

Enter & View Report

Orwell Ward The Harbour

16th September 2026
10am-12pm



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 service users who met members of the Enter & View team on that date.

Contact Details

Harbour Hospital, Windmill Rise, Blackpool, FY4 4FE

Person In Charge on day of visit

Adele Barker- Matron

Healthwatch Blackpool Authorised Representatives

Tom Crowther

Laura Carter

Sharon Hird

Acknowledgements

Healthwatch Blackpool would like to thank patients and staff for making us feel welcome during our visit to the Orwell Ward.

Announced Visit

General Information

- The Harbour is run by Lancashire & South Cumbria NHS Foundation Trust.
- It is an acute male mental health functional ward
- 18 bedrooms all with en-suites on ward
- 18 patients were occupying ward at the time of our visit
- The latest CQC inspection and review confirmed that the Harbour Hospital is overall: GOOD.

The visit was part of our programme of Enter and View visits to healthcare facilities in Blackpool.

The aim of the visit was:

1. To find out about patients' experience of the hospital in relation to:

- Daily Life
- Quality of Care
- Activities
- Involvement of Patients

2. To identify examples of good practice

3. To highlight any issues or concerns from patients and any ideas for improvements

What is Enter and View

We have the statutory right to carry out 'Enter and View' visits which allows trained authorised representatives of Healthwatch

Blackpool to enter those premises where health and care is provided, to observe the nature and quality of the services.

These visits are an opportunity to collect views directly from patients and to observe the environment and the quality of the service provided.



Patients Feedback

Healthwatch Blackpool engaged with **3 patients** during the visit. It is important to note that patients within the ward had varying levels of capacity. Healthwatch representatives had numerous conversations on the day of the visit and below is some feedback directly relating to the ward and patient feedback.

Daily Life

Daily life on the Orwell Ward can vary according to each patients different needs and routines. Patients have the choice to spend time in their rooms or in the communal areas depending on their preferences. Patients are always asked by staff members if they wish to participate in the daily activities. At the time of the visit, Healthwatch Blackpool representatives observed patients socialising together in the communal areas or utilising the outdoor space.

Patients spoke about daily life within Orwell Ward and shared mixed opinions. One individual shared that they like to spend more time in the garden carrying out activities but did appreciate being asked by staff if they want to get involved each day. Patients also highlighted that they would prefer if there were more 1-1 activities and that they can feel bored at times.

"Not a lot- I can be a bit bored at times."

"More time in the garden and more activities outside. It depends on how I feel on the day as to how active I am. They will always ask if I want to join in though. I would prefer some solo activities."



Quality of Care and Staff Manner

Adele explained to Healthwatch Blackpool that a baseline number of staff on shift looks like 7, 7, 5. In addition, the ward provides dedicated staff providing health and wellbeing activities. The ward has a peer support worker with lived experience, ensuring that patients' voices and experiences are represented during weekly multidisciplinary team meetings (MDTs). The wider MDT includes professionals such as occupational therapists and therapy intervention staff with additional support available in response to an increase in patients experiencing substance and alcohol misuse. The ward has access to a dedicated psychologist, Amy, who provides specialist support to patients as part of their care.

Patients generally spoke positively about the quality of care and staff manner on the ward. Staff were described as understanding and responsive to changes in patients' mental health, with one patient highlighting that staff recognise when they are not themselves and provide reassurance and support. However, some patients felt that staff can be under pressure due to their workload which can limit opportunities for 1-1 time. Overall, patients valued the support and calm approach provided by staff.

"Yeah it is good but I am feeling good about going home."

"I have been in and out of the service since I was 18. It is like a second home to me and the only life I have known. My mental health varies and they are great here at knowing when you are not quite yourself and give me their time and calm me down quickly."

"The staff are mostly good but if I do things that get me into trouble, they can be different."

"The staff are great, I think that at times they have too much work to do. It would be nice to have more one to one time with them."



