

Enter & View
Amberley Care Home
April 2026



Enter & View

Healthwatch Dudley has been working with the Dudley Quality Partnership to identify care, nursing homes and supported living accommodation to visit throughout the year to listen to residents and relatives experiences of care.

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits provide an opportunity to make observations and speak to people accessing services, carers, and relatives to understand their experiences.

Enter & View visits and reports capture feedback and opinions from residents, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

Healthwatch Dudley are able to seek opinions from people accessing services and their families who may not be confident to share with the provider directly.

We publish our findings at www.healthwatchdudley.co.uk and share the report with relevant organisations.

What we did



Healthwatch Dudley visited Amberley in December 2023 to conduct an informal visit to speak to residents and visitors about their experiences.

Since we visited in 2023 there have been a number of changes and concerns at Amberley. We were asked by the Quality Partnership to return to Amberley to conduct a formal Enter & View to find out more about the experiences of residents.

We conducted an announced Enter & View visit on 15th April 2026. Prior to the visit we delivered a feedback box, paper copies of the survey for friends and family, freepost envelopes, posters and postcards.

About Amberley

Amberley Care Home provides accommodation for 25 residents, including people with dementia. The home has some double occupancy rooms, but currently all rooms have only one resident staying in them.

Care Quality Commission inspected in November 2025.

Key findings from the CQC:

- The provider did not ensure people's individual needs and preferences were met.
- Systems were not in place to ensure people rights under the Mental Capacity Act were met.
- Risks to people were not managed safely and lessons were not learnt to reduce future risks to people
- Staff had insufficient guidance for the management of people's known health conditions and risks.
- People's medicines were not always managed safely.
- The provider did not follow their own or the Local Authority safeguarding procedures to ensure people were safeguarded from harm.
- The provider did not take timely action to ensure the environment was safe.
- The provider had not ensured staff received training and support to enable them to have the skills and knowledge for their role.
- The provider did not always follow safe recruitment practices.
- The provider's quality assurance and auditing systems were inconsistent and not effective.
- ✓ Staff did their best to support people and to provide care which met their needs. Most staff felt supported in their roles. The provider had recently made changes and started investing in the home. The provider took some immediate actions to address the safety concerns we raised during our inspection.
- ✓ Most people said they received care from staff who treated them as individuals and they had regular care staff, who were available when needed.

Overall rating was Inadequate.

Area ratings:

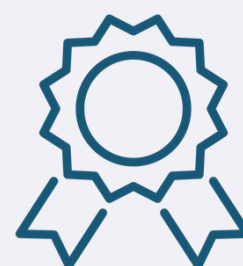
Safe - Inadequate

Effective - inadequate

Responsive - Inadequate

Caring - Requires Improvement

Well-led - Requires Improvement



Who we heard from

In order to hear from as many people as possible we provided Amberley care home with surveys eight weeks prior to our visit.

Surveys could be completed on physical forms or online. They could be submitted in a secure box located at Amberley or sent directly to us.

We received nine survey responses in total, six from family members and three from residents.

We spoke to residents in communal areas and in their bedrooms. Rooms were only entered with explicit permission of the resident and with two Healthwatch Dudley staff present.

Healthwatch Dudley staff made independent observations and obtained information from staff during the visit.



9 survey responses from residents and loved ones.



10 residents spoke to us during the visit.

The environment

Amberley is located on a main road near Brierley Hill. The entrance is at the rear of the property and is accessed through the garden.

The garden is neat and tidy, with a shelter, shed and grassed area.

The reception area has a sign in sheet for visitors and information about the home.

Within the home there are two communal spaces: a dining room that also acts as a quiet area, and the main lounge with seating, a large television and snack station.

Residents told us that the home is kept clean and tidy and mentioned the lovely cleaner.

“I don’t have to do anything, we have a lovely cleaner.”

-Resident

One resident raised a concern that cushions are not cleaned after someone has been sick, however they recognised that staff can be busy.

