnsley, S72 8LU

The Date of the Enter and View Visit: Wednesday 10th June 2026

The members of the Healthwatch Enter and View Team that undertook the visit were:

- Lesley Cooper, Healthwatch Barnsley Manager
- Chloe Webster, Healthwatch Barnsley, Community Voice Officer

Also, in attendance

- Amanda Howard, Healthwatch Barnsley, Community Voice Officer

This was an announced visit. We would like to thank Belle Green Court Care Home staff and residents for facilitating the visit and for taking the time to talk to us.

About the Service

Background

Belle Green Court is a residential care home owned by Sequoia CH Group Ltd. They provide residential care to adults over and under the age of 65, some who may have dementia. The care home can accommodate up to 40 residents at any one time and at the time of our visit there were 39 residents. The care home is well signposted from the road and has car parking facilities, the entrance is accessible and welcoming. There is a signing in book for visitors and a good display of information in the reception area, entry to the care home is via an electronically locked door where access is controlled from the manager's office.

The home has an overall CQC rating as Good.

We were greeted on arrival by the Registered Manager Michelle Sidlow, who checked our ID badges and welcomed us through.

Discussion with the Manager

Michelle has been the Registered Manager for the past 3 years and has worked at Belle Green Court for 5 years. The home has 40 ensuite bedrooms and currently has 39 residents. The staff have a good relationship with Right Care Barnsley although any vacancies are usually filled quickly due to word of mouth from people who have had or have relatives residing there.

The accommodation is spread over two floors and is generally staffed with one senior carer, three care staff upstairs and two care staff downstairs. On an evening there is a senior carer and two care staff on each floor who are also supported by an extra carer between the hours of 7pm and 11pm. The home also employs an activities co-ordinator, kitchen staff, cleaner and laundry staff and is currently advertising for a handyman/gardener. There is a low turnover rate of staff with some employees having 20 years' service. Agency staff are not used, and holiday/sickness cover is provided by carers picking up extra shifts, which works well.

All catering is done in house, and residents are consulted on what options they would like to see on the menu. Picture menus are provided and residents can choose their meals on the day. "Fish Friday" is very popular with the residents and occasionally the staff will put together an order for the local fish and chip shop which goes down a treat and often visitors will join in. Mostly the home operates with protected mealtimes, however she told us an example of a resident's partner who joins for some meals to eat together.

Residents are registered with White Rose Medical Centre and have no issues with the service provided. There is a good relationship with the practice and GPs and Matron make regular visits. The residents all receive regular eye tests and the home has access to Vision Care records which gives details of last eye test, prescription and frames. Residents are registered with Cudworth Dental Surgery and the surgery staff come to the home to give regular check ups to residents. The residents will occasionally need to visit the surgery for treatment where they are accompanied by a member of staff or family. Medication is delivered by Medwins Pharmacy based in Rotherham and this works really well; if there is an emergency prescription staff will collect from the local pharmacy. A Chiropodist visits the home on a monthly basis and residents have access to other services as and when required.

Hospital admissions and discharges

There is a positive working relationship between Right Care Barnsley, the Hospital Discharge Team and the staff at Belle Green Court. The home has asked that, wherever possible, discharges and new placements after 6pm are kept to a minimum, as arriving later in the evening can be unsettling for the person moving in and may also disturb other residents. While it is recognised that delays, such as transport issues, can sometimes make this unavoidable, the reduced staffing levels at night mean there is less support available for both the new arrival and existing residents. Residents returning to Belle Green Court are, of course, welcomed back to their home at any time.

Visiting

There are no set times for visiting and friends and families are encouraged to visit and take part in activities with residents. Families are also able to take their loved ones out in the community if they wish to do so.

Establishing residents' interests and activities

Belle Green Court has a dedicated Activities Co-ordinator and various sessions are arranged throughout the week. During our visit the residents were enjoying a bingo session and there is an activities board on display detailing different activities including charades and balloon table tennis.

