



Care home life, what it's really like!

Washington Manor Care Home



Date of Healthwatch Sunderland visit:

11th January 2018





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Acknowledgements

Healthwatch Sunderland would like to acknowledge the support of the residents who allowed us into their home and talked openly and honestly with the team. We would also like to thank those staff members, family and relatives who took time out of their day to answer our questions and give their feedback.



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1. Introduction

What is Healthwatch?

Healthwatch England is the national consumer champion in health and social care. It was set up by the government to ensure that people's views around health and social care services are listened to and fed back to service providers and commissioners with a view to improving services.

There is a local Healthwatch for every Local Authority area in England. Healthwatch Sunderland aims to be a strong local consumer champion working with our partners to support:

- People to shape health and social care delivery
- People to influence the services they receive personally
- People to hold services to account.

We achieve this by:

- Listening to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same.





2. Background and rationale

Independent Age and Healthwatch Camden have recently carried out some initial research into the information currently available on care homes. The results indicated that there is a need to provide qualitative information on care homes that goes beyond basic safety standards. It shows that the information needed by people looking for a suitable care home, should provide a real sense of what a home may be like to live in.

Healthwatch Sunderland have responded to this need and will be carrying out visits to all 47 care homes currently available to older people across Sunderland. The complete results will be published to enable members of the public to make more informed choices when considering which care home to move into for themselves or their relatives.

To enable this, 8 indicators have been devised to be used and will focus specifically on issues of quality, such as how much residents and family can have a say in how the home is run, and whether residents are able to pursue their hobbies etc.

The 8 indicators are:

1. A strong visible management
2. Staff with time and skills to do their jobs
3. Good knowledge of each individual resident and how their needs may be changing
4. A varied programme of activities
5. Quality, choice and flexibility around food and mealtimes
6. Ensuring residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists
7. Accommodate resident's personal, cultural and lifestyle needs
8. Provide an open environment where feedback is actively sought and used.



3. Methodology

An initial pre-visit meeting with the home Manager, Margaret was held at Washington Manor Care Home. This was to explain the reason for the ‘Care home life - What it’s really like!’ visit, to understand the needs of the residents and to arrange a visit that would cause as little disruption as possible.

The ‘Care home life - What it’s really like!’ visit took place on the 11th January 2018 and was carried out by Healthwatch Sunderland staff and volunteers who are trained so that they can effectively capture the resident’s experience.

At the visit residents were asked a range of questions via a set questionnaire (see appendix 1). The questions were constructed to reflect the objectives of the visit. Observations were also made on the physical environment and staff/resident interaction.

Staff and relatives were also given questionnaires to complete (see appendix 2, 3 and 4).

We also ran a facebook campaign asking local people to comment on their experiences of care homes across Sunderland. Any feedback we received was incorporated into the findings.

4. Findings - Summary

The Healthwatch team collated the survey findings we gathered from residents, their family and friends, staff and Managers and our observations made during our visit. The findings have been scored against the eight indicators in terms of the degree which they were met, from strongly disagree to strongly agree. A neutral rating indicates both positive and negative feedback, which when averaged results in a neutral score. A summary of this can be found below:

Here is the key which shows the indicator scores



Strongly disagree



Disagree



Neutral



Agree



Strongly agree

1.	A strong visible management		Agree
2.	Staff with time and skills to do their jobs	Time  Neutral	Skills  Strongly agree
3.	Good knowledge of each resident and their changing needs		Agree
4.	A varied programme of activities		Agree
5.	Quality, choice and flexibility around food and mealtimes		Agree
6.	Regular access to health professionals		Agree
7.	Accommodation of resident's personal, cultural and lifestyle needs		Agree
8.	An open environment where feedback is actively sought and used		Agree



Findings

Washington Manor Care Home is located on Hollin Hill Road, Concord, Washington, NE37 2DP. It is a residential home providing personal care for up to 68 people, with dementia or general care needs.

The home is purpose built offering spacious accommodation with en-suite rooms in homely surroundings with relaxing gardens. Offering easily accessible bathing and shower rooms with specialist equipment, the home has lift access on each floor.

Residents and their visitors can make use of the unlimited free Wi-Fi and internet access is also available.

