

# Ashton Manor Care Home Enter and View Report

Tuesday 19<sup>th</sup> September, 10:00-12:30



**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

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## Registered Manager

Joanne Tyson

## Date and Time of our Visit

Date: 19<sup>th</sup> September 2023  
Time: 10:00-12:30

## Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)  
Deborah Earl (Senior Engagement Officer)  
Austin Staunton (Healthwatch Volunteer)



# Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of residents, relatives and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore 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 manager for their opportunity to respond before being published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk).

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## General Information

Ashton Manor Care Home has the capacity for 67 residents; at the time of the visit there were 48 people residing at the home.

Needs catered for are for those who are fairly independent and have capacity through to advanced Alzheimer's and Dementia. Residents are located on three separate floors dependant on their needs. Respite care is also provided as required, based on individual needs.

The home is a newly purpose-built facility, and is privately owned and managed by Evermore Care Homes.

Services include round-the-clock care, hairdressing services, a home cinema and various activities.

## Acknowledgements

Healthwatch Lancashire would like to thank management, staff, residents and relatives, for making us feel welcome and for taking the time to speak to us during the visit.

# Methodology

The Enter and View representatives made an announced visit on Tuesday September 19<sup>th</sup>, 2023 and received feedback from 4 residents, 1 relative and 8 staff. One relative responded to our questions in writing.

Healthwatch Lancashire obtain the views and experiences of residents, relatives, and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services.

Conversations with residents were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training.

Relatives were asked to speak about their general experiences including how they feel about the service and if they feel involved and informed.

The team also recorded their own observations on the environment and staff-member interactions. To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes.



**4 residents**  
**2 relatives**  
**8 staff**

# Summary

An announced visit was carried out at Ashton Manor Care Home, Lancaster, on Tuesday 19<sup>th</sup> September 2023 10:00am -12:30pm; and Healthwatch Lancashire representatives spoke with four residents, eight members of staff and one relative, one relative provided written feedback.

The care home is owned and managed by Evermore Care Homes, and has the capacity for sixty-seven residents, although there were forty-eight in residence during the time of the visit.

Ashton Manor is located in a new purpose-built home which opened in 2020; and there are three floors situated within the home each with their own level of needs:

- Meadow Park: the ground floor where the majority of the residents have full capacity
- Forget Me Not: the second floor where residents have advanced dementia or Alzheimer's
- Tree Tops: the third floor for those with early onset Dementia/Alzheimer's or individuals who have a higher level of need

Throughout the home there are lounges and communal spaces, dining areas and kitchens, a tea room located within the reception area, a small cinema, a hairdressing salon, offices and communal bathrooms. There are also accessible landscaped grounds and an enclosed garden space.

During the visit most residents were in their rooms and it was explained to Healthwatch Lancashire representatives that this is usual routine for the residents following breakfast.

Residents were praising of the staff and the care they receive, although there were some issues raised around assistance buzzers and food. The fact that some staff are on secondment from Chorley and several changes in management has caused some anxiety but overall residents stated that this has now settled somewhat.

Both relatives provided very positive feedback *"Excellent service and care. We have tried many care homes and this is the best by far"*.

Staff felt supported and well trained, and that the team works well together *"happy little family"*, and all those that provided feedback stated that they would recommend Ashton Manor Care Home to a close relative or friend *"...we would love my [grandparent] to come"*.

# Enter and View observations

## Pre-Visit and Location

Prior to the visit a pre-visit questionnaire was completed by the manager, this provided general information about the home and enabled Healthwatch representatives to fully prepare for the visit.

The care home website is found as part of Evermore Care Homes, with a clear and easily found link to the individual care home site; overall the website is informative and easy to read.

Ashton Manor Care Home is located on the A6 Scotforth Road which links Preston and Lancaster. The care home is in the Scotforth area of the Lancaster district and has good road access from both Lancaster and the M6. There is a bus route linking Preston and Lancaster although bus stops appear a distance from the home and footpath access is a little limited in places. There are some local shops and a pharmacy although these may require a degree of travel by car or uphill travel by foot.

