

Care Home Life - What it's really like!

# Washington Grange Care Home



Date of Healthwatch Sunderland visit:  
18<sup>th</sup> February 2020





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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 Sunderland?

Healthwatch Sunderland is the independent local champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

By speaking to Sunderland residents we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve Sunderland residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



*We champion what matters to you and  
work with others  
to find ideas that work.*

*We are independent and committed to  
making the  
biggest difference to you.*





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## 2. Background and rationale

Research carried out in 2016 highlighted that there is a need to provide qualitative information on care homes which 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.

Since 2017 Healthwatch Sunderland has responded to this need and began carrying out visits to all care homes currently available to older people across Sunderland. The aim is that these visits will be carried out on an annual basis to ensure the findings are current and up to date.

To enable members of the public to make more informed choices when considering which care home to move into for themselves or their relatives, the complete results are available via our website, where you will also find a promotional video which will explain the work fully: [www.healthwatchsunderland.com](http://www.healthwatchsunderland.com).

Professionals and members of the public are also welcome to contact us if they need further information or access to the reports in other formats.

The work is based on 9 indicators which 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 9 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, Chiropodists, Audiologists etc.
7. Accommodate resident's personal, cultural and lifestyle needs
8. Provide an open environment where feedback is actively sought and used
9. Provide a physical environment which is suitable for the needs of the residents



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### 3. Methodology

The ‘Care home life - What it’s really like!’ visit took place on the 18<sup>th</sup> February 2020 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 designed to reflect the objectives of the visit. Observations were made on the physical environment and staff/resident interaction etc.

Staff and relatives were also given questionnaires to complete (see appendix 2, 3, 4 and 5).

We engage with local people on an ongoing basis, encouraging them to share their feedback 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 nine 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	 Strongly 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	 Strongly agree
5.	Quality, choice and flexibility around food and mealtimes	 Strongly 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
9.	Provide a physical environment which is suitable for the needs of the residents	 Strongly agree



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## Findings

Washington Grange Care Home is a purpose built home, located at:

Burnhope Road  
Barmston  
Washington  
Sunderland  
NE38 8HZ

Telephone: 0191 419 1955

Provider: Barchester Healthcare

Provider's Website: <http://bit.ly/37lwfdM>

Provider's Facebook: <http://bit.ly/39JGXCr>

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-125862934>

Washington Grange Care Home has capacity to support 40 residents aged 65 and over, who require Dementia Residential or Elderly Frail care.

All resident rooms are single occupancy and have en-suite facilities. Residents who are new to the home are encouraged to bring some of their own items into the home to furnish their own rooms.

The home has eight lounges/communal areas and an accessible garden for residents to enjoy. Free access to the internet and a hearing loop system are provided at Washington Grange Care Home.

There are currently no pets living permanently at Washington Grange Care Home, although resident's visitors often bring in family pets to visit their relatives.

The home employs a full time Activities Coordinator. Activities are provided for residents Monday to Friday by the Activities Coordinator and over weekends by the home's Care Team.

The home does not operate 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 includes limiting visitors), but does encourage families to stay for meals.

At the time of our visit there were 39 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support two residents to partially complete the survey. The team received seven staff (one Manager, one Deputy Manager, one Senior Care Assistant, two Care Assistants, one Activities Coordinator and one Kitchen Assistant who partially completed a Carers form) and four relative surveys back.





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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 STRONGLY AGREE this was met.**

Neither of the two residents who were supported by the Healthwatch Team to complete their surveys were able to name the Manager of the home or tell us a little about her. This may have been due to their own individual health or capacity.

All four relatives who engaged with the survey process could name the Manager of Washington Grange and when asked to tell us a little about her, said;

“Paula is always available for families. She is to be found in her office, usually with the door open, or else out and about in the building. She knows all of the residents and recognises their families.”

“Friendly, helpful and very caring with relatives and residents. Approachable at all times.”

“Paula is very helpful, friendly and very approachable. Her door is always open and I am always greeted with a few words and a friendly smile.”

“Paula is very approachable, pleasant and always adopts an open door approach. She always makes time to chat and discuss any concerns raised when visiting my mother.”

When the staff at the home were asked what support they receive from their Manager, all staff gave positive responses, which included;

“I can go to the Management with any issues I have and find them helpful and they will listen and act on anything you need.”

“Management have always been very supportive, I have always felt I can go to them with anything and they have helped when they can.”

“She has an open door policy and is always willing to help and answer questions or explain things to me.”

We also received positive comments from staff when we asked them about their experience of talking to the Manager when they need to ask a question or raise an issue. Here are some of their comments;

“I have always been comfortable talking to the Manager about every aspect of my job.”

“The Manager is approachable and listens.”



“Always listens and gives advice when needed and we can sit and talk about the best way to deal with a situation.”

When the Management Team were asked what attracted them to their roles. The Manager who has worked at Washington Grange for 20 years, working their way up from Care Assistant said; “I wanted to make a difference to the resident’s lives and be able for them to continue to live in a nice environment, which they can call home.”



The Deputy Manager, who has worked at the home for the last 10 years said; “To help train staff and bring out their good qualities.”

The Manager went on to tell us what she enjoys about her role; “Making a difference to our resident’s lives and helping them to remain as independent as possible.”

The Deputy Manager said; “I enjoy making a difference to our resident’s lives and also to help our staff achieve their aims and goals.”

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

When resident respondents were asked what they think about the staff at the home, one resident nodded and said; “They’re OK, yes, they’re alright.”



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The second resident said; “I have never had a problem and if I had a problem, I could go to them. I’m well looked after here.”

One resident stated that the staff sometimes have time to stop and chat to them, and the other resident said; “Yes, they make time.”

The relative respondents were asked if the staff at the home have time to care for their relatives, we received the following mixed responses;

“Yes, all of the staff are friendly with both residents and family. Nothing is ever a problem, they are all happy to talk to you.”

“Although the staff always appear to be busy, they are continually paying attention to the residents, chatting and engaging in conversation. They always make time to chat with ourselves when visiting my mother. Nice to see them holding resident’s hands and comforting them when they get upset.”

“Generally yes. They do make time to chat, involve, stimulate, comfort as appropriate. They do spend a lot of time on paperwork and I feel an up-to-date computer system would be efficient and would free up time for resident contact.”

“No time to ‘be’ with residents and relatives and just talk, hold their hand when they are agitated or just look at a book or magazine.”