They often have entertainers visiting the home for an afternoon of singing and dancing and have had drag artists and a magician visit in recent months.

Residents are regularly consulted on the activities and entertainment they wish to see. There were books, magazines, puzzles and board games available in the main lounge and upstairs there is a cinema room which has recently been furnished, and residents are able to watch a movie of their

choice on the big screen from comfortable armchairs. There is also a sensory room and music room on this floor which are currently being put together.

Residents' communication needs

Each resident has an A4 "About Me" card which is displayed in their room and also a copy in the main office. This contains information about communication needs, glasses, dentures and hearing aids along with what food they prefer and any special dietary requirements.

Some of the staff are from India on overseas sponsorship and staff are mindful that there can sometimes be a language barrier but it has never been a problem and any issues are quickly resolved.

Food

All food is freshly prepared on site daily. Residents are able to request dishes they would like to see on the menu. There are menus on each table in the dining area and picture cards showing the different food available. The cook has been at the home for 20 years and is happy to take on any special requests including catering for special birthdays in the home.

Residents' belongings

Residents are encouraged to have name tags in their clothing to prevent the wrong person getting the laundry back. This works well in the main but there are occasions when items go astray. The laundry is managed in-house and is operational 6 days a week from 6am to 10am. The staff member responsible for the laundry has worked at the home for around 5 years and is very organised in the laundry room.

Glasses are marked with the resident's name and recently coloured bands have been introduced on the arms of the glasses so residents can differentiate between reading and distance glasses.

Our observations

On arrival we entered the large car park, which is clearly set out and has disabled parking. We then made our way into the reception area which is really nicely decorated and houses lots of information. There is a window into the Managers Office and a signing in book for all visitors. We were greeted by Michelle who checked our ID badges and buzzed us through to the main building.

The communal areas are decorated in neutral colours and there is a handrail around all the walls. The corridors are wide and plenty of room for carers to assist residents when moving around.

Fire exits are clearly visible and there are various notices around the walls.

Bedrooms

Residents have their names and photographs on the door to their bedroom and also any accessibility needs. Inside the bedrooms are spacious and family are encouraged to bring in photographs and other memorabilia to personalise the room. Residents are also able to bring in their own furniture and soft furnishings. All rooms have an ensuite toilet and sink and there are communal bathrooms for baths/showers. Residents are able to control the temperature in their rooms.

There is a married couple residing in the care home and staff have converted one of the bedrooms into a sitting room, where they can sit comfortably together and watch tv. This connects to the joint bedroom next door by an internal door.

There are 16 bedrooms on the ground floor and 24 bedrooms on the first floor. Downstairs seems livelier and more popular with residents in the communal areas, whereas most of the residents upstairs were in their beds.

Communal bathrooms

There are several large communal bathrooms off the main corridors and each contains a shower or a bath. There is a hoist and moving equipment available and lots of room for the residents to be supported by carers.

There is also a toilet for visitors which is clearly marked.

Dining room

The dining area on the ground floor is very bright and airy and looks out onto a secure outdoor space. The tables are set out in groups of 4 so residents are able to sit with each other. There are menus on the tables and condiments. They also have picture cards of different meals so residents who find it more difficult to communicate can show their preferences.

Lounge

The lounge on the ground floor was busy when we visited; the residents and some visitors were enjoying a game of bingo. All the furniture was well maintained and there were no signs of any worn or ripped furnishings. There was a large tv in the room and carers were handing out drinks. All residents were engaging in the bingo and receiving support from the carers where needed.

There was also another quieter lounge at the other side of the dining room and some of the gentlemen were happily sat watching tv. Again, this room had a variety of different chairs to suit resident's needs.

Other communal areas

There are other communal areas on the first floor, some which are currently undergoing refurbishment. The cinema room is completed and looks fantastic; there are film related posters framed around the room, big comfy armchairs and a large screen.

