



Care home life, what it's really like!

Falstone Court



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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.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 August 31st 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	 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	 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	 Agree



Findings

Falstone Court is a purpose built home, located at:

Cliffe Park
Whitburn Road
Sunderland
SR6 9NQ

Telephone: 0191 549 6699

Provider: HC-One

Provider's Website: <https://www.hc-one.co.uk/Carehomes/Falstone-Court.aspx>

See the latest CQC inspection report here: <https://www.cqc.org.uk/location/1-320338366>

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 and EMI Nursing.

All bedrooms are single occupancy and have their own en-suite. Residents and their families are encouraged to personalise rooms as much as possible.

Residents and families are allowed to bring along pets into the home.

The home has seven communal lounge areas available to residents and access to free Wi-Fi throughout the home but it currently doesn't have a hearing loop system.

The home has two accessible outdoor areas; one with raised flower/vegetable beds and a second enclosed court yard. Both are available to residents and their family and friends.

Protected mealtimes are in operation at Falstone Court (a period of time when activity is reduced so staff can be available to help serve and supervise meals and assist residents who need help to eat and drink. This time also includes limiting visitors).

The home employs a full time Activities Coordinator who provide activities seven days a week.

At the time of our visit there were 38 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support four residents to fully complete the survey and two resident to partially complete the survey. The team received five staff surveys (one Manager, one Senior Carer, two Carers and one Activities Coordinator) and four relative surveys back, (three fully complete and one partially complete).



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.

Residents at Falstone Court were asked by the Healthwatch Team who the Manager was and what they thought of them. None of the residents could remember the Managers name, this may be as a result of their own individual health and capacity but they all gave positive comments about her, stating she was nice and caring.

During the Healthwatch visit the team were shown around the home by Julie, the Care Manager. During this time we witnessed many positive interactions between the Manager and the residents. She introduced all residents by name to the team and chatted with them as they went. Many of the residents were pleased to see her and enjoyed her company with several joining us on the tour of the home.

When asked by the Healthwatch Team who the Manager of the home was all relatives who responded, were able to name Julie and gave the following comments when asked to tell us a little about her;

“She is friendly, approachable and listens. She has always acted quickly on any problems/complaints.”

“She is very good.”

“The Manager is lovely and always makes us, as a family feel very comfortable and welcome.”

“She is very competent at her job and is always there to answer any query.”

When asked by the Healthwatch Team about the support they receive from the Manager, all staff who responded give positive answers. These comments included;

“If I have an issue with something I am able to go and see the Manager, who always gives the best advice and guidance.”

“I have received training and she (the Manager) has assigned me a Mentor to help me. She asks me how I am getting on every day.” (Carer in post for two weeks)

“I receive excellent support from my Manager at all times. She supports and helps me with new ideas. Julie is a good Manager at all times.”

“I feel the Care Manager is supportive.”

The staff also responded positively when asked about their experiences of talking to the Manager to ask a question or raise an issue. Their responses included;

“If I have had to speak to the Manager, I have received good advice and feedback.”



Reading nook

“She is very easy to talk to and listens and answers my questions straight away. I have not had to raise any issues.”

“She is always there to help, no matter how big or small the problem.”

“If I want to ask a question or raise an issue with the Manager I feel I can approach her at all times with confidence. She will help and support me at all times.”

The Manager informed us what attracted her to the role of the Care Home Manager; “I like to drive care forward and achieve the very best for the home.”

She went on to tell us what she enjoys about her role at Falstone Court; “I love everything I do on a daily basis.”

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.

All of the residents the Healthwatch Team spoke to give positive comments about the staff at the home. Comments included;

“I’m happy with the care I receive.”

“They are very good to me.”

“I am looked after very well by the girls.”

When asked if the staff have time to sit and chat with them all but one resident agreed that they did, comments included;

“Yes they are friendly and very chatty.”



“Yes, they are canny in that way.”

The one resident who didn't agree stated that some of the Carers do stop to chat and some don't.