All of the relatives indicated in their responses that they feel the staff at the home have the relevant skills to care for their relatives. Comments included;

“I visit the home daily and can see the staff are very caring. They treat the residents with dignity, affection and great care. I have never heard a Carer raise their voice or treat any resident with anything but kindness.”

“They have good skills with dealing with dementia sufferers.”

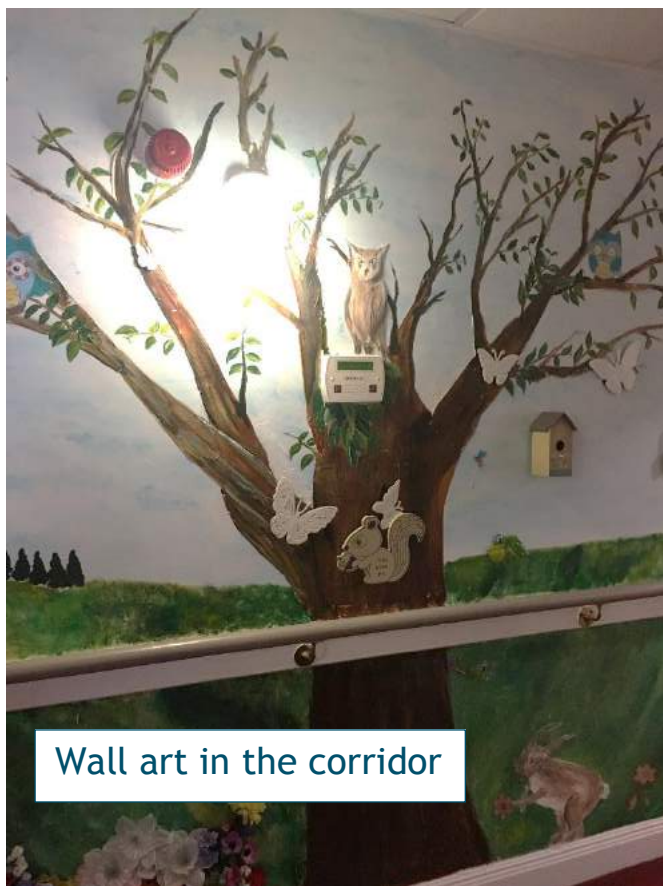
When staff were asked if they feel they have enough time to care for the residents, staff said;

“I feel as if it would be nice to chat with residents more, but we have a lot of paperwork to do.”

“Me, as a Senior Carer, I manage to get my job done.”

“Yes, but it depends on the day. Not every day is the same. Residents take ill or fall.”

“We need more staff.”



Wall art in the corridor

The Activities Coordinator stated that she has the time to provide a varied programme of activities for residents.

All of the staff respondents agreed that their training within the home is ongoing and if they ask to undertake a particular course the provider, Barchester will source it for them.

When asked what they enjoy about their jobs at the home, all but one of the staff who completed the survey process put the residents at the heart of their responses. The remaining resident said; “Every day is different.” Other comments included;

“Making a difference and helping residents to continue to be as independent as possible.”

“Knowing I give as much care to residents.”

“Caring for others and meeting new people. The home is a very nice, friendly environment.”

The Management Team explained how they ensure the staff at the home have enough time to care for the residents;

“We use a tool called a ‘Dice Tool’, which measures the resident’s dependency level and calculates the amount of care hours required.”

“By helping with time management, helping the staff with non-care tasks, such as laying the tables.”

They went on to tell us what ways they encourage staff to develop their skills;

“Through supervisions, appraisals and continual support from myself and my Deputy Manager and also encouraging and praising them when they do a good job.”

“To attend training and to speak to the Manager or myself regarding any further training.”

Several positive interactions between staff and residents were witnessed during our visit to Washington Grange Care Home. Both staff and residents appeared relaxed during our visit, staff addressed residents by their name and there was a friendly atmosphere. It was noted that there was a fire alarm check during the visit and staff in the ground floor communal lounge alerted residents that this was



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about to happen. They then went to sit with individual residents, who they verbally and physically reassured that there was going to be a loud noise, that it was the fire alarm and that everything was OK.

### **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.**

Both residents agreed, when asked if they feel the staff at the home know them and are aware of their likes and dislikes, that they do. One resident added; "I like it here. I can think of a lot worse places to be."

All relatives who responded to the survey process indicated that the staff at the home know their relative's life history, personality and health and care needs, although one person did state that this can be subject to staff turnover. Comments included; "Staff are aware of my mother's history. They always make time to chat with my sister when she also visits my mother. They took great interest in a family album which we created for my mother for Christmas and said they would continue to show it to her to try to help with her dementia."

When asked if the home notice and respond to changes in their relative's needs, one relative stated that this is not always the case, two respondents simply replied 'yes' and the remaining respondent said; "My mother has dementia and doesn't make any demands on the staff, however, they do react to her requests if needed."

All of the relatives agreed that they are informed of any changes to their relative when they visit the home or by telephone. One person stated that although there has never been any concerns raised about their relative, they are reassured that they would be contacted immediately should this ever be the case.

Staff and the Management Team informed us that they find out about a new resident's life history, personality and health and care needs when they arrive into the home. Firstly this is accomplished by carrying out a pre-assessment and by speaking to the resident and their friends and relatives. From this information the person's individual care plan is written. Information is then passed onto the staff via staff handover and stand-up meetings, which happen at the beginning of each shift to ensure all staff are informed. Comments included; "A pre-admission is completed and residents and families contribute to their care and person centred care is given."

If a resident's needs or tastes change staff are kept updated by the regular reviews of care plans, the completion of monthly evaluations and at handover and stand-up meetings. One member of the team also explained that the home utilises 'Resident of the day' which is when a day is dedicated to one resident. All





departments of the home chat to the resident and this identifies any changes in their likes and dislikes, which are then documented and the information is then disseminated to the team.