See the latest CQC inspection report here:

<http://www.cqc.org.uk/location/1-111575945>

At the time of our visit there were 58 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch team were only able to support 5 residents to fully complete the survey and 1 resident to partially complete the survey. The team received 6 staff and 4 friends and relative surveys back.

The results of these surveys are given below:

Indicator 1 - A strong visible management

The indicator states that the Manager should be visible within the care home, provide good leadership to staff and have the right experience for the job
The Healthwatch team AGREE this was met.

Some of the residents at Washington Manor had difficulty identifying the Manager but this may have been due to their own individual health or capacity. One of the residents supported to complete the survey knew the Manager by name and stated that she is approachable and friendly. Another resident, couldn't name the Manager, although he said she does a good job. When asked about the Manager, another resident pointed to one of the senior members of staff and said, "She is a lovely person - very pleasant."

The four friends/relatives who responded to the survey knew the Manager of the home, two of them mentioned her by name and said she is both friendly and helpful. One person said "The Manager is very nice, easy to talk to and very friendly and helpful."

All staff members who engaged with the Healthwatch survey process stated that they feel supported by the Manager. Two of the staff said that it is easy to approach the Manager to ask questions or raise an issue. One said "The Manager always takes time to speak to me when I need to speak to her." The rest of the staff stated that they find it difficult to approach the Manager as she is busy. One staff member said "If she is busy, she will always say, I will tell you when I'm available or I will get back to you."



The Manager informed the Healthwatch team that she has been in her current role for ten months and was attracted to the role of Care Home Manager as it gives her the opportunity to provide a holistic person centred care to the elderly residents. She went on to say what she enjoys most about the role, “Coming in each day to someone’s home and being part of each person’s individuality. I am very person centred and have strong values, I feel I can make changes that benefits resident’s families and staff.”

Indicator 2 - Staff with time and skills to do their jobs

The indicator states that staff should be well trained, motivated and feel they have the resources to do their job properly.

The Healthwatch team gave this a **NEUTRAL** rating which indicates both positive and negative feedback, which when averaged results in a neutral score for staff time and a **STRONGLY AGREE** rating for staff skills.

When asked what they think of the staff at the home, residents gave a range of positive comments, which include; “They are really good”, “They are lovely. They carry on with you and they don’t make loads of noise” and “The staff here are lovely. I really rely on them. When I press my buzzer, they come to help me.”

When the Healthwatch team asked if the staff have time to stop and chat to them the residents gave some of the following comments;

“I have always found so.”

“There are lots of people and you have to understand there are other things to be done.”

“Yes, they look after me and I can’t grumble.”



When we asked friends/relatives if they felt the staff at the home have the time and skills to look after their friend/relative, all four respondents agreed that the staff have the skills, but not always the time. Their comments included; “There is



not always enough staff. Yes, they have the skills,” “The staff are very kind, caring and dedicated. However, weekend staff levels need to be increased as staff are under extreme pressures” and “Got the skills, but there is not enough of them - time is precious.”

When asked if they feel they have enough time to care for the residents, one staff member said yes. The rest of the staff didn't feel that this was always the case. Two members of staff felt that paperwork can be a barrier to staff members spending time with residents. One person said “I find at times you are asked to do many other things, which I find frustrating.”

All of the staff respondents stated that they are encouraged to develop their skills by undertaking various training sessions which are provided by the home. One person told us “I am hoping to do my NVQ, (National Vocational Qualification) which I will speak to my Manager about during my appraisal.”

When the staff were asked what they enjoy about their jobs, one person stated “At this present time, because of all the changes, I feel I can't give the care I want to.” The other staff members who responded to the survey gave a range of positive comments, including;

“Getting to know different people.”

“I enjoy caring for the residents and developing new skills.”

“Knowing what residents enjoy and making them happy and smile!”



Wall art in one of the corridors

The Manager stated that the company have their own training facilitator and usually 1-1 staff supervision sessions highlight individual skills and knowledge and staff members' eagerness to develop in their journey through care. She promotes Social Care Information and Learning Services, which is an online learning resource/community dedicated to the Health and Social Care Sector as part of



distance learning, which gives staff the opportunity to pick their topics. Staff are allocated which residents they will be supporting each morning and this changes daily ensuring and enabling staff to develop trusting relationships with their care team.