When asked by the Healthwatch Team if staff had the time to care for their relatives, family members who responded to the survey stated;

“The staff are there on the floor all the time.”

“Not being there all day I couldn't honestly say but what I've seen of the staff, they are really good, kind and friendly. I've never had any problem with staff. They are good.”

“Yes, when we come to visit my husband he is always looks well looked after and is happy.”

“Staff are excellent at caring for my Mam.”

All relatives added that they thought staff had the skills to care for their family member. Some of the comments included;

“Yes, staff seem to be very confident and well trained in what they do.”

“Staff are very assured at their jobs and do a great job.”

Staff were asked if they have enough time to care for residents. Staff gave a mixed response;

“Sometimes I feel we do not have enough time to have one to one chats with residents as we have a lot of jobs and paperwork to do.”

“There is enough time to give the residents the care they need but there isn't enough time to sit and have a conversation with them as there are so many daily tasks.”

The Activities Coordinator also added, when asked that she did have enough time to provide activities for residents.

The Healthwatch Team asked staff if they are encouraged to continue to develop their skills and if so what ways. All staff responded positively;

“Yes always i.e. online training, training courses and National Vocational Qualifications.”

“Yes through the Ascent Training Programme.”

“There is always the opportunity for me to take part in training courses and the online training is available.”

“Yes by attending training and completing my touch training.”

Staff informed us what they enjoy about their jobs;

“I enjoy caring for the residents.”



“I enjoy looking after the residents and knowing I’m making life joyful and fulfilled for the people I care for.”

“Everyone is very friendly and helpful. Other staff always help me if I have any questions.”

“I enjoy all of my job. Being able to provide activities for the residents to be able to continue with what they like.”

The Manager informed us how she encourages her staff to develop their skills. She stated that she shares knowledge, encourages and supports training and give praise when relevant. She added that she ensures staff have enough time to care for the residents by managing staff rotas, supporting staff, building good relationships and managing time effectively.

During the Healthwatch visit the team noticed that there was several staff available on each of the homes floors, including Carers and Activities Coordinators.

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.

Three of the residents the Healthwatch Team spoke to were able to inform us that the staff know them, know what they need and what they like and don’t like.

The relatives who responded to the survey gave the following responses when asked if the staff at the home know their family members life history, personality and health and care needs well. Comments included;

“Not sure.”

“OK.”

“Staff know them very well.”

“Yes they know all my Mams life history.”

All relatives went on to state that they agreed that the home notices and responds to their relatives change in needs and inform them of these changes either in person or via telephone. Comments included;

“Staff would ring the family or notify us when we visit.”

“They phone me or tell me as soon as I arrive.”

“The Manager will always inform me.”



Staff and the Manager were asked by the Healthwatch Team how they ensure that they and other members of the staff team get to know a residents life history, personality and health and care needs when the resident first arrives at Falstone Court. They informed us that they do this by chatting with the resident to find out their life story, likes and dislikes. Conversations with family and friends also help too. Information gathered is then stored in each individual residents care plan which are available to refer to and the Manager added that she encourages staff to regularly read these.

Staff went on the inform that changes on a residents likes, dislikes and health and care needs are updated and communicated via the residents care plan, in staff daily hand overs and in supervisions.



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 by the Healthwatch Team about the activities available inside and outside of the home, some of the residents were able to inform of activities such as Bingo, board games, arts and crafts, trips to the coast, walks outside and visits from outside entertainers, who come into the home. Many of the residents were also able to inform us that they are able to use the garden when they want. One resident commented that they enjoy the garden, explaining they had spent a sunny day earlier in the week outside with other residents, where staff served them with cold drinks, helping them to keep them cool.



Other residents were unable to remember the exact activities they had taken part in (this may have been as a result of their own individual health and capacity), but were aware that they took place and that they enjoyed them.

During the Healthwatch visit many of the residents from across the home were taking part in an activity that involved baking scones. The residents were gathered in one of the dining areas and chatting with one another, whilst being supported by two staff members who were encouraging residents to join in.