There is a music room which is just being put together along with a sensory room and sun lounge. There is a lift between the floors and residents are able to move between floors for different activities.

Garden area

Just outside the dining room and accessible via French doors is a secure garden that residents can use. There is a grassed area and paved area with plenty of seating. There are wooden planters filled with various flowers and there is a bird table and feeders. The area is shielded from the road by a brick wall and there is a locked gate that leads to a pathway around the perimeter of the home.

Feedback from residents, relatives, and staff.

Family members

We were able to speak to a family member in person on our visit to the home and we were provided with contact information for two other family members who were happy to speak to us but were unable to make it on the day.

We spoke with one resident's daughter who said her mum has been living at the home for four years and will celebrate her 100th birthday in January. She spoke very positively about the staff, describing them as brilliant and caring. She recalled how the staff organised a party for her mum's 99th birthday, and how one of the cleaners brought in a cake as a personal gift and refused any contribution towards the cost. The daughter explained that her mum has a routine of going to the manager's office at 3pm every day to say she has not had a cup of tea all day, even though she has. The staff understand this routine and always respond kindly, making her feel comfortable by getting her a drink and some biscuits. The daughter said she sometimes struggles with transport when visiting, as she relies on buses and taxis, but she always manages to see her mum. She stated that she has never had cause to complain and that her mum has always been happy at the home. She also recalled asking staff whether they would be able to continue meeting her mum's needs if her condition were to worsen. She was reassured that they would never ask her to leave, as she is much loved by staff and considered part of the home's family.

We spoke to another resident's daughter on the telephone and this is what she told us:

My mum is 79 and moved to Belle Green Court in March 2026. Before this, the family were supporting her at home until she was admitted to hospital and then discharged to a care home. We were not happy with that placement so we started looking at other homes to find somewhere more suitable for Mum long term. There were a few homes that we liked, but they did not have any vacancies. When we visited Belle Green Court, we were really pleased with the response from the manager and felt it was the right place for Mum. At first, the only room available was upstairs. We agreed to take it on the understanding that Mum would be moved downstairs when a room became available. Once she moved, we noticed a difference between the two areas. The downstairs area felt brighter, cleaner and more welcoming, with more staff around and the manager's office nearby.

Mum has a visitor every day, and I always feel comfortable when I visit. It never feels staged or artificial. There have never been any issues with visiting times. I work outside of Barnsley, so sometimes I visit in the evening, and staff are always accommodating. I can either spend time with Mum in her room or take her out, and it has never been a problem.

I feel that Mum is safe at Belle Green Court. The door codes are changed regularly, and although some family members have a code to leave the building, they are not given the code to enter. This gives me reassurance that security is taken seriously.

We were also really pleased that we could personalise Mum's room. Being able to decorate it and bring in her own furniture, bedding and curtains has made a huge difference. We did not want her room to feel the same as everyone else's, and it feels much more like her own space.

The staff are doing a great job, and some of them really go above and beyond. One thing that might be helpful would be a board with staff photographs and names so that residents and family members can easily identify staff and know who is on shift.

Mum's weight has been a concern since she was diagnosed with dementia. During her previous placement after leaving hospital, she lost more weight, which was worrying. At Belle Green Court, staff have been very good at monitoring her weight and keeping us informed. Since moving there, she has put weight back on and has even gone up a dress size, which we are really pleased about.

There have been a couple of occasions where safeguarding concerns were raised following minor injuries to Mum. Although the incidents were not serious, staff were open and honest about what had happened and kept us fully informed throughout. We really appreciated this approach.

Sometimes other residents' clothing ends up in Mum's room, but we understand how difficult it must be to keep track of everyone's belongings. We make sure all of Mum's clothes are labelled. It would only become a concern if Mum was wearing someone else's clothes, but that has not happened.