“It is, but when people are sick they don’t clean the cushions, but the staff have a lot to do.”

-Resident

“Lovely, clean, warm bedding.”

-Survey



The environment

The two upper floors are accessed via a lift or stairs. However, one person shared concerns about the lift.

“There are often problems with the lift, I'm concerned in case there is a fire, residents are stuck.”

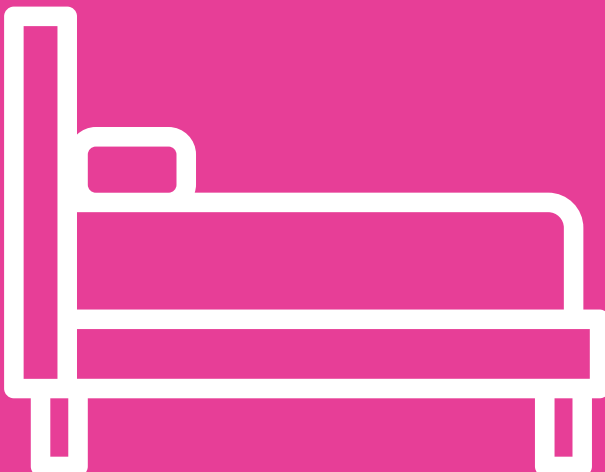
-Survey

Survey responses said that the home “needs painting” and mentioned their loved ones room still had stains on the wall from a “previous resident”.

“There was no hot water in the room for several months although reported numerous times.”

-Survey

There were building works ongoing whilst we visited the home. We were informed by management that the medicines room was being moved to make it more secure and to create a staff room downstairs. We were also told that some of the empty bedrooms were being decorated.



Safety

“[I feel safe] most of the time.”
-Resident

During our visit, we observed the following steps taken to maintain a safe environment:

- Locked front door with push button release.
- Signing in book for visitors.
- Doors closed not propped open, including bedroom doors.

One resident commented they would feel better if their door was open.

The Manager told us that Amberley was considering installing automatic door releases - this would enable residents to leave their doors open as they could shut automatically in an emergency.

“I’m okay, they look after me.”
-Resident

“At night I don’t know if my windows are shut properly. I ask the staff but they don’t always check. Residents come into your room at night when they are wandering.”
-Resident



Activities

“[I] want to do something different. I like to play on my iPad. I like to do creative things.”

-Resident

Management informed us that the following activities are available to residents:

- Bingo
- Craft/colouring
- Weekly pub night with karaoke

Residents told us that the activities available had increased recently.

“They do different things. Sometimes pub nights, I have a lager. I have music and singing on the tv.”

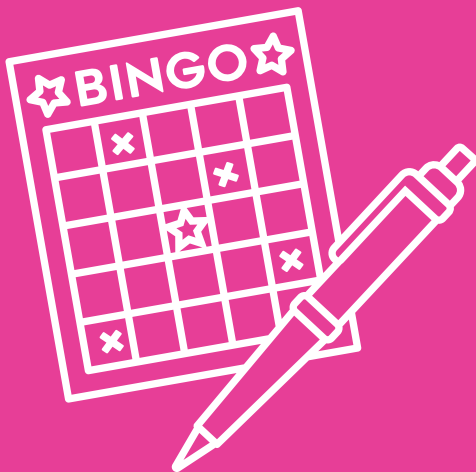
-Resident

Activities provided require residents to leave their rooms, for some of the residents this is not possible. This meant they were unable to take part in activities.

“Staff are too busy,

I would like to get out of bed more and that’s the plan. They don’t come up and do activities in my room. Not much choice if you can’t get up and do anything.”

-Resident



“I’ve never been a bingo fan – just sitting there marking off numbers.”

-Resident

Activities

"I would like to go shopping."

-Resident



"It's not terribly active."

-Resident

Overall, we heard from residents how the activities provided at Amberley were more sedentary and they wanted more active things to do, as well as opportunities to go outside and go shopping.

