

Enter and View Report

**Mapleton Court Care Home, Stacey
Crescent, Grimethorpe, Barnsley**

April 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: Mapleton Court Care Home

Address: Stacey Crescent, Grimethorpe, Barnsley, S72 7DP

The Date of the Enter and View Visit: Wednesday 8th April 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 Mapleton Court Care Home staff and residents for facilitating the visit and for taking the time to talk to us.

About the Service

Background

Mapleton Court Care Home is a purpose-built privately-run care home owned by Mapleton Care Group Ltd. They provide residential care to adults over and under the age of 65, some who may have dementia. The care home is split into three units Birch, Cherry and Oakwood, each accommodating up to 30 residents. Each unit has its own staff team, lounge and dining area and food is brought to the unit from a central kitchen on site. Each unit also has access to an outside space furnished with tables, chairs, bird tables and a variety of flowers and small grassed areas. The outside areas have secure fencing, and residents can sit out weather permitting. There is also a large, grassed area and car park in front of the main building and landscaped areas between the buildings. The outside areas are maintained by the site gardener, and each unit has its own maintenance person. The main reception area, office space and laundry are in a separate building.

The care home opened in 2020 and during the Covid-19 pandemic it was identified by Barnsley Metropolitan Borough Council as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. The home was subject to a targeted inspection in January 2022 looking at the infection control and prevention measures as part of the Care Quality Commission (CQC) response to the pandemic. The home has an overall CQC rating as Good.

We were greeted on arrival by the receptionist who booked us in and introduced us to the Manager Melanie Ridsdale.

Discussion with the Manager

Melanie told us she had worked at the care home since it was built approx. 18 years ago and was employed by the previous owners. Melanie has been the Registered Manager for the past 5 years. There are currently 88 residents living at Mapleton Court and any vacancies are quickly filled with requests via Right Care Barnsley when patients are discharged from hospital. Mapleton Court is also an EMI (Elderly Mentally Impaired) care home and has staff trained to deal residents who have advanced Dementia. During the day each unit has 4 carers and 1 senior carer who are supported by a team leader and on an evening, there are 2 carers and a senior on each unit. Staff are mainly settled into their roles with many staff having been there for several years. The home does not use agency staff and manage

sickness and holiday cover in-house. As they have three units, they manage to cover extra shifts from their own pool of staff but also have support from head office and other care homes run by the same group if needed. Mapleton Court have their own kitchen and employ catering staff who prepare food on site to the units.

Most residents are registered with a BHF (Barnsley Healthcare Federation) GP Practice in either Brierly or Shafton and there are no problems obtaining appointments for residents or for requesting that a GP does an on-site visit. Prescriptions are fulfilled by Mediland and there is a good working relationship with any medication queries dealt with efficiently and in a timely manner.

All residents have access to Optician, Chiropodist and Dental Services although the latter can be challenging. The home is visited on a regular basis by a local hairdresser and residents also have access to beauty treatments and manicures. Residents are able to consume alcohol and this is managed to the teams on each unit. There is also one resident who smokes and this is again managed by the unit. The resident has capacity and understands why he is unable to keep his own lighter and why he needs to be let back into the building by a member of staff.

Hospital admissions and discharges.

This works well, there is a good relationship between Right Care Barnsley and the management team at Mapleton Court and overall the discharge process works well.

If a resident is needing a hospital admission this is usually arranged via Yorkshire Ambulance Service and the next of kin will be informed. The management team will then liaise with the ward.

Visiting

There are no set times for visiting and friends and families are encouraged to visit and take part in activities with their loved ones. There are protected mealtimes for some of the residents, especially the ones with more challenging behaviours so visitors may be asked to leave the dining area and sit in the residents' rooms. Some friends and relatives attending during mealtimes to assist their loved ones with their food and free up one of the care staff.

