



Care home life, what it's really like!

## Falstone Manor



Date of Healthwatch Sunderland visit:  
23<sup>rd</sup> July 2019



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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 July 23rd 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	 Neutral				
2.	Staff with time and skills to do their jobs	<table border="0"> <tr> <td> Disagree</td> <td> Agree</td> </tr> <tr> <td>Time</td> <td>Skills</td> </tr> </table>	 Disagree	 Agree	Time	Skills
 Disagree	 Agree					
Time	Skills					
3.	Good knowledge of each resident and their changing needs	 Agree				
4.	A varied programme of activities	 Disagree				
5.	Quality, choice and flexibility around food and mealtimes	 Neutral				
6.	Regular access to health professionals	 Agree				
7.	Accommodation of resident's personal, cultural and lifestyle needs	 Neutral				
8.	An open environment where feedback is actively sought and used	 Neutral				
9.	Provide a physical environment which is suitable for the needs of the residents	 Neutral				



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## Findings

Falstone Manor Care Home 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-Manor.aspx>

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-320338389>

The home has the capacity to support 46 residents aged 65 years and over, however individual cases below this age can be considered. Residents are supported under the categories of Enduring Mental Ill-health (EMI) Residential, EMI Nursing and both Residential General Nursing and Residential Care.

All bedrooms are en-suite and residents and their families are actively encouraged to personalise rooms as much as possible. Pictures and ornaments etc. are displayed in bedrooms before a new resident's admission so that they can identify with their own personal items when they arrive. Beds and wardrobes can also be accommodated if required.

Requests to bring along pets are considered on an individual basis prior to admission.

At the time of our visit there were 45 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. The team received no staff or Manager surveys and four friends and 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 gave this a NEUTRAL rating which indicates both positive and negative feedback, which when averaged results in a neutral score.**

When residents were asked by the Healthwatch Team if they knew who the Manager was, all of those residents who took part in the survey were able to name the home Manager and one resident mentioned the regional Manager. When asked what they thought of the Manager the resident's comments included;





“She’s alright, full of promises but doesn’t deliver.”

“She’s alright, I don’t know her.”

“On a personal level I like both of them, as far as getting things done, pretty rubbish. Maybe that’s unfair because it’s sorted now. When you ask for help etc. everybody says, you are one of 19 people on this floor.”

“She seems very nice but I haven’t had much to do with her. She seems to get things done.”



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

“Caring and understanding. Makes herself available if there are any issues.”

“Very pleasant. Unfortunately doesn’t follow up on promises or complaints.”

“You can approach her with anything.”

“Approachable and pleasant.”

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.



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## Indicator 2 - Staff with time and skills to do their jobs

The indicator states that staff should be well trained, motivated and feel they have the resources to do their job properly.

**The Healthwatch team gave this a DISAGREE rating for staff time and an AGREE rating for staff skills.**

Residents were asked what they thought of the staff at the home. Comments given included;

“Nice and helpful, I feel looked after.”

“In the main some are great. I’m pleased to say one or two who were appalling have just left. They were ‘workie-tickets’ - unpleasant, they would just sit around, then go on the sick. The good staff are running around trying to catch their tails they work really hard and sometimes tempers get frayed. There have been one or two who don’t like me. Problems should be discussed, not tilly tallied behind my back.”

“They are very pleasant but very busy.”

“They are alright, they usually chat but are busy. Last week one lady was kept waiting so long for help to go to the toilet she had an accident. One Carer said there would always be help but sometimes we are told we must wait.”

When residents were asked if staff have the time to stop and chat with them, residents replied commenting;

“When they are doing other things they chat but they don’t have time to make a visit just to chat.”

“No they don’t they are far too busy. Most days we have three Carers on each floor but if short staffed they move around on to other floors so are always busy.”

“No. A lot are desperate to sit down for a chat with you. Sometimes you really want it they are good fun. People passing by would stop in and play on the scrabble board set up in my room, but that stopped when the staff member who set it up left.”

“No they are too busy.”

When asked by the Healthwatch Team if staff have the time to care for their relatives, those family members which responded to the survey stated the following;

“They are always busy and staff shortages are evident. However everyone is cheerful and caring.”

“They do the job efficiently but they haven’t the time to spend with residents to talk to them.”

“Yes they come as soon as is possible, when asked.”



“Lots of times there are only two staff on which makes it difficult for residents who need help to go to the toilet etc.”

A mixed response was given when asked by the Healthwatch Team if they thought the staff had the skills to care for the family member. Responses included;

“They have the skills they just need to have at least three staff available.”

“There is not always a trained member of staff per floor. However they are always professional and have the appropriate skills required.”

“Staff skills are satisfactory but there are very few General Nurses.”

“Yes definitely.”