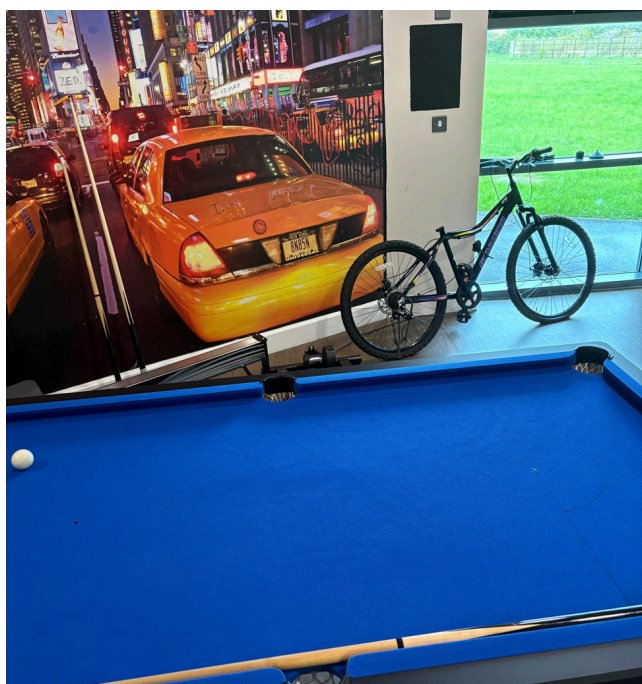
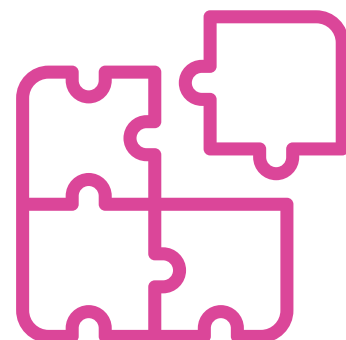
Activities

Adele explained that although the ward had experienced some changes within the health and wellbeing team, a range of activities continued to be available to patients seven days a week. During the visit, representatives from Blackpool Football Club were facilitating activities for patients in the sports hall. Adele also highlighted that there was a varied programme of activities available which was reviewed weekly to ensure it continued to reflect patients' interests and needs. The ward has a Band 4 Occupational Therapy worker who provides 1-1 sessions with patients to explore their goals for discharge and identify any support they may require.

One patient shared that they felt that there should be more group activities available and would find this beneficial for other patients. A further patient stated they enjoy using the gym and participating in yoga sessions. Patients shared that activities are displayed on the activity board.

"I feel like there should be more group activities. It will be better for others as I don't like the group sessions. I like spending time by myself."

"There is a board and I like to use the gym and do yoga."





Food

Breakfast is available throughout the morning, while lunch is served at 12:30pm and evening meal at 5:30pm. Patients can order their food through Maple on the iPad system. Patients shared that there are 4 options to choose from for each meal time, ensuring patients to select their meals in advance. Staff shared that they are happy to alter meal times so patients can prepare meals if they wish to. Furthermore, there is a tuck shop available on the ward which has been positively received by patients.

Patients spoke positively about the food provided on the ward with feedback indicating that patients felt they were offered choice and were satisfied with the quality of meals. One patient expressed an interest in developing their cooking skills to support their independence when returning home.

"Alright- no complaints. I feel like we are given choice."

"The food is great, I would love to learn to cook for when I go home. I am not allowed to use the kitchen at the moment due to my level."

Safety, Privacy and Wellbeing

Patients reported feeling safe and having their privacy respected on the ward. They valued being able to lock their bedrooms and having access to a safe for their personal belongings. One patient noted that other patients can sometimes make them feel angry or frightened but they felt able to remove themselves from the situation by going to their room where they felt safe and secure.

"The room is fine- I have no complaints."

"I do feel safe on the ward."

"I can lock my room and I have a safe. Sometimes other people in here make me feel angry and scared, but I can just take myself to my room and I feel safe."