The care home was clearly identifiable and there is car parking to the front of the home which includes electric vehicle charging points, although space is limited and parking on neighbouring streets was required by Healthwatch Lancashire representatives on arrival. Those picking up/dropping off residents have the ability to park directly outside the main entrance on a temporary basis.

The grounds around the care home were pleasantly landscaped and well maintained. The entrance was clearly identifiable, and a porch area allowed for visitors to be undercover whilst waiting to gain entry into the building; there was level access into the building allowing for free movement of wheelchairs and other mobility aids. Access into the facility was secure and visitors need to be allowed entry by staff.

## The internal environment- First impressions

There was a visitor signing in book which was located by the main entrance, this was of the confidential type, although Healthwatch Lancashire representatives were not asked to sign in/out. Immediate upon entry into the building is a large reception area which is clearly identifiable, this was staffed throughout the visit and the receptionist was seen to be helpful and friendly. A tea room style setting was also in the reception area, with tea and coffee facilities to hand.

Patio doors led out to an enclosed garden area which appeared well maintained and pleasant. It was explained to Healthwatch Lancashire representatives that chairs and tables from the reception tea room are taken outside for functions, and

that as the ground floor residents have patio doors leading into the garden area several have their own patio furniture. Due to adverse weather conditions the garden area was not being used during the visit.

The overall impression of the care home was that it was bright and spacious, and appeared well set out to be a welcoming space. Healthwatch Lancashire representatives were greeted warmly and shown around the care home by the manager who was keen to talk through how the home is set out, how spaces are used and future plans.

There was a range of information about activities and local services, as well as Compliments, Complaints and Comments forms prominently featured, although these were only observed in the reception area.

## **The observation of corridors, public toilets and bathrooms**

Corridors were wide and well lit, and handrails were seen to be along all the walls to aid those with limited mobility. Each floor had its own secure doors with keypad access.

There was a large communal bathroom on each floor and it was explained that as residents only have showers in their rooms the communal bathrooms are used by anyone wishing to have a bath. All communal bathrooms seen had lifting equipment and other adaptations/equipment. Some of the communal bathrooms were observed to be areas for storage for wheelchairs and other equipment. There is also a visitor toilet in the reception area, which was clean and well presented, and with adaptations/equipment incorporated.

A lift to all floors was available which could be accessed from the reception area and this had keypad access to allow for better safety of those who may 'wander' due to their condition; visitors were observed using the lift so it was apparent that those who had capacity had the code to hand. Dementia friendly signs and prompts were observed throughout the home as well as hearing loop signs.

Some corridors had themed areas such as a 1950s train station and train; it was explained to Healthwatch Lancashire representatives that these are to invoke memories.

On the Forget-Me-Not floor where residents have advanced dementia or Alzheimer's there were further dementia friendly features such as yellow doors and signs and more visual images to help prompt.

## **The lounges, dining and other public areas**

On each floor there were lounge areas and smaller seating areas and rooms; these have been clearly thought out in order to enable residents to be part of a group, have some quiet time or sit with relatives. During the visit these spaces were not seen to be used and the manager discussed how they are looking at changing some areas to make them more inviting. Most of the lounge areas didn't have lights switched on and doors were closed which may be deterring people from accessing them. There was a small cinema room in the main reception area where

the care home have film nights; residents can also have family gatherings such as birthdays and watch home videos in this space.

It was noted during the visit that chairs in the communal areas were of the same style and height in each individual lounge area which may not be suitable for all residents; although there was ample seating areas and lounge areas throughout which were pleasant and set out well for social interaction. The manager discussed how they have regular meetings with relatives which are alternated with meetings with residents; these are held in the main lounge area of Tree Tops and are to discuss any issues/concerns, preferred activities, events and future plans.