"Staff encourage us to do colouring but it's not my thing. I used to do all my own shopping. I never used to watch TV in the day."

-Resident

"Sometimes I get bored. I like to hear music."

-Resident

One resident told us they would like to spend time in the garden. On the day we visited the weather was warm and sunny however there were no residents in the garden.

"I wish I could go out in the garden more."

-Resident

In the garden we saw an inflatable which the residents told us was used for some activities.

"We throw balls in this inflatable, we get a chocolate bar if we get it in!"

-Resident



Food & drink

“[The food is] very good, freshly cooked, two choices of hot main meals with cold options for evening meals.”

-Survey

In 2023 residents mentioned home-cooked meals and said “staff never bring me stuff that I don’t want to eat”. During our recent visit, residents still enjoyed the food, describing the chef as “lovely”.

Residents told us that they have a choice for breakfast, two options for hot mains at lunchtime and a more simple cold dinner.

“I would prefer more options.”

-Survey

People told us that they would like more choice in the food options provided.

“I would like more variety of food.”

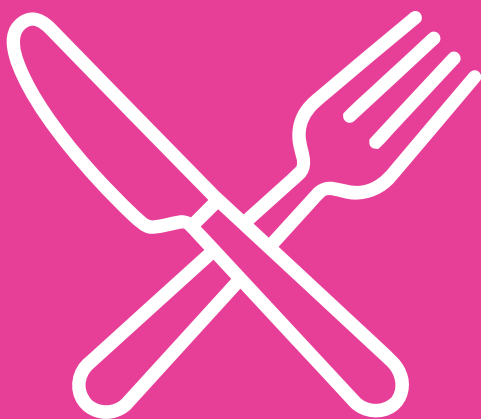
-Survey

“I’ve used the snack station once.”

-Resident

A new snack table has been introduced in one communal lounge with crisps, chocolate bars, fruit and drinks.

However, awareness of the snack station and use amongst residents was low.



“Great we have a lovely chef!”

-Resident

Food & drink

The manager informed us that they had recently spoken to the residents about food offered.

We were informed by staff that a new menu is being developed and portion sizes are being reviewed.

“I only go downstairs to eat meals. You get a choice of breakfasts. For tea time for several years I had cheese sandwiches, now I can’t stand the sight of them.”

-Resident

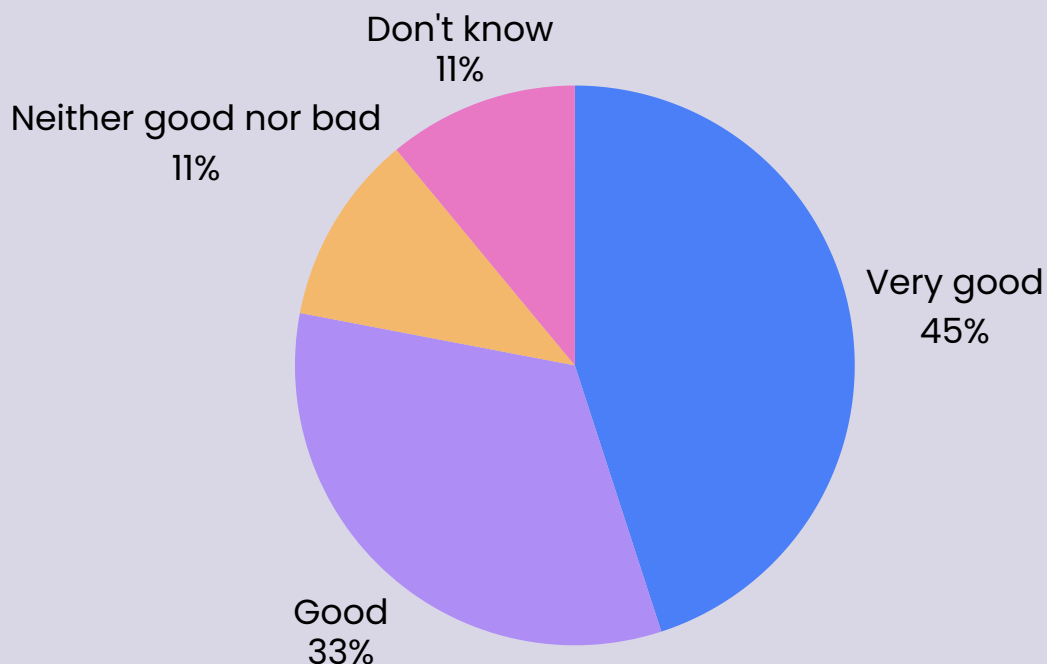
“Some of the portion sizes are too big and they bloat me.”