The Manager said that she ensures staff have enough time to care for residents as the home uses a dependency tool to assure each resident has their care needs met. This also ensures that the home has the correct number of staff to meet each residents need.

Indicator 3 - Good knowledge of each resident and changing needs

The indicator states that staff should be familiar with resident's histories and preferences and have processes in place for how to monitor changes in health and wellbeing.

The Healthwatch team AGREE this was met.

When the Healthwatch team asked the residents if they feel the staff at the home know what they need and what they like and don't like, some of the residents were unable to answer this question, which may have been due to their own individual health or capacity. Others said that the staff know them well. Resident's comments included; "They know I don't like bananas" and "I get on well with them, all of them!"

When the Healthwatch team asked the friends/relatives they all indicated that the staff know their friend/relative's life history, personality and health and care needs very well. Their comments included; "Very well and they are very supportive of my mother, who is the resident and my father, who visits her every day. They are both in their 80's" and "Senior staff know them because they deal with the medication, but not so much the carers." All respondents felt that the home notice and respond when their friend/relative's needs change.

The staff and Manager stated that when a resident first arrives at the home they get to know their individual life history, personality and health and care needs by speaking to the residents and their families. Also by speaking to senior members of the staff team and reading the resident's care plan. They added that any changes to a residents needs are updated in the care plans by senior team members and shared in the communications book and the resident's evaluation record. This information is passed onto the team during handover meetings.

The Manager went on to say that resident's likes and dislikes are also recorded in their personal files, a copy is given to the chef regarding food preferences and dietary needs.



Indicator 4 - A varied programme of activities

The indicator states that care homes should provide a wide range of activities (and ensure residents access these) in the home and support residents in taking part in activities outside the home.

The Healthwatch team AGREE this was met.



When asked about the provision of activities, one of the residents was unable to tell the Healthwatch team anything about them, which may have been due to their own individual health or capacity. Here is what some of the other residents told us about the activities; “I’m getting old, but I do enjoy a game of bingo” and “I don’t do a lot of the activities, as I have a bad back. But I’m frightened I miss anything, so if there is a crowd, I get in the middle of them!”

The residents went on to say that the activities are easy to join in with one resident adding, “The Activities Co-ordinator is lovely and everyone gets on.”

Although one of the residents was unsure if there were ever any outside trips available others said that there is, particularly in the summer. One resident said, “Yes we go on trips outside and we are out all day. We go out in the mini bus.”

Friends/relatives responded positively when asked about the activities available at the home. One person added that they would like to see the addition of a pet into the home to give their relative focus and purpose. Another respondent said “The activities are good, but a lot of days nothing is happening.” Friends/relatives told the Healthwatch team that they feel their friend/relative is properly encouraged to take part in activities where possible, with two people adding that access to



activities outside of the home were limited for their friend/relative, one was due to their own individual health condition and at times the weather.

The Manager informed the Healthwatch team that the home employs two Activity Co-ordinators who are committed to their role. The home has joined the National Activity Providers Association (NAPA) which are the expert in providing activities for people in care settings. There is an activity notice board, which changes daily and residents are asked their preferred activity each day.

Here are some of the activities that take place in Washington Manor which the Manager and her staff team highlighted to the Healthwatch team; sing-along to music, bingo coffee morning, armchair exercises, dementia puppets which is provided by a residents son, knitting and crochet, gardening indoors and karaoke. The residents are visited from children of the local school once a month and they all join in the sing along. The Activity Co-ordinators provide support to residents who wish to attend church and they have a resident who visits her local shops weekly.

The staff and Manager added that residents are encouraged and assisted to take part in activities by staff communicating with them in a positive way, usually by reminiscing. Staff comments included;

“Talk to them and laugh with them - say are you enjoying yourself!”

“If you are playing bingo with residents and they can’t see the numbers, tell them what the numbers are and show them any prizes they have won.”

“Ask them if they would like to come along to the lounge with the other residents.”

The home supports residents to continue to do the things they used to enjoy before coming into the home by the staff encouraging ideas from resident’s life history. Some of the activities which have come from doing this are pictorial bingo, the use of raised flower beds, the availability of bird feeders, playing dominoes and cards etc.

The Manager added that the Activity Co-ordinators arrange pets to visit the home and there are some family members who bring in their pet dogs.