Before moving into care, Mum showered every day, and ideally I would still like that to happen. However, I understand that this is not always possible with current staffing levels. If I could change one thing, it would be to have more staff on shift, although I appreciate that this is often linked to funding and is not a reflection on the manager or the staff team.

The staff from overseas are fantastic and communicate clearly with Mum. Occasionally, I have heard staff speaking to each other in their first language. I do not have an issue with this, but when it happens within earshot of residents, especially those living with dementia, it could potentially cause some confusion.

Overall, I feel that Mum is very well cared for at Belle Green Court. The staff do a fantastic job, and both the manager and deputy manager are approachable and easy to talk to. I am very happy with the care and support Mum receives.

We spoke to a gentleman whose mum is 86 years old, has dementia, and has been living at Belle Green Court for around nine months. Before moving there, she had been in two other residential homes in Barnsley. She told us that one of the homes felt like a prison, with everything locked away and only a very small communal room available for residents. The other home was not attentive to her needs, often failing to provide drinks and leaving jugs of water unchanged for up to two days. Prior to moving into residential care she lived at home with her husband, who had always been her main carer. Initially, both his mum and dad were staying at Belle Green Court. His mum had been admitted for respite care, while his dad was there for rehabilitation and was expected to return home. Sadly, just a few days before he was due to leave, his condition deteriorated, and he was placed on end-of-life care. He passed away on the day he was supposed to go home. Throughout this very difficult time, the team at Belle Green Court were extremely supportive, empathetic, and comforting to both him and his family, providing compassionate care and emotional support when it was needed most. Following his dad's passing, the family made the decision for his mum to become a permanent resident. They felt that the warm, welcoming environment, along with the way Michelle makes everyone feel like part of the family, made Belle Green Court the right place for her to stay. Since moving in, his mum has had constant access to tea and coffee, is eating much better, and thoroughly enjoys the food. He has become involved in the home himself where he can, helping with the gardens and supporting the community. He says that Belle Green Court does not feel like a care home; it feels like a family. In his opinion, it is the best care home he has seen. He believes the treatment and care residents receive are fantastic and credits this positive atmosphere to the dedication of the entire team, led by Michelle.

Belle Green Court staff

We spoke with a senior carer who has worked at the home for four years, spending the first two years working nights before moving to day shifts. He has held a senior role for most of his time at the service. He said that he feels well supported by management and is confident that if he raised any concerns or provided feedback about something that was not working well, he would be listened to. He also feels able to take time off when needed and described the management team as supportive. He explained that his favourite part of the job is managing residents' medication. Prior to joining the home, he studied medicine and worked as a teacher in a hospital in India, and he feels his previous experience has been valuable in his current role. He stated that he would be happy for his own family members to live in the home. He does not feel that the service is ever short staffed, except in exceptional circumstances where staff may need to respond to an emergency, temporarily affecting staffing levels elsewhere. Overall, he said that he enjoys his job and is happy working at the home.

We also spoke with the Activities Coordinator, who explained that she regularly talks with residents about the types of activities they would like to take part in. She said there is not a strict activities rota, as residents' preferences can change and it is important to remain flexible and responsive to their wishes. She provides both group and one-to-one activities, ensuring that residents have opportunities to participate in ways that suit their individual interests, abilities, and preferences. She described taking a person-centred approach, adapting activities based on residents' feedback and engagement. She has worked at the care home for four years. She explained that she briefly left to pursue another career but returned because she missed working at the home. During her time at the service, she has worked as a carer and senior carer before moving into her current role as Activities Coordinator. She described receiving good support from the manager and said she was working at the home when the current manager started. In her view, the manager has brought greater organisation to the service, which has helped improve the home, and staff are generally happier as a result. She feels comfortable approaching the manager with any issues or concerns and highlighted that monthly staff meetings provide opportunities for communication and feedback. She also described the staff team as close-knit, stating that colleagues socialise together outside of work and work well as a team.