Activities board

All relatives who responded to the survey stated that they were happy with the activities and also mentioned that they were well organised and varied. They all added that their relative was encouraged to take part. Comments included “Staff encourage my husband to take part in activities, staff will also do activities my husband enjoys.”

Although many of the relatives stated that their loved ones are unable to take part in past hobbies and interests due to the deterioration of their own individual health and capacity, they are able to do some things. Comments included;

“At 95 she is very limited but she enjoys the entertainment that the home provides.”

“My husband enjoyed gardening when he lived at home. Now he is living at Falstone Court he still enjoys the gardening and looking at the plants and flowers.”



“My husband still gets to see the son’s dog.”

Staff informed of the activities that are available to residents within Falstone Court. These include Bingo, keep fit, baking, gin and pamper, pie and a pint, high tea, gardening, arts and crafts, coffee mornings, cinema afternoons, visits from live entertainers once a month and many more.

The Activities Coordinator added that activities are tailored to meet a resident’s religious and cultural needs; “If a resident would like to go to church then this is arranged and other religious and cultural needs would be discussed with them and their family.”

Using the homes own minibus residents can take part in outings to the local beach, afternoon teas at local cafes, trips to museums and the local pub.

When the Activities Coordinator was asked what provision is made for those residents who cannot or do not wish to take part in group activities they said; “One to one is given to residents who make their own choice not to join in, or are unable to.”

Staff stated that residents are encouraged to take part in activities by ensuring that residents have activities that they are interested in, offering practical assistance when needed, using picture cards and/or demonstrating the activity when necessary and explaining the activity to the residents and how it can benefit them.

The Activities Coordinator and the Manager informed us that they ensure that residents have the opportunity to continue to take part in past hobbies and interests by using the information documented in their life stories and chatting with them on a one to one and then promoting the things they enjoy.

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 the residents who were supported to complete the survey were asked by the Healthwatch Team about the quality and choice of food at the home all who responded gave positive answers.

All residents then added that they eat their meals in the dining area and they enjoy this time.



All of the relatives who completed the Healthwatch survey gave positive comments when asked about both the quality and choice of food at the home. Comments included;

“Very good.”

“The food is very good and there is a good variety.”

“Excellent.”

“I have never tried it but it looks OK.”



Drinks station and communal kitchen

All added that they are confident that their relative is supported to eat and drink as much as needed and went on to say that mealtimes are made sociable by staff encouraging everyone to eat together in the dining area.

During the Healthwatch visit we witnessed staff supporting many residents to stay hydrated as it was a warm day, encouraging them to finish their drinks and topping up their cups and glasses when needed.

All of the staff who gave us feedback shared that they feel that both the quality and choice of food is good at the home. Comments included;

“There is a variety of different foods for residents. They are offered a range of meals which all seem to be very appetising.”

“There is always more than one option available and if a resident doesn’t like one of the choices we can offer and another. If they don’t like either options I can go to the kitchen to ask for more alternatives.”



The Manager informed us how she ensures high standards of both quality and choice of food, by monitoring the food each day and staff completing dignity in dining.

Staff stated that they ensure residents are able to eat and drink at mealtimes as well as outside of mealtimes, by offering a range of healthy hot and cold drinks and snacks throughout the day in addition to offering assistance at all times to eat and drink to those who need it.

When asked what choices residents have about what and when they eat and drink, staff and the Manager stated that residents are offered two choices at mealtimes and asked which they would like.

Alternatives are also available if a resident would prefer something else. The Manager stated;

“Residents favourite foods are documented and the kitchen are informed of these. There is flexibility within the menu if there is something the resident does not like. Residents will attend dining areas with support and some will state if they are hungry or not.”

The staff informed the Healthwatch Team that residents have choices about how and where they eat. Comments included;

“They always have a choice. If a resident wants to have their meal in front of the TV for example, we will always bring the meal to them.”

“They can sit in the dining room or if they would rather their food can be brought to them in the lounge, if they would like to watch TV at the same time.”