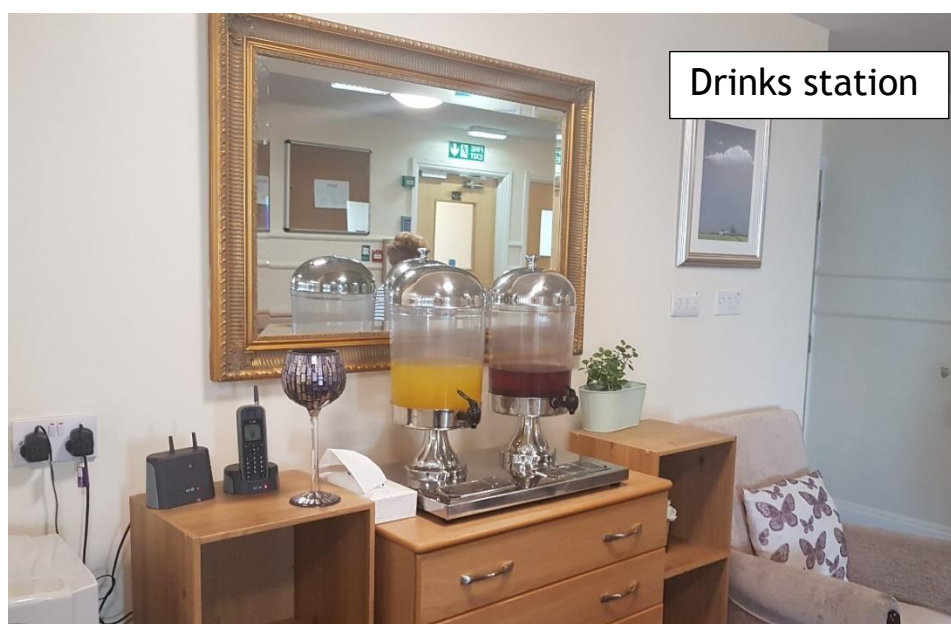
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### **Indicator 3 - Good knowledge of each resident and changing needs**

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.**

Residents were asked by the Healthwatch Team if the staff know them well i.e. what they need and what they like and dislike. All residents who replied responded positively stating that they did, one resident commented; “Staff are very friendly and they know how I like my tea for example. I can have a shower any time I want and they ask if I want to do things myself or if I need some help.”





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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.

“Some do. There are too many staff changes and not enough continuity of care.”

“They take an active interest in the family and we are greeted like old friends.”

“Staff know my mother-in-law well.”

“Yes they are really good at this, they talk to my husband and know when to have a joke with him.”

When asked does the home notice and respond when their relatives needs change and how do they let them know about these changes, a mixed response was given. Comments included;

“Yes they are able to identify his moods and if needed they will either update me in person or call me at home.”

“Yes they let her daughter know and information gets put in the relative’s communications.”

“My sister has full capacity so yes but if she didn’t it would be a nightmare. I am never informed of anything. I used to be until about seven years ago.”

“Yes they do and communicate either by telephone or on my next visit depending upon the need.”

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.

#### **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 DISAGREE this was met.**

When asked about the available activities in the home, the majority of residents stated that there wasn’t a lot of activities available to them and they choose not to take part in them. Comments included;

“They occasionally have a coffee morning but I don’t join in. Half the activities that are advertised don’t take place as the Activities Co-ordinator has to back fill for Carers.”

“I don’t join in by choice.”

“Not a lot of activities available. I’m not too bothered but for others there could do with more available.”



Residents were asked by the Healthwatch Team about the activities available to them outside of the home i.e. groups and trips etc. Resident's comments included;

"Trips are mainly to McDonald's, this is not my cup of tea. I haven't seen the minibus for months now as it is shared across four other homes in the local area."

"I don't know what goes on because I don't do it, that's my choice. I don't enjoy going out in the car due to travel sickness. Instead friends take me out in my wheelchair for tea to the Roker Hotel."

"There are organised trips away in the summer months, but there's a rota for who can go due to resources. If I go anywhere I need someone to push me and there isn't enough staff to do this. Also there is no longer a driver for the mini bus. The Activities Co-ordinator is not as good as before."

"I've not been out."

Two of the residents added that they are informed when the activities take place and another mentioned they are encouraged to join in.

Residents were asked if they would like to use the garden are they able to, residents comments included;

"I haven't been out this year. The pavement isn't wide enough for a wheelchair and staff are not available to support with access."

"Yes I can use the garden but I don't go out very much. They make a fuss to go out but I'm frightened that I might burn. I burn easily and there is pain as a result of nerve damage due to a tumour and people don't realise."

"The home doesn't have a garden but does have a court yard. I sometimes go out in it."

"Yes there are always encouraging me to go to the garden."