#### 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.

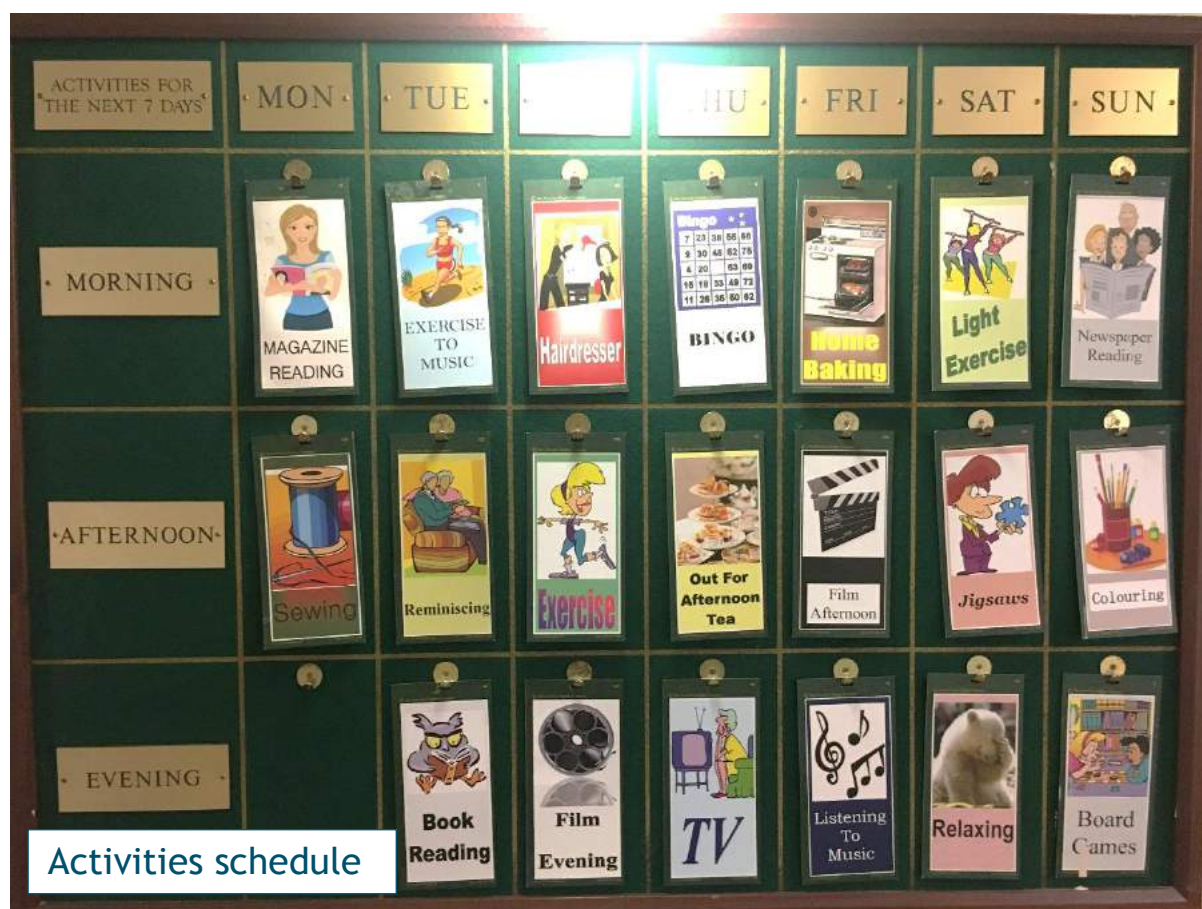
The Healthwatch team **STRONGLY AGREE** this was met.

When asked about the activities at the home, one resident was able to say that she enjoys watching the singing and entertainment. The second resident respondent was able to tell us that she tries to take part in the activities provided.

One resident, when asked if she is still able to enjoy any of her hobbies and interests said; "I always have knitting on the needles. My daughter has a shop and I knit for her."

Neither of the residents could respond when asked if they had been on any trips and outings, this may have been due to their own individual health and capacity.

One resident stated that she likes to use the garden in the summer and the remaining resident respondent was witnessed being supported out into the garden





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by a member of staff for a cigarette. One Healthwatch Team member noted that as soon as the resident indicated that she would like to go out, a staff member immediately accommodated her request.

Both residents stated that staff always ask them if they would like to take part in activities and remind them what activity is about to begin.

When the relative respondents were asked what they think of the activities inside the home they said;

“There is regular entertainment which my mother really enjoys, the singing in particular. She loves to join in with the singers that come to the home. My mother also loves playing the piano and is encouraged to do so, which she does with one of the volunteers at the home.”

“They have a new Activities Coordinator and she is starting new weekly outings. There are plenty of games available.”

“There is a reasonable variety, but my mother is no longer capable of participating in much.”

“There are activities available at the home but because of my mother’s age and health she can’t join in much.”

When asked about available outdoor activities, one relative indicated that there aren’t any, the other respondents said;

“Visits to a Dementia Café are arranged, which my mother really enjoys.”

“The garden is lovely for residents.”

“There is a mini bus available on Thursdays and weather permitting, I intend to take my mother out when possible.”

All of the relatives stated that they feel their family members are encouraged to take part in activities. Comments included;

“There are always notices displayed of any activities happening at the home.”

“Staff are encouraging and she is included in concerts and so on.”

“My mother is always keen to join in with events in the home and doesn’t really need to be encouraged to do so. The staff always comment how much she enjoys the musical activities.”

Two of the relatives explained that their relatives are no longer able to take part in their past hobbies or interests as there has been a decline in their health. The further two relatives explained how their relatives are supported by the home to still undertake their hobbies;

“The staff continue to support my mother by supporting her greatest interest, music and are often seen encouraging her to sing.”



## Residents made Valentines cards



“Yes, she enjoys the garden, visits from pets and other animals. The home has recently purchased a ‘toy’ cat, which mam loves and it is very calming.”

When the Activities Coordinator was asked what activities are available for residents inside the home, she said; “I ask residents what they would like to do. We have tablets to enable us to download games from dementia websites, we have arts and crafts, pamper days, reminiscence, sing-a-longs and musical instruments.”

Staff members added to this list to include; visits from external entertainers, ball games, dominoes, knitting, bingo, movie days and cake making.