Staff and the Manager stated that mealtimes at Falstone Court are made sociable by encouraging residents to eat together in the dining area, where staff are available to support if needed and encourage conversation. Comments included;

“I always try and strike up conversation between the residents and try to get them all to sit together. We also have music on in the background, as if they are in a restaurant of a café.”



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.

Three of the residents the Healthwatch Team spoke to stated that they had been visited at the home by a range of healthcare professionals including a Nurse, a Doctor and an Optician and they visit the home on a regular basis.

One resident informed that Falstone Court's attached GP was visiting the home that day and had taken time to visit him and check that he was OK.

When asked what happened if they ever need to see a doctor or had a hospital appointment, all those residents who responded said that they would let one of the Carers know and they would arrange a Doctor's appointment on their behalf. They added that should they need to go to the hospital for an appointment that again staff would support them and attend with them if necessary.





All of the relative respondents indicated that they were satisfied with the access and range of health care professionals available at the home. Comments included;

“If Mam has any problem they have been there and made sure she receives the correct treatment.”

“I leave that to management, but I’ve not had any problems. The staff have always been quick to respond to any medical needs that have arisen.”

When asked by the Healthwatch Team about the visits from health professionals to the home staff and the Manager informed that residents have regular access to outside medical professionals. They mentioned visits from GP’s, Nurses, Chiropodists, Opticians and Dentists. The Manager commented;

“GP’s and Nurses do ward rounds every two weeks. Chiropodists visits every six to eight weeks, Opticians visit six monthly and Community Dentists as and when residents require. In addition residents are escorted to outside appointments.”

During the Healthwatch visit the team witnessed a GP and Nurse within the home, who was carrying out health checks as part of their regular visits to the home.

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.**

All of the resident respondents stated that they don’t have any particular religious needs, with some adding that they were aware that the home has religious services and this was available to them if they wish to take part.

When asked by the Healthwatch Team if they have the opportunity to have their hair styled and cut and if the gentleman can have a shave, all those who responded stated that they access the homes visiting Hairdresser and if the men require a shave, the Carers will support them with this.

Residents went on to add that they make use of the laundry service at the home and commented that this was good or OK. One resident who was visually impaired added that the Carers also help him to pick out his clothes in the morning.

None of the relatives who completed the survey stated that their family member has any specific lifestyle or cultural needs. They all stated that the home has visits from a Hairdresser who comes into the home weekly. When asked if the laundry staff are good at getting their relatives clothes back to them, all who responded agreed that they were and that their relative is always clean and appropriately dressed. Comments included;

“Very good, all clothing has name tags to ensure they don’t go missing.”



“Yes he is always looks clean and tidy.”

When staff were asked by the Healthwatch Team how the home finds out about and caters to residents cultural, religious and lifestyle needs they informed that they will use the information found in residents individual life story’s and discuss this with family.

Examples given to exemplify how the home does this included the home receiving visits from local church representatives to give Holy Communion and supporting residents to attend church.

The Manager went on to inform us that the Hairdresser visits the home three times a week and the home has its own hair salon on site. She added that they ensure that the laundry staff get residents own clothes back to them by using name buttons which are attached to clothing and person centred care is in place to help ensure resident are always clean and appropriately dressed.

