

Enter and View Report

**Galtee More Residential Care Home,
Doncaster Road, Barnsley**

March 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: Galtee More Residential Care Home

Address: 164 Doncaster Road, Barnsley, S70 1UD

The Date of the Enter and View Visit: Tuesday the 17th March 2026

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

- Lesley Cooper, Healthwatch Barnsley Manager
- Chloe Webster, Healthwatch Barnsley Engagement Officer

This was an announced visit. We would like to thank Galtee More Residential Care Home staff and residents for facilitating the visit and for taking the time to talk to us.

About the Service

Background

Galtee More Residential Care Home is a care home for people over 65 years of age and provides accommodation and personal care services. The care home can provide accommodation for up to 23 residents in single rooms and at the time of our visit had full occupancy.

We were told that any vacancies are always filled very quickly due to the high demand for the service. Most of the enquiries and referrals to the home come from “word of mouth” by relatives who have experienced care in the home first hand. Upon arrival, we were greeted by a member of staff, who checked our credentials and asked us to sign in. We were introduced to and spoke with the Registered Manager, Carole Gooder, who told us she has been in post as manager at Galtee More for over 16 years, and had previously worked there as a carer giving a total of 32 years of service, and having worked at Galtee More from its opening.

Discussion with the Manager

We were told that there are a Senior Carer and 3 Carers on site between 7am and 7pm daily, as well as the Manager and Deputy Manager for most of that time. They are also supported by other staff in the Kitchen/Dining and Laundry areas. For the later shifts, we were advised that there is a Senior Carer and 2 Carers on site. We were told that a number of the care staff had been in post for several years, with some leaving and returning at a later date.

The home arranges regular staff recruitment drives; for night staff especially, the home has had to recruit several times and has had to resort to agency staff at times. We asked about the use of agency staff generally and were told that this is used for holiday cover and sometime sickness cover, especially for the night work when regular staff are unable to take on the extra shifts.

We were told that all residents are registered with Burleigh Medical Centre and that Dr Hariharan does a weekly virtual check in with residents and attends as and when required. We were told that there are good relationships with other services including dentist, opticians and the pharmacy service. There is access to a range of services including Speech and Language Therapy and Mental Health Support. Residents have regular visits from the chiropodist and hairdresser.

Hospital admissions and discharges.

Overall these work well, if a resident needs to go to hospital they will be accompanied by a paid member of staff where possible. Dementia patients are always accompanied. The home will then inform the family and normally a family member will attend the hospital and take over from the member of staff who can then return to the home. The discharge process can be lengthy, and the home has asked that new residents being discharged from hospital arrive at the home before 6pm. This helps organise the care and makes sure the new resident has time to settle in before bedtime. This is not always the case as there are sometimes delays waiting for medication, paperwork or transport but no one is ever turned away.

Visiting

Friends and family are encouraged to visit their loved ones and to join in many of the activities that take place. Halloween is a big hit with residents and their families they are also joined by children belonging to the staff, creating a real family atmosphere.

There are no set times for visiting, although some residents do have protected mealtimes as this was proving to be the cause of anxiety in some residents.

Establishing residents' interests and activities

The home does not employ an Activities Co-ordinator, they have done in the past but found the residents didn't really benefit and were not getting any additional stimulation from it, so when the post-holder left, they were not replaced. The activities are arranged by the staff with input from the residents. This was evidenced by a whiteboard at the entrance to the lounge with suggested activities written on it. There were also posters around the home requesting donations or fund-raising ideas for gardening equipment now the weather is warming up.

Residents' communication needs

We were told that all residents have a communication plan included as part of their care plan. This includes ensuring the residents' glasses and hearing aids are used, and this information is on the computer system used by the home.

Food

Galtee More employs its own kitchen staff and all the meals are prepared fresh on-site. The manager told us that this works fine, and other staff can provide cover when needed. Residents are able request menu changes and are encouraged to suggest ideas for new dishes. Smaller meals and sandwiches are provided, and food is also available for those with dietary restrictions, such as those requiring thickened fluids and soft foods. The

manager told us the quality of the food was good. There were accessible wall menus available for residents that included large pictures as well as written table menus.

