

Care home life, what it's really like!

# Dairy Lane Care Centre



Date of Healthwatch Sunderland visit:  
25<sup>th</sup> October 2018





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## Distribution List:

**Dairy Lane Care Centre** - Jane Tinkler, Manager

**Provider** - Dairy Lane (St. Michael's) Limited

**Care Quality Commission** - [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Healthwatch England** - [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)

Katie Johnson, Development Officer

### **Sunderland Clinical Commissioning Group:**

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## **Acknowledgements**

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



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## 1. Introduction

### What is Healthwatch Sunderland?

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

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

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



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

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





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## 2. Background and rationale

Research carried out in 2016 highlighted that there is a need to provide qualitative information on care homes which goes beyond basic safety standards. It shows that the information needed by people looking for a suitable care home should provide a real sense of what a home may be like to live in.

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

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



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### 3. Methodology

The ‘Care home life - What it’s really like!’ visit took place on the 28<sup>th</sup> November 2018 and was carried out by Healthwatch Sunderland staff and volunteers who are trained so that they can effectively capture the resident’s experience.

At the visit residents were asked a range of questions via a set questionnaire (see appendix 1). The questions were 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	 Agree
2.	Staff with time and skills to do their jobs	 Agree
3.	Good knowledge of each resident and their changing needs	 Agree
4.	A varied programme of activities	 Strongly agree
5.	Quality, choice and flexibility around food and mealtimes	 Strongly agree
6.	Regular access to health professionals	 Agree
7.	Accommodation of resident's personal, cultural and lifestyle needs	 Agree
8.	An open environment where feedback is actively sought and used	 Agree
9.	Provide a physical environment which is suitable for the needs of the residents	 Agree



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## Findings

Dairy Lane Care Centre is a domestic residence located on Dairy Lane in Houghton le Spring and is a short walk from Houghton High Street. This small, family run care home offers care for people aged 65 years and above who have dementia or age related physical problems.

The home is a converted building located over two floors, with four communal areas, two of which are lounges (one of which has a loop system) and 22 single bedrooms, 8 of which are ensuite. All rooms are single but the home can accommodate couples by converting one room into a double bedroom and the second bedroom into a private sitting room.

Residents can bring in any of their own personal items for their bedrooms, such as furniture and their own bed, as long as it meets health and safety regulations. If a resident wishes to bring in pets this would be discussed on an individual basis.

The home employs an Activities Coordinator Monday to Friday and activities are provided every afternoon of the week. Activities try to cover all areas from seasonal interest, crafts/art, physical, reminiscence, problem solving, entertainment etc. They are organised to suit individual need and preference.

Free Wi-Fi is installed within the home and the home has a Facebook page which can be visited by anyone to see the more informal side of Dairy Lane Care Centre.

The home doesn't operate protected mealtimes, which allows visitors during mealtimes.

See the latest CQC inspection report here:

<http://www.cqc.org.uk/location/1-108935568>

At the time of our visit there were 14 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch team were unable to fully complete any surveys with the residents. The team received five staff and three relative surveys back.

The results of these surveys are given below:

### Indicator 1 - A strong visible management

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

Relatives were asked by the Healthwatch team who the Manager was and what they thought about them. Respondents to the survey were all able to name her and gave the following positive comments;

“A very friendly lady and goes out of her way to help you.”

“Jane is approachable, friendly and gives her time to talk to you.”





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When asked by the Healthwatch team what support they received from the Manager all staff who responded to the survey gave positive comments including;

“Whatever support is needed.”

“I can go to her with any issue and she will be there to support.”

Staff also gave positive comments when asked about their experience of speaking to the Manager to ask questions or to raise issues. Comments included;

“The Manager is always there to listen and help.”

“My Manager is always there to support me with any problems or questions when I have to ask.”

When the Deputy Manager was asked what attracted them to their role, they stated; “I wanted to help look after people and make sure they are looked after safely.”

They went on to tell us what they enjoy about the role; “Making a difference to someone’s life by making them feel themselves and seeing the satisfaction they have on their faces.”

## **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.**

When relatives were asked if they felt staff have time and skills to care for their family member, there was mixed response regarding staff time, comments included;

“Yes they come whenever called.”

