



Care home life, what it's really like!

Bryony Park



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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.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, and 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 24th January 2019 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	 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	 Strongly agree
8.	An open environment where feedback is actively sought and used	 Strongly agree
9.	Provide a physical environment which is suitable for the needs of the residents	 Strongly agree



Findings

Bryony Park Nursing Home is a purpose built property located on;

Thompson Road
Southwick
Sunderland
SR5 2SH

Telephone: 0191 549 7272

Provider: Memory Lane Care Homes Ltd

Provider website: <https://www.memorylanecarehomes.co.uk/>

See the latest CQC inspection report here:

<http://www.cqc.org.uk/location/1-111196732>

The home which is over two floors, provides accommodation for 44 people in single occupancy rooms, all of which have en-suite facilities and residents are able to bring in their own item to furnish their room.

The home provides support for people aged 65 years and over, who require general nursing care and residential Enduring Mental ill-health (EMI) care.

There are two communal lounges (with a loop system available), a quiet room and two dining rooms across the home, for use by residents. The home also has an accessible garden at the rear of the building and Wi-Fi throughout.

Activities are provided seven days per week and the home employs an Activities Coordinator who works full time (40 hours per week).

At the time of our visit there were 43 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support 2 residents to fully complete the survey. The team received 11 staff and 7 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 knew who the Manager was both residents we spoke to were able to name her and both gave positive comments when asked what they thought of her;

“She is very good, you can go to her for anything.”

“Very, very good, I feel so at home here.”



During the visit the Healthwatch Team witnessed the Manager interacting with the residents, introducing all residents to the team by name and informing us a little about their background and life history. All residents appeared to recognise and interacted positively with her.

All relatives who responded to the surveys were also all able to name the Manager and gave the following comments when asked to tell us a little about her;

“Jill is very hands on, very observant and nothing gets past her.”

“Jill is a warm friendly lady. She is approachable, at all times easy to speak to and makes you feel welcome.”

“Friendly, professional and caring. Engages with patients and relatives.”

“Very helpful and friendly. Always there to explain anything, very committed to the welfare of everyone.”

When asked by the Healthwatch team what support they receive from the Manager all staff who completed the survey responded positively;

“The Manager listens to staff and supports staff wherever possible.”

“Full support in all I do.”

“Friendly Manager, enquires about my day, every day and approachable. Very good Deputy Manager who is also very supportive.”

Staff also responded positively when asked about their experiences of talking to the Manager when they want to ask a question or raise an issue. Those who responded commented;

“The Manager’s door is always open if you have a problem and she is very approachable and things are kept confidential.”

“The Manager always has time for staff if they need to raise an issue.”

“Good response, questions always answered and any issue raised is sorted very quickly.”

The Manager and Deputy Manager were asked what attracted them to their role, both replied stating they enjoyed the new challenge the role brought. They added what they enjoyed about their role;

“Team work and leading and being a successful care home.” (Manager).

“Being a successful nursing home, team work, and being a supportive Manager.” (Deputy Manager).



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 STRONGLY AGREE this was met.

When asked by the Healthwatch team what they thought of the staff, residents who spoke to the team complimented staff and said;

“The girls are so good, they help me in any way.”

“Brilliant, couldn’t be better.”

When asked if staff had time to stop and chat with them, both residents replied positively stating that they did.

During the visit the Healthwatch Team witnessed the staff positively interacting with residents, tending to their needs in a respectful and caring manner.

Relatives were asked if they felt staff have enough time to care for residents, all responded positively stating;

“Yes, always have two people to care for my mam and always come as soon as possible.”

“I do feel strongly that the staff have time to care for mam, I witness their patience throughout my visits.”

“The staff are friendly and always have time for residents or visitors.”

Relatives were also asked if they felt staff have the skills to care for their family member, all responses were positive and included;

“Yes, an example is that my mother has been bed ridden for over three years and has never had a bed sore.”

“I do feel that staff have the skills to care for my mam. I do witness this throughout my visits.”