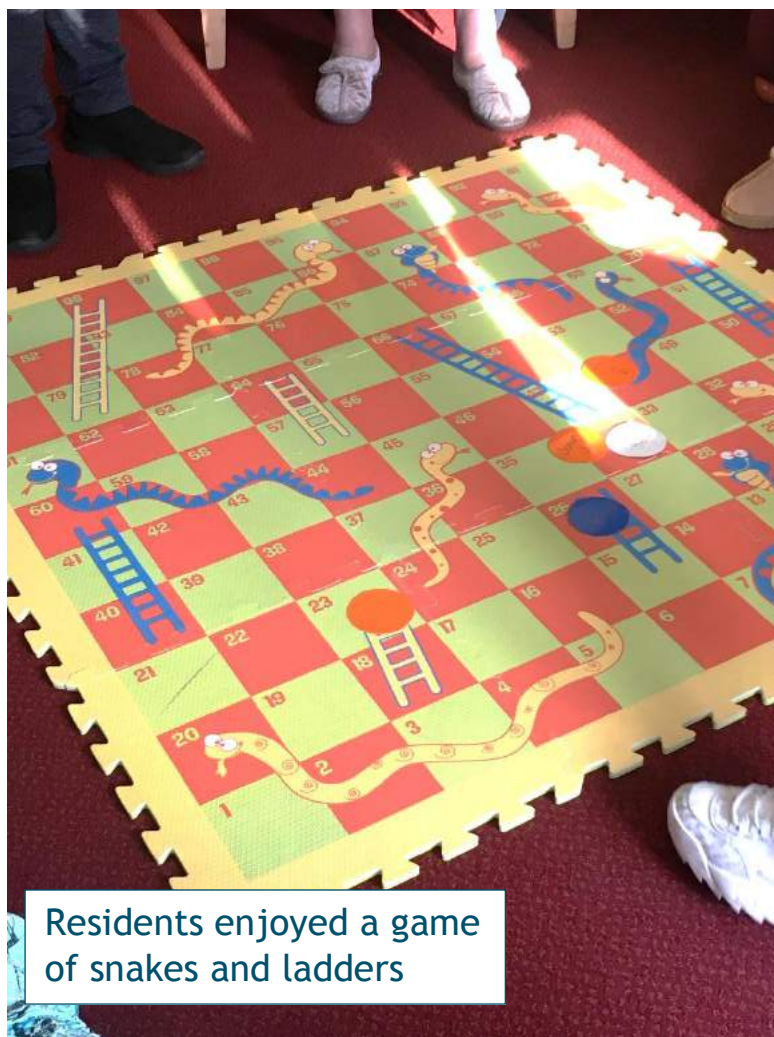
The Manager added; “One gentleman does not communicate at all and we have downloaded his favourite music onto Bluetooth earphones and he is now nodding his head and tapping to the music. Children from the local school come in through the summer and complete gardening with our residents, which they love.”

When asked about activities outside of the home, we were informed by staff and the Management Team that the home arranges trips out every Thursday in the mini bus which is shared with other homes or the home uses local taxis. Trips are made to; local coffee shops, garden centres and the cinema. The majority of staff stated that residents are asked where they would like to go. The Manager added; “Trips are added to the activities board in the reception area. We also have regular entertainment on inside the home, such as visiting schools, Singing for the Brain, dementia café and tea dances. There is lots more; all special days are





celebrated with entertainment. We have an iPad for residents to use and virtual reality experiences are also used.”



Residents enjoyed a game of snakes and ladders

The Activities Coordinator gave the following list of activities which are available to those residents who cannot or do not wish to take part in group activities; reading newspapers, pamper sessions, reminiscence, playing cards or chatting to them one to one.

Staff, the Activities Coordinator and the Management Team went on to tell us how residents are encouraged to take part in activities, which included; trying to find something that the individual would like to do, staff sitting with residents supporting them to undertake the activity, by explaining the activity and what is happening in as much detail as possible, by taking the activity to any

resident who declines to take part and making activities fun and exciting. The Activities Coordinator added; “We don’t do anything which will result in them failing at the activity.”

The Manager said; “All staff assist with activities, for instance, the laundry staff will encourage residents to fold laundry, Domestic staff will encourage residents to help dust and Carers will encourage residents to lay tablets. Also by getting to know resident’s capacity no one is given a task which they are unable to complete.”

When the Management Team and Activities Coordinator were asked how they ensure that residents have the opportunity to continue to take part in their hobbies and interests whilst promoting their wellbeing and independence, they said;

“One of our ladies knits baby bonnets for the local hospital for premature babies. She continues to do this within the home.”



“We would set items up, such as gardening, with pots, plants, soil etc. We sit residents all together to sew or knit.”

“All of the residents have a likes and dislikes document, which is completed on admission. This enables us to get to know the resident’s hobbies and what they enjoy doing. The Activities Coordinator will discuss daily with all residents what they would like to take part in, also a resident’s meeting is held monthly so all can be discussed and ideas put forward.”

The Activities Coordinator explained that she meets the individual needs of all the residents when delivering activities by looking at care plans and looking into their past history.

During the Healthwatch Team visit to the home we witnessed residents in the ground floor communal lounge having a game of Snakes and Ladders. The game was being facilitated by two Activities Coordinators who included all of the residents who were seated around the floor game. Residents were individually encouraged to throw the large dice and their efforts were celebrated by the workers and other staff members who popped in and out of the room as they got on with their tasks. One resident who was visibly tired was still asked if they would like to take their turn to through the dice and if they did not respond, one of the Activities Coordinators took their turn to ensure they were still involved. One resident started an impromptu rendition of ‘Show me the way to go home’ which was encouraged and enjoyed by all present.

Also during our visit, the Manager informed the team that the home had recently purchased a robotic cat to support a resident who repeatedly tried to leave the building. The resident had a cat at home and now takes the bionic cat everywhere with them and this has settled them really well.



The accessible garden



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## 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 STRONGLY AGREE this was met.**

When residents were asked about the food at the home and if they are given sufficient choice, they said;

“It’s OK and there is sufficient choice.”

“I was a Cook in my past job and I have no complaints about the food here. I get enough to eat and I am very rarely hungry.”

Both residents went on to say that they eat their meals in the home’s communal dining room and enjoy and look forward to mealtimes, as these are a time when they sit with friends and chat. One resident added that she sits at the same table for her meals and likes this.

The residents both agreed that they are given opportunities to eat and drink in between mealtimes. One resident said; “I asked for a cup of coffee the other day and they brought it to me straight away.”

All of the relatives indicated high levels of satisfaction when asked about the quality and choice of food at the home. Comments included;

“The food is of a very high standard with choice at all meals.”

“Always appears to be a varied menu of choice. The menu is displayed daily in the reception area.”