-Resident

“The meals are too big.”

-Resident

What do you think of the choice and quality of food & drink?



Personalised care

"[My loved one] only has limited ability to be independent."

-Survey

Of the people who responded to our survey, only 56% said they were actively involved in the care plan for themselves or their loved one.

One resident raised how staff may be too busy to provide personal care at their preferred times.

"In a morning, they're really busy with meds and they say they'll do it later. I have a shower, but it's cold. I can't always get a bath. I had a bath on Tuesday but it should have been on Saturday. It was on full stomach, it wasn't good."

-Resident

Overall, people felt that they didn't feel they had much say in their care.

"You would feel bad if you were chucked into a place like this. So many rules and regulations."

-Resident

67% of people who responded to the survey said they or their loved one is supported to be as independent as possible.

Residents can decorate their rooms with personal items, such as photos. We saw posters, photos and soft furnishings in residents rooms.

"I can't get around my room with my wheelchair. I need a bigger room, this one is too small."*

-Resident

**We were informed by staff and the resident that this issue is being addressed.*



Rooms were personalised with photos and pictures.

Promoting independence

"I never used to spend all day watching TV."

-Resident

"They help in the kitchen."

-Survey

Some residents were supported to be independent, with some residents leaving the home during the day for independent activities.

"They have limited ability to be independent."

-Survey

Loved ones told us that independence was difficult for some residents with dementia, however staff aimed to provide choice where appropriate.

"Staff always involve/encourage her to make choices."

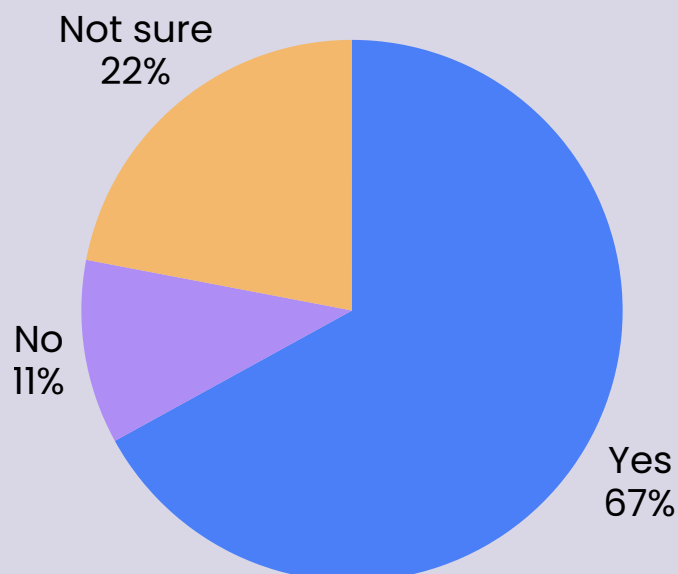
-Survey

We heard from some residents how they wished to do more, and were not used to being sedentary.

"I want to go shopping."

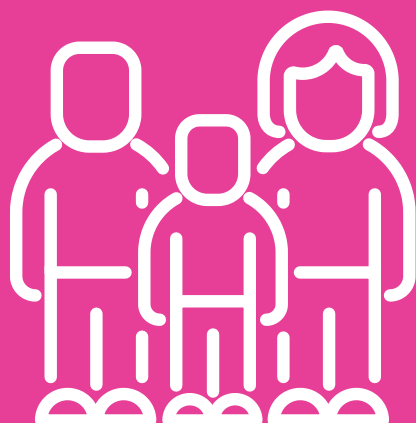
-Resident

Are you or your loved one supported to be as independent as possible?