Residents' belongings

All laundry is done on-site with residents' belongings marked appropriately, but occasionally things do go missing. Residents' glasses will have their names inscribed, but we were told that hearing aids and dentures do occasionally go missing, for example, when they have been wrapped in a tissue and put in a pocket. Information on residents' vision, dental and hearing needs is added to the care plan with instructions for staff to ensure that individual residents are wearing their glasses/ hearing aids/ dentures

Our observations

On arrival, there is a door leading into a porch area where the secure entrance is located. There are two secure doors to the outside, which visitors and residents cannot access without staff support. In this area, there is a lot of useful information for visitors, including guidance on how to recognise staff by the colour of their uniforms, details about protected mealtimes, fire safety and evacuation points, as well as information about seasonal events.

The building is set over four floors the lower floor has dining area, activity room and access to outside space, the ground floor houses the main lounge, conservatory, Managers Office and a number of bedrooms. We did not visit the second floor which has the remainder of the bedroom and the top floor which was previously offices and is now used for storage. The building appears to be accessible for those with reduced mobility, with a lift available. There are handrails around all the corridors and non-slip flooring, clear signage is in place. The areas of the home we saw were clean throughout.

Bedrooms are personalised as much as possible to suit each resident. Some long-term residents have even been able to help decide how their rooms are decorated, choosing from wallpaper samples. Residents can also bring in furniture from home, and in every room we visited there were personal touches such as family photos and pictures reflecting the resident's interests.

The rooms are not ensuite, but each has a sink and is close to a toilet. For residents who need additional support, a commode can also be provided in the room. Rooms are clean, tidy, well lit, and all had at least one window.

Each room was clearly labelled on the door, with residents having their name and photo displayed. Staff pictures were also displayed on the office door.

Residents' doors had important information on the inside relating to their evacuation support needs and whether they have a DNR or DoLS in place.

There is CCTV in place with monitors in the managers office which gives staff a clear view of what is happening in the communal areas and corridors.

During our visit, we observed staff engaging with residents in a skilful and compassionate way. They used residents' names, gentle touch, got down to eye level, and spoke in a calm and friendly tone. One staff member spoke with a resident about his interest in motorbikes, listened as he shared details about a bike he owned, and brought him a book about motorbikes to look at.

Staff were able to tell us about the background of all the residents we met, including their interests and former professions. We were introduced to some residents, and staff supported them in sharing stories about their previous work and hobbies. It was clear that staff and residents had a good relationship and there was good camaraderie.

Throughout the communal areas, there were decorations for Easter and Mother's Day. Residents had spent the morning decorating Easter eggs and making Easter bonnets with support from staff.

Residents who wish to go out are supported to attend the Butterflies Dementia Group at the East Dene Club, which is just over the road. Staff also take residents into town, which is a short walk from the home. There is a primary school next door and children often visit sometimes for a specific event like a carol concert or crafting session and other times just to have a chat or do some reading or singing with the residents. The residents are also invited to the school several times a year to partake in assembly session or classroom activities.

Dining room

The dining room is on the lower floor and is accessed by stairs or lift, we witnessed staff supporting each resident to ensure they were brought back from the dining room and taken to a place of their choice (Conservatory, Lounge etc)

The Dining Room is well lit with nicely set out tables, there is plenty of room to move around and tables are set in groups of 4. The tables have bright wipe clean tablecloths and there are flowers, condiments and serviettes on each table. The room displays lots of information and evidence of previous crafting sessions and events.

The dining room also houses a bar area, and residents can partake in an alcoholic drink on special occasions, which is supervised by care staff.

There is access to an activities room on this level which clearly showed evidence of the morning sessions, making Easter Bonnets and decorating eggs for the Easter Tree. The room has lots of games and books for residents to use. There is a corner of the room which houses things from days gone by including Oxo tins, scrubbing brushes etc which is used to generate conversations with residents.

This room also leads to a large outside area that is paved and securely fenced, although not in use when we visited there were outside tables, chairs and parasols visible and we were told outside activities and BBQ's are a common occurrence during the summer months. Residents help in the garden when it is warm by watering plants and pruning. Many residents enjoy sitting out in the fresh air and looking at the plants and flowers.