Establishing residents' interests and activities

Mapleton Court employs a dedicated Activities Co-ordinator who arranges activities on each unit tailored to the needs of the residents. Residents' families are encouraged to bring things from home to remind the resident of their previous experiences and hobbies, this could include photographs of them doing an activity they enjoyed or displaying trophies/awards which

they may have won. There are regular activities which include Bingo, Church visits, Flower Arranging and a quiz.

There is also a connection between other care homes, schools and churches in the local area and there was evidence of shared interactions by photographs displayed and write ups in the monthly newsletter.

Residents' communication needs

Records were kept in the admin office of any special communication requirements but staff on each unit are aware of the day-to-day needs, and all equipment such as glasses and hearing aids are clearly marked with the resident's name.

Food

There is a kitchen on-site based in the main admin building. Food is prepared here and then taken to the individual units. There is a menu produced and residents are asked on an evening to choose their meals for the following day. Meals are distributed by the team on each unit and support with feeding is provided by care staff

Residents' belongings

There is a laundry room sited in the main admin building and all residents laundry is done in house. The residents give good feedback on the service although it is inevitable that occasionally items do go missing.

Our observations

On arrival we were met with a large car park and lots of well-maintained open space to the front of the building. We accessed the main admin building and were greeted by the receptionist who introduced us to Melanie after taking our details and booking us in. The main area is a warm and friendly space, bright and airy and nicely decorated. On the main entrance door and throughout all the units there were posters displayed informing residents and their families of our intended visit, should they wish to speak to us.

After our chat with Melanie, we were introduced to the team leader of Birch unit, who escorted us down to the unit which is home to the more challenging residents. The entry is via a key-coded door which locks securely behind you. There is information at the entrance to the unit (repeated throughout the other units) with copies of the latest CQC (Care Quality Commission) Report and an informative newsletter for residents and visitors.

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

Each resident's door is clearly marked with their name, and we were able to look inside a couple of the rooms where we could clearly see the resident had been given free rein on the décor. It was clearly a Leeds United fan who resided in the first room! All the rooms we viewed were nicely decorated and most had personal items brought in by family. All the rooms have a window looking out onto green space. None of the rooms are on suite but each room has a sink and vanity unit and a toilet is located nearby.

Communal Bathrooms

The bathrooms clearly signposted and were very clean and well equipped with handrails, hoists etc. There were lots of displays in the corridors showing important information on staff and the different uniforms they wear. There were photographs of residents doing activities and there were details of upcoming events for residents and families to be involved in.

Dining room

We moved onto the dining area which was busy as staff were handing out drinks and snacks to residents. Some care staff were busy feeding residents. The furniture is well spaced out and there is plenty of tables where residents can sit together. The area is well lit and has big windows looking out into the gardens.

Birch unit also houses the Activity Co-ordinators Office which was clearly very well organised and catalogued. There were storage boxes containing craft materials and files containing residents' interests and details of activities that had been done. There are weekly timetables and the Activities Co-ordinator designs sessions to suit each individual resident from hand massages to creating memory scrapbooks.

Lounge

This is a large, long room adjacent to the dining area with seating placed all around, residents can 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. There were staff serving drinks and snacks from a large trolley but there was still plenty of room for people to walk around. The lounge has a variety of chairs including recliners. All were clean and showed no signs of wear and tear.

Cherry Grove and Oakwood Units

These two units have the same lay out as Birch unit and each has its own staffing team.

The residents in Cherry Grove are mainly living with Dementia and most lack capacity but do not present with challenging behaviour. We were met by the Team Leader who showed us around a few of the bedrooms, the rooms have recently been renovated and have what looks like the front door to a

house, all were brightly covered and made it look like a little row of terraced houses. Many of them had memory boxes mounted at the side of the door with items brought in by family depicting their younger lives.

There was a karaoke session taking place during our visit, so it was quite loud in the lounge, but residents were interacting and enjoying the entertainment. Again, Cherry Grove has a secure outdoor area and some of the resident bedrooms have French doors leading directly out to the garden/seating area. One of the residents was sat outside having a snack and enjoying the early spring sunshine.