Staffing

“Some staff are better than others, it’s a mixture.”
-Resident



“Most of the staff are alright, we have our ups and downs.”
-Resident

Amberley care home has recently undergone a change of ownership. Day-to-day running of the home is currently being provided by a consultancy.

On the day of the visit the manager, a senior member of staff and other care staff were present.

“Staff are brilliant, they’re so kind to you. They shower me and wash my hair.”
-Resident

Staff observed talking to residents in the communal lounge.

“Brilliant staff, they bend over backwards, I can have a laugh with them.”
-Resident

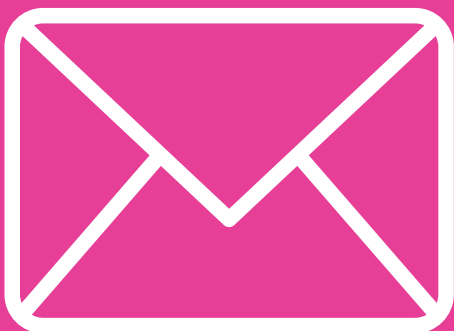
The emergency buzzer sounded during the visit and we observed staff responding very quickly to this.

“No problems at all if I press the buzzer.”
-Resident

Communication

89%

of people said they were “satisfied” or “very satisfied” with communication from Amberley.



Overall, people are satisfied with the communication they receive from Amberley.

“I am contacted if any problems occur.”

-Survey

However, one person told us that they were not contacted for two days after their loved one was admitted to hospital.

“Last time [my loved one] went into hospital I wasn't contacted for two days by the home and told there had been an incident.”

-Survey

Communicating changes

Due to changes in management at Amberley, there have been changes to staff, the environment and more inspections have taken place at the home.

Staff report that they have sent letters explaining the changes to family and friends

“Molly has been into visit me and tell me about the changes. It's working alright with the changes.”

-Resident

When speaking with residents during the Enter & View some raised concerns about what this meant for their care and their future at Amberley. We communicated this with management who said they would speak to residents to provide reassurance.

Sharing feedback

“I can tell them. I see Molly and she is approachable.”

-Resident

Residents generally feel confident in raising concerns, similar to our findings in 2023. Most stated they would “tell the staff” or the manager.

“Depends on what the problem is, I can usually talk to them and ask advice.”

-Resident

One resident noted that while they can talk to staff, they are often “really busy”, which can delay help.

“I could talk to staff if I need to and I talk to [another resident].”

-Resident

One resident was uncomfortable talking to us as they felt we had been sent in by the home.

