



Care home life, what it's really like!

Archers Park



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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.





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.healthwatchesunderland.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



3. Methodology

The ‘Care home life - What it’s really like!’ visit took place on the 17th September 2019 and was carried out by Healthwatch Sunderland staff and a volunteer 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  Agree Skills  Strongly agree
3.	Good knowledge of each resident and their changing needs	 Strongly 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	 Strongly 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



Findings

Archers Park Care Home is a purpose built home, located at:

Archer Road
Farringdon
Sunderland
SR3 3DJ

Telephone: 0191 522 5977

Provider: Indigo Care Homes

Provider's Website:

<https://orchardcarehomes.com/carehomes/archers-park-farringdon-sunderland>

Provider's Facebook: <https://www.facebook.com/orchardcarehome/>

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-2616024691?referer=widget3>

The home has the capacity to support 40 residents aged 65 years and over. Residents are supported under the categories of Enduring Mental Ill-health (EMI) Residential.

All bedrooms are en-suite and residents are actively encouraged to bring in any personal possessions to personalise their rooms as much as possible. The home also has four adjoining rooms which are for couples only, if required.

Residents can have pets visiting but restrictions are in place i.e. the pet needs to be kept on a lead. The home also receives visits from Pets As Therapy dogs (PAT dogs) as an activity.

There are four lounges available throughout the home, two on the ground floor, one of which is used as a quiet room and two on the first floor. The home has internet available to both residents and their families who will be given a password should they require it. The home currently doesn't have a loop system but this could be provided if required.

The homes garden has a decking area which is available to residents. At the time of the visit this area was in the process of being expanded to allow more outside activities and more space for residents. The home also has a summer house at the front of the home which gets used often with supervision by the staff team.

Activities in the home are provided between 5-7 days per week including regular trips out. The home also receives visits from the local school on a weekly basis, where residents and children come together.

Archers Park promotes protected mealtimes (a period of time when activity is reduced so staff can be available to help service and supervise meals and assist residents who need help to eat and drink. This time also includes limiting visitors). However the home would not stop a family member who wanted to support during



this time and instead would arrange a second sitting or would offer the resident the option to have a meal in their own room or in the quiet lounge.

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 one resident to fully complete the survey and two residents to partially complete the survey. The team received eight staff surveys, (one Manager, one Deputy Manager, five Care Assistants and one Activities Coordinator) and five 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 STRONGLY AGREE this was met.

When asked by the Healthwatch Team if they know who the Manager is, one resident was able to name the Manager and the others were able to point her out but couldn't tell us her name, this may have been due to their own individual health and capacity. When asked what they thought of her, those who responded gave positive comments including; "Pleasant and tries to help you out. She also passes the time of day with you."

During the visit the Healthwatch Team witnessed the Manager interacting with the residents. She introduced all residents to the team by name and informed of a little general information on each one. She also joined in the activity that was taking place, where the residents and family members were singing and dancing together.

Relatives who replied to the survey were all able to name the Manager and were asked what they thought of her. Comments gave included;

"Very approachable, sympathetic and caring to resident and family's needs (which is very important)."

"Sharon is very friendly. Always has a smile and a wave. If I had a problem I know I can approach her for help."

"The Manager is friendly, approachable and available to talk to at any time."

"Very approachable and hands on with visitors and residents. Always available or her Deputy. Pleasant and has residents welfare at the heart."

"Don't see her very often. She runs a good ship."

Staff who responded to the survey all gave complimentary comments about the Manager and the support they receive from her. Comments included;

"Manager is always available to talk."



“I receive proper professional support.”

“Very approachable and supportive.”

“Training when required and help if I am not sure about anything.”

“A lot of support. Anything I need to ask or need any help with my Manager is always available.”

“My Manager is really supportive if you have questions and problems in your work. She trains you to develop your skills in your job role.”

Staff went on to tell us about their experiences of talking to the Manager if they want to ask a question or raise an issue;

“My Manager is always approachable and supportive in any issues.”

“She is helpful and approachable.”

“The Manager is easy to approach and express any concerns that I may have.”

“The Manager is there if needed.”

“My experience is that she really tries to help you out, always treats staff fairly and solves problems if there any issues.”

“When raising an issue my Manager is always available to talk to and help me. My Manager is very friendly and approachable.”

The Management Team were asked what attracted them to the role of Manager and Deputy Manager. The Manager stated; “I have a passion about elderly care and have over 30 years experience and still want to ensure all vulnerable residents are receiving the highest standards of care they all deserve, protecting them and ensuring they have a good quality of life. As a Manager you want the best possible for your residents as it is there home.”





The Deputy Manager said; “I like all parts of my job role. I like supporting staff and guiding them, I like the challenge, supporting families. I also like working with elderly people as they are vulnerable and I want to help and protect them.”

They both added what they enjoy about their role;

“I enjoy managing my team and managing the standards which are required in a care setting, ensuring staff provide care to the resident as they would want their loved one to receive. As the Manager I really enjoy talking to the resident’s families and health professionals and working together to make a difference.”

“I am enjoying all parts of my job role. I like supporting staff and working beside all families. I want to ensure we are delivering the highest standards of care in our care home. I like when everything is done as required and we have no concerns. I want our residents to be treated with respect and deliver standards that meets their needs.”



Wall art

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 AGREE this was met for staff time and STRONGLY AGREE this was met for staff skills.

When asked by the Healthwatch Team what they thought of the staff, all of the residents spoken to gave positive comments including;

“They look after me well and help me. If I run out of things staff will go to the shops to buy these for me”.

“They are brilliant - fantastic.”

“They can’t do enough for you.”

“Excellent, I feel well looked after.”

During the Healthwatch visit the team observed staff interaction with residents. Staff were joining in with residents during the singing and dancing activity making sure all residents in the lounge were joining in. The team also witnessed staff assisting residents to the dining area for their evening meal in a kind and caring manner.

