

Care home life, what it's really like!

Princess House



Date of Healthwatch Sunderland visit:
23rd November 2018





Distribution List:

Princess House - Lynne Harbottle, Manager

Provider - Danick Limited

Care Quality Commission - enquiries@cqc.org.uk

Healthwatch England - enquiries@healthwatch.co.uk
Katie Johnson, Development Officer

Sunderland Clinical Commissioning Group:

Dr Ian Pattison, Clinical Chair

David Gallagher, Chief Officer

Janet Farline, Clinical Quality Officer

Aileen Sullivan, Lay Member Patient and Public Involvement

Anna Davidson, Safeguarding & Quality Admin Support Officer

Sunderland Local Authority

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Graham King, Head of Commissioning

Anne Fairhurst, Commissioning Specialist

Fiona Brown, Executive Director of Adult Services

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Sunderland Carers Centre - Graham Burt, Chief Executive Officer

Essence Service - Anthony Gonzales, Service Manager

Total Voice Sunderland – Niall Salmon, Managing Advocate

Acknowledgements

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



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1. Introduction

What is Healthwatch Sunderland?

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

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

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



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

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





2. Background and rationale

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

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

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

Professionals and members of the public are also welcome to contact us if they need further information or access to the reports in other formats.

The work is based on 9 indicators which focus specifically on issues of quality, such as how much residents and family can have a say in how the home is run, and whether residents are able to pursue their hobbies etc.

The 9 indicators are:

1. A strong visible management
2. Staff with time and skills to do their jobs
3. Good knowledge of each individual resident and how their needs may be changing
4. A varied programme of activities
5. Quality, choice and flexibility around food and mealtimes
6. Ensuring residents can regularly see health professionals such as GPs, dentists, opticians, chiropodists, 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 23rd November 2018 and was carried out by Healthwatch Sunderland staff 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	<div>Time  Agree</div> <div>Skills  Strongly agree</div>
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	 Strongly agree
9.	Provide a physical environment which is suitable for the needs of the residents	 Agree



Findings

Princess House is a converted residence located on Seaburn sea front at 19 Cliffe Park, Sunderland, SR6 9NS.

The home has capacity for 26 residents in its 23 en-suite bedrooms, as three bedrooms are double bedrooms and can accommodate couples. Support is offered to people 64 years plus, with residential or residential Enduring Mental Illness (EMI) needs.

Residents are welcome to bring items of furniture and other personal items to Princess House in order to decorate their own rooms. Residents who are still able to care for their pets, are also able to bring them along to live with them at Princess House.

There is access to the internet throughout the home, which also has four communal seating areas, which include two conservatories, a sun lounge and a main lounge. There are accessible gardens where residents and their visitors can enjoy views of Roker and Seaburn sea fronts. There is currently no hearing loop system available in the communal areas.

The home's Activities Coordinator works full time and also has office management responsibilities. All of the home's staff, from the owner, management, carers and housekeepers have responsibility for the delivery of activities to ensure a robust programme is available to residents. The night shift workers also deliver activities if residents are awake during the night.

Resident's visitors are welcome to join their relatives for mealtimes in either of the home's conservatories.

See the latest CQC inspection report here:
<https://www.cqc.org.uk/location/1-123592702>

At the time of our visit there were 21 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 seven staff and four relative surveys back.

The results of these surveys are given below:

Indicator 1 - A strong visible management

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

All four residents who the Healthwatch team spoke to during the visit could name the Manager of Princess House and all gave a range of positive comments, which included;



“She is great, she’s a nice lady.”

“Absolutely fantastic! It starts at the top with John and the other owners.”

“Lynne - she’s marvellous, I like her!”

“Lynne took me to an appointment at Specsavers and my hearing aid moulds weren’t ready, so she took me out for lunch instead. That’s the type of thing she would do!”

All of the relatives who responded to the survey process knew the Manager of Princess House by name and commented positively about her. Their comments included;

“She is very caring, listens to what people say and is hands on.”

“Lynn the Manager has been friendly and attentive to my mam’s needs from day one. She keeps me informed about my mam’s needs and any changes or concerns. She is a visible presence at Princess House.”