Each floor has its own dining room which incorporates a small kitchen area, and dependant on individual abilities residents are encouraged to utilise the kitchen areas to make their own light snacks and beverages. Care has been taken to account for those with Dementia or Alzheimer's with appropriate coloured crockery, table cloths etc. Daily menus were displayed in each dining room with images of the choices allowing for quick reference, although during the visit it was noted that the menus displayed were from the previous day; staff readily had the correct menus printed out and to hand and stated that they just had not had the time to change them over.

By the door of each individual resident room was a small display receptacle where they could have their names, photographs or anything else they wished to use to identify their room.

The manager told Healthwatch Lancashire representatives that she was keen to encourage activities and create spaces of interest for the residents to ensure that they felt at home.

## Observations of resident and staff interactions

During the visit most residents were in their rooms so observations of interactions were limited. A small group was seen to be having a meeting with a member of staff and all appeared to be smiling and at ease. When meeting a few residents during a walk-round of the home the manager was observed engaging with them, and she clearly knew them well and was pleasant and respectful.





# Resident feedback

During the visit Healthwatch Lancashire representatives spoke with five residents, including two who were waiting for their lunch and therefore only preferred to engage for a few minutes; one of these stated that they were still fairly new to the home and had yet to form an opinion. A couple of residents spoken with appeared to lack understanding of what was being asked, possibly due to their dementia/Alzheimer's diagnosis, and were unable to provide feedback. The majority of residents were in their rooms during the visit so there were limited opportunities to hold conversations with residents. Observations were used to gather further information about residents experiences.

## Environment

Out of all the residents spoken with only one commented on the overall environment *"I like the decoration"*.

Two residents spoken with raised issues around the buzzer when calling for assistance *"the buzzer doesn't always work"*, and *"nearly all the buzzers in the bathrooms don't work"*. One resident requested that a buzzer be available in the solarium on the Tree Tops floor so that people can signal when they wish to leave the room for support around mobility or need help.

One resident told Healthwatch Lancashire representatives that they found their room quite small, although they acknowledged that staff had offered an alternative but that they felt it wasn't suitable.

Another resident stated *"I like living here but only because I have to"*, and one stated *"you're living your life in one room, it's not a life"*. However, it must be noted that this may be about their personal circumstance as well as a view on the care home.

Observations showed that the care home was light and spacious with plenty of lounge/seating areas. Ashton Manor Care Home was purpose-built in 2020 and has a well thought-out layout, appears clean and in good repair. Only one lounge area was seen to be in use during the visit which was by a small group sat in a circle, members of the group appeared to be enjoying their meeting, although it should be noted that Healthwatch Lancashire representatives didn't interrupt the group other than to say a quick hello. A couple of residents were also observed seated in the dining rooms and kitchen staff were seen to be chatting with them.

Throughout the building there were areas for activities including a well-stocked library and a nursery type setting with a crib where residents can recall memories of parenthood.

## Activities

*"We have two activity coordinators, there is a Monday morning meeting where we get a list for the week"*. Three residents provided feedback around activities, with two saying that they enjoyed the activities *"I like doing the art activities"*. One resident stated that they find that some activities are not sufficiently stimulating for their level of capabilities, although they acknowledged that others who may have less capacity will find the activities beneficial. One resident also told Healthwatch Lancashire representatives that they can get bored at times.

One resident fed back that they can put forward their ideas on how to carry out activities *"I showed a different way [to do an activity] .... they took this on board"*; another stated *"we used to do little jackets for premature babies but we don't do them anymore"*.

A glass covered area on the Tree Tops floor has been utilised as a small garden area for growing tomatoes, sweet peas etc allowing for residents who may not be able to join in with outdoor activities to still have access to some degree of gardening if they so choose. There was also other activity equipment available in this space including a table tennis table.

A hair salon is located near to the main entrance and it was explained by the manager that there is an in-house hairdresser available on Tuesdays were residents can have their hair done, although this was closed during the visit.