The Healthwatch Team also asked residents if the staff have time to stop and chat with them. All residents agreed that they did but they were often very busy.



When relatives were asked if staff have the time to care for their relative comments included;

“All of the staff are wonderful, helpful and happy, and nothing is a bother for them.”

“Yes staff seem very busy but still have time for individual residents.”

“Yes staff are busy but always respond to call bells, requests etc. in a timely manner and often chat to residents and visitors alike.”

“Sometimes I feel sorry for the staff. They have a hard job to do but sometimes I don’t feel they are given enough hands to cope. I feel their roles are made harder by the paperwork they have to fill in.”

“The staff work tirelessly, they are always visible and responsive.”

When asked if they feel staff at the home have the necessary skills to care for their relative, all respondents gave positive comments including;

“I find the staff very caring and yes I feel the skills they have are enough to cope with most situations.”

“Yes staff are caring, polite, and attentive and know each residents particular needs and respond accordingly.”

“Yes all staff seem very well trained. I haven’t notice otherwise.”

“Most definitely. All who I have met in the short time I’ve been visiting are very caring and in tune with my mam. All have taken the time to speak to my mam and me to offer support and security.”

“Yes always.”

When staff were asked if they had enough time to care for residents the majority of care staff agreed that they did. Other staff added;

“There is too much time on the phone to care for residents, we need more time.”

“Sometimes mealtimes are very busy, now that we have lots of people who need feeding and lots of people who need two Carers.”

The Healthwatch Team went on to ask if they feel they are encouraged to continue to develop their skills and in what ways. All who responded to the surveys stated that a range of training is available on an ongoing basis.

Staff also informed what they enjoy about their roles;

“Interacting with different residents and families.”

“Making an impact on resident’s day.”

“I enjoy talking, helping and socialising with the residents.”

“Being able to help others.”



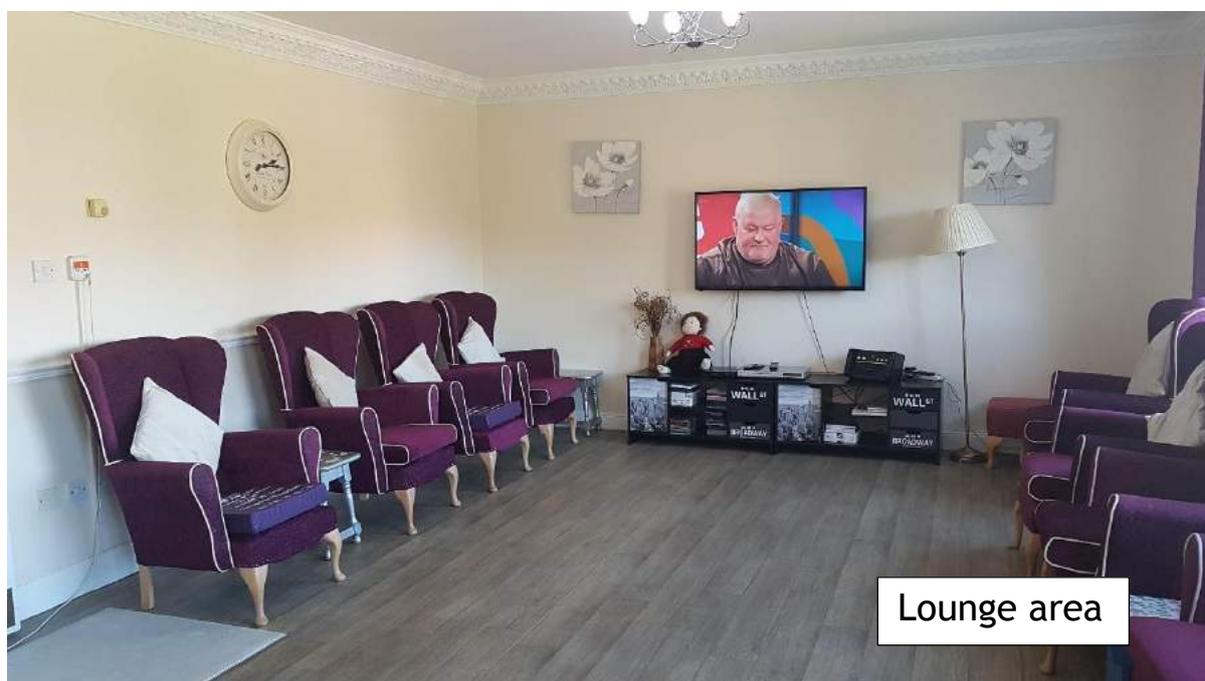
“I enjoy supporting people who need daily care.”

“The people I care for, my work colleagues, generally helping people. There is never two days the same.”

When asked how she encourages staff to develop their skills the Manager commented; “As a Manager part of my role is to empower staff, if they have the potential to develop and are keen to develop I will always try and provide opportunities for personal development. Ongoing training and refresher courses are available to keep skills and knowledge up to date.”

The Deputy Manager added; “I support all of our Carers. I always say to them that should they have any queries or concerns to come to me for support. I like to see when staff develop in their job role and gain in confidence. I encourage and support their development.”

When asked how they ensure staff have enough time to care for residents the Deputy Manager stated; “Time management is very important. We want to ensure we have the right amount of staff on the floor. All staff work together as one team and help each other, also we help out when required. Regular meetings and dependency scoring will help to ensure we have the right staff on the floor every day.”





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 **STRONGLY AGREE** this was met.



When asked by the Healthwatch Team if staff at the home know them, know what they need and what they like and don't like, some of the residents we spoke to were unable to answer this question, this may have been due to their own individual health and capacity. The remaining two residents stated that they did, one commented that staff were aware that her personal preference was to stay in her room the majority of the time.

When relatives were asked if the staff know their relatives life history, personality and health and care needs well, all relatives who responded to the survey stated that they did and gave the following comments;

“100%”

“In the short time my mam has been in the home the staff have personally gone out of their way to assess her needs, likes and fears. I can't ask for more.”