All of the staff at the home who responded to the Healthwatch survey indicated high levels of satisfaction when asked what support they receive from the Manager of Princess House. Their comments included;

“Any support I need is adhered to, advice given - full support from management and staff alike.”

“My Manager is very approachable, if there are any questions or issues my Manager will help. I get support with days off when I need to attend college.”

When asked about their experiences of talking to the Manager to ask questions or raise issues, again all staff indicated high levels of satisfaction in this area. Staff comments included;

“I am very happy to talk to the Manager and feel that my views will always be acted upon.”



“Very understanding, reassuring and always available to listen, both day and night alike.”

“My Manager is easy to talk to, she will try her best to help and support you with any issue you may have.”

The Manager informed the Healthwatch team she was attracted to the role of Care Home Manager to be able to



make a positive contribution in providing person centred care and to make a difference to the lives of each and every person living at Princess House.

She went on to tell us what she enjoys most about the role; “Every day is different, going with the flow of each individual residents differing needs.”

During the Healthwatch team visit the Manager showed us around the home and introduced us to some of the residents. She addressed them by name and both seemed comfortable in each other’s company.

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

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

The Healthwatch team AGREE this was met for staff time and STRONGLY AGREE this was met for staff skills.

When the residents were asked about the staff at the home, they were all very positive and gave the following comments;

“All of the girls are nice, I am looked after well.”

“They are lovely, they’re all good.”

“They are fantastic! I am definitely well looked after.”

When asked if the staff have time to stop and chat to them, the residents gave the following responses;

“Now they have, they were short staffed for a while.”

“They do, but they are all busy. If you need them they will come in day or night.”

“Some don’t. They chat to you when they bring in your meals.”

“The staff ask about my family and I ask about theirs.”

One resident who was losing her eyesight stated that she is getting to know the staff’s individual voices.

When the relatives were asked if the staff at the home have enough time to care for their relatives, all who responded stated that they do and gave the following comments;

“There always appears to be plenty of staff, who are friendly and always appear busy.”

“Yes, the ratio of staff/resident is such that there are always people about.”

“They all work hard, but allow some time to talk to residents.”

“The staff always go the extra mile in caring for my dad - they devote every single minute of their time possible.”



All of the relatives added that they feel the staff at Princess House have the appropriate skills to care for their relatives. Comments included; “I have no doubt whatsoever that the staff have the skills to care for my dad.”

All of the staff who completed the survey process informed the Healthwatch team that they feel they have enough time to care for the residents in the home. One commented; “I am a nightshift worker and residents are my main priority, the other tasks are not as important.”

The Activities Coordinator stated that she feels she also has enough time to provide a varied programme of activities for the residents and is supported to do so with help from the other staff at the home.



All of the staff respondents went on to say that they are encouraged to continually develop their skills, by undertaking training courses, or being supported by the home to attend college or university. Comments included;

“Yes, I am encouraged to develop skills and I’m currently studying Dementia Studies at Stirling University.”

“Continually learning new skills and learning about new types of dementia and how to recognise how to deal with these in different ways.”

The Manager commented that she ensures staff have enough time to care for residents by having the correct staff/resident ratios and adding extra staff for specific activities. She went on to tell us how she encourages her staff to develop their skills; “Encouraging them to share things they enjoy doing and building on what they are good at i.e. someone may have an aptitude for arts and crafts.”



The Healthwatch team observed staff and resident interactions during the visit to Princess House. The staff were respectful of the residents and addressed them by name. One staff member was seen supporting one of the residents to have a fortified drink, she was patient with him and they joked together during this time. Some of the residents the Healthwatch team spoke to stated that humour plays a large part in the relationships between the staff and residents at the home.

When we asked staff what they enjoy about their jobs, one member of staff did not answer this question, although all of the other staff respondents gave a range of positive comments putting the resident's at the heart of their responses. Their comments included;

"I enjoy everything about my job; the interactions with residents and seeing their enjoyment of activities, working with the other staff and communicating with families."

"I enjoy the resident's different personalities and abilities. Whatever mood you are in they will always find a way to make you smile."

"The help and support from fellow colleagues at every shift and spending time with residents."

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.

All of the resident respondents agreed that the staff at the home know them well, know what they like and don't like, their routines, personality and lifestyle preferences. One resident said; "Definitely. They know my personality. They know I can talk a lot and that I'm cheeky."