Some of the residents on the Oakwood unit have capacity and can keep the keys to their own rooms, we didn't really venture far into this unit as it was lunchtime, and we didn't want to disturb anyone.

Feedback from residents, relatives, and staff.

We spoke to several staff during our visit including Team Leaders, all were very positive about their roles and all spoke about how much they enjoyed being part of the Mapleton family. Many of the staff have been there for a while and recounted stories of what the home was like during the Covid-19 pandemic and how they tried to support residents and each other through the lock down. It was clear from talking to staff they care deeply about their residents, and all are treated with dignity and respect.

Because of the timing of our visit and the lack of capacity in some residents we didn't speak to any of them on a one-to-one basis. From our observations it appears that everyone was happy and engaged in various activities. There were lots of smiling faces.

We did speak to a family member who was visiting, and she told us that she feels that her mum is in safe hands and that she would never think of moving her to a different home. There have been a couple of incidents where mum had fallen out of bed and hit her head but the home had put solutions in place to prevent injury should it happen again which the daughter was happy about and said the falls would still have happened had mum still been living at home the only difference was she probably wouldn't have been discovered as quickly.

Mum has been a resident in Mapleton for a few years and even though it was a village that mum didn't have connections with she had got to know staff and had built up good relationships with them. The daughter was able to keep in touch with staff via WhatsApp for daily updates on mum during times when she was unable to visit and she really valued this contact.

The daughter often attends during in mealtime so she can help feed her mum as this will free up a member of staff to assist another resident. She said all the carers were lovely and although there could be some cultural differences sometimes these were quickly ironed out.

Summary and recommendations

Summary

During our short visit, we observed that Mapleton Court seemed to be a care home that was well run, and the residents we met seemed to be happy with their care and surroundings. We observed staff members assisting residents with feeding and walking around the units in a caring manner, with kindness and respect. Staff were interacting with residents calling them by name and offering to support them to do things rather than doing it for them. All the units were well maintained and free from any clutter or trip hazards, all corridors were wide enough for wheelchair access and had handrails to support the less mobile. There was good information provided at the entrance to each of the units and there were photographs of residents displayed in the corridors showing the activities that had taken place. There were photographs of staff giving their names and roles so they could be identified by residents or visitors.

Recommendations

We make the following recommendations:

- Staff told us residents were asked in the evening what their menu choice was for the following day and we also heard there was sometimes a lack of understanding of what dishes were on offer due to cultural differences. We recommend using easy-read menus showing photographs of the dishes being offered.
- We didn't see any evidence of menus displayed in the dining areas and we think this would be good practice to remind the residents of the dishes on offer and inform visitors what choices their loved ones have been offered.
- The karaoke session was in full swing when we arrived at Cherry Grove, and it was great to see entertainment being provided but it was very loud and difficult to talk in that area. Consider reducing the volume.

Positives and good practice

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

- All three units are in close proximity to each other and staff can easily interact or go and assist on another unit if necessary.
- All the buildings are single storey and easy to move through, wide corridors and handrails to support residents with limited mobility
- Some rooms with outside access but keys are kept with staff, lots of the rooms had been refurbished and had attractive front doors for a more homely feel
- Oakwood unit all residents keep their own keys which makes them feel independent
- Well-kept grounds and plenty of parking
- Have a dedicated activities co-ordinator and a vacancy for another one. She was extremely well organised and has contact with all residents, she has weekly timetables of activities
- Evidence of monthly resident's meetings where they are able to share their views and discuss new ideas.
- A monthly magazine has just been produced, giving information into events that are happening and showing what events have taken place the previous month and is great for keeping family updated too.

Response from Mapleton Court Care Home

"We are pleased with the positive feedback within the report and appreciate the recommendations made. We will review these with the team and work towards implementing the suggested improvements."

- Easy-read/photo menus
- Displaying menus in dining areas,
- Reviewing noise levels during activities such as karaoke sessions.

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.