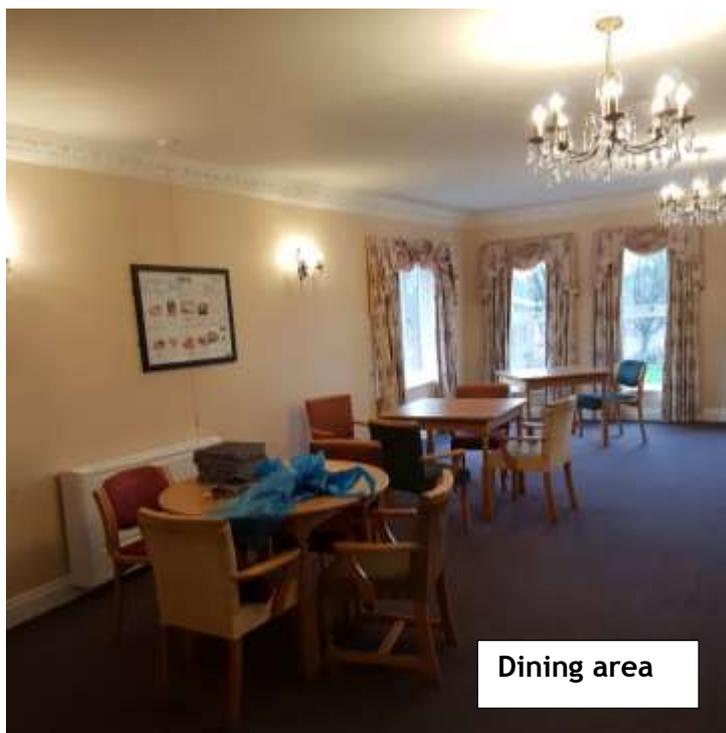


Indicator 5 - Quality, choice and flexibility around food and mealtimes

The indicator states that care homes should offer a good range of meal choices and adequate support to help residents who may struggle to eat and drink including between mealtimes. The social nature of eating should be reflected in how homes organise their dining rooms and accommodate different preferences around mealtimes.

The Healthwatch team AGREE this was met.

All of the residents asked stated that they enjoy the food at Washington Manor and added that there is plenty of variety and choice. One resident told us that they particularly enjoy their porridge on a morning and another said “The food here is good and I’m used to having good food. They would make you anything you want, you just have to ask.” This resident also added that there are always plenty of drinks made available which the residents can help themselves to, or that the kitchen staff will get for them. All of the residents stated that mealtimes are enjoyable at the home, with one resident adding “I do enjoy mealtimes, I like the company.”



Three of the friends/relatives who responded to this part of the survey felt confident that their friend/relative is supported to eat and drink as much as is needed, although one person felt that drinks should be made more available and ‘at hand’ to residents at all times. Two people stated that they feel mealtimes at Washington Manor are sociable times and the other respondent said “As much as they can be and as much as the residents want them to be.”

The majority of the staff told the Healthwatch team that

they feel the quality and choice of food at the home is good. Other less positive comments included “We have a new menu with a variety of food which some of the residents don’t seem to enjoy e.g. the chilli with rice. We have noticed quite a bit of waste when this is on the menu.”

When asked how they make sure that residents are able to eat and drink both at mealtimes and outside of mealtimes, staff explained that they offer encouragement and assistance to eat and drink wherever required. They also ensure the right specialist equipment is available for those residents who need it. Residents are given a choice of meals and if there is nothing on the menu which



they like they are made an alternative by kitchen staff. A range of snacks and drinks are available at all times in the dining areas if residents are hungry or thirsty in between meals and the kitchen staff supply additional refreshments during the day. The Manager said “Residents can request snacks and drinks throughout the day and night, we can provide light bites during the night.”



The Manager stated that the home has protected mealtimes (a period of time when activity is reduced so staff can be available to help serve and supervise meals and assist residents who need help to eat and drink. This time also include limiting visitors). At the time of the visit the home were changing menus, using resident and relative’s ideas and taking into consideration seasonal changes to food produce. They have a four week rolling menu with alternative choices and residents are asked daily regarding their preference for each meal. The Manager stated that she feels the home offers good, wholesome, quality food and provide vegetarian options.