Relative respondents stated that the staff at the home know their relative's life history, personality and health and care needs very well. Their comments included; "Very much so. They understand she was always independent and had a busy social life. They make sure she takes part in social activities."

The relatives went on to say that they all feel the home notices and responds to changes in their relative's needs and will let them know of any changes during visits to the home, over the telephone or via email. One relative added that this is the case although their relative has only lived at the home for a short length of time. Another relative went on to say that the line of communication is sometimes not as smooth as it could be.

The staff and Manager informed the Healthwatch team that they and their colleagues get to know a resident's life history, personality and care needs when a resident first arrives at the home by speaking the residents and their families, staff



introducing themselves to residents and spending time with them, reminiscing, singing, laughing and asking questions. Information gathered is then entered into the resident's individual care plan which can be accessed by staff. Any changes in a residents needs are passed to staff at handover meetings and care plans are updated regularly.

The Activities Coordinator said; "We encourage all staff to participate in life story activities and give time for them to get to know new residents when they arrive."

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.



Some of the residents the Healthwatch team spoke to stated that they are no longer able or wish to take part in the group activities due to their own individual health and capacity. Others told us about some of the activities which are available, which included; singing, keep fit, arts and crafts and visits from the hairdresser. Resident comments included;

"Not now, I don't want to take part. I can't see or hear properly."

"I used to join in when I first came, but I can't cope with them now. I do my own exercises every day, up and down the corridor."

When residents were asked about the activities which are available to them outside of the home, again some of the residents stated that they no longer take part due to their own health and capacity. One resident informed us that she enjoys going out, in particular she enjoys going dancing on a Thursday. She went on to explain that this is the same dance session where her and her husband first met some years ago. Another resident said that they go to a local café for coffee.

Some of the residents explained that they enjoy going in the home's gardens when the weather permits. As the home is situated on the seafront some of the respondents informed us that they have front row seats to the International Airshow and the Sunderland illuminations, which they enjoy.

When asked if they are still able to undertake their past hobbies and interests, one resident said that she enjoys listening to her talking books and watching people



with their dogs from the lovely bay window in her room. Another resident stated that they enjoy accessing the internet and playing games on their tablet device and completing jigsaw puzzles. Another stated that although she is not as fit as she used to be, she still practices her yoga excersies, although her health prevents her from going to classes.

NOVEMBER 2018 ACTIVITIES

Thursday	1st	
Friday	2nd	Music with Gary at 2:00 Hairdressing from 1:30
Saturday	3rd	
Sunday	4th	Bingo
Monday	5th	Music with Belinda at 1:30 <i>Cancelled due to illness</i>
Tuesday	6th	Visit from St Andrew's Church at 1:30
Wednesday	7th	
Thursday	8th	Tea Dance at 1:30 - Outing to Middlesbrough
Friday	9th	Music with Elliot and Gary at 3:00 Hairdressing from 1:30
Saturday	10th	
Sunday	11th	Roker Methodist Church at 11:00
Monday	12th	Music with Belinda at 1:30
Tuesday	13th	Keep Fit with Simon at 1:30
Wednesday	14th	Music with Luke at 2:00
Thursday	15th	Tea Dance at 1:30
Friday	16th	Hairdressing from 1:30
Saturday	17th	
Sunday	18th	Roker Methodist Church at 11:00
Monday	19th	Music with Belinda at 1:30
Tuesday	20th	Fitness with Barbara 1:30pm
Wednesday	21st	Bingo in the afternoon
Thursday	22nd	Tea Dance at 1:30
Friday	23rd	Hairdressing from 1:30
Saturday	24th	
Sunday	25th	Roker Methodist Church at 11:00
Monday	26th	Music with Belinda at 1:30
Tuesday	27th	Keep Fit with Simon at 1:30
Wednesday	28th	Keep Fit with Barbara at 1:30
Thursday	29th	Tea Dance at 1:30
Friday	30th	Hairdressing from 1:30