“Before residing in a home staff ask all the pertinent questions so they are aware of the residents needs etc.”

“I am confident that staff know my father's needs in terms of his care and they are well acquainted with his history and personality. They are almost like family.”

“Over time I feel they get to know the residents personality and needs. On first arriving we completed a report giving some of our relative's life history. Also talking to staff on visits helps them to get to know the person they are caring for.”



When asked if staff at the home notice and respond to changes in their relatives needs and if they are informed of any changes, all relatives who completed the survey agreed that they did. Comments received included;

“Yes Mam was scared one night and was taken into the office so she wasn’t on her own.”

“Absolutely. They keep me informed of any changes. They are always on the alert for changes in his needs or personality which may indicate a problem.”

Relatives all added that they are made aware of changes in their family member and this is communicated to them either in person or over the telephone depending upon the situation.

Staff and the Management Team informed the Healthwatch Team how they get to know residents life history, personality and health and care needs when the resident first arrives in the home. They explained that as a starting point a pre-assessment is carried out to collect the relevant information. Once the person is then living at the home they will take the time to get to know the resident by chatting with the resident where possible and/or family and friends. Staff also have care plans available to read on their handheld devices. These devices have Person Centred Software (PCS) on them providing all information on each resident, care plans, care needs etc.

Staff were also asked how the information relating to the residents likes, dislikes and care needs is updated and passed on to staff. Staff and the Management Team informed that this is done via the PCS, which is updated with changes as and when needed. This information is also communicated verbally in staff meetings, daily handovers and flash meetings.

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 provided in the home the residents the Healthwatch Team spoke to gave examples of some of the activities available including: dancing, visiting entertainers, music afternoons, games, arts and crafts, exercise and carpet bowls etc. All residents were enthusiastic about the activities with one residents stating there was something available every day.

Residents went on to tell the team that there are also activities available outside of the home if they wish to take part in them including: trips to the shops, walks and visits to tourist attractions. All residents added that they are informed when the activities take place and are encouraged to join in.



All of the residents stated that they are able to make use of the home’s garden if they wish, with one adding that they often go into it to help water the flowers.

When asked if they are still able to take part in the things they used to enjoy before coming into the home, one resident didn’t answer this question, this may have been due to their own individual health and capacity and the remaining residents agreed they could and gave the following examples;

“I used to love dancing and would go every week. I still do it now and have loved the dancing this afternoon.”

“I like to do crosswords and puzzles and the staff go to the shops for me to buy the paper so I can still do this. I also love watching my TV.”

“Yes I still enjoy my knitting.”

When the Healthwatch Team asked relatives what they think about the activities available to residents both inside and outside the home, the majority of responses were positive and included;

“Although my father is unable to participate in activities I am aware of available activities and I am always impressed by the variety and scope of activities from indoor entertainment to special trips out.”

W/C	ACTIVITIES	
16/09/2019	Am	Pm
Monday - 16th	HAIRDRESSER (ALL DAY) QUIZ	SINGALONG
Tuesday - 17th	BINGO	ENTERTAINER
Wednesday - 18th	GAMES ALL DAY - PLAY YOUR CARDS RIGHT	DOMINOES, SKITTLES
Thursday - 19th	ARTS + CRAFTS - ALL DAY	ARTS + CRAFTS
Friday - 20th	OOMPH TRIP	BALLOON EXERCISES
Saturday - 21st	TV + FILMS	REMINISCING
Sunday - 22nd	SINGALONG	GARDEN ACTIVITIES

“My relative has not been here long but I have seen evidence of interaction and activities. I was able to join in whilst visiting and residents were happy.”

“Staff organise outside visits on occasion. I feel this is good for the residents to get some fresh air. With indoor activities I feel these are limited to the afternoon. I know some of the residents get bored at teatime having nothing to do. I tried to play a game with one lady but found they were locked away.”

“Activities are varied and very good so that residents feel valued and stimulated.”



“Very good.”

When asked what encouragement and support is given to residents to take part in activities, comments include;

“My mother was asked if she was interested in doing anything particular, as the home would make sure these interests could continue.”

“All of the residents are asked to participate.”

“Rather than being left in her room, my relative has been brought to the lounge area and checked up on regularly.”

“This is not applicable in my father’s case, however as visitors we often enjoy the musical entertainment provided.”

When asked by the Healthwatch Team what activities are available for residents inside the home the staff and Management Team informed us that the home has a full time Activities Coordinator who arranges a range of activities including; movies, music, bingo, arts and crafts, karaoke, dancing, carpet bowls, cake baking, gardening and games etc.

Staff and the Management Team also informed us of the activities that take place outside of the home. They mentioned a contract they have with Oomph who are a company who provide trips out for the residents, which the home tries to do every Friday, to various locations such as the Winter Gardens and Butterfly World etc. The Activities Coordinator added the residents also go on trips to local churches and schools.

Staff informed the Healthwatch Team that they encourage and assist residents to join in activities by offering reassurance, guidance and encouragement and physical aid or help if needed.

The Activities Coordinator stated that one to one activity provision is made for those residents who cannot or do not wish to undertake group activities.