Staff who responded to the survey were asked by the Healthwatch Team if they have enough time to care for residents at the home. The majority of responses given were positive, with a few staff saying they had felt they didn’t have enough time but this is now being addressed by the Manager.

“Yes we have good staffing levels which allow us to do so.”

“Sometimes I feel we don’t have enough time but this has been discussed with the Manager and staffing levels are to be increased.”

“Yes as there is a high amount of staff.”

“Yes I do have enough time to care for all my residents in my care.”

Staff also informed the team that they are encouraged to continue to develop their skills by attending regular training;



“Yes I am encouraged to develop my skills by attending courses available.”

“Yes I am currently doing my NVQ (National Vocational Qualification) Level 3 with support from the Manager and team. We have a good skill mix between staff, which helps us to learn new skills.”

The staff went on to tell us what they enjoy about their jobs;

“Working with a good team of people and caring for residents.”

“Being able to provide excellent quality care for the residents in my care.”

“I enjoy caring for people knowing I’m making a difference to their daily life.”

The Manager and Deputy Manager informed the Healthwatch Team that they encourage staff to develop their skills through training, supervisions and appraisals, group discussions, encouragement, praise, support and guidance.

They ensure that staff have the time to care for residents by having the correct staffing level, skills mix, regular checking and via discussions. During the Healthwatch visit the Manager informed the Healthwatch Team that she will be increasing the number of care staff at the home as a result of carrying out these checks.

Indicator 3 - Good knowledge of each resident and changing needs

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

The Healthwatch team AGREE this was met.



When asked by the Healthwatch Team if staff at the home know them, know what they need and what they like and don’t like both residents we spoke to agreed that staff did.

Relatives who responded to the survey were asked if they thought staff knew their family members life history, personality and health care needs. All agreed that they did and their responses included;

“The staff are aware of the life history and all of the needs for my mam’s comfort.”

“We were asked to do a story of her life when she moved in.”



All relatives went on to inform the Healthwatch Team that the home notices changes in their relatives needs and they are informed of these changes either via a phone call or in person during a visit to the home.

Staff and the Management Team informed the Healthwatch Team the ways in which they get to know residents life history, personality and health and care needs when the residents first arrive at the home. This included having conversations with residents, their family and other health professionals, reading pre-assessments that are carried out by the Manager and having access to residents file (which are now available online on hand held devices).

Staff and the Management team were also asked by the Healthwatch Team how any changes in a residents needs are updated and passed on to staff. They responded to say that all changes are clearly documented in resident's files, which are then visible to all staff on the hand held devices which are then read at handovers before a shift begins.

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 two residents who the Healthwatch Team spoke to stated that they didn't take part in any activities as one resident was bed ridden and the other was new to the home and spending some time settling in. Both did add that they were kept up to date with what was taking place and the new resident planned to join in, in the upcoming months.

During the visit the Healthwatch Team witnessed a range of activities taking place in the upstairs lounge area, this included a painting activity that some of the residents were taking part in.

The relatives who completed the survey informed the Healthwatch Team what they thought about the activities available to the residents inside and outside the home. Some commented that their relatives are no longer able to part take in activities due to their own individual health and capacity and others were happy with the range, comments included;

“There are a lot of activities available inside the home but most times my mam decides not to join in. She has enjoyed being taken out for a couple of trips in the bus.”

“The activities are person centred and meets mam's ability and needs, especially around her dementia.”

“My mother is bedridden and largely asleep, so this section is not applicable for her.”



“While my wife does not take advantage due to her being bed bound, I am aware of the scale of the activities taking place.”

Relatives were also asked how their family member is encouraged and supported to take part in the activities. Three relatives informed that this question didn't apply to their family member and two answered very well. The other comments given included;

“Mum is asked if she wants to join in with each activity. She did get up to watch a film and the Royal wedding. She did enjoy them.”

“Mum is encouraged by staff in a positive manner to take part in activities, plenty of patience throughout.”