OCTOBER 2018 ACTIVITIES

Monday	1st	Volunteer visit
Tuesday	2nd	Keep Fit with Simon and volunteer
Wednesday	3rd	
Thursday	4th	
Friday	5th	Music with Elliot at 3:00
Saturday	6th	
Sunday	7th	Volunteer visit
Monday	8th	Outing to the promenade at 2:00
Tuesday	9th	Singing with Angela and Lauren
Wednesday	10th	
Thursday	11th	Tea Dance at 1:30
Friday	12th	Music with Elliot at 3:00 Outing to the promenade at 2:00
Saturday	13th	
Sunday	14th	Volunteer visit
Monday	15th	
Tuesday	16th	Keep Fit with Simon at 1:30
Wednesday	17th	
Thursday	18th	Tea Dance at 1:30 and Illuminations
Friday	19th	Music with Elliot at 3:00
Saturday	20th	
Sunday	21st	Volunteer visit
Monday	22nd	
Tuesday	23rd	
Wednesday	24th	
Thursday	25th	Tea Dance at 1:30
Friday	26th	Music with Elliot at 3:00
Saturday	27th	
Sunday	28th	Volunteer visit
Monday	29th	
Tuesday	30th	Keep Fit with Simon at 1:30
Wednesday	31st	

Activity schedules

Three of the relatives commented that they feel the home has a varied programme of activities available to residents and the remaining relative stated that their relative does not wish to take part in the activities. They went on to say that their relatives are encouraged daily to take part in activities by the home who provide opportunities which their relatives will enjoy and staff keep residents informed of what is available to them each day. One relative added that staff take their relative into the home's garden.

When asked if their relatives are still able to enjoy past hobbies and interests, the relatives gave the following comments;

"She likes her talking books, TV and I call in with my dog."

"Not really. She enjoyed gardening, walking and looking after her house and although she can be taken out, her mobility is such that her old interests are not practical. But the activities offered, (which she can do), she greatly enjoys."

"The staff have made sure she is able to go out for walks and also take her to church on a Sunday, which means a lot to her."



“Whatever my dad enjoys, wants and likes, he is not refused so long as it keeps him safe.”

The staff and Manager gave the Healthwatch team a list of activities which are available to residents inside the home, which included; singing, chair exercise, arts and crafts, bird watching, bingo, music, hairdressing, visits from external musicians and visitors from the local church.

They went on to inform us of the range of activities available to residents outside the home, which included; church visits on a Sunday, going out for tea or coffee, weekly trips to a local tea dance, shopping, walks in the park or along the sea front, visits to the Sunderland Illuminations and watching the Sunderland Air Show. One staff member said; “Any place they would like to go, staff will try their best to accommodate.”

The Activities Coordinator explained that if a resident is unable or unwilling to join in group activities the home has extra staff or volunteers who engage in one to one activities with them.

The Manager stated that although Princess House doesn’t currently have their own transport, taxis are used to facilitate trips and outings.

When asked how the residents are encouraged to undertake the range of activities available to them, the staff and the Manager informed the Healthwatch team that staff take residents to where an activity is taking place, demonstrate the activities, take part alongside residents and offer support when required. Their comments included;

“By joining in with activities and making them fun!”

“We sing along with them, sit next to them and help them to mark their bingo cards.”

“Residents are encouraged to take part in activities each time they occur and have the opportunity of suggesting activities they may prefer. Residents can be provided with one to one support when necessary.”

The Manager added; “All residents are supported to join in activities of their choice according to their plan of care.”

The Manager and Activities Coordinator stated that they ensure residents are still able to undertake past hobbies and interests by finding out what their interests are, (which is part of the care planning process) and residents are actively encouraged to continue participating. Comments included; “Residents go out shopping, socially for drinks and to the Millview Club for the tea dance.”

During the Healthwatch team visit we met the home’s resident cat, Daisy, who was freely moving around the home. The home is also visited daily by the owner’s black Labrador, Shady, who was mixing with residents and seemed to be a welcome visitor to the home.



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

The indicator states that care homes should offer a good range of meal choices and adequate support to help residents who may struggle to eat and drink including between mealtimes. The social nature of eating should be reflected in how homes organise their dining rooms and accommodate different preferences around mealtimes.

The Healthwatch team STRONGLY AGREE this was met.