Patients felt involved in their care and were aware of opportunities to provide feedback and raise questions. Weekly patient meetings and feedback sheets are available for patients to utilise. Individuals were aware of advocacy support on the ward. Patients described feeling comfortable and that they were able to express any concerns or questions they had.

"I am aware of the advocate on the ward, I have seen him a few times."

"I have a review and feel happy to say if I am not happy or if I have any questions. I do not have any bad thoughts about the staff, they look after me really well."

[illegible]

**Today's Food
Feedback**

Let us know what you think

Please use your phone or the
MAPLE tablet to scan the QR code
below to complete a short survey
to let us know how you feel about
your meals today.

*We Look forward to hearing from
You!!*



Visits, leave, and contact with loved ones

Adele explained that there were no restrictions on visiting arrangements, with the ward taking a flexible and accommodating approach for family and friends to visit.

Patients reported that they had opportunities to maintain contact with family and friends through visits and telephone calls. However, some patients found that contact with loved ones could sometimes be difficult or upsetting.

"Family do visit but I find I argue with them when they come and visit."

"Seeing my family and friends upsets me more than it makes me feel happy. I avoid it. I can call them if I want and they are able to visit when they want to."

Oral Health

Healthwatch Blackpool ensure that as part of our enter and view visits, oral health is discussed. Patients' ability to manage personal and oral hygiene is assessed as part of their care upon admission. Toothbrushes are provided and oral hygiene is incorporated into individual care plans where appropriate. Patients are able to access their own NHS dentists and can attend the emergency dental service at Whitegate Drive when required.





Visit summary & observations

Pre visit

The visit to was prearranged as per the Healthwatch Blackpool work plan. The ward was notified via letter ten working days before the visit. The ward was asked to display posters and make patients aware of the planned visit. The visit was conducted in line with current infection prevention control measures.

First impressions

Orwell Ward is located within the Harbour Hospital which is accessible via a main road and nearby to the motorway. The external signage is clear to see when approaching the ward via the main corridor of the hospital. The hospital has a front car park with designated disabled bays and extra overflow parking available. There is a locked-door policy on the ward and a reception area at the entrance. Healthwatch Blackpool representatives were signed in and greeted by Professor Paul Jebb (Associate Chief Nurse, Patient Experience, Engagement & Safeguarding) who facilitated the visit and then taken onto the ward where we were welcomed by Adele, the matron for Orwell Ward.

Environment and communal spaces

Orwell Ward has 18 bedrooms, all of which have en-suite facilities. The bedrooms are neutrally decorated and have a television and a wardrobe. Adele explained that refurbishment work is planned for December. The ward specialises in providing acute mental health support for male patients, with patients presenting with a range of needs, including risk of harm to self, low mood, depression and acute episodes of psychosis. The ward also has an assisted room available for patients who require additional support with access to hoists where required. A physiotherapy team is also available to provide support, although there were no patients currently requiring physiotherapy support on the ward.

Upon entering Orwell Ward, there is a communal lounge with a large television, providing patients with a space to relax and socialise. The ward also has a dedicated dining area with tables and chairs, as well as rooms available for MDT meetings, group activities and one-to-one sessions. A recreational room including a pool table, provides patients with an additional space for leisure and social activities. The ward also has access to an outdoor garden area with regular gardening groups available for patients to participate in. Away from the communal areas, the ward has individual patient bedrooms and there is also a gym and sports hall on site.



Observations of patient and staff interaction

On the day of the visit, many of the patients were in the communal areas with staff members or in their rooms. Staff and patients were approachable and willing to share their experiences and provide feedback about the ward.

Patient Support

All staff are required to complete mandatory training covering areas such as safeguarding, moving and handling and autism awareness. Adele explained that approximately 60% of the training is delivered through e-learning, with the remainder provided through face-to-face sessions. Staff also have access to wider development opportunities including apprenticeships, NVQ Level 3 qualifications, healthcare support training and workforce development programmes.