Belle Green Court resident

We spoke to a lovely lady who has been a resident of Belle Green Court for around 6 months. She told us that she lived independently before moving in with her daughter but after a short spell in hospital it was agreed that a residential home would be a good solution.

When she first arrived she had a bedroom on the first floor but after a fall she was moved to a ground floor room which she much prefers. She has all her family photographs in her room and the family visit often, including her younger great grandchildren who entertain the residents with their gymnastic

skills. She enjoys the food and the variety of meals on offer, she hasn't eaten potatoes for years but has recently started to eat them again. She feels that there are lots of drinks and snacks available at any time and kitchen staff are just getting to know how she likes her tea.

She is happy with the entertainment that is provided and there is always something you can get involved in. She doesn't like bingo so tends to go to her room or into the quieter lounge when that's on. She particularly enjoys the entertainment when it involves singing along; they had a Vera Lynn session and although the lady didn't sing as good as the real thing she was very close! She told us:

"I am 92 years old, and I feel a lot younger since I have been here"

Summary and recommendations

Summary

During our short visit to Belle Green Court, we found that staff and residents were happy. There is a strong sense of teamwork, and the manager has fostered excellent working relationships with other service providers and her team.

There was a relaxed atmosphere, and staff were very knowledgeable about their residents and responsibilities. We witnessed staff interacting with residents, supporting them to move to different rooms, helping them with drinks and joining in the bingo game. Staff in the laundry and kitchen areas were going about their daily routines but still had time to join in conversations. The home is very clean and smells amazing. It is clear that staff enjoy their job and are proud to be part of the team.

Residents all seem happy and engaged; the rooms are homely and well furnished. The menus are varied and there is a good choice on offer. The families we spoke to were full of praise for the manager and staff and commented that they feel their loved ones are in safe hands.

Recommendations

We make the following recommendations:

- A display board showing photographs of the staff with their name and job title would be helpful to both residents and to visitors.
- During our visit, we observed that the first floor of the care home had a much quieter atmosphere than the ground floor, which was also reflected in our conversations with residents and families. We recognise that work is already underway to improve the space, and a meeting with residents and families could provide valuable ideas and suggestions to help develop the same sense of belonging that is evident downstairs

Positives and good practice

We found during our visit to Belle Green Court examples of positive and good practice, which included but were not limited to:

- Secure entry and reception area visible from the manager's office
- Wide corridors and handrails to support residents with limited mobility
- Names and photographs on bedroom doors alongside information if the resident is disabled or needs help with mobility
- Easy read menus and picture cards showing food on offer
- "About me" posters displayed in residents' bedrooms
- Have a dedicated area for staff to take a break and eat
- Great relationship with outside services, optician, dentist, pharmacy.
- Improvement works ongoing (garden, music room) following feedback from residents

Response from Belle Green Court Care Home

The report was shared with Belle Green Court Care Home to check for factual inaccuracies. Michelle responded to say the report reads well and it was lovely to meet the Healthwatch Team.

Appendix

Healthwatch Barnsley – Powers to Enter and View Services

Healthwatch Barnsley was established under the Health and Social Care Act 2012 and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided. We enable people to share their views and concerns about local health and social care services, helping build a picture of where services are doing well, and where they can be improved. Enter and View visits are undertaken in accordance with the remit of Healthwatch Barnsley and assist us in carrying out our statutory functions under the Health and Social Care Act 2012. Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We aim to identify and share good practice wherever possible. However, if during a visit we identify any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider. For more information about Healthwatch Barnsley, please visit our website www.healthwatchbarnsley.org.uk or contact us using the details at the end of this report



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**Committed
to quality**

At Healthwatch Barnsley, we aim to provide the best service to our community and to make the greatest difference to local people.

To help us be the best we can be, every three years we undertake a comprehensive assessment of our work using a tool called the Quality Framework.

This helps us to understand what we are doing well and where we might need to improve.