As the majority of the residents were in their rooms during the visit no activities were observed other than a small group in one of the lounges who were sat in a small circle meeting with a member of staff; the group appeared happy and there was chatter when Healthwatch Lancashire representatives entered the room.

It was explained to Healthwatch Lancashire representatives that the home has a 'resident of the day' which they nominate based on a room number draw, and which gives the individual resident some special interests on that day.

## Care

All residents who provided feedback said staff were *"very good"* and *"nice"*. There was a lot of discussion around the fact that some of the staff are currently on secondment from the Chorley team who are working at Ashton Manor whilst the building of a new Astley Hall Care Home in Chorley is being carried out. Residents have found this a little unsettling and seem to be unclear on what will be happening *"they are nice but are all going back to Chorley"*. However, one resident stated *"it seems to have settled now"*.

One resident stated *"I don't think there are enough staff on an evening.... Carers do not have the time to chat"*.

One resident spoken with stated that they find their bed very uncomfortable *"people have complained but nothing gets done"*, and that they have had some health problems associated with using the bed, there was also a comment around some staff being unable to help with getting up/out of bed due to their own health issues.

It was explained to Healthwatch Lancashire representatives that there had been several managers within a short period of time and this has appeared to have had a level of impact on the residents with one comment being “changes of manager has caused issues”.

The Manager informed Healthwatch Lancashire representatives that they have a good working relationship with Lancaster Medical Practice where all their patients are registered and that they have a direct phone line in order to ensure good medical care for all residents.

## Food

Of the four residents who provided feedback on the food one stated “the food is lovely”, one said they weren’t keen on it, and two were not happy with the food overall “it’s not always up to scratch” and “the food is absolutely atrocious, I spoke to the chef but nothing has been done”. Other comments included “I don’t always get what I want, but I don’t like to say in case they think I’m criticising”, “the chef will come and talk to me about what I would like”, “the meat is beautiful, very soft and easy to chew” and “...the meat is not tender”. Several of the residents spoken with described themselves as ‘picky/fussy eaters who didn’t like to complain. There were positive comments around the fact that snacks such as cake and biscuits are taken around the home daily.

The Manager explained that residents can request alternatives if they don’t wish to have what’s on the menus at any given time, and that they try to keep stocked with a wide variety of foods to enable as many options as possible “they can have anything they want...”. Both the manager and a resident informed Healthwatch Lancashire representatives that staff have gone out to purchase foods for specific requests.

The dining and kitchen areas were integrated on each floor allowing for those with more capacity to make themselves light snacks and refreshments, and provided a pleasant, relaxed atmosphere; catering staff were seen engaging well with residents whilst they were making meals.



**“the food is lovely”**



# Relative feedback

During the visit Healthwatch Lancashire representatives observed relatives entering and leaving the home, and it was apparent that there are no restrictions on visiting times or length of visit. Reception staff were observed engaging with relatives and was providing relevant information in a professional, friendly manner, and relatives were clearly at ease with the conversations.

## **How do you feel about the service provided?**

Two relatives provided written feedback about Ashton Manor Care Home. Both were praising of the service with comments including *“Excellent”* and *“Excellent service and care. We have tried many care homes and this is the best by far”*.

## **Do you feel that you are kept informed about your relative?**

Comments included *“very much so”* and *“because I visit most days I am here on the spot so no problem”*.

It was noted that the poster announcing the Healthwatch Lancashire visit was clearly displayed in prominent positions throughout the home. Reception staff were observed providing information to relatives around the services.

## **Do you understand the process to make a complaint if you needed to?**

Both relatives stated that they understand the process to make a complaint if they needed to.

Compliments, Complaints and Comments forms were seen to be readily available on an information stand, away from the reception area allowing for discretion if the relative so chose.

## **Are you aware of the social activities and feel able to join in with these?**

One comment included *“yes”* and another *“yes – have done”*.

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

Both relatives stated they would recommend the service to others with comments including *“very much so”* and *“yes have done”*.