The Healthwatch survey questions around the food at the home, was met by the residents who responded to the survey with great enthusiasm. All gave a range of positive responses, these included;

“Very, very nice, they make gorgeous cakes. The Chef will do anything for you and often comes in at weekends and has a chat. I love my breakfast, enjoy lunch and mince and dumplings and sausage casserole are my favourites.”

“The food here is lovely.”

“I don’t eat much, but what I eat is lovely. There is always choice and alternatives to the menu if you need them.”

“They don’t cook like I cook, but I enjoy my meals, which I eat in my room. I enjoy the curry, mince and dumplings and carbonara. Last night they made me a beautiful stir fry.”

One resident joked that the staff at the home refused to make him his favourite food. When asked what this was, he went on to tell the Healthwatch team that his frequent request to staff is to make him some penguin soup. He stated that the staff are struggling to find penguins in Morrisons. This resident explained that humour plays a big part in the life of Princess House, which he appreciates.

Residents who responded to the survey process went on to say that there is always two choices at mealtimes and agreed that the staff would make them alternatives if they did not like what is on the menu, one resident gave us an example of poached egg on toast.

Residents stated that they can eat their meals wherever they like, although most of the respondents told us that they prefer to eat in their own rooms and all agreed that they look forward to mealtimes at Princess House. Comments included; “I don’t have a big appetite, but I enjoy my meals and they know that.”

All of the relatives comments were favourable about both the quality and choice of food at the home. One added; “She is always complimenting the food. I am informed she eats well, which she wasn’t when she was living on her own.”



Three of the relatives added that they are confident that the staff at the home encourage and assist their relatives to eat and drink as much as is needed. The remaining relative said; “Fairly, although mum has a tendency to revert to jam and bread.”

When we asked the relatives how the home ensures mealtimes are sociable, three stated that this is achieved by residents being encouraged to sit in the communal dining areas, in small groups. The remaining relative said; “My mother prefers to have her meals in her own room.”

Staff and the Manager were asked for their opinion on the quality and choice of food at Princess House and all respondents gave positive comments. They told the Healthwatch team that the food is either lovely, good, very good or excellent, is freshly made onsite and well presented. They added that the Chef speaks to all residents before meals are served to ask the residents for their menu preferences and alternatives are made available to those who need them. Comments included; “Excellent, everything is cooked fresh, every need is catered for and there is always plenty of choice.”

Staff and the Manager stated that they ensure residents are able to eat and drink at mealtimes as well as outside of these times by residents being able to choose whatever time they would like to eat and snacks being readily available at all times. Comments included;



“There is always food available and offered throughout the day, or when it is asked for.”

“Snacks are provided throughout the day. Dietary needs are adhered to and referrals to Dieticians are made if a resident is losing weight and a low BMI has been noted.”

“All staff support the residents at mealtimes and outside of mealtimes, from management to office staff, who are also trained in this area.”



Mary's Tea Room is a space where residents and their visitors can help themselves to hot and cold drinks

They went on to say that residents can eat and drink wherever they prefer, which includes; the communal dining areas, the lounge, the hallway, conservatories and their own rooms.

One staff member said; “Staff prompt residents on suitable places to eat, but accommodate due to their medical conditions etc.”

Another staff member said “Residents can eat wherever they would like, as long as it is safe.”

Staff informed us that they ensure mealtimes are sociable by trying to encourage residents to eat their meals in the communal spaces, playing ambient music, offering more tea and coffee and by asking residents if they enjoying their meal.

The Manager said; “We carry out audits of mealtimes, changing our practices as and when required from feedback from residents and their families and friends.” She added that there is always access to water and juice and tea, coffee and hot chocolate are also served at any time.



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.

Resident respondents to the survey process informed the Healthwatch team that they attend dental and audiology appointments in the local community, with support from their family, friends or staff from the home. They are supported to look after their hearing aids (keeping them clean and changing batteries) either by their friends, family members or staff. The majority of the residents informed us that there is a Chiropodist who visit the home on a regular basis to care for their feet.

If they needed to see a doctor, residents informed the Healthwatch team that they would inform a member of the home's staff, who would arrange an appointment or a home visit for them. They went on to tell us that if they need to attend a appointment outside of the home, their family, friends or a staff member would accompany them. One resident said; "I have angina, so would use my spray and then tell the girls. The girls get the doctor or the District Nurse if I need them and come to my appointments and I pay for the taxi."