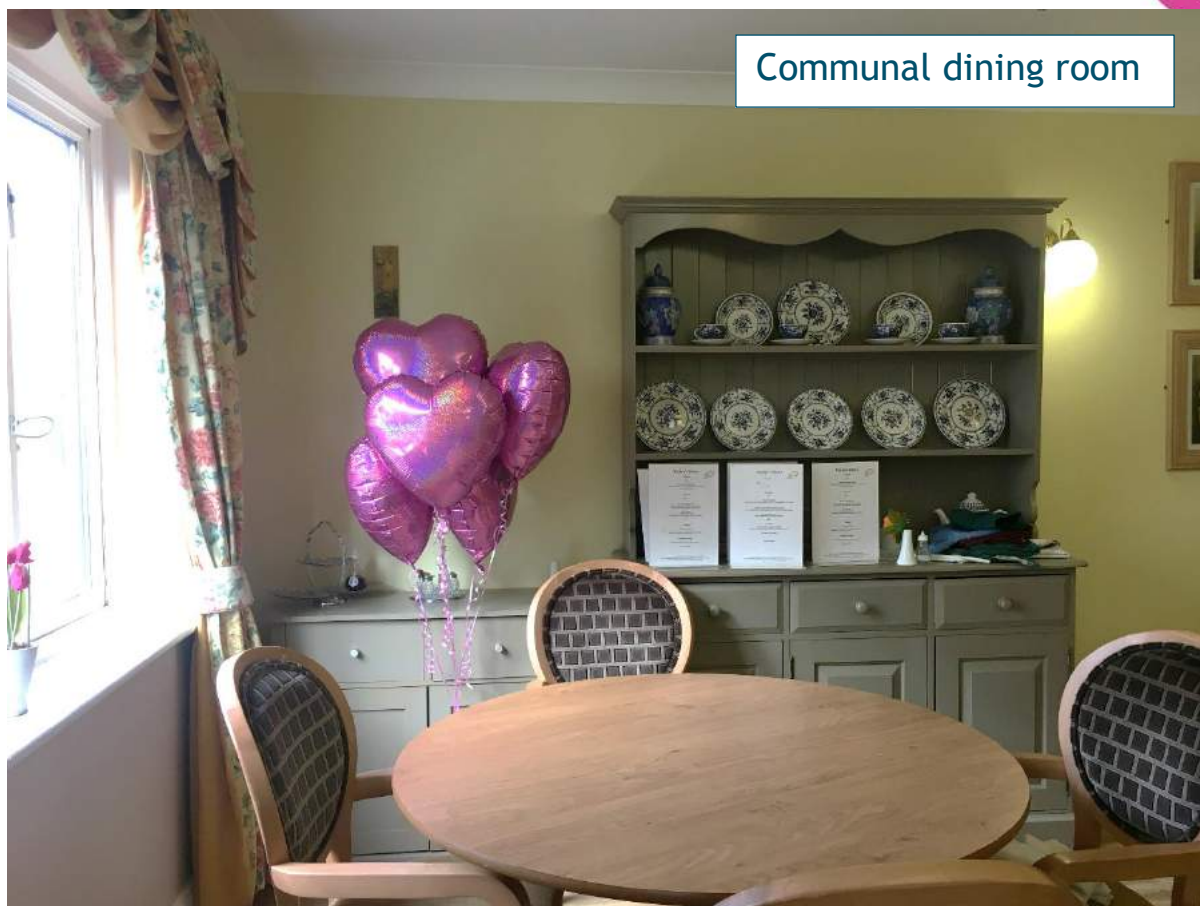
When relatives were asked how confident they are that their relatives are supported to eat and drink as much as is needed, one relative stated that they are confident and one was fairly confident. The further two respondents gave the following comments;

“I have at times visited at lunch time. My mother sometimes needs help and it is always available.”

“I have been in the dining room at breakfast time and observed staff encouraging my mother to eat her food. Regular tea, drinks and cakes are given to residents throughout the day.”

The staff who completed the survey process stated that the quality and choice of food at the home is good. Comments included; “There are two choices at each mealtime and an alternative menu. The quality of the meals is excellent.”





Communal dining room

When the Management Team were asked how they ensure high standards of quality and choice of food they said;

“Each mealtime has two choices of meals and they are plated up and shown to our residents to ensure they receive the meal of their choice, there is also an alternative menu available. Also the ‘Resident of the day’ will have a choice of having a meal of their choice for their special day.”

“We ensure residents are involved in the menus and also ensure our Chefs are highly trained and passionate about their food.”

When the Management Team and staff were asked how they make sure residents are able to eat and drink at mealtimes and what provision is made for residents to eat and drink outside of mealtimes, they informed us that the correct diets are available, food is cut up if necessary and staff sit with residents and encourage them. Comments included;

“All residents are encouraged to enjoy the dining experience, by treating mealtimes as a social gathering. Residents sit together, enjoying a chat with staff who sit with them in the dining room, also enjoying a meal.”

“All staff assist at mealtimes to support residents and there is a Cook available from 9am - 6.30pm. There are also refreshments served throughout the day and a jug of juice available in lounge areas.”



When asked if there are any permanent drinks stations in the home, the Management Team told us that there are water dispensers on the ground floor and the first floor, she reiterated that jugs of juice are available in both lounges and there is tea and coffee in the reception area for residents and their families to help themselves to.

When asked what choices residents have about when they eat or drink the staff and Management Team stated that they can both eat and drink whenever they like. They added that although mealtimes are set, if a resident doesn't want to eat at these times the Chef will make other arrangements.

They went on to tell us that residents can also choose where they eat and drink, although they are encouraged to join other residents in the communal dining rooms, some residents choose to eat in their own rooms or the lounge areas.

The Washington Grange Staff Team explained that mealtimes at the home are made a sociable experience by playing background music, tables are set nice, chatting is encouraged and facilitated by staff, there are sing-a-longs at times and staff also sit with residents enjoying the dining experience with them. The Manager added; "Residents who are close tend to sit with one another and staff also sit with residents to eat. This enables staff to assist residents who require support discreetly."

During the Healthwatch visit we witnessed the 'tea trolley' being taken around the home providing residents with mid-afternoon refreshments. They were offered tea, coffee and a choice of chocolate biscuit.



### **Indicator 6 - Regular access to health professionals (GPs, Dentists, Opticians, Chiropodists, Audiologists 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.**

Neither of the residents which the Healthwatch Team spoke to during our visit to Washington Grange Care Home were able to answer any of the questions on the survey around their healthcare provision at the home. This may have been due to their own individual health and capacity. One resident did say, however, that if she ever felt unwell she would tell a member of staff.

