



# Enter & View

Tanglewood Residential Care  
Home

**healthwatch**  
Cornwall

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# 1 Introduction

## 1.1 Details of visit

Service provider	Tanglewood Residential Care Home
Service Address	Coombe Road, Lanjeth, St Austell, PL26 7TL
Date and time	3 <sup>rd</sup> November 2025
Authorised representative	Dr Nigel Oakes

## 1.2 Purpose of visit

The visit was part of a programme of visits to residential care homes across Cornwall. The aim was to observe the home in action, speak with residents, relatives and staff, and gain insight into how care is experienced. Healthwatch Cornwall makes recommendations where improvements may help strengthen the quality of care and support residents' wellbeing

## 1.3 Acknowledgements

Healthwatch Cornwall would like to thank residents, relatives and staff for their contribution to this Enter and View visit and the subsequent report.

## 1.4 Disclaimer

This report relates to findings observed on the specific date above and is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time of the visit.

## 1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

## 1.6 What is Enter and View?

As a local Healthwatch we are authorised to "Enter and View" health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas

for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

## 2 Visit Summary

### **Conversations with staff**

Healthwatch Cornwall spoke with 2 members of care staff and met with the management team to discuss the service and view the facilities.

### **Conversations with residents**

One resident and one relative were asked about their experience of the home.

### **Observation of facilities**

Observations were made throughout the visit, focussing on the condition of the facilities, administrative procedures and resident experience. Overall, observations on the day showed positive interactions between residents and staff, and the environment appeared calm and well organised.

## 3 Service overview

Tanglewood residential care home is a detached bungalow in the village of Lanjeth on the outskirts of St Austell. The home is registered for up to three adults with learning disabilities. The home is part of the Greenlight PBS company, which provides accommodation and support for adults with learning disabilities, autism and challenging behaviour in 19 small home locations across Cornwall.

The home was registered with CQC in May 2024. The CQC have not inspected the service at Tanglewood yet but are due to do so within the next 6 months. Other homes in the Greenlight group across Cornwall have been rated by the CQC as 'Good'.

## 4 Observations

The home is situated within large, well-kept grounds and has ample on-site private parking. It is in a residential area and apart from an advertising sign outside, it looks like a well-presented privately owned residence. Access to the front of the home is up a small flight of steps. There were metal support banisters but no wheelchair ramp. There was access control to the front door, with keypad coded entry. On admission, our ID was checked and we were asked to sign into the visitors log.

The house was well lit, clean and warm, with no noticeable unpleasant odours. The home appeared recently renovated, with modern fixtures and fittings. All areas were very well maintained and fitted with modern equipment suitable for the residents' needs. Floors had level access between rooms, except for wet rooms, which had well designed nonslip flooring and drainage.

The communal lounge area was large and open plan. There was a wall mounted large screen TV, games and activity items available. Seating was on low sofas and chairs with soft furnishings and there were a number of floor cushions.

There were 2 residents in the home at the time of the visit, and both were engaged in activities in the lounge area. Each had 1:1 care in place and one had a relative in attendance. Both residents appeared engaged in activities and interacted positively with staff, who supported residents closely and spoke in a calm and reassuring tone, appropriate to their needs.

Residents rooms were large and well lit, with ensuite facilities that had been tailored to the residents individual needs. All bedrooms had a small en-suite carer bedroom immediately adjacent to provide waking night cover. Residents rooms had personal belongings, decoration and bedding. A bedroom to the front of the building had privacy glass installed to the lower half of the windows. Bedroom furniture appeared new and was appropriate to residents' needs. Residents' rooms were clean and tidy with no noticeable unpleasant odours

One room had a broken outer pane of glass in the window, it did not however pose any security or health and safety risk, as it was part of a double-glazed unit. This damage had been reported to the maintenance team, and we were told that typically repairs were completed very quickly.

At the time of the visit there was one room unoccupied. We were told that although there was a waiting list and suitable residents had been identified, there were delays in placing them at the home.

The gardens to the rear of the home were well maintained and bounded by a secure fence. These gardens and adjacent patio areas were accessed by a security-controlled door. There was a large outdoor building which housed adapted pedal cycles, and a variety of water sports equipment. We were told that both current residents enjoyed outdoor activities and that the staff planned as many visits around these as possible.

Staff areas were access controlled, as were all external doors. Office areas were clean and tidy. Residents care/medical information was in an access-controlled area and was very well organised, with a picture of the resident on the front. Personal protective equipment was available and adequately stocked.

The home had décor and furnishings that resembled a domestic environment, although there were obvious adaptations, the home looked and felt like a family residence. The environment was quiet, and interactions appeared relaxed, both residents and staff were cheerful throughout the visit and staff spoke positively about the home and the residents.

# 5 Resident feedback

One relative and one resident were asked about their experience of the home.

## **Standard of care**

The parent of a resident who had recently transitioned to being a resident from living at home reported feeling well supported during the transition process and told us 'I was bowled over by the process, Greenlight walked beside me as a parent as it was a huge decision to transition into a care home'. They said 'They took the time to work closely with us both and built up a relationship. Nothing was too much trouble, and they were happy to come to our home ahead of the move so we could get used to them'. Speaking about the move itself, we were told 'As a person centric piece of work it was fantastic, they centred everything around (the resident) and made it all about him and his wellbeing. I feel as if he is being listened to, he feels very safe here'.

A resident we met was happy to show us their room and said that they liked it and that it was comfortable. They showed obvious pride in their room and liked the adaptations that had been made in the wet room.