Patients can access support from Blackpool Advocacy Hub and Adele shared that the dedicated advocate on Orwell Ward were visible on patients MDTs ensuring their voices are heard. Healthwatch Blackpool representatives also had the opportunity to meet Amy who is the psychologist for the ward. Amy works across two male wards and provides direct clinical support to patients, as well as working closely with the MDT around care and discharge planning. She supports staff through training, teaching, reflective practice and regular check-ins particularly when working with complex individuals.

The psychological team has recently expanded with two assistant psychologists and a newly qualified clinical psychologist. A range of individual and group interventions are available, including a seven-session programme supporting patients to better understand emotional regulation and develop safety plans, alongside three weekly group sessions covering topics that complement individual work. The team also supports service development including the use of decompression techniques and identifying opportunities to strengthen psychological support across the wards.

Challenges

The ward has experienced a number of operational pressures including staffing shortages and high demand for beds which was particularly prevalent over the summer period. The ward is also due to undergo refurbishment, which will include the replacement of some windows and doors. In the meantime, there have been some delays in addressing certain maintenance issues. There have been wider pressures across social care and community services, alongside increased waiting times and demand for beds.



Overall visit summary

Healthwatch Blackpool had a very positive visit to Orwell Ward. Adele and the team were very welcoming, approachable and accommodating. Patients engaged positively with the Healthwatch representatives and both feedback and observations reflected a high level of satisfaction with the care provided.

Based on the overall experience and feedback gathered, Healthwatch Blackpool identified several recommendations for improvement. One recommendation would be to consider refurbishment of the ward, as some areas would benefit from updating and modernisation. It would also be beneficial to minimise delays in addressing maintenance issues to help ensure the ward environment remains well maintained. In addition, regular check-ins with patients could help to ensure their views and preferences regarding activities are understood and that they have appropriate opportunities to participate in activities that are meaningful to them.

Overall, Orwell Ward can be recognised for the many positive aspects highlighted throughout this report, alongside a small number of areas of improvement. Healthwatch Blackpool would like to thank the staff and patients for welcoming the team, accommodating the visit and taking the time to share their experiences and feedback.





Recommendations

Observation/Feedback

Consider refurbishment of the ward environment. Review areas of the ward that would benefit from updating to ensure the environment remains welcoming, comfortable and suitable for patients.

Mangement/Provide response

New furniture ordered and a plan is in place for replacing this. 8 new outdoor bean bags have been ordered. All new chairs have arrived for the MDT room making it a much more professional and welcoming space. New communal area furniture is to be ordered including a mixture of individual chairs and 2 seater sofas. Ward to be repainted in high traffic areas that are showing signs of being worn

Action to be undertaken by/when?

Ward Manager & Fylde team end of November 2026.

Observation/Feedback

Address maintenance issues in a timely manner. Review current maintenance processes to help minimise delays and ensure issues are resolved promptly, supporting a safe and well-maintained environment.

Mangement/Provide response

All maintenance issues are reported as soon as they arise but there are occasions that there is a delay in these being resolved, which get escalated. Contact made with Sencat to get an update on when the works will be completed.

Action to be undertaken by/when?

Boo Wheatcroft, Ward Manager – 12/10/26



Managers Overall Feedback

Were you happy with the Enter and View arrangements prior to the visit?

"Yes, the visit well and was well received by the team. The representatives were kind and engaging and the service users and staff who were able to speak to them spoke positively about being able to share their experiences of Orwell ward. "

Please use this space to outline any positives aspects of the visit?

"The ward staff was able to showcase their good work. The service users were able to provide feedback and talk about their experiences during their admission as well as highlight areas for further improvement. The representatives all had different working backgrounds and a wealth depth of experience and were really able to bring some great advice and suggestions to help us further improve our service. Since the visit we have had new MDT chairs, new outdoor bean bags and communal furniture have been ordered. "

Do you have any comments on staff conduct?

"Positive and professional throughout the visit. "

Please use this space to outline any negative aspects of the visit

"None."

Is there any way in which Healthwatch Blackpool can improve?

"Maybe a slightly longer time slot for the visit to of allowed some shadowing of the group session that take place and observe more day-to-day operations of the ward. "