# Staff feedback

During the visit Healthwatch Lancashire representatives observed staff carrying out various roles including care, administration and housekeeping. All were smartly dressed in appropriate clothing for their roles. Staff in caring roles were seen to have name badges. Staff were friendly and approachable and very welcoming to Healthwatch Lancashire representatives.

Eight members of staff provided written feedback.

## **Do you feel you have enough staff when on duty?**

All eight staff felt that currently Ashton Manor Care Home is sufficiently staffed other than for sickness cover. Comments included *"yes, but an odd one would be handy"*, *"at the moment staffing level is ok"*, *"at the moment we have enough staff"* and *"yes, mostly, sometimes struggle covering last minute sickness"*.

At the time of the visit some of the staff at Ashton Manor Care Home were on secondment from Astley View, Chorley, whilst a new care home is being built. Upon completion those members of staff will return to Chorley; plans are in place by Evermore Care Homes to ensure staffing levels will stay at sufficient levels at Ashton Manor and interviews were being carried out during the visit.

## **Do you feel supported to carry out person centred care?**

Feedback from staff members varied, three stated that they were fully supported to carry out person centred care, three fed back that it was dependant on what was happening at any given time, two felt more support was needed and one preferred not to/was unable to answer. Limited time was the reason given for not being able to carry out person centred care *"not always because we're busy"* and *"don't have time"*. Other comments included *"it does depend as sometimes there are incidents etc which can impact on time; management and other departments are always willing to support when needed..."*, *"varies from day to day"*, *"I am able to support residents with ad-hoc requests"* and *"both residents and team members have regular meetings where they can discuss any topics"*.

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

All eight staff members who provided feedback felt they had sufficient training with comments including *"yes, with training in other roles to be able to understand and assist too"*, *"we get lots of training..."*, *"yes, constant training"*, *"yes, but more would not hurt"* and *"yes we get enough training"*. One staff member requested ladder training.

## Are you happy working within the care home?

Out of the eight staff members who provided feedback five stated that they are happy working within the care home, three preferred not to/were unable to answer. Comments included *"we are a pretty 'non-typical' care home and pride ourselves on the extras"*, *"Ashton Manor has a homely feel, team members are always there to support each other"*, *"definite improvements over the last six months, Ongoing and future plans look exciting"*, *"would recommend working here to family – actively trying to do so"*, *"management are easy to talk to, approach with any issues or concerns"*, *"staff are helpful, even in other roles. Care staff will help to cover kitchen assist or housekeeping"* and *"staff work well together – happy little family"*

## Would you be happy to recommend this care home to a close relative or friend?

Four staff members stated that they would recommend Ashton Manor Care Home to a close family or friend, the other four preferred not to/were unable to say. *"I would recommend Ashton to family members"*, *"yes and I am"*, *"really good, would recommend"* and *"If we could afford we would love my [grandparent] to come"*.

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

Out of the eight members of staff engaged with four had no suggestions or preferred not to/was unable to comment. Feedback that was provided centred around furthering activities with two suggestions for the care home to have their own transport such as a mini-bus to allow for more day trips *"a mini-bus for day trips"* and *"a people carrier for transport"*. Other comments included *"yes lots but most will need money... interactive gaming table, we are looking at fundraising for the residents"*, *"more staff to allow group visits, experiences"*, *"more activities"*, and *"more interaction"*. One staff member requested more involvement with different departments at residents meetings for better feedback.