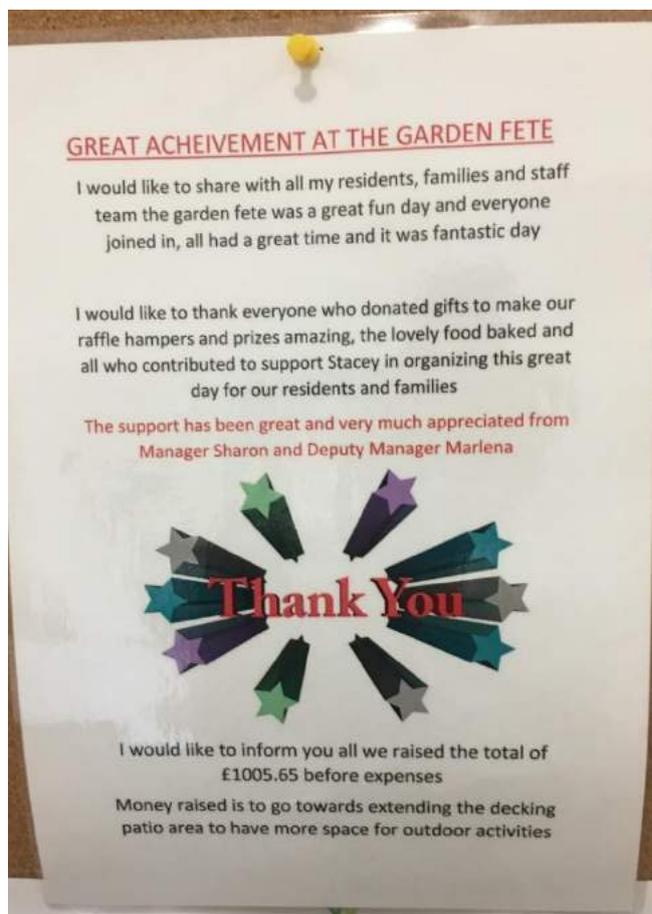
The Management Team added that the Activities Coordinator tries to arrange activities to ensure all residents are involved. The Manager added; “Popular activities which all residents really enjoy is when we have singers and entertainment in the home. It has





a great impact on all the residents who all sing along and join in, it is great to see them enjoying life.”

When asked how the residents are supported to do the things they used to enjoy before coming into the home, including hobbies and interests the Management Team informed that during pre-assessment information is gathered to help residents to keep up hobbies and interests. The Deputy Manager stated; “Just because someone comes into our care home it does not mean that they must stop their hobbies and interests. When we do pre-assessment we always ask people about their hobbies and interests. We want to make sure they are happy and received everything they need to continue their interests in our care home.”



During the Healthwatch visit the Team witnessed an activity taking place where an outside entertainer was singing and providing some musical entertainment to the residents in the home. The activity was well attended by both residents and their relatives, who were all joining in. Staff were ensuring all residents were included by dancing and singing along with them. We witnessed a lot of the residents commenting on how much they were enjoying the activity and how they wanted the entertainer to stay longer.

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 asked what they think of the quality and choice of food at Archers Park, all residents the Healthwatch Team spoke to were very positive. Some of the comments given included;



“The Sunday lunches are brill, the meat is very tender and falls apart, it’s cooked very well. My favourites though are the mixed grill and the cheese omelettes. As for the desserts the cheese cakes, trifles and Eton Mess are fabulous.”

“The food is great, I really enjoy the scampi and the fish and chips, which we will be having today. I look forward to my food.”

“It’s good, the Sunday lunch is always good.”

“The food is absolutely fantastic.”

The residents added that they can choose from two options at mealtimes or if there isn’t anything to their liking an alternative will be made. The majority of the residents added that they eat their meals in the dining room and enjoy talking to their friends. One lady stated she eats in her bedroom and this is her preferred choice.

During the Healthwatch Team visit we witnessed residents being served refreshments and snacks during the time of the entertainment. Carers were encouraging residents to eat and drink during this time.

When asked about the quality and choice of food at the home the relatives who responded to the survey all replied positively, stating that the food is good or very good and there is plenty of choice. One relative commented; “Amazing, Mam had her lunch in the lounge as I was visiting so she had a toastie sandwich and the staff made sure she then had a hot meal later on in the evening.”

They all added that they were confident that their relative is supported to eat and drink as much as needed, comments included;

“I’m very confident. Recently during a period of illness, staff here showed lots of support and diligence in providing assistance to my father and also keeping me up to date.”

“I’m very confident, I am also encouraged to make her a drink between mealtimes.”

“They are always extras given out to residents other than at mealtime. My relative has put weight on since living at the home so I would give it a thumbs up.”

“Very confident. My mother was losing weight so she was seen by a Dietician





and given an eating plan which the home have implemented and as a result she has gained weight.”

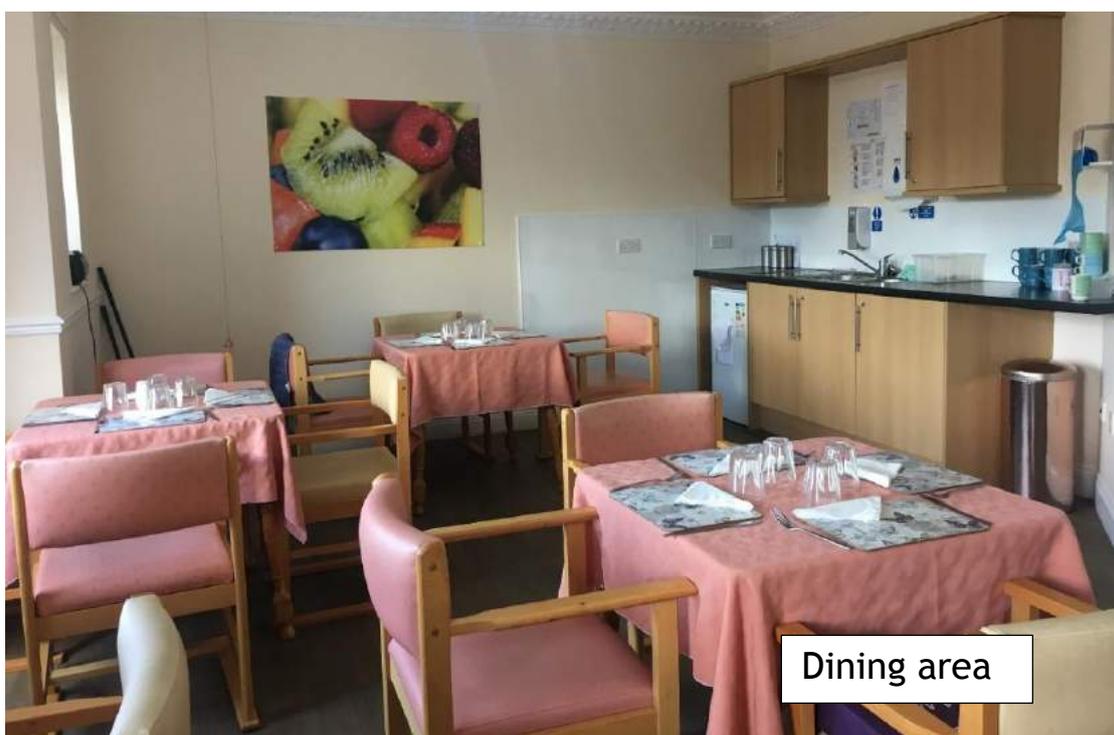
When asked by the Healthwatch Team how the home ensures that mealtimes are made sociable, relatives stated that staff encourage residents to come together in the dining room and relatives can also join their family at mealtimes too.