Some staff and the Manager stated that residents can choose where they wish to have their meals throughout the home, some prefer to dine alone in their own room, others like to socialise.

To ensure that mealtimes are a sociable time staff chat to residents, music is played in the dining rooms and staff encourage residents to sing-along whilst they are waiting for the meals, tables are set for each meal and a calm and relaxed atmosphere is also facilitated by staff.



Indicator 6 - Regular access to health professionals (GPs, dentists, opticians, chiropodists etc)

The indicator states that residents should have the same expectation to be able to promptly see a health professional as they would have when living in their own home.

The Healthwatch team AGREE this was met.

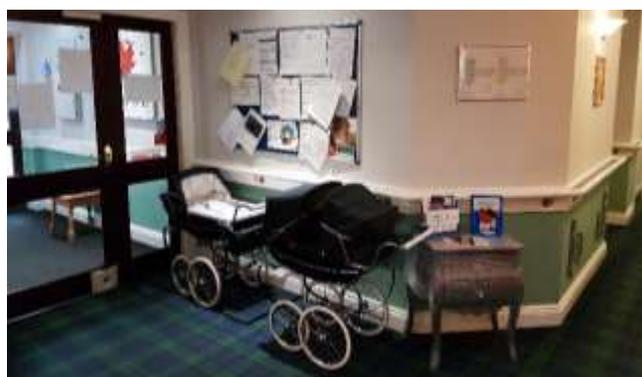
When asked about access to healthcare provision, one of the residents stated that they couldn't remember if they had seen health professionals recently, but this may have been due to their own individual health or capacity. The other residents asked stated that they have seen various health professionals including a dentist, optician, with one resident telling the Healthwatch team that she has received new glasses while she had been living in the home. Some of the residents said that the staff at the home make appointments for them to see their GP when required and that GPs also visit the home if they are needed.

One of the friends/relatives who completed the survey stated that they are happy with the level of access to various healthcare professionals to the residents in the home. Other respondents said "Mam does not see a dentist, but sees the optometrist when needed" and "No, especially chiropodists. However, I know there is a shortage of these health care professionals."

The Manager stated that the home have established positive, professional working relationships with the Multi-Disciplinary Team and local GPs visit on request. She added residents choose to access their eye care through Vision Care, who visit when required. The Manager went on to say that there is currently no domiciliary visits from dentists to the home, although residents are supported to attend dental appointments in the local community where needed. There is a resident podiatrist, who visits upon request.

Staff comments included; "Health professionals visit the home. The optician every 6 months, chiropodist every 12 weeks and GPs/district nurses when required. Senior staff document every visit in the residents care plan and the communication book."

"If I notice residents are not well or look like they are losing weight, I tell the senior member of staff on shift."



Items of interest are available to residents and used to aid with reminiscence



Indicator 7 - Accommodate resident's personal, cultural and lifestyle needs

The indicator states that care homes should be set up to meet residents cultural, religious and lifestyle needs as well as their care needs and shouldn't make people feel uncomfortable if they are different or do things differently to other residents. **The Healthwatch team AGREE this was met.**

Residents informed the Healthwatch team that there is a hairdresser who visits that home on a regular basis to wash/style their hair. One resident stated that they follow the Church of England religion and that they think there are services at the home. Another resident said "We have everything here! The laundry service is good - even if you just have a couple of hankies, they will want to wash them for you."

One of the friend/relative respondents stated that their friend/relative's lifestyle, religious and cultural needs are respected by the home at all times. Other friends/relatives told the Healthwatch team that their friend/relative has no specific needs in this area.

Staff members informed us that there is a religious service which takes place once a month at the home for any residents who wish to take part. Members from the church also visit the home and residents are also escorted by staff to a local church if they wish to go. One staff member indicated that all ethnic backgrounds can and will be accommodated if the need arises.

The Manager stated that personal preferences around a resident's cultural, religious and lifestyle needs are discussed at pre-assessment. She added that the home offers equality and diversity to all residents. She went on to give an example, "We have a lady who is staunch catholic and prefers to go to church. The Activity Co-ordinator ensures this happens at the ladies request."



The home has a resident hairdresser/ barber who operates from the home's salon and visits each Wednesday.

The laundry attendant has a system in place to ensure that all residents get their own clothes back to them and families are asked to label clothes with the relative's details to assist with this process. Staff also complete an inventory and have a 'claim your laundry'



session on a Friday to enable stray items to be retrieved.