## Any other comments

*"Ashton Manor is a beautiful home; residents are given choice in all areas"*

*"Management are approachable and their door is always open"*

*"I feel more relaxed and happy at work more now than in past"*

*"Management are easy to talk to, approach with any issues or concerns"*

# Recommendations

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

1. Ensure visitors sign in/out – this helps towards overall security and safety of both residents and staff, and knowledge of who is in the building at any given time may be necessary in the event of an emergency
2. Encourage residents out of their rooms more, especially in the mornings; this could be by way of activities and/or more incentives to use the lounges and communal areas. Investigation into why residents prefer to remain in their rooms may help with activities planning and ensure that residents aren't feeling socially isolated
3. Make lounge areas more inviting by open doors (where possible/appropriate) and lights on so that residents are able to access more freely and don't need to ask for staff help if unnecessary
4. Consider varying types and heights of seating to meet the differing needs of the individuals
5. Consult with residents and consider future menus to help improve overall satisfaction with food. Have up-to-date menus displayed in dining areas
6. Have Compliments, Complaints and Comments forms on each floor for those who may not be able/prefer not to access the reception area on the ground floor
7. Ensure communal bathrooms are clear of unnecessary equipment so that they appear welcoming and create a more ambient feeling

# Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure visitors sign in/out for better security and safety	Reinforce the visitor's policy to all team members to ensure all individuals sign into / out of the building.	31/10/2023	This has been discussed with all individuals within the home, with spot checks being completed by the management team, which will continue for the next two months.
Encourage residents out of their rooms more to prevent social isolation	<p>Review morning activities with the lifestyle coordinators to encourage individuals to engage in social interaction.</p> <p>Lifestyle to complete the activities audit within November as per our audit calendar.</p> <p>Review of digital systems (PCS) to review activities being offered and the uptake of these activities.</p>	<p>30/11/2023</p> <p>30/11/2023</p> <p>30/11/2023</p>	<p>Activity engagement has recently been added to our KPI dashboard as this has been recognised as an area of improvement.</p> <p>Following a review of our Governance processes, our Operations meeting agenda and attendees have been reviewed. The lifestyle team have now been added to the invite list, to discuss activities and resident engagement, any blockers and allow them the opportunity to raise requests directly with the Service Leadership team.</p>
Make lounge and seating areas more inviting,	<p>Senior carers to discuss this within their team huddles and reinforced during team meetings throughout November.</p> <p>Leadership team to complete spot checks over the next 3 months, in addition to the daily walkarounds.</p>	<p>30/11/2023</p> <p>31/01/2024</p>	We have recently introduced two daily walkarounds, one by the senior carer on each floor, and one by the manager, which reviews the environment within each of our communities.
Consider varying types and heights of seating	Following this feedback, we will discuss the chairs in the next residents and family meeting in November.	30/11/2023	To date we have not had any reason to review seating for individuals that reside at Ashton Manor.



	With those who may lack the capacity to understand the information we will complete a visual observation to see if there are any mobility concerns for those individuals.	30/11/2023	At Ashton we work with our local GP, Lancaster Medical practice, the falls team, safeguarding etc. We have had no recommendations to make adaptations to our chairs currently.  As a service we are aware of resources available if they were required, reclining chairs, booster cushions, chair raisers (height adjustable). If there was a need for adapting, we would review with the relevant community teams and follow the recommendations provided.
Consult with residents, relatives and catering team to improve resident satisfaction with their meals	Annual Resident Food survey is due for completion within November.  Introduction of easy read comment cards to be introduced, which will be available on all tables to gain live feedback from residents.	30/11/2023  31/12/2023	Residents and their families are always consulted during the planning stage of the next season's menus, allowing them to comment on the menu's and make suggestions.  There is a suggestion box within the dining rooms where residents can make suggestions around the meals.
Have Compliments, Complaints and Comments forms on each floor for better accessibility	To install compliment and complaints stations on each floor, to ensure individuals have an easy access method of raising compliments and complaints.	30/11/2023	This was already identified prior to the visit, and information boards have now been installed in the dining rooms of all floors containing information on Advocacy Services, How to raise a safeguarding and the Compliments, Complaints and Comments information.
Ensure communal bathrooms are free from stored equipment	No further actions	n/a	Following the visit, all equipment has been removed from these areas, into a suitable storage area.

			We have also introduced a twice daily walkaround, one completed by the senior on the floor, and the second by the manager. This will ensure this is maintained.
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