The Healthwatch Team asked staff about the quality and choice of food available to the residents at the home. Staff who responded to the survey were complimentary and stated that the food is home cooked, fresh, healthy and a good choice is always available.

When the Management Team were asked how they ensure high standards of food, they stated that the food quality is monitored on a daily basis and the Managers will sample the food. They added that a survey is used with residents and relatives to gain feedback on food and the home’s Cook recently won the Heart Awards for the Best Cook in the Orchard Care Homes 2019.

The Management Team added that the home doesn’t have a permanent drinks station but does have jugs of juice, water and snacks which are made available in the lounges. Also residents have jugs of refreshment in their rooms where appropriate and each floor in the home has a kitchen area where staff can prepare drinks at any time.

When asked by the Healthwatch Team how they ensure that residents can eat and drink at mealtimes as well as outside of mealtimes, staff and the Manager informed us that the home monitors residents intake via the information stored on their handheld devices. Here records will show what residents have ate and drank



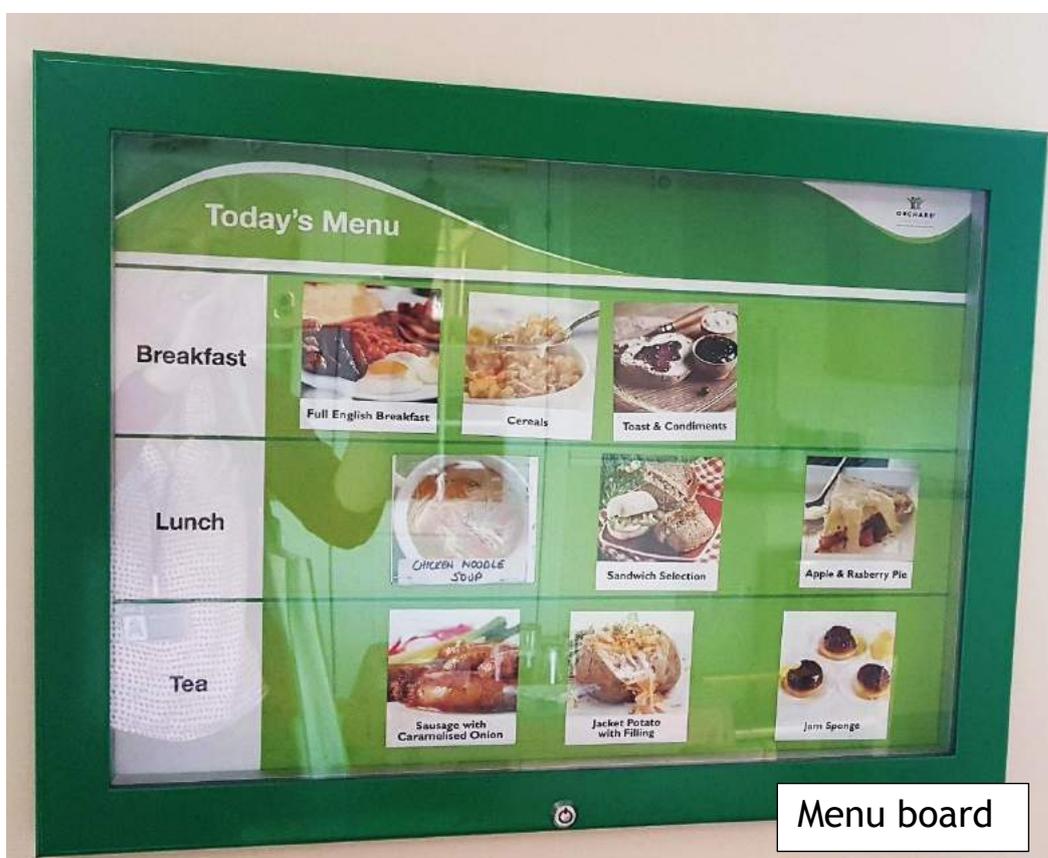


throughout the day and identify those who may require more support or specialist diets.

The staff and Management Team also added that residents are offered a choice of what, when and where they eat. On a daily basis residents are offered three meals comprising of breakfast, lunch and evening meal, with a range of choices offered at each time. Outside of mealtimes residents are offered hot and cold drinks and snacks. Comments were also made stating if a resident would like something outside of a set mealtime or different from the choice available the kitchen staff will be more than happy to accommodate this.

When asked what choice residents are offered on where and how they eat and drink, staff commented that although they are encouraged to go along to the dining room to socialise with others, if they prefer, residents can also have their meals in the lounge or their room. This is their choice and staff will respect this.

For those who choose to go along to the dining room staff informed they make this time sociable by playing relaxing background music and staff help to initiate conversations around subjects they know a resident will enjoy talking about. The Manager added; “The environment is relaxed with soft gentle music played in the background and residents are sat with other residents they have a good relationship with. Staff are there to communicate, interact, support to ensure residents mealtime experience is comfortable and meets all their needs.”