When asked what mechanisms are in place to ensure that residents are always clean and appropriately dressed the Manager said that staff encourage the residents to choose their own attire for the day. She added that staff are supportive and aid residents who require support to change their clothes throughout the day.

Indicator 8 - An open environment where feedback is actively sought and used

The indicator states that there should be a mechanism in place for residents and relatives to influence what happens in the home, such as a residents and relatives committee. The process for making comments or complaints should be clear and feedback should be welcomed and acted on.

The Healthwatch team AGREE this was met.

When the Healthwatch team asked residents if they get asked what they think of the home, one resident stated that they don't get asked. The majority of the residents said that they do get asked, either by the staff at the home or their own relatives. When team members went on to ask the residents if there is anything about the home they would like to change, one person didn't answer the question, but none of the other residents said that there was anything they would change. Here are some of the comments we received from the residents; "I have nothing to complain about. I like my room" and "I have no complaints. It's nice and clean with pleasant staff."

One of the residents told the Healthwatch team that they wouldn't know who to go to if they wanted to make a complaint. Others stated that they would go to either the Manager, 'the girls' or family members. One resident said "I would make sure I told someone. There is always someone here to talk to - we talk a lot!"

All of the friends/relatives who completed the Healthwatch survey stated that they feel welcome participants in the life of the home. They went on to say that their friends/relatives are able to have their say on how the home is run and give their feedback through questionnaires, regular meetings with management, face to face conversations, newsletter, the User Care Group and patient stories/diaries. One respondent said "If I think something needs seeing to or done, I always say so" and another added "The staff are very easy to talk to and the management always welcome feedback." All said that they know how to make a complaint if they needed to and one person added that they would feel confident that it would be acted upon appropriately. One person added, "Yes, I have already experienced this."

The staff and Manager stated that residents and their relatives have a say in how the home is run by attending monthly meetings, the home has a suggestion box, comments book and the Manager has an open door policy, allowing conversations



with her at any time. One example of how the home has used feedback is that residents and their families are involved in the refurbishment of their home. Another example given by a staff member is “In one of the meetings for residents and their families, they stated that they didn’t like the smell coming from the dining area carpet upstairs. Our Manager spoke with Head Office who have provided new cupboards and worktops as well as wooden flooring.”

The Manager went on to say that feedback is discussed openly in monthly meetings and complaints are responded to swiftly and within the appropriate time frame.

The Manager and some of the staff went on to inform the Healthwatch team how the staff at the home have their say in how the home is run; by attending staff meetings and speaking to the Manager or her Deputy. The Manager added that an equal opportunities culture is promoted and welcomed at Washington Manor and innovative ideas are encouraged. This results in positive outcomes for the residents and staff.

Two members of the staff stated they feel they do not have the opportunity to have their say.



Corridor wall art



5. Appendices

Appendix 1 - Questions for residents

1. Do you know the Manager of the home?
2. What do you think of the Manager?
3. What do you think about the staff here?
4. Do the staff have the time to stop and chat with you?
5. Do the staff know what you need and what you like and don't like?
6. What activities are there for you in the home?
7. What activities are there outside the home?
8. Is it easy to join in the activities?
9. Do you get a chance to do any of the things you used to enjoy before you came here?
10. What do you think of the food here?
11. Is there enough choice of what you eat and when you eat?
12. Do you enjoy mealtimes?
13. Have you seen a dentist to check your teeth or an optician to check your eyes recently?
14. What happens if you need to see a doctor or have an appointment at the hospital?
15. Is there respect for your religion or your culture here in your home?
16. Do you get asked what you think about the home or if you are happy?
17. Would you like to change anything about the home? Have you told anyone about this and what happened?
18. What would you do if you wanted to make a complaint about the home?



Appendix 2 - Questions for Managers

1. **Have strong, visible management**
What attracted you to the role of care home manager?

What do you enjoy about the role?
2. **Have staff with time and skills to do their jobs**
In what ways do you encourage staff to develop their skills?

How do you encourage staff to develop their skills?
3. **Have good knowledge of each individual resident and how their needs may be changing**
How do you ensure that staff get to know a resident's life history, personality and health and care needs when the resident first arrives?