When asked if their family member is still able to do the things they used to enjoy before moving into the home, most relatives stated that due to their own health conditions they are no longer to do most hobbies etc. whilst others stated;

“My wife is bed ridden and does not speak and has to be fed, but staff still chat to her and give her toys to occupy her.”

“Mam loves company most of all, loves to listen to chit chat, watching the soaps and news. She likes her music which she has access to.”

When asked by the Healthwatch Team what activities are available for residents inside and outside of the home, the Management Team and staff told us that within the home activities include; arts and crafts, armchair exercise, bowling, big screen cinema, cooking, hand massages, reminiscence, music and sing alongs, ball games, pampering sessions, parties for residents birthdays, seasonal activities e.g. Halloween and Christmas.



The activities mentioned outside of the home included; shopping trips, visits to the local memory cafe for coffee and chat, bus trips and Barbecues etc.

The Activities Coordinator added that for those who don't want to undertake group activities, one to ones with herself and other staff are available. Activities include hand massages, books and newspapers etc. They also added, "I find out what other interests the residents have and would like to participate in."

All staff informed the Healthwatch Team that they encourage residents to join in activities by explaining what the activity is and encouraging them that it will be fun and good to mix with others, as well as physically helping those who need it.

When asked how the residents are supported to do things they used to enjoy before coming into the home including hobbies and interests, the Activities Coordinator informed the team; "I find out from care plans, ask family and also the resident and encourage them to join in those hobbies and interests."

The Activities Coordinator went on to add that residents family and friends can have a say in what activities are delivered both inside and outside the home.

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 thought of the quality and choice of food in the home both residents who took part in the survey stated that it was good and suited their needs, one resident commented; "There is a ton of choice, they would get you anything you want." Both residents ate their meals in their bedroom due to their mobility restrictions and stated they enjoyed mealtimes.



When asked about the quality and choice of food at the home, those relatives who responded to the survey all gave positive comments including;

"Yes it's good and they will prepare alternatives if the menu is not suitable."



“Food is always freshly cooked and menu is visible for visitors to see.”

“Mam is offered a variation of meals, she does have her likes and dislikes which are taken into consideration.”

All but one family member was confident that their relative is supported to eat and drink as much as needed. They stated that they would like to see a little more help with feeding. The other relatives' comments included;

“I'm very confident mam is supported to eat and drink. This is all documented which I can read at any time.”

“My mother is fed pureed food and her weight is stable so the quantities must be correct.”

When asked by the Healthwatch Team how the home ensures that mealtimes are sociable, relatives stated that residents are encouraged to chat with others in the dining room, relatives are encouraged to join at meal times and soft music is played in the background.

Staff informed the Healthwatch Team that the quality and choice of food available at the home is of a high standard. They added that residents are asked daily what would they like to have and the menu is available to see the day before. One staff member commented; “A menu is provided for residents but they can have food which isn't on the menu and this would be given at a time which suits the individual.”

They added that they ensure that residents can eat and drink outside of mealtimes as the home employs a full time chef and residents can request a meal, snack or drink at any time and the home has a permanent drinks station. The Deputy Manager added that the home monitors residents' food and fluid intake and checks weekly and monthly weights.

The residents are also offered a choice when it comes to where they would like to eat their meals including the communal dining room or in their own rooms. Staff added “We encourage as many residents as possible to have their meals in the dining room.” This is done to make mealtimes a social time but staff will respect the wishes of those who choose not to. Other ways in which the home tries to make mealtimes sociable includes; encouraging conversation, offering support from staff, playing background music playing and inviting family members to join in.