“Yes she does not get forgotten about, as she is in her room.”

“I think more staff on shift would help them to do their jobs and have more time with residents.”

All relatives agreed that staff have the skills to carrying out their role, comments included;

“Staff do have the skills to do their job.”

“Yes I think the staff are very good and friendly and help a lot with the care.”

Staff who responded to the survey were asked by the Healthwatch team if they have enough time to care for residents. Those who responded all stated that they did and also told the team of how they are encouraged to continue to develop their skills;

“By taking part in refresher courses.”





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“Staff have a good understanding of the personality and health care needs of residents.”

When the Healthwatch team asked if staff at the home notice and respond to changes in their relatives needs and if relatives are informed of any changes, family members responses included;

“Yes staff keep us informed of any changes and information we need to know.”

“Yes when we go in, or they phone straight away.”

Staff informed the Healthwatch team that they get to know a residents life history, personality and healthcare needs when the resident first arrives at the home by carrying out a health and social care report and gaining information from social workers, which is then shared with all staff. Information is then kept up to date by noting any changes in each individual residents care plan, (which staff will then read) and they are kept up to date at handover meetings at the beginning of shifts either by a senior staff member or management. Care plans are then monitored on a monthly basis.

#### **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.**

During the visit the Healthwatch team witnessed a range of activities that a small group of residents were taking part in, in one of the homes lounges, led by the Activities Coordinator. These activities consisted of card games (using a large deck of cards), a quiz, a sing-along, arm chair exercises and arts and crafts. The activities were tailored to the needs of the group and the Activities Coordinator encouraged them all to join in, offering support when needed.

The Activities Coordinator also gave the residents the choice of what activity they would like to do next, explaining the options that were available to them. During this time several family members came to visit their relatives and joined in with the activities. One relative also brought in their pet dog who was welcomed by the residents.

When the Healthwatch team asked relatives what they think about activities available to residents both inside and outside the home a mixed response was received by those family members who responded to the survey;

“From observations only a very small number of residents are able mentally to participate. Tasks or activities are thus very basic and mundane. However parties and entertainment are held quiet often.”

“Yes plenty of activities every day Monday to Friday.”



“It’s the best, they are really good. They do sing-alongs, games, bingo, movies, arts and crafts, quizzes, ice cream in the garden etc.”

Relatives went on to tell us that staff encourage residents to take part in the activities that are provided by the home and they try to make sure no one is left out. When asked if their relative is still able to do the things they used to enjoy comments included;

“Yes playing bingo, music and dancing.”

“Yes pets come into the home and my relative enjoys reading.”

When asked by the Healthwatch team what activities are available for residents inside the home staff and management told us about the various indoor activities including; quizzes, dominoes, bingo, arts and crafts, knit and natter, entertainers, cooking, exercises, bowls, coffee mornings etc.

Some staff also mentioned that residents are encouraged to take part in meaningful activities such as sorting socks, winding wool, washing table mats etc.

During the visit the Healthwatch team witnessed a range of posters displayed around the home advertising various events/activities that were planned and inviting family and friends to come along.

Outside of the home staff informed that residents take part in shopping trips, going for walks, going for coffee, sitting in the garden and church visits etc. They added that the home doesn’t have a mini bus but the residents either walk to local areas or go by taxi.

Staff informed us that they encourage residents to take part in activities by explaining what is going to happen during the activity and encouraging and assisting them to take part, if they are unable to manage independently.

The Deputy Manager added that residents are supported to continue with previous hobbies and interests by finding out what they enjoy and incorporating this into the activity programme.