Outside patio area

Residents were asked do they get a chance to do any of the things they used to enjoy before coming into the home i.e. pets, hobbies and interest etc., a mixed response was received including;

"I do the same as before. I am independent and can do most things myself."





“I do my sewing and tapestry, I write lots of letters and read a lot.”

“I used to love hiking but still enjoy the outdoors, my daughter takes me out.”

All relatives who took part in the survey were asked by the Healthwatch Team what they thought of the activities available to the residents inside and outside of the home. Their comments included;

“Limited in my relatives case as she is predominantly in bed. There are activities available on occasion.”

“They are of a very low cultural level and there isn’t much to interest her.”

“They could be better. Although my relative is not the best of mixers and has visitors every day.”

“They are good.”

Relatives added that their relatives are reminded when the activities take place and many commented that due to their relatives own deterioration in health and capacity they are no longer able to take part in activities and past hobbies.

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.

Activity Schedule		
<b>Monday 24th June</b> AM– one to one PM– Cinema activity hub	<b>Tuesday 25th June</b> AM– Coffee and chat morning second floor PM– Residents and relative meeting	<b>Wednesday 26th June</b> AM– Dominoes activity hub PM– arts and crafts activity hub
<b>Thursday 27th June</b> AM-one to one PM– wine and cheese afternoon activity hub	*** Butterfly world has had to be cancelled due to driver being on holiday and will be rescheduled for next Tuesday sorry for any inconvenience	<b>Friday 28th June</b> Care home open day 2pm Ground floor manor Entertainment Raffles Buffet and many more



## 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 gave this a **NEUTRAL** rating which indicates both positive and negative feedback, which when averaged results in a neutral score.

Residents were asked by the Healthwatch Team about the food at Falstone Manor, a mixed response was received. Comments included;



“It’s OK, they do nice desserts.”

“The food has improved recently, they are getting to grips with vegetarian food.”

“Ghastly! I’m a vegetarian and just recently there’s been a few more things that I like. They are finally managing to get it. I

also buy my own teabags, the ones the home provides are poor.”

When asked if there is enough choice of what they eat, responses were;

“There is always a choice.”

“There is only one vegetarian option but there’s no guarantee you will get it on the day - your choice is taken the day before. I am only guaranteed to get egg, chips and mushy peas on a Friday. I don’t think the Friday fish that’s offered is very nice.”

“Yes we choose the day beforehand and they would make something else if neither option was nice.”

“Yes there is enough choice, I order a salad and they keep it in the fridge for me.”

Residents went on to state that the majority of the time they have their meals in the dining room but also have the option of eating in their bedroom if they choose. When asked by the Healthwatch Team if they enjoy mealtimes two residents commented that they do and the remaining two stated;

“It’s the only time I get to talk to the others. I don’t go into the lounge much in case they want to watch something on the TV that I don’t want to watch.”



“I don’t enjoy mealtimes but I never did - I eat to live rather than live to eat.”

During the Healthwatch visit one team member witnessed a staff member coming into a resident’s room to offer her a scone and cup of tea. The staff member was friendly and having a chat and joke with the resident and they appeared to know each other well.

Relatives were asked by the Healthwatch Team what they thought of the quality and choice of food at Falstone Manor. The following responses was received;

“Not sure as my husband is Peg fed.”

“Residents are asked the day before for choice of meal.”

“There is always plenty of food available, however it is not always the choice of the residents.”

“My relative is vegetarian, food is satisfactory.”

All added that they are confident that their relatives is supported to eat and drink as much as needed and that staff encourage residents to eat in the dining room for a sociable experience, although some mentioned their family member prefers to eat in their bedroom.

During the Healthwatch visit the Team witnessed water jugs and juice in residents bedrooms and hydration stations on each floor.

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.







## 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.**

Residents were asked by the Healthwatch Team if they get to see health professionals on a regular basis. Residents informed that they have been seen by a Dentist, Optician, Podiatrist and GP. Some receive visits from professionals who come into the home and others choose to go into the community to have their checks carried out.

When asked what would happen if they need to see a doctor or if they have an appointment at the hospital residents commented;

“Staff will arrange for the Doctors to visit and when going to outside appointments I use patient transport. A Carer took me for a scan last week.”

“They ask for £30 for a staff member to accompany you to appointments so I go by myself. I know all the ambulance staff.”

“Appointments would be made by the home and a Carer would normally go with me to an appointment but the Carer would need to be taken off the floor.”



Relatives were asked by the Healthwatch Team about the access to health professionals and other health care support mechanisms that are in place at Falstone Manor. Relatives who responded mentioned a range of professionals who visit the home including regular visits from Chiropodists, Nurse Practitioner, Optician, Podiatrist,

Doctors and Dentists. Some family members also mentioned that their relative visits professionals in the community and that staff will escort residents if needed.