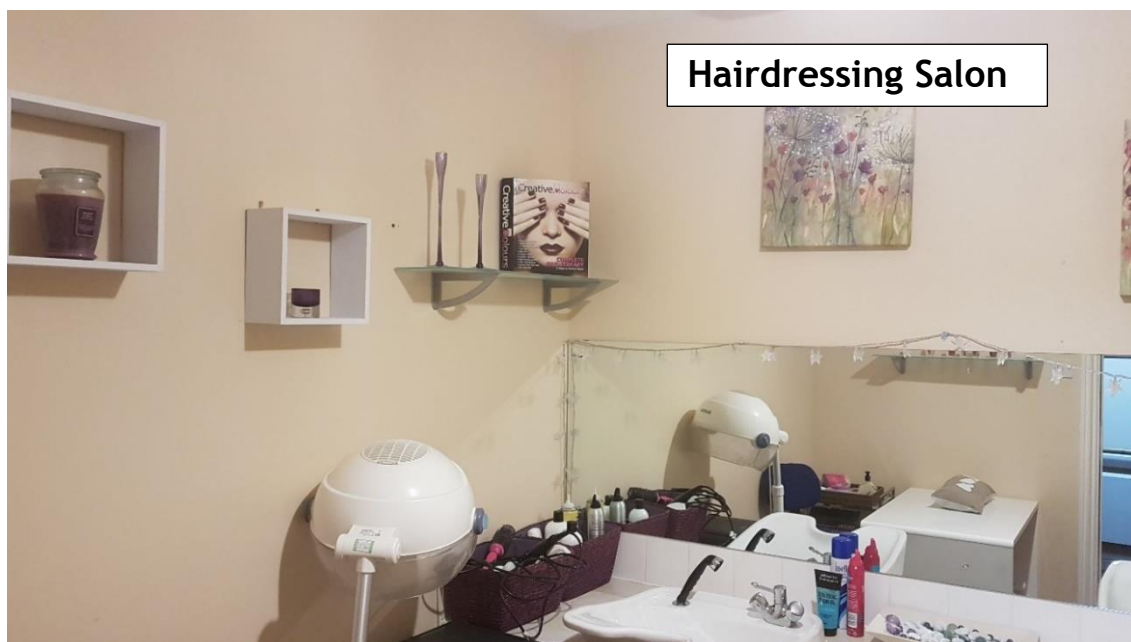




Indicator 6 - Regular access to health professionals (GPs, Dentists, Opticians, Chiropodists, Audiologists etc.)

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.



When the Healthwatch Team asked residents if they have access to a range of health professionals, one resident commented that due to her being a new resident in the home she hadn't seen anyone yet. The other resident informed of the regular checks she gets from the Optician and Chiropodists. Both residents also informed the team that should they need to see a GP they would only need to ask the care staff who would arrange this for them.

The majority of relatives when asked about access to healthcare professionals within the home gave very positive comments;

“Mam has access to all appropriate medical professionals if and when it's required and there are annual appointments she attends regularly.”

“The Nurse in charge would call any professional needed. She has been asked if she wants to see a Dentist and this has been arranged.”

Another relative stated, “Our only doubts are as to dental care - I think this is common in care homes and needs addressing.”

Staff and the Management Team informed the Healthwatch Team about the range of visits to the home from health professionals and explained that staff are available to support outside appointments if needed; “Outside agencies visit the home and residents are supported by staff if they need to attend appointments. This is usually managed by the Nurse.”



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 STRONGLY AGREE this was met.**

Neither of the two residents the Healthwatch Team spoke to stated that they had any specific religious or cultural needs but did agree that the home respects their personal needs. One resident added that the laundry service was very good but she wasn't keen on the hairdresser who visits the home, so her daughter styled and cut her hair.

Relatives who took part in the survey process also reiterated that their relatives didn't have any specific lifestyle, religious or cultural needs but were aware that worship takes place on a Friday within the home. They also informed the Healthwatch Team that the home has a visit from a hairdresser on a fortnightly basis and the laundry service is good or very good when items are labelled.

When asked if their relatives are clean and appropriately dressed the majority of relatives who gave feedback stated that they were;

"Mam is immaculate, always clean and dressed well."

"Mum is always clean, and dressed."

One relative gave a mixed response; "Not always clean but appropriately dressed. Sometimes a little dinner is spilt but it is not as important as happiness of the residents."

The Healthwatch Team asked staff and the Management Team how the home finds out and caters to the residents cultural, religious and lifestyle needs. Those who responded informed that as part of the homes pre-admission assessment carried out for all new residents, they will communicate with residents family members and friends and complete the 'This is me' leaflet.