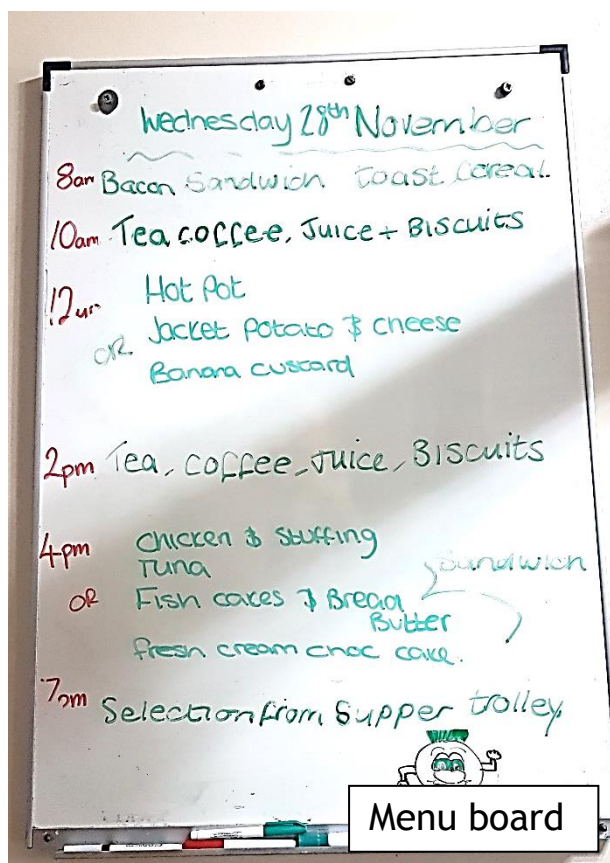




## Indicator 5 - Quality, choice and flexibility around food and mealtimes

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.



The Healthwatch team observed as drinks and refreshments were served to residents. Staff and family members assisted those residents who required it and encouraged others to eat and drink.

When asked about the quality and choice of food at the home the relatives who responded to the survey gave the following comments;

“Adequate.”

“Food quality is good and there is always a choice.”

“I do not have a problem with the food.”

All then commented that they were very confident that their relative was supported to eat and drink as much as needed.

When the Healthwatch team asked relatives ‘how are mealtimes made sociable at the home?’ the following comments were given;

“Most of the residents eat in the dining room and whilst the staff are friendly and talk to the residents, they themselves don’t respond.”

“All eat in the dining room, which is nice.”

“All residents eat together in the dining room.”

When asked about the quality and choice of food available at the home all staff who responded to the survey were complimentary stating it was either good or very good, adding that there are two choices available on the menu for residents to choose from or alternatives can be made if there is nothing to their liking. The Deputy Manager’s comments included;



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“Residents likes and dislike are gathered when they come into the home. We have a resident’s choice on the menu on a Wednesday and residents are asked what they would like from the menu.”

Outside of mealtimes staff informed us that residents have access to drinks and snacks during the day with a drinks station available in the dining room. Observations are made to ensure they drink and eat enough during the daytime and at mealtimes.

Residents are also offered a choice of where they would like to eat their meals including the dining room, the lounge or their bedroom and also how they eat i.e. with cutlery or their fingers. The Deputy Manager added information about the homes flexibility around when the residents can have their meal;

“If they like to have a lie in on the morning they can have breakfast later, this also applies to other meals.”

When asked how they make mealtimes sociable staff and the Deputy Manager informed that residents are encouraged to come together in the dining room and are encouraged with support from staff to chat, sing and laugh together and soft music is played in the background.

## **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.**

Two of the relatives who responded to the survey process indicated that they are happy with the level of access to health care professionals for their relative. Their comments included;

“First class - GPs, Chiropodists, Physiotherapist, Paramedics etc. are available and the health and care plan is always available for hospital visits.”

“My relative has very good access to health professionals - as my relative is not well we are getting the best support you can get.”

The third relative didn’t complete this question, this may have been due to their relative being new to the home.

Staff and the Deputy Manager informed the Healthwatch team about the range of visits to the home from health professionals including regular visits from GPs, Dentists, Opticians and Audiologist etc. If a professional is needed outside of this time staff would request a visit to the home.



During the Healthwatch team visit there was two Community Nurses who were visiting a resident who needed some support, the team witnessed the Manager updating the nurses on the health care needs of the resident.

## 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.**

When asked about their relative's specific lifestyle and religious/cultural needs none of the relatives stated that their relative had any.