Relatives who responded to the survey stated that their relatives are visited at the home by a range of healthcare professionals, including; GP, Nurses, Dentist (if required), Optician, Chiropodist and Audiologist (if required). One relative added; "I could not have found a better home."

Staff and the Management Team reiterated the responses of the relatives when asked about the visits from healthcare professionals, but added that there are also visits from Community Psychiatric Nurses. The Management Team went on to say





that the home is aligned to Barmston Medical Centre, who undertake ward rounds at the home every second Wednesday of the month.



## 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.

Neither of the residents who were supported to complete the survey process stated that they follow any religion.

One resident was able to say that she has no problems with the laundry service at the home and added that if she was ever given an item of clothing which didn't belong to her, she would tell a member of staff.

When asked if they were given a choice around which clothes to wear each day, one resident said that she relies on the staff to do this for her and the second resident stated that she likes to and is still able to do this herself.



All of the relatives who responded to the Healthwatch survey stated that their relative has no particular lifestyle, dietary, religious or cultural needs, although one person did say that their relative still enjoys the monthly church service at the home. All went on to say that their relative enjoys having their hair cut/styled at the home's dedicated salon, where a Hairdresser attends once a week.

The majority of residents indicated high levels of satisfaction when asked how good the home is at getting their relative's clothes back to them after the laundering process. One relative stated that this is fairly good. Comments included; "All of her clothes are clearly labelled with her name and room number and we try to maintain

this to ensure clothes don't go astray. Weekly wardrobe checks are carried out by a member of staff to ensure resident's clothing comes back to them."

All relatives stated that their relative is always clean and appropriately dressed. One relative explained; "Yes, sometimes she has food spilled on her trousers, but she hates getting changed. This is left, which I think is a good decision."

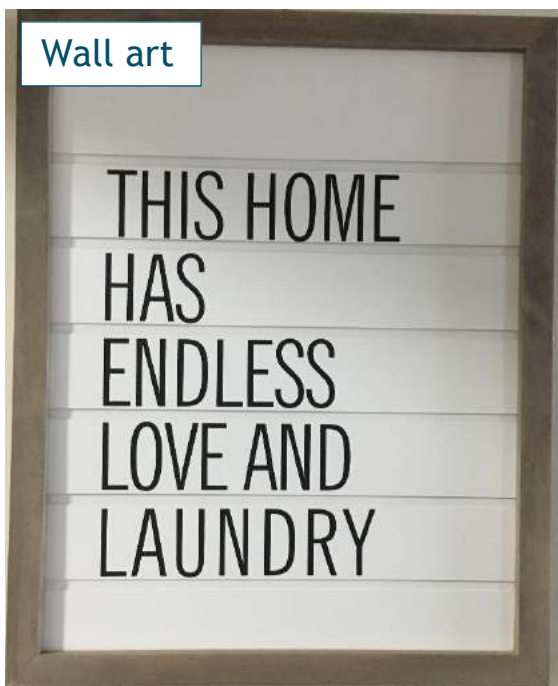
When asked how the home finds out about residents cultural and religious needs the Management Team stated that this is done during the pre-admission process. The Washington Grange Staff Team informed us that there is a monthly visit from religious visitors, who offer a church service to residents. The Manager and Activities Coordinator also informed us that the home has also supported one resident who is a Jehovah's Witness to attend Kingdom Hall and was chaperoned by a staff member.

The Management Team informed us that they find out about a resident's lifestyle and dietary needs also at pre-admission and by speaking to the resident, their families, healthcare professionals and Social Workers. The Manager gave the following example of how these needs are accommodated; "All kitchen staff have





Wall art



had training on modified diets and care staff are made aware of all residents who require a special diet. There is also a diet notice board in the kitchen to make kitchen staff aware of any special diets and other requirements. This is also discussed during staff handover sessions and at stand up meetings.”

The Management Team went on to tell us that the Hairdresser visits the home on a weekly basis, with the Manager adding that the Activities Coordinator also does pamper sessions that day, which includes nail care and hand massages.

They went on to explain that they ensure residents get their own clothing back after the laundering process by asking families to label all resident’s clothing upon admission to the home. Each resident has a named tray where all clothing is placed and this is returned to them each day.

The Management Team then explained how they ensure all residents are always clean and appropriately dressed; “All residents have a daily chart which is checked on a daily basis, my senior staff ensure this has been carried out and completed fully. My Deputy and I complete a daily walk around the home to ensure all residents are happy and content.”

“Well trained and caring staff, ensure all residents are clean and dressed accordingly to the personal preferences.”



The dedicated salon



## 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.**

One resident was able to respond when asked if they are ever asked what they think about the home. They said; “No, but it’s alright here. My family know I’m safe here.”

Neither of the residents stated that there is anything they would like to change about the home. One resident added; “I would tell them if there was something I didn’t like.”

One resident said that if they ever needed to make a complaint about the home, they would speak to a member of staff, with the other resident adding that she could also speak to the Nurse.

All of the relatives who engaged with the survey process agreed they feel welcome participants in the life of the home. One respondent said; “Yes, I am always greeted by name and staff will chat about my mother spontaneously.”

They went on to say that they and their relatives can have a say on how the home is run by using the home’s suggestion box, by speaking to staff or the Manager, attending resident six monthly review meetings or by going along to the relative

meetings. One respondent said; “I have attended a meeting in the evening with Paula and her Deputy, Karen. All resident’s relatives were invited, but very few of us attended, but it was for us to say if we had any problems. Everyone who attended was happy with things at the home and had no complaints.”

When asked how they would make a complaint about any aspect of the home, all of the relative respondents stated that they would either speak to the Manager or a senior member of the team. All added that they would feel confident that their complaint would be acted upon appropriately.

When asked how residents and their relatives can have a say on how the





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home is run the staff and Management Team stated that this can be done by attending a resident and family meeting, by utilising the suggestion box which is located in the reception area and the Manager has an open door policy which allows access to her at all times if anyone wants to make a suggestion, has any concerns or just wants a chat. They also said that Head Office could be contacted.

The Manager gave the following example of how a family member or resident has influenced a change in the service. This example was reiterated by the Deputy Manager; “At our last meeting, it was suggested we have more outings. We contacted our sister home, which has a mini bus, which is shared amongst four homes, to arrange a day each week on a permanent basis so we can organise weekly trips out for our residents. This is now in place.”

The Activities Coordinator stated that after resident and family feedback the home now has photo albums containing pictures of old objects, she said this really stimulates residents to talk about owning these items in the past. She added that activities are evaluated to ensure that residents are still enjoying them by the completion of wellbeing forms and evaluation charts, which are completed at the end of each activity.