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 **STRONGLY AGREE** this was met.

When the Healthwatch Team asked residents if they have access to a range of health professionals, only two residents were able to answer this question, this may have been due to their own individual health and capacity. The remaining residents mentioned about checks they have had from the Audiologists, Opticians and Dentists. One lady said she had recently received a new pair of glasses after her recent eye examination.

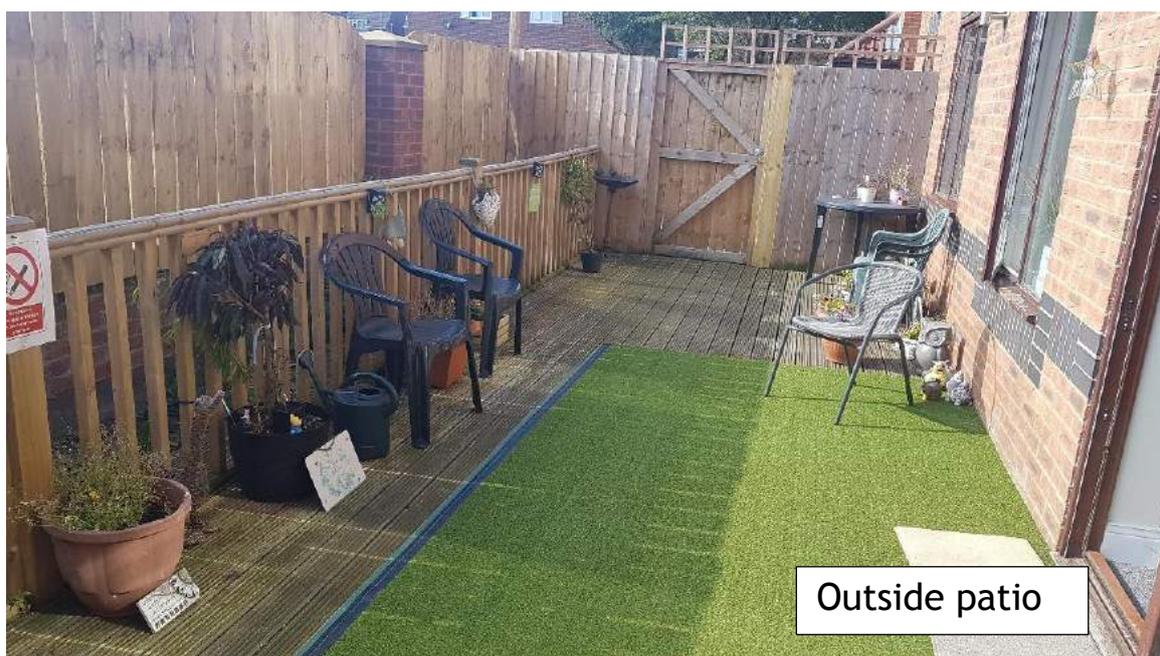
When asked what would happen if they needed to see a Doctor all residents stated that the Carers would arrange for the Doctor to come into the home to visit them.

The relative respondents when asked by the Healthwatch Team about the access to health professionals, all responded positively, some of the replies given included;

“I have seen GPs and Nurses in the home frequently and I know a Chiropodist visits every month. On the whole I feel if there was problem it would be looked at straight away.”

“Chiropody visits home regularly, District Nurses and Doctors if need. Access to these is good.”

“Excellent. Very capable senior staff who make sure that my father always has support when needed from the various services.”





Staff and the Management Team informed about the range of regular visits to the home from health professionals including Chiropody, Dentists and GPs. The Deputy Manager stated; “In our care home we have regular MDT (Multi-Disciplinary Team) meetings (every two weeks). Chiropodists visit regularly and will come in early if a resident requires it. Vision Care At Home provide regular eye check-ups for residents and again if there are any concerns they will come when required. Dentist’s visits as and when required and carry out regular check-ups. In emergency situations or concerns for resident health needs our Senior Carers will contact they will contact health professionals and arrange visits”.

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.**

None of the residents the Healthwatch Team spoke to stated that they had any specific lifestyle or cultural needs, however all who use it stated that the laundry service is good. Many added that they have their hair cut and styled by the visiting hairdresser and they are happy with this service.

Relatives who responded to the survey were asked about how the home accommodates cultural and lifestyle needs for their family members. They informed that their relative doesn’t have any specific religious or cultural needs

but the home does respect them and addresses their individual needs.



Relatives went on to inform the Healthwatch Team that their family members have access to a visiting hairdresser every week, the laundry service is good/excellent and their relative is always clean and appropriately dressed. Comments included; “Yes my father is always clean shaven and dressed in his favourite clothes.”

The Healthwatch Team asked staff and the Management Team how the home finds out and caters to the residents cultural, religious and lifestyle needs. This



information is gathered by talking to residents when possible and holding conversations with families and other health professionals such as Social Workers. Examples given, of how the home accommodates some of these needs included; ensuring people's preferences of diet is written into their care plan or tailoring social activities to the individual's personal beliefs. The Deputy Manager commented; "A few residents like to attend church, so our Activities Coordinator will take them to church every Sunday."

The Management Team explained that the home has a Hairdresser who visits the home on a weekly basis which residents really enjoy. They added that they ensure they find out how the residents would normally have their hair cut and styled by talking to them or their family members so this can be put in place. Residents who would prefer to use their own Hairdresser in the community also are given this as a choice.

When asked how the home ensures that the laundry staff get the residents own clothes back to them the Management Team informed they achieve this by ensuring resident's clothes are labelled, then laundered and returned to their rooms on a daily basis. This process is then monitored by both the laundry staff and management.