When asked about the provision at the home for their relatives to have their hair cut/styled, all relatives confirmed that the home has regular weekly visits from a hairdresser. They went on to tell us about the laundry system at the home, which received a mixed response;

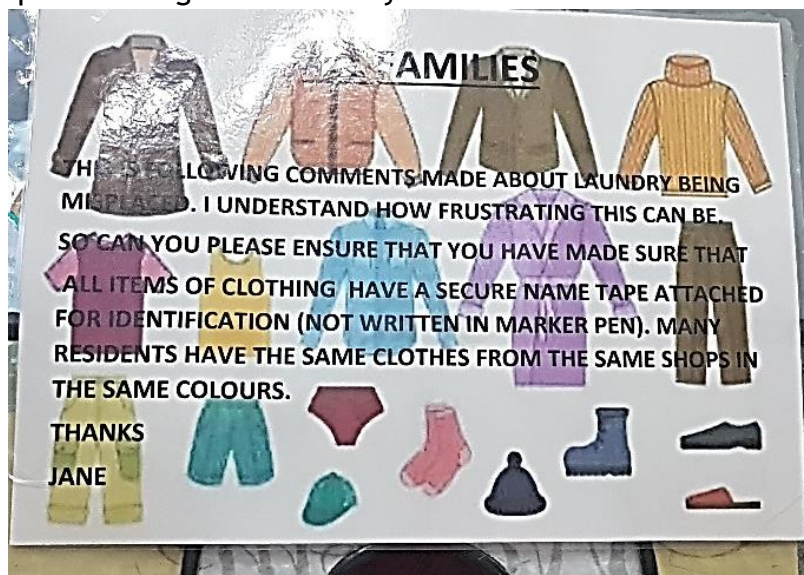
"It could be better."

"No issues I do it myself."

"My sister does mam's clothes, just because she likes to do it, but when the home has done it there was no issues."

Finally the Healthwatch team asked if their relative was always clean and appropriately dressed, all respondents agreed that they were.

The Healthwatch team asked management how the home finds out about residents cultural and lifestyle needs. The Deputy Manager replied stating; "Staff do living well with dementia forms with resident and family and find out about any cultural, religious background needs. Also if the resident has any other beliefs we would incorporate this into their daily living."



Both staff and management went on to give us an example of how the home caters for residents religious and cultural needs. Comments included;

"By accommodating their needs, such as prayers and food."



“We had a Jewish man in our home who still believed in his faith. So when we had pork products on the menu we would adapt his menu to suit his beliefs.”

The Deputy Manager added that residents can access the hairdresser who visits the home weekly to have their hair cut and styled or if they wished they could continue to use their own. To ensure that residents get their own clothes returned to them after being laundered the home ensures that clothes are labelled. Finally when asked about the mechanisms that were in place to ensure that residents are always clean and appropriately dressed they added; “Residents are dressed in clean clothes daily and if a resident has a dirty mark on their clothes they are assisted to change.”



### **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.**

All relatives who responded to the survey agreed that they were welcome participants in the life of the home. One relative commented “Absolutely, we chat regularly and we are invited to all social events.”

Only one relative answered the question which asked ‘in what ways can your and /or your friend/relative have a say in how the home is run or give feedback?’ they stated that they can have informal conversations with senior staff at any time.

All relatives replied to say that should they need to make a complaint about any aspect of the home, they would go to either a staff member or the Manager and all felt confident to make the complaint and confident it would be acted on





appropriately. One relative commented; “Yes the Manager and staff want what is best for their residents. They treat all the residents as though they are part of the family we cannot fault this home at all.”



During the Healthwatch visit the team witnessed the suggestion box in the reception area of the home which was easily accessible to family and friends. When asked by the Healthwatch team about the ways that residents and their family can have a say in how the home is run, staff and the Deputy Manager informed that the Manager operates an open door policy, is always open to suggestions, the home has a suggestions box and they issue a residents questionnaire.

The Deputy Manager was asked by the team about how the home makes use of feedback or complaints she replied; “Questionnaires are collaborated and feedback is put up in reception and management and staff also talk to relatives all the time.”