The Management Team were asked how they make use of feedback or complaints from residents and relatives, they said;

“We operate duty of candour to be open and honest and we discuss complaints in staff meetings and stand-up meetings. We discuss what can be learnt from this complaint and how we can prevent this from happening again.”

“We listen to all feedback and complaints. A ‘You said, we did’ board is displayed in the reception area. Complaints are logged and dealt with quickly and effectively.”

When asked how they, as a member of staff, can have a say on how the home is run, all but one member of staff who completed a survey answered this question. The responders said this happens at meetings, they can use the home’s suggestion box or that they can speak the Management Team and that their door is always open. When they were asked the same question, the Management Team said;

“They are able to put suggestions forward if they feel things can be done a better way, which would benefit the running of the home and our residents and staff.”

“Meetings are held regularly and we ask staff for suggestions on how to make the home a better place.”



## Indicator 9 - Provide a physical environment which is suitable for the needs of the residents

The indicator states that care homes should be suitable for their resident's needs. Be comfortable, homely, well maintained with high standards of hygiene. The Healthwatch team **STRONGLY AGREE** this was met.



Both residents informed us that they feel the home is always clean and tidy and although one resident stated that the home is always at a comfortable temperature, the second resident stated that it is sometimes cold. She added that this was to be expected in the winter.

During our visit the Healthwatch Team witnessed staff members checking on residents in the communal areas, ensuring they were warm enough. Some residents were given blankets, which the staff supported them

to cover themselves with. The Healthwatch Team noted that, at the time of our visit, the temperature inside the home was rather warm.

All relatives stated that they always find the home to be clean and tidy, with two of the respondents praising the Cleaners at the home. They also agreed that the home is both well decorated and well maintained, with one person adding that the home has recently undergone a refurbishment.

The Management Team stated that they ensure the temperature in the home is always at a comfortable level for residents by having thermostats in all rooms, which can be controlled by residents and staff. The home also has underfloor heating and the staff ensure the temperature is ambient at all times. They went on to say that they ensure that the home and its contents are well maintained and decorated throughout by employing a Maintenance Team. All staff have a responsibility to report issues to the Maintenance Team and all staff and the Management Team are equipped to make checks in line with policies and procedures. The Deputy Manager said; "Maintenance paint regularly, ensuring the home always looks clean and fresh. Carpets, curtains and upholstery are well maintained by the Domestic Staff."

The Management Team then stated how they ensure the home is always kept hygienic and clean;





“Audits are carried out and domestic staff have schedules to follow and sign when a task has been completed. The Head Housekeeper also does random room checks to ensure all rooms are cleaned to a high standard.”

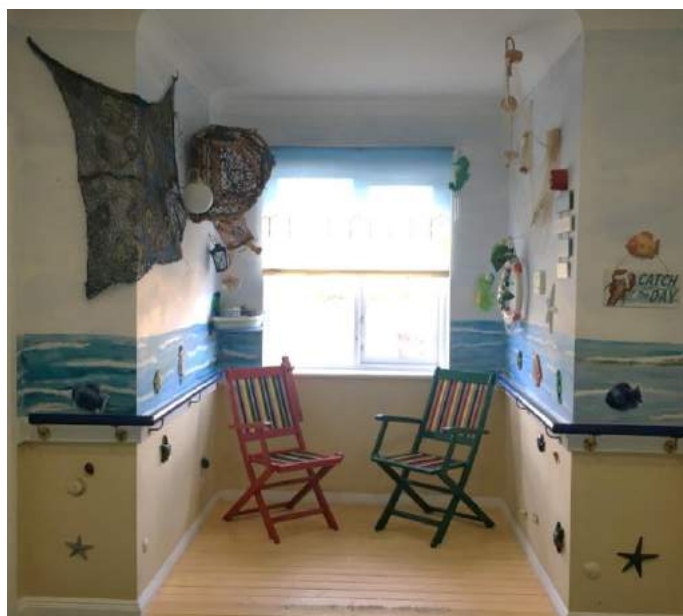
“The domestic staff are passionate about ensuring the home is clean with no malodours.”

Staff and the Management Team explained that Washington Grange Care Home is registered as a Dementia home and is split into residents with early stage dementia on the ground floor and residents with more progressed dementia on the first floor. Staff told us that they undertake specialist dementia training, both via e-learning and face to face courses.

Both staff and management told us how the home is made a dementia friendly environment; the home has a bright atmosphere, toilet and bathroom doors are painted a different colour to resident’s rooms so they are easily identified, doll therapy is available, the home has a memory lane which is colourful and bright, rummage boxes are present for residents and there are memory pictures, books and objects to facilitate conversation.

The Healthwatch Team noted that at the time of our visit to Washington Grange Care Home the home was clean, tidy and there were no unpleasant odours present. The décor was homely and special efforts had been made to zone different areas of the home, for example on the first floor there is a ‘beach’ area, which included a seating area with views outside.

The team witnessed the presence of memory boxes, which were placed outside of resident’s bedrooms, helping to orientate residents and remind staff members of a resident’s lives, interests and hobbies. We also saw various objects of interest, which could provoke discussion and reminiscence, for example; old biscuit tins, a dolls house and there was a display of old post cards which would be the kind of card residents would have sent to friends and relatives from their holidays when they were younger.



Beach themed décor on the first floor



Toilet and bathroom doors are painted different colours to aid orientation  
Dementia signage is present throughout the home



Objects of interest are present across the home to spark memories and facilitate conversation



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## 5. Appendices

### Appendix 1 - Questions for residents

1. Who is 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 understand what you need and what you like and don't like?
6. What activities are there for you in the home? Do you have any hobbies and interests? Are you still able to do any hobbies or interests?
7. What can you do outside of the home?
8. How do you know when the activities are taking place?
9. Can you get out into the garden if you want to?
10. What do you think of the food here? Are you able to get food and drink in between meals?
11. Is there enough choice of things you like to eat? Will they make you something else if there is nothing you like?
12. Where do you eat your meals? Is it your choice to eat there?
13. Do you look forward to mealtimes?
14. Have you seen a dentist to check your teeth recently? Have you seen an optician to have your eyesight checked recently? Have you had your hearing checked by an audiologist recently?
15. What happens if you need to see a doctor or have an appointment at the hospital?
16. Are you a religious person? What is the laundry service like, do you get your own clothes back?
17. Is the home always clean and tidy?
18. What is the temperature like here? Are you ever cold or too warm?
19. Would you like to change anything about the home? Do you get asked what you think about the home? Have you told anyone about this and what happened?
20. What would you do if you wanted to make a complaint about the home? Who would you speak to about it?