All of the relatives indicated their satisfaction with the provision of healthcare at the home. One person added that if an outside appointment is required a 'wheel chair accessible taxi' is booked and paid for by the family. Another relative commented; "She has only been here five weeks, but they ensure her hearing aids are working and she has seen a Chiropodist."

Staff and the Manager confirmed that the home has regular visits from health professionals in a timely manner to meet the needs of the residents. GP appointments are arranged by staff and staff also accompany residents to these appointments when necessary. Comments included;

"District Nurses attend twice a week and all other health care professionals are informed as and when required."

"Residents have their own GP, Dentist, Optician etc. who visit regularly, with residents choosing to go to the health professional supported by staff."



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.

Two of the residents who responded to the survey stated that although they used to visit their church on a regular basis, they no longer do so and this is due to their own individual health or capacity. One resident went on to inform us that they have seen religious visitors within the home.

All of the residents informed the team that there is a hairdresser who regularly visits to cut/style their hair. During the Healthwatch team visit we witnessed the hairdresser, who was based in one of the homes conservatories, styling residents hair. The ladies who were having their hair done, looked to be enjoying the experience, there was a calm atmosphere and the group were chatting. One resident said the hairdresser often pops up to her room to pass the time of day with her, as she has known her for a long time.

One female resident stated that the staff paint her nails and one gentleman explained that the staff now shave him, as he struggles to do this for himself now. Resident comments included; "Two or three times a week the staff help me to have a shower, I wash myself otherwise."

When asked about the laundry service at Princess House, one resident said that this aspect of the home is 'pretty good'. Another resident said that the laundry service is 'usually good' and other added that there has been a few 'blips' with the laundry service.



Two of the relatives stated that their relative currently has no specific lifestyle, religious or cultural needs. From the remaining relatives, one said that their relative does have these needs and the home accommodates them very well. The other relative stated that their relative is a Roman Catholic and noted that they aren't aware of any religious visitors to the home. They went on to say that the home accommodates and respects their relative in these areas, as much as they can.

All of the relatives indicated that there are regular visits to the home by a hairdresser. When asked about if the laundry staff the majority of relatives informed us that the staff are good at getting their relatives



clothes back to them after the laundering process. One relative said; “Not always to be honest, but if this is the worst thing I can say about the home, I can live with that!” All of the relatives added that their relatives are always clean and appropriately dressed. Comments included; “Yes, she is always smart.”

When asked how the home finds out and accommodates resident’s religious and cultural needs, the staff and Manager informed the Healthwatch team that this information is sourced at the pre-assessment stage. The kitchen staff accommodate special diets and are trained on the various religious needs for example Ramadan. Residents are supported to attend places of worship if they wish to do so and religious visitors from St Andrew’s Church attend the home once a month. The Activities Coordinator added; “Residents are also able to join the outing to the Roker Methodist Church every Sunday.”

The Manager stated that a hairdresser visits the home each Friday and that one of the residents still enjoys visiting her regular salon.

The Manager informed the Healthwatch team that she ensures the laundry staff get residents own clothes to them after the laundering process by ensuring all clothing is named. When she was asked what mechanisms are in place to ensure that residents are always clean and appropriately dressed, she said; “Follow the care plan to ensure the residents are assisted to attain their standard of hygiene and are attired appropriately to their requirements.”

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

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

The Healthwatch team STRONGLY AGREE this was met.

When asked if they get asked if they are happy at the home, all of the residents who the Healthwatch team spoke to stated that they do and all added that they are happy living at Princess House. One resident said; “Why yes, of course I’m happy here. I am quite content.” When asked if there is anything about the home which they would like to change, all of the residents answered ‘no’. One resident said; “It’s a home from home here. This is not a regimented home.”

The Healthwatch team asked if they ever needed to make a complaint about the home what would they do, the residents stated that they would go directly to either the Manager or the owner of the home. Their comments included;

“I would go to Lynne and it would get sorted. Nicky (home owner) is lovely and sometimes brings her children in to see us.”

“I would tell them and would feel happy enough to do that.”



“I would tell Lynne or Nicky and it would get seen to. It’s a nice place!”

All