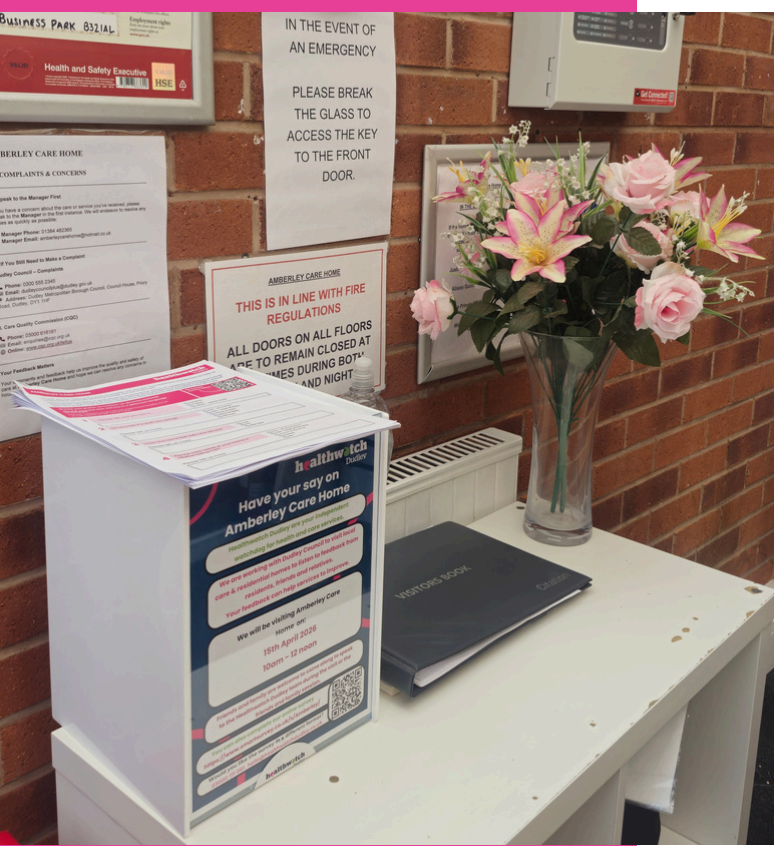
“I’d talk to another resident. But the staff are nice I could talk to them.”

-Resident

Staff report that they have sent letters explaining the changes to family and friends

“They haven’t been keeping me up to date.”

-Resident



Recommendations



Enrich residents lives

- Provide a wider variety of activities based on the residents desires and interests.
 - Examples could include:
 - Clothes swap shop
 - Arm chair exercises
 - Spending time in the garden
 - Play music of residents choice
- Explore taking more residents on outings and excursions, where it is safe to do so.
- Take activities to residents who are unable to leave their rooms.



Adapt food choices

- Provide more varitey in food choices, particularly for the evening meal.
- Allow residents to choose their portion size.



Communicate changes

- Regularly provide residents and their loved ones with information about Amberley, daily activities on offer and menus.
- Recognise the potential distress that could be caused by recent changes.
 - Communicate changes and future plans with residents and their loved ones.

Response from Amberley

“We acknowledge the recommendations outlined within the report and agree with the areas identified for improvement. The service is currently operating within a structured improvement plan, which aligns with these recommendations.”

- Actions are already underway to address key areas, including enhancing activity provision to ensure more meaningful and personalised engagement for residents, improving food choice and variety with increased resident involvement, and strengthening communication with residents and their families, particularly during a period of change.
- Care planning processes are being reviewed and embedded to ensure residents are actively involved in their care, and governance systems are being strengthened to provide consistent oversight of quality and safety.
- We recognise that the report reflects the views and experiences of residents and families at a specific point in time, and we value this feedback. We would like to provide context that the service was undergoing a period of significant transition at the time of the visit, including changes in management, staffing, and environment.
- Since this time, a number of improvements have been implemented, particularly in relation to governance, care planning, and staffing stability.
- We also note that positive feedback within the report highlights that residents felt safe, staff were kind and responsive, and communication was generally satisfactory. These strengths continue to be built upon as part of the ongoing improvement plan.

“We welcome the feedback and would like to thank residents, families, and staff for sharing their experiences.

We recognise the areas identified for improvement and fully accept these findings. The service is currently working to a comprehensive action plan and is actively engaged with Dudley Borough Council to ensure improvements are implemented and sustained.

Since the visit, progress has been made in strengthening governance, improving care planning, and stabilising staffing. ”

Thank you

Thank you to the residents and staff for sharing their experiences with Healthwatch Dudley.

Thank you to everyone at Amberley for making us welcome during our visit.

We hope our observations and recommendations contribute to improving the experience for residents and staff at Amberley.



healthwatch

Dudley



**Committed
to quality**

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

If you would like this report in another language or format please contact us.

Healthwatch Dudley

7 Albion Street

Brierley Hill

DY5 3EE

03000 111 001 (local rate)

hello@healthwatchdudley.co.uk

www.healthwatchdudley.co.uk

@HWDudley