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.



## 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 gave this a NEUTRAL rating which indicates both positive and negative feedback, which when averaged results in a neutral score.

All but one of the resident respondents replied to say that they don't have any particular religious needs. The other resident stated she was religious but she hadn't been to service for a while but planned to in the future.

When asked by the Healthwatch Team if they have the opportunity to have their hair cut and styled and the gentleman have a shave, all those spoken to responded positively. Comments included;

"The hairdresser is here all the time, I'm very happy with my hair. Some of the Carers do resident's nails but I haven't asked yet."

"The hairdresser is fabulous here and we are charged an excellent price."

"Debbie in the salon next door comes and collects me for hair appointments every week. She's lovely."

"Staff help me with a shave."



Two of the residents added that they use the laundry service at the home and commented that their clothes often go missing;

"Laundry requires all clothes to be marked with initials and all of my things are. I had clothes go missing or found in another residents drawer. My T-shirt was also shrunk in the wash."

"My clothes keep going missing."

Other residents stated;

"The laundry is very good but it can take a while to get it back and I have had three pairs of trousers go missing."

"My daughter does the laundry, though they is some stuff that there goes into this laundry and always comes back."



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None of the relatives who completed the survey stated that their family members has any specific religious needs with one adding that they were aware that representatives from the local church visits the home for those who required it.

Relatives added that their relative has regular access to have their hair cut and styled whether this be to visit their own hairdressers in the community or to make use of the visiting hairdresser who comes into the home on a weekly basis. One relative also mentioned her husband has regular shaves with the support of staff.

When asked if the laundry staff are good at getting their relatives clothes back to them, responses included;

“My relative’s laundry is done by her daughter.”

“Very good but I do take some items home.”

“They are over worked and sometimes things go missing.”

“99.9% of the time they are brilliant.”

All relatives when asked agreed that their relative was always clean and appropriately dressed.

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.

## **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 gave this a NEUTRAL rating which indicates both positive and negative feedback, which when averaged results in a neutral score.**

When the residents were asked if they get asked if they are happy at the home, residents gave the following comments;

“Yes”

“I think they do. I’m probably happier than I would be in a lot of places.”

“Yes. I’m happy and I’m not, I miss my independence after everything that’s happened. I liked living on my own.”

“I don’t think I have been asked. I’m alright, yes I’m happy.”



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Residents were asked by the Healthwatch Team if they would like to change anything about the home. One resident stated there wasn't anything and the others gave the following comments;

"I would like the slamming doors through the night to stop. Softeners on doors would be good."

"I attend the residents meeting to give my feedback on what I would like to change but I'm not always listened to."

"I would like the washing up to be cleaner, crockery, knives and forks are disgusting. I have told everybody about this."

When asked how they would make a complaint if they need to all residents the Healthwatch Team spoke to stated that they would go to the Manager or speak to a family member.

All relatives who responded to the survey agreed that they feel welcome participants in the life of the home. They went on to say that resident and relatives meetings are held by the home so that they can have a say in how the home is run. Two relatives added the following comments about these meetings;

"I can attend meetings however these are dominated by a few relatives who monopolise the meeting."

"We can say anything but nothing changes."

When asked how they would make a complaint if they needed to, relatives who responded stated they would either speak to the Carers, the Manager or Head Office. All added they would feel confident to make a complaint and all but one stated that they felt it would be acted on appropriately, they commented; "I don't mind doing so but it is rarely acted upon."

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.

## **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 gave this a NEUTRAL rating which indicates both positive and negative feedback, which when averaged results in a neutral score.**

When asked by the Healthwatch Team if the home is always clean and tidy the residents who took part in the survey gave a mixed response;

"It is but sometimes it smells."



“Spotless.”

“My room and shower are clean.”

“Cleaners are excellent.”

All residents who took part in the survey commented that on occasion the home can be too hot for them.

When asked if the home was always at a comfortable temperature all but one relative stated it was. The one relative said it can be a bit warm on occasion. All relatives added that the home was always hygienically clean and tidy.

Some of the relatives went on to tell us that they thought the home was always well decorated and well maintained and others gave the following comments;

“The carpet in my husband’s room was getting dirty so we asked if we could change it to lino to better suit his needs. After lengthy discussions this was agreed to.”

“The home is decorated well but not really well maintained.”

When the Healthwatch Team asked if they thought the home was a dementia friendly environment, two relatives stated this wasn’t applicable, one agreed it was and one stated “Falstone Manor isn’t a dementia home, although some residents do have dementia.”

Staff surveys were issued to Falstone Manor, giving the staff and management the opportunity to complete them, unfortunately no completed forms were received as a result this has had an effect on the overall rating of the indicators.





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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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