Staff and the Deputy Manager informed that staff can have a say in how the home is run via their annual appraisals, supervisions, staff meetings and the Manager is always available to listen to their 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 AGREE this was met.**

When asked by the Healthwatch team about the environment of the home the relatives who responded to the survey all replied positively and agreed that the home is kept to a comfortable temperature, is kept hygienically clean and tidy, is well decorated and well maintained and is made a dementia friendly environment.



The Deputy Manager explained that they ensure that there is a comfortable temperature maintained in the resident's rooms and communal areas by having thermostats on all the radiators and in all the corridors. When asked how the building and its contents are well maintained and decorated throughout, the Deputy Manager replied; "We have a maintenance man who does all our decorating and any repairs. We also have a maintenance book so staff can note down any repairs needed." They went on to inform the Healthwatch team that the home has domestic staff and care staff who make sure rooms are always clean and tidy.

The Deputy Manager and staff informed the Healthwatch team, about how the home has been made dementia friendly, their comments included;

"With a friendly, safe, happy environment and use of bright lights and colourful surroundings."

"We use colour contacts on the walls and doors, good lighting, bright coloured placemats in the dining room and dementia friendly activities etc."





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## 5. Appendices

### Appendix 1 - Questions for residents

1. Who is the Manager of the home?
2. What do you think of the Manager?
3. What do you think about the staff here?
4. Do the staff have the time to stop and chat with you?
5. Do the staff 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?



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## Appendix 2 - Questions for Managers

1. **Have strong, visible management**  
What attracted you to the role of care home Manager/Deputy Manager?  
What do you enjoy about the role?
2. **Have staff with time and skills to do their jobs**  
In what ways do you encourage staff to develop their skills?  
How do you ensure staff have enough time to care for residents?
3. **Have good knowledge of each individual resident and how their needs may be changing**  
How do you ensure that staff get to know a resident's life history, personality and health and care needs when the resident first arrives?  
How is information about a resident's likes/dislikes and their health and care needs updated as these change and passed on to staff?
4. **Offer a varied programme of activities**  
What activities are available for residents inside and outside the home?  
Does the home have access to its own transport and able to use this for trips and activities outside of the home?  
What encouragement and assistance is given to residents so that they can take part in activities?  
How are residents supported to continue to do the things they used to enjoy before coming into the home i.e. hobbies/interests/pets?
5. **Offer quality, choice and flexibility around food and mealtimes**  
How do you ensure high standards of quality and choice of food?  
What systems are in place to support residents to eat and drink at mealtimes and outside of mealtimes?  
What choices do residents have about what and when they eat and drink?  
What choices do residents have about where and how they eat and drink?  
Does the home have permanent drink stations available to residents?  
In what ways do you ensure that mealtimes are sociable?
6. **Ensure residents can regularly see health professionals**  
Please tell us about visits from all health professionals such as GPs, nurses, dentists, opticians, audiologists, chiropodists or other health care support mechanisms?
7. **Accommodate residents' personal, cultural and lifestyle needs**  
How does the home find out about and cater to residents' cultural, religious and lifestyle needs?  
Can you give an example of how these have been accommodated?  
What provision is there for residents to regularly get their hair cut/styled?  
How do you ensure that the laundry staff get the residents own clothes back to them?  
What mechanisms are in place to ensure that residents are always clean and appropriately dressed?
8. **Be an open environment where feedback is actively sought and used**  
In what ways can residents and their family have a say in how the home is run?  
How do you make use of feedback or complaints from residents and relatives?  
In what ways are staff able to have a say in how the home is run?
9. **A physical environment suitable for the needs of the residents**  
How do you ensure that a comfortable temperature is maintained in resident's rooms and all communal areas?  
How do you ensure the building and its contents are well maintained and decorated throughout?  
How do you ensure that the home is always hygienic and clean?  
In what ways do you make the home a dementia friendly environment?



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## Appendix 3 - Questions for care staff

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



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## Appendix 4 - Questions for Activities Coordinator

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



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## Appendix 5 - Questions for friends and relatives

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



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**DISCLAIMER:**

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

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Healthwatch Sunderland  
Hope Street Xchange  
Sunderland  
SR1 3QD



Tele: 0191 514 7145

Email: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)

Web: [www.healthwatchesunderland.com](http://www.healthwatchesunderland.com)