Examples given to highlight this included;

"Residents have the choice of decorating their rooms, choice of diet preferences, where to eat, we offer person centred care and provision for religious practices is given as per the residents' choice."

"Church services, Holy Communion and we have a resident who is a Jehovah's Witness who doesn't celebrate birthdays or Christmas."

The Manager informed the Healthwatch Team how the home ensures that the laundry staff get the residents own clothes back to them, "Laundry staff take them back to their room on trollies in named baskets for each resident."



She added that the home ensures that residents are always clean and appropriately dressed by carrying out daily personal care and care plans are in place to help identify personal choice.

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 STRONGLY AGREE this was met.

When asked if they get asked what they think of the home or if they are happy, one resident replied yes she gets asked by the care staff and she is happy, the other resident who was newer to the home said she hadn't been asked but she was quite happy and content. Both residents stated that there was nothing that they would like to change and were both happy to speak to the staff or the Manager if they wished to make a complaint.

The Healthwatch team asked relatives if they felt a welcome participant of life in the home, all respondents replied positively, comments included;

“Yes always invited to join in.”

“I’m made to feel very welcome, always invited to attend meetings and social events throughout the years.”

“The home is a very friendly and welcoming to relatives and visitors.”

Relatives went on to tell us how they and their relative can have a say in how the home is run and give feedback;

“Regular meeting for relatives.”

“Manager or senior staff are always available.”

“Can always talk to staff. Always approachable.”

They added that should they wish to make a complaint they would go to the Manager in the first instance or to the owner if necessary and they all felt confident that any complaints would be acted on appropriately.

Staff and the Management were asked by the Healthwatch team about the ways in which residents and their family/friends can have a say in how the home is run, they informed that the home carries out regular reviews, questionnaires and surveys, relative/residents meetings, the home operates an open door policy, care reviews are carried out with residents and family, staff do daily walk abouts, and there is a suggestion box in the homes foyer.



An example given by one staff member highlighting how feedback has influenced change included; “Family members asked for more fresh fruit so the Manager provided it.” Another added that one residents family member likes to tend to the flowers at the front of the home.

The Management Team when asked how the home makes use of feedback or complaints from residents and relatives, informed the Healthwatch Team that they welcome feedback to improve standards further.

Staff and the Management Team informed that staff can have a say in how the home is run by attending staff meetings, providing suggestions at handover meetings which take place every day, taking part in supervisions and the Manager is open to any opinion put forward regarding the running of the home and the Manager and Deputy Manager operate an open door policy.



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 and to a suitable temperature, both residents replied positively stating that staff are always keeping it clean and tidy. They both also stated that the home is kept at a comfortable temperature for them.



Wall art

During the visit the Healthwatch Team observed that the home was well maintained and decorated throughout. The Manager in conversation explained about the wall art/decorations used within the home to help residents identify with features and land marks such as the train station and florists etc.

All relatives when asked about the physical environment of the home gave positive responses stating that the home was always at a comfortable temperature, hygienically clean and tidy, well decorated and a dementia friendly environment. Comments given included;

“Exceptionally so - in my experience most care homes smell, Bryony Park does not.”

“The home is always beautifully decorated.”

“Definitely yes, all staff have a great understanding of dementia.”

The Management Team explained how they ensure that the home is a comfortable temperature by maintenance staff checking temperature, radiators are turned on when necessary and fans, coolers and windows are open as needed in the summer months. They both added that audits and observations are used to ensure that the building and its content are well maintained and decorated throughout also daily walkabouts, audits and close observations are utilised to ensure that the home is always hygienic and clean.

The Healthwatch Team asked both staff and the Manager how the home is made a dementia friendly environment, they explained that the home has training and development in place for staff and works together with health professionals. The home has different themes and sensory areas throughout the home such as the post office, flower shop, train station, bus stop and the use of different coloured hand rails to the walls etc, provision of dementia friendly activities.



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 is the home 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, 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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