How is information about a resident's tastes and their health and care needs updated as these change?
4. **Offer a varied programme of activities**
What activities are available for residents inside and outside the home?

What encouragement and assistance do you give to residents so that they can take part in activities?

How do you support residents to continue to do the things they used to enjoy before coming into the home i.e. hobbies/interests/pets
5. **Offer quality, choice and flexibility around food and mealtimes**
What systems are in place to support residents to eat and drink at mealtimes and outside of mealtimes?

What choices do residents get about what they eat and drink and when and how they eat and drink?

In what ways do you try to make mealtimes sociable?
6. **Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**
Please tell us about visits from health professionals such as GPs, nurses, dentists, opticians, chiropodists or other health care support mechanisms.
7. **Accommodate residents' personal, cultural and lifestyle needs**
How does the home find out about and cater to residents' cultural, religious and lifestyle needs? Can you give an example?

What provision is there for residents to regularly get their hair cut/styled?

How do you ensure that the laundry staff getting the residents own clothes back to them?

What mechanisms are in place to ensure that residents are always clean and appropriately dressed?
8. **Be an open environment where feedback is actively sought and used**
In what ways can residents and their family have a say in how the home is run?

Are staff able to have a say in how the home is run?

How do you make use of feedback or complaints from residents and relatives?



Appendix 3 - Questions for staff

- 1. Have strong, visible management**
What support do you receive from the manager?

How easy is it to talk to the manager when you want to ask a question or raise an issue?
- 2. Have staff with time and skills to do their jobs**
Do you feel you have enough time to care for residents?

Are you encouraged to continue to develop your skills? In what ways?

What do you enjoy about your job?
- 3. Have good knowledge of each individual resident and how their needs may be changing**
How do you ensure that staff get to know a resident's life history, personality and health and care needs when the resident first arrives?

How is information about a resident's tastes and their health and care needs updated as these change?
- 4. Offer a varied programme of activities**
What activities are available for residents inside and outside the home?

What encouragement and assistance do you give to residents so that they can take part in activities?
- 5. Offer quality, choice and flexibility around food and mealtimes**
How do you make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes?

What choices do residents get about what they eat and drink and when and how they eat and drink?

In what ways do you try to make mealtimes sociable?
- 6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**
Do residents have regular, preventative dental and optometry (eye-care) appointments?
- 7. Accommodate residents' personal, cultural and lifestyle needs**
Can you give an example of how the home caters for religious and cultural needs?
- 8. Be an open environment where feedback is actively sought and used**
In what ways can residents and their family have a say in how the home is run?

Can you provide an example of how a resident or their family member has influenced how the home is run?
Do you feel staff can have a say in how the home is run?



Appendix 4 - Questions for friends and relatives

- 1. Strong visible management**
Do you know who the Manager of the home is?

Is the Manager friendly and helpful?
- 2. Have staff with time and skills to do their jobs**
Do you think the staff have the time and skills to care for your friend/relative?
- 3. Have good knowledge of each individual resident and how their needs may be changing**
How well do you think the staff know your friend/relative's life history, personality and health and care needs?

Does the home notice and respond when your friends/relative's needs change?
- 4. Offer a varied programme of activities**
What do you think of the activities available for residents inside and outside the home?

Is your friend/relative properly encouraged and supported to take part in the activities?
- 5. Offer quality, choice and flexibility around food and mealtimes**
What do you think of the quality and choice of food?

Are you confident that your friend/relative is supported to eat and drink as much as needed?

Do you think that mealtimes are sociable?
- 6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**
Does a dentist and an optometrist (optician) come to see your friend/relative regularly or only if there is a problem?
- 7. Accommodate residents' personal, cultural and lifestyle needs**
Does your friend/relative have any specific lifestyle or religious or cultural needs? Are these respected and accommodated?
- 8. Be an open environment where feedback is actively sought and used**
Do you feel that you are a welcome participant in the life of the home?

In what ways can you and your friend/relative have a say in how the home is run or give feedback?

Would you know how to make a complaint if you wanted to?

Would you feel confident to make a complaint and do you think it would be acted on appropriately?



DISCLAIMER:

- The observations made in this report relate only to the visits carried out.
- This report is not representative of all residents' views; it only represents the views of those who were able to contribute within the time available.

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