## **Staff attitude**

A relative reported 'The staff do everything in an incredibly gentle way and they have a real pride in the place' They were very happy that the care given was 'completely bespoke' and took individual needs into consideration, citing communication as an example 'We used Makaton (a form of sign language) at home and the staff here are now learning it, which is lovely'. Speaking about staff/resident interactions, a relative told us 'They have captured his personality very well and completely understand him, so his experience is totally bespoke'

## **Activities**

A relative told us 'They are really good at the activities they organise, (resident) loves being outdoors and they have organised water sports, cycling and walks' They did however say that due to funding constraints and the way that benefits are paid, there was not a lot of money left for activities but were grateful that the staff managed expenditure well, saying 'They are good at making his money work for him, he needs to be occupied and they are great at that'

# 6 Staff feedback

## **Management team**

The manager and deputy manager were both present on the day of the visit and were asked about their experience of working at the home.

Both said that Greenlight was a great company to work for and described them as 'Supportive and progressive' Speaking specifically about staff recruitment and retention, we were told that the company as a whole were in a very strong position and that because they were part of a larger organisation (Greenlight), staffing levels were never a concern as they have over 300 staff across Cornwall, so have flexibility and contingency. It was also noted that their staff retention record was excellent and that recently, several agency staff who had worked for the company on a temporary relief basis, had now joined as full time staff.

Staff reported that funding constraints sometimes limited opportunities for activities but said that they tried to incorporate as many free activities as possible into their days out. They also told us that on occasion, the company would bear the expense for a particular piece of activity equipment, such as a specially adapted cycle for one of the current residents, as they reasoned this would greatly enrich their experience.

The manager had been with the company for 12 years and said that the training they had received was 'second to none'. They had been promoted internally and felt they were 'well looked after'.

## **Healthcare staff**

2 care support workers were asked about their experience of working at the home.

One who had been with the company for three years reported that they were 'very happy' and that it was a great and caring place to work.

Another, who had more recently joined the team told us 'I was offered so much training before I even started, so I felt very supported and prepared for my role' Speaking about their experience of the home they said, 'They are a fantastic employer, they are honest, transparent and helpful'. Speaking specifically about the work environment we were told 'The teamwork is fantastic, we all work really well together, and everyone contributes to make the residents lives as happy as possible' Talking about the residents she told us "They are lovely, they get an incredible level of care and have a fantastic life, they have everything they possibly need'

When asked about activities, we were told 'It's a bit frustrating that money sometimes limits us, as we'd love to be able to do more out of County activities, such as a visit to a specially

adapted park' they went on to say 'We are always thinking of what can be done within our budget, and have to tailor our plans accordingly.

# 7 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from both residents and staff to improve experiences in the home

- 1) Access to the home is via steps. Considering a suitable wheelchair-accessible option, such as a portable ramp, may support residents or visitors with limited mobility
- 2) Staff and relatives raised concerns about funding for activities. Exploring alternative approaches may help support a wider range of meaningful activities.
- 3) Staff reported delays in placing suitable residents. Reviewing any barriers may support timely placement and effective use of the home.
- 4) One maintenance issue was observed, and staff reported it had already been raised. Ensuring maintenance requests are addressed promptly may support resident safety and comfort.

# 8 Provider feedback

Response provided by Green Light PBS Ltd.

Thank you for sharing your report and for the opportunity to collaborate with Healthwatch Cornwall. It was a pleasure to welcome you to Tanglewood on the 3rd of November 2025 and to share our service with you. We are incredibly proud to read such a positive reflection of our home. It is particularly encouraging that you recognised:

- The quality of our transitions: Reading that a parent felt "bowled over" by our support is wonderful feedback and confirms the value of our person-centred approach.
- Our investment in staff: We were thrilled to read that our team described their training as "second to none." Hearing that staff feel "supported and prepared" before they even start their roles validates our commitment to professional development, which we believe directly translates to safer, higher-quality care needed by people with learning disabilities, autism and challenging behaviour.



- Our team culture: We are delighted you observed the "calm, reassuring" nature of our team. Their "gentle" interactions truly reflect our core values of empathy, empowerment, and integrity.
- The environment: Our goal is always to create a genuine family residence, so we are glad the "home-like" and "well-organised" atmosphere shone through during your visit.

### **Activity Funding (Recommendation 2):**

We appreciate you raising the context of "funding constraints." We view this as a vital area for advocacy.

We are currently supporting a resident's parent who is raising this issue directly with their MP and the Local Authority. Our shared goal is to ensure the resident's Personal Expenditure Allowance (PEA) is protected for its legal purpose—discretionary personal spending—and that essential needs, such as vehicle use and activities, are recognised as assessed, eligible needs. We hope that by working together with the family, we can ensure the Local Authority funds these elements fully as part of the statutory care package.

### **Operational Updates:**

- Accessibility: Although none of our current residents, families, or staff are wheelchair users, we agree with your suggestion to be proactive. We are happy to purchase a portable ramp to ensure we are welcoming to all future visitors.
- Maintenance: We are pleased to report that the window repair noted has now been completed.
- Placements: We have some great news regarding the final vacancy. The delays in decision-making have been resolved, and we now have a confirmed move-in date. We are currently working closely with the individual and their family and professionals to ensure they have the same smooth, person-centred transition you praised in your report.

Thank you again for your visit and for amplifying the voices of our residents. We look forward to continuing our work together to champion high-quality social care in Cornwall. If you would like to publish this letter in your final report, please feel free to do so.

Yours sincerely,

**Chris Kidd**

**Registered Manager**

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