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## Appendix 2 - Questions for Managers

1. **Have strong, visible management**  
What attracted you to the role of care home Manager/Deputy 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 ensure staff have enough time to care for residents?
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 likes/dislikes and their health and care needs updated as these change and passed on to staff?
4. **Offer a varied programme of activities**  
What activities are available for residents inside and outside the home?  
Does the home have access to its own transport and able to use this for trips and activities outside of the home?  
What encouragement and assistance is given to residents so that they can take part in activities?  
How are residents supported 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**  
How do you ensure high standards of quality and choice of food?  
What systems are in place to support residents to eat and drink at mealtimes and outside of mealtimes?  
What choices do residents have about what and when they eat and drink?  
What choices do residents have about where and how they eat and drink?  
Does the home have permanent drink stations available to residents?  
In what ways do you ensure that mealtimes are sociable?
6. **Ensure residents can regularly see health professionals**  
Please tell us about visits from all health professionals such as GPs, nurses, dentists, opticians, audiologists, 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 of how these have been accommodated?  
What provision is there for residents to regularly get their hair cut/styled?  
How do you ensure that the laundry staff get 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?  
How do you make use of feedback or complaints from residents and relatives?  
In what ways are staff able to have a say in how the home is run?
9. **A physical environment suitable for the needs of the residents**  
How do you ensure that a comfortable temperature is maintained in resident's rooms and all communal areas?  
How do you ensure the building and its contents are well maintained and decorated throughout?  
How do you ensure that the home is always hygienic and clean?  
In what ways do you make the home a dementia friendly environment?





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## Appendix 3 - Questions for Care Staff

- 1. Have strong, visible management**  
What support do you receive from the Manager?  
What is your experience of talking to the Manager when you want to ask a question or raise an issue?
- 2. Staff with time and skills to do their jobs**  
Do you feel you have enough time to care for residents? If no, why?  
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 you and other members of your team 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 and how do you know if there has been changes?
- 4. Offer a varied programme of activities**  
What activities are available for residents inside the home?  
What activities are available for residents 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**  
What do you think of the quality and choice of food?  
How do you make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes?  
What choices do residents have about what and when they eat and drink?  
What choices do residents have about where and how they eat and drink?  
In what ways do you try to make mealtimes sociable?
- 6. Ensure residents can regularly see health professionals**  
Please tell us about visits from all health professionals such as GPs, nurses, dentists, audiology, opticians, chiropodists or other health care support mechanisms?
- 7. Accommodate residents' personal, cultural and lifestyle needs**  
Can you give an example of how the home caters for resident's religious and cultural needs?
- 8. Be an open environment where feedback is actively sought and used**  
In what ways can residents and their family/friends 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?  
How do you, as a member of staff have a say in how the home is run?
- 9. A physical environment suitable for the needs of the residents**  
How is the home made dementia friendly?



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## Appendix 4 - Questions for Activities Coordinator

1. **Have strong, visible management**  
What support do you receive from the Manager?  
What is your experience of talking to the Manager when you want to ask a question or raise an issue?
2. **Staff with time and skills to do their jobs**  
Do you feel you have enough time to provide varied activities for residents? If no, why?  
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 you and other members of your team get to know a resident's life history and personality when they first arrive at the home?
4. **Offer a varied programme of activities**  
What activities are available for residents inside the home?  
What activities are available for residents outside the home?  
What activity provision is made for those residents who cannot or do not wish to undertake group activities?  
What encouragement and assistance do you give to residents so that they can take part in activities?  
How do you ensure that residents have the opportunity to continue to take part in their hobbies and interests?
5. **Accommodate residents' personal, cultural and lifestyle needs**  
How are activities tailored to meet a resident's religious and cultural needs?
6. **Be an open environment where feedback is actively sought and used**  
In what ways can residents and their family/friends have a say in what activities are delivered both inside and outside the home?  
Can you provide an example of how a resident or their family member has influenced the provision of a new activity?  
How are the activities provided evaluated to ensure residents are continuing to enjoy them?  
How do you, as a member of staff have a say in how the home is run?
7. **A physical environment suitable for the needs of the residents**  
How is the home made dementia friendly?



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## Appendix 5 - Questions for Friends and Relatives

1. **Strong visible management**  
Who is the Manager of the home?  
Please tell us a little about the Manager?
2. **Have staff got the time and skills to do their jobs**  
Do you feel the staff have the time to care for your friend/relative? Please explain.  
Do you feel the staff have the skills to care for your friend/relative? Please explain.
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?  
How do they let you know about the changes?
4. **Offer a varied programme of activities**  
What do you think of the activities available for residents inside and outside the home?  
Please tell us how your friend/relative is encouraged and supported to take part in the activities.  
Now they live at the home, is your friend/relative still able to do the things they used to enjoy i.e. hobbies, interests, pets? Please explain.
5. **Offer quality, choice and flexibility around food and mealtimes**  
What do think of the quality and choice of food?  
How confident are you that your friend/relative is supported to eat and drink as much as needed?  
Please tell us how the home ensures that mealtimes are sociable?
6. **Ensure residents can regularly see health professionals**  
Please tell us about your friends/relatives access to health professionals such as GPs, nurses, dentists, opticians, audiologists, chiropodists or other health care support mechanisms?
7. **Accommodate residents' personal, cultural and lifestyle needs**  
Does your friend/relative have any specific lifestyle or religious or cultural needs?  
How do you feel the home respects and accommodates these needs?  
What provision is there for your friend/relative to regularly get their hair cut/styled?  
How good are the laundry staff at getting your friends/relatives own clothes back to them?  
Is your friend/relative always clean and appropriately dressed?
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/or your friend/relative have a say in how the home is run or give feedback?  
How would you make a complaint about any aspect of the home, management or the staff if you needed to?  
Would you feel confident to make a complaint and do you think it would be acted on appropriately?
9. **A physical environment suitable for the needs of the residents**  
Do you always find the home at a comfortable temperature for residents?  
Is the home always hygienically clean and tidy?  
Is the home always well decorated and well maintained?  
Do you think the home is a dementia friendly environment?



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**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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