When asked about the mechanisms in place to ensure that residents are always clean and appropriately dressed, the Management Team informed that care plans are in place to help to assist this and are tailored to the individual. The Manager commented; "All residents have planned care to ensure that they receive appropriate care and support with dressing and undressing. Some mechanisms may involve clothes protectors at mealtimes. If any clothes need to be changed this is actioned without delay. Staff will always offer choice of clothes but some residents are unable to pick so staff will choose but clothes they would have normally worn in past, e.g. some ladies like trousers and some skirts. Family will support with the personalized clothes staff provide."

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 asked if they get asked what they think of the home or if they are happy there all the residents stated that they were and all said that they are happy. When asked if there was anything they would like to change about the home most residents stated that there wasn't anything they could think of and a further two made the following comments;

"I would like more entertainment."



“I would like to get out more.”

The Healthwatch Team asked relatives if they felt a welcome participant in the life of Archers Park, all survey respondents replied very positively with one commenting; “Most definitely. The Manager and staff are very concerned to make sure that I am happy.”

They went on to tell us how they and their relative can have a say in the home;

“The home is run great and we often talk to the management and staff. There is a great environment always.”

“Through surveys such as this or by speaking to staff or management who are always available.”

“I see in the home residents and relatives have asked for various changes to the décor etc. and this has been carried out. Notices are then posted on the notice board explaining the changes made.”

“There are meetings and coffee mornings for residents and family to take part in open discussions.”

During the Healthwatch visit the team witnessed notice boards advertising what changes had been made in the home, as a result of resident and relative feedback.

Survey respondents added that should they wish to make a complaint about the home they would either approach the Manager, Head Office or Social Services. All added that they would feel confident to make a complaint and think it would be acted upon appropriately. Comments included;

“I wouldn’t hesitate to complain if necessary and yes it would be dealt with.”

“Yes but personally the way the home is run I wouldn’t see me having to make a complaint. It is excellent.”

“Yes definitely.”

“If I had a problem, I would not hesitate to say.”

“Yes always.”

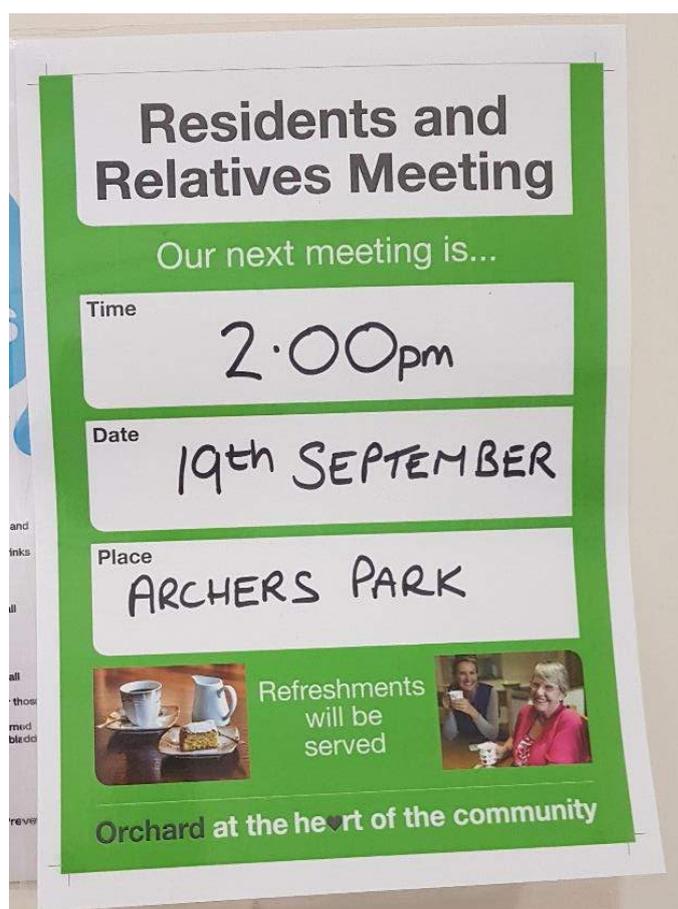
Staff and the Management Team informed the Healthwatch Team how resident and relatives can have a say in how the home is run. They stated that they can have conversations with the Carers, speak to the Management Team, attend the meetings held and complete questionnaires. The Deputy Manager comments given included; “We hold a resident and relatives meeting every two months. Also our residents and families can say if they have any concerns. We are open and we want to work together with families as we want the best for our residents.”

The Activities Coordinator was asked how residents and their family and friends can have a say in what activities are delivered both inside and outside the home. They replied; “Family and friends can talk to us anytime, can read care plans and we have regular meetings so that families can express their wishes.”



They went on to provide an example of how a resident or their family member has influenced the provision of a new activity; “We have a male resident who always played bowls and that was the only thing he wanted to do. We have since formed a relationship with Barnes Park Bowls Team. We have visited there to play and they have also visited the home to play with our residents here. They have also donated us a bowls green mat and bowls.”

The Manager when asked how the home makes use of feedback and complaints from residents, family and friends commented; “Any feedback or complaints are always taken seriously and dealt with in an appropriate timescale. Depending upon the situation it would be investigated and outcome discussed with the resident where appropriate and families would be informed.”



When asked how they can have a say in how the home is run, the staff who completed the survey stated that they can put forward any ideas that they have, approach the Managers at any time and they also have regular meetings where they can discuss ideas.

The Manager reiterated this by commenting; “Staff are involved with staff meetings, flash meetings and discussion can take place in supervisions. As a Manager it is important that you have staff involvement as it is team with that runs a care home. The staff team are the main focus in the home and should be given the opportunity to be involved, staff can give ideas and suggestions.”

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.

When asked by the Healthwatch Team if the home is always clean and tidy all residents we spoke to responded positively stating that it was, some of the comments received included;

“My bedroom is always clean, it’s the first thing I look at.”



“Yes the girls come in everyday to clean my room.”

They also added, when asked, that the temperature of the home was suitable for them.

Relatives were asked if the home was a suitable temperature, kept clean and tidy, and well decorated and maintained. All who responded to the survey stated that it was. Some of the comments received included;

“Yes the home is being updated with new floors being laid and new furnishings being added. It needs painting here and there but I think they have this in hand to be done.”