Privacy screen used in homes bathrooms

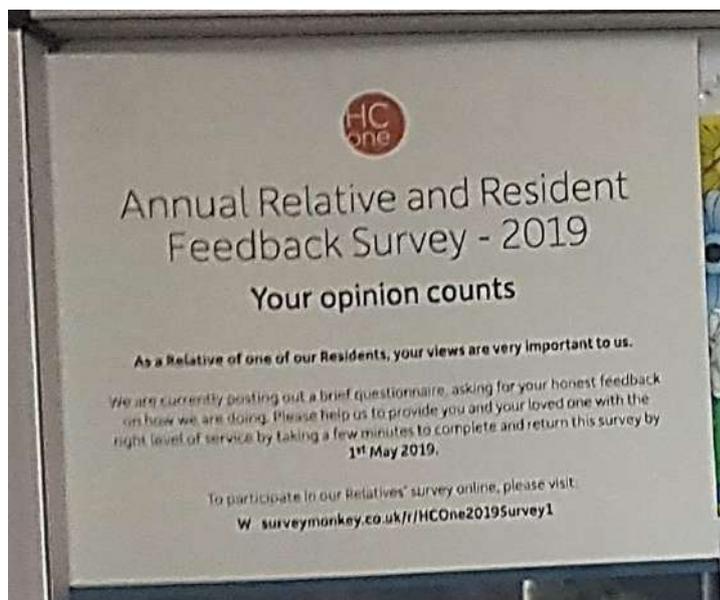




Indicator 8 - An open environment where feedback is actively sought and used

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

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



When the residents were asked if they get asked if they are happy at the home a mixed response was received. Some stated they had, some said no and others were unable to remember. Residents added that that they were either fairly happy, happy or very happy living in the home.

None of the residents indicated that they would like to change anything about the home and when asked by the Healthwatch Team what they

would do if they wished to make a complaint, one said they would approach the Local Authority and one said he would approach the Manager. The remaining residents were unsure, this may be due to their own individual health and capacity.

All of the relatives who responded to the survey agreed that they feel welcome participants in the life of the home. They went on to say that they and their relative can have a say in how the home is run by attending resident, relative meetings and the home operates an open door policy for any concerns or if they or their relative wants to chat.

When asked how they would make a complaint if they need to, relatives who responded stated they would speak to the Manager or approach the Care Quality Commission (CQC) and they were all confident that the complaint would be acted on appropriately. Comments included; "The home is run very good, we have no complaints."

Staff stated that residents and their relatives can have a say on how the home is run by attending the monthly resident and relative meetings held at the home and having their say, by utilising the suggestions box which can be found in the homes reception area and the Manager operates an open door policy.

The Activities Coordinator gave an example of how a resident or their family member influenced the provision of a new activity in the home; "A family member



is on a local folk group and they came to our home to entertain our residents with various different instruments.”

She added how the activities are evaluated to ensure that residents are continuing to enjoy them; “By asking the residents for their feedback, by documenting if they enjoy each activity, taking their suggestions on board and providing different activities for those who can’t verbalise and communicate.”

The Manager informed of how the home makes use of the feedback or complaints received from residents and relatives; “By taking on board what people are saying and looking at ways to improve.”

Staff informed how they can have a say in how the home is ran. Comments included;

“We give feedback to our Manager and attend family and residents meetings, as well as staff meetings.”

“I attend staff meetings and voice my opinions or issues.”

“We have staff meetings so we can have our say.”

“There are staff meetings to voice my opinion in.”

The Manager added that she enables staff to have their say in how the home is run by holding staff meetings, operating an open door policy and through daily flash meetings.”

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 if the home is always clean and tidy, the residents stated that it was.

All residents who undertook the survey, were able to tell us that the temperature in Falstone Court is always suitable for them.

When asked if the home is always at a comfortable temperature, clean and tidy, well decorated, well maintained and a dementia friendly environment for residents, all relatives who responded agreed that it was.

The Manager informed the Healthwatch Team how she ensures the temperature at the home is kept at a comfortable level for resident she informed; “By having areas ventilated and using door closures.”

She went on to tell us how she ensures the building and its contents are well maintained and decorated throughout; “Monitoring on daily walkarounds, and purchasing new things when they are worn.”



When the Manager was asked how she ensures the home is always hygienic and clean, she informed; “I carry out infection control audits and a daily walkarounds.”

Staff and the Manager were asked by the Healthwatch Team in what ways do you make the home a dementia friendly environment. They informed that the home is made safe from dangerous equipment and appliances and is decorated in bright colours that help to guide residents. Resident bedroom doors have their photo and room numbers on to help guide residents and avoid confusion. Activities provided are aimed to engage residents such as reminiscence and rummage boxes as well as hosting engaging events such as the recent carnival held at the home that was held to celebrate its recent CQC outstanding award.



Outdoor patio area





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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