Lounge

This is a large, long room with seating placed all around, residents are able to come in here and watch tv, converse with each other, see visitors or watch the wildlife in the garden. Here we witnessed carers interacting with residents, making sure they were comfortable and weren't in need of a trip to the toilet or refreshments. We also saw staff interacting with residents who have Dementia, sparking up conversation and taking an interest in the "babies" they were nursing.

This room also has access to an outside balcony with seating for warmer days.

Conservatory/Sun Room

A beautiful bright airy room which seems popular with residents, they are able to watch TV in here or sit quietly watching the world go by. The main road is viewable from this room and there is always something to see. This is also where the resident cat Ruby likes to take her afternoon nap!

There was a "Hydration Station" in the room and magazines, puzzles and "twiddle muffs" available.

Our visit was just after lunch and most of the residents were enjoying an afternoon nap in the sunlight.

Feedback from residents, relatives, and staff.

We spoke with the daughter of one of the residents. She feels that her mum is well looked after and can relax knowing she's in good hands when she goes home. She really likes the family atmosphere, saying they've always had a natural sense of banter and it's nice to see staff share that same warmth and humour with her mum.

“As a family we always had a bit of banter with mum, and she always gave as good back! I love coming in here and seeing she has that relationship with staff too; it makes me feel happy and safe knowing that they are treating mum as a person and not a number on a bedroom door”

From her first visit, she noticed staff chatting and interacting with residents in a playful, caring way, which made her feel confident that her mum would be happy there. She also likes being able to visit at mealtimes to help with feeding, as it helps her stay involved in her mum's care. She also likes that if a more suitable room becomes available, it's offered to other residents rather than being given to someone new. For example, when her mum became less mobile and unable to weight bear she needed the use of a hoist, the home was able to offer her a larger room when it became available to accommodate the extra equipment.

We spoke to residents, who felt they could join in with activities or simply relax if they preferred not to participate. They also shared that if they would like a drink, they feel comfortable asking for one. They told us they enjoyed the meals and there was a good variety of food on offer.

One resident told us how he used to be in a brass band and played at Chatsworth House and how he enjoyed it when entertainers came into the home to sing or play instruments.

One of the ladies told us how she liked to get into Town and do some shopping, she was previously the Manageress of a shoe shop and everyone remembers her so she enjoys chatting with them a reliving those memories.

Another lady told us how she was brought up around the area, living in Stairfoot as a youngster and moving to different areas of the borough when she married and had children, she likes that she can still live in the local area and her surroundings are familiar.

Other residents told us they enjoyed the company of the resident cat, Ruby, and like sitting in the conservatory, watching people going by outside. Overall, they reported feeling comfortable and warm.

Summary and recommendations

Summary

During our short visit, we observed that Galtee More seemed to be a care home that was well run, and the residents we met seemed happy and content. We observed multiple staff members treating residents in a caring manner, with kindness and respect. Staff seemed to have built up a good rapport with the residents, and we witnessed them changing communication styles to support different residents. We also found that the areas of the home looked clean and generally well maintained. There seemed to be a consistent effort made to make the home as accessible for all as possible, evidenced by the easy-read displays and signage throughout. The building felt particularly homely and didn't feel like a clinical environment.

Recommendations

We make the following recommendation:

- The managers office had recently been converted from a bathroom and although the placement was good for the manager and deputy manager to feel approachable, there was no window or way to control the temperature. It would be beneficial for staff wellbeing if they had a space that they feel comfortable in.

Positives and good practice

We found during our visit to Galtee More examples of positives and good practice, which included but were not limited to:

- The menus displayed in the dining area had large photos, making them easy to read and visually informative.
- We also thought the large weather clock in the dining area was an excellent idea in keeping residents oriented with the time and dates.
- Photographs on the door of each room making it easy for residents to see what room it was and who was in there.
- The manager's office is positioned next to the lounge and the door was open. It felt like it made it very easy for residents and staff to approach the manager and for the manager to have a feel part of what was happening in the home.

Response from Galtee More Residential Care Home

At the time of publishing this report we have not had a response from Galtee More Residential Care Home. If we do receive one in the future, this page will be updated.

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.