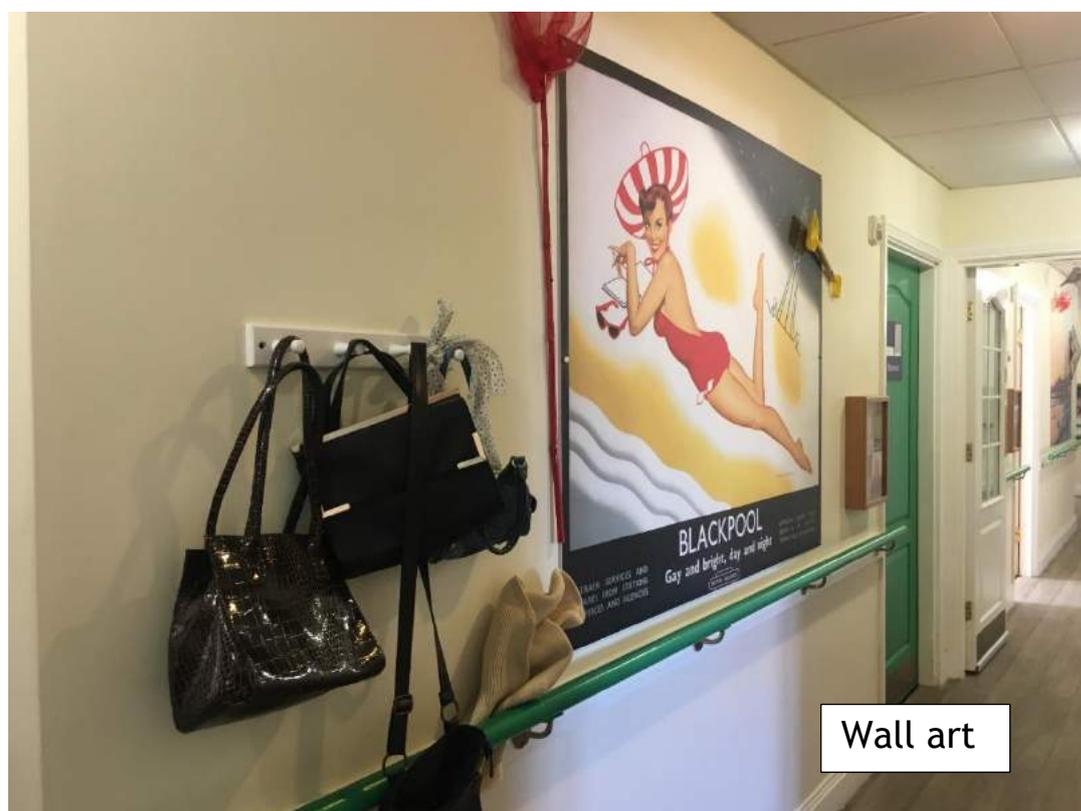
“It’s very clean and tidy, I noticed this on the first visit.”

“Yes staff work hard to keep it clean and tidy.”

When asked if they think the home is a dementia friendly environment, all relatives who responded to the survey agreed that it is with comments given to say that is a friendly but safe environment.

The Management Team explained that they ensure that the home is a comfortable temperature by carrying out regular monitoring of the temperature in rooms and communal areas, which are then recorded and all rooms have temperature controls that can be adjusted by staff if necessary.

When asked how they ensure that the building and it’s contents are well maintained and decorated throughout, the Management Team informed that they carry out daily walkarounds to monitor this and staff and families can also inform



Wall art



them of any jobs that need to be carried out. These are then recorded into the maintenance system, with a time line for completion added and then the repair will take place in accordance. The Manager added; “Each time a room becomes available a full refurbishment is requested and decorated.”

The Management Team added that their daily walkarounds also help to keep the home hygienic and clean. The Manager informed; “Observations, checking that records are complete, daily walkarounds and ensuring there is always a Domestic on duty every day will help this. Staff also ensure the home is hygienically clean by checking rooms, bathrooms, shower rooms, dining rooms etc., while carrying out their daily tasks.”

The Healthwatch Team asked both staff and the Manager how the home is made a dementia friendly environment. They explained that this achieved by having the following in place; colourful doors, use of appropriate pictures and simple signage, personally decorated rooms and memory boxes, use of appropriate crockery and cutlery and an accessible garden in place. The home also trains staff in dementia care and the Activities Coordinator also provides dementia friendly activities suitable for the residents.

During the Healthwatch team visit it was noted that the home had appropriate signage and the use of dementia friendly decorations and activities in place.



Dementia friendly signage



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 know what you need and what you like and don't like? (Your daily routines, personality, lifestyle, clothing etc.)
6. What activities are there for you in the home?
7. What activities are there outside the home? (Groups, trips etc.)
8. Is it easy to join in the activities?
9. If you would like to use the garden are you able to?
10. Do you get a chance to do any of the things you used to enjoy before you came here? (I.e. bringing in pets, hobbies, interests etc.)
11. What do you think of the food here?
12. Is there enough choice of what you eat and when you eat?
13. Where do you eat your meals? (Is it your choice to eat there?)
14. Do you enjoy mealtimes? (What do like/dislike about mealtimes?)
15. Have you seen a dentist to check your teeth or an optician to check your eyes or an audiologist to check your hearing recently?
16. What happens if you need to see a doctor or have an appointment at the hospital?
17. Is there respect for your religion or your culture here in your home? E.g. Are you able to wear your own clothes, get your hair/nails done, have a shave, are the laundry staff good at getting your own clothes back to you?
18. Is the home always clean and tidy?
19. What is the temperature like here? Are you ever cold or too warm?
20. Do you get asked what you think about the home or if you are happy?
21. Would you like to change anything about the home? Have you told anyone about this and what happened?
22. 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/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?



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?



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 the home is made dementia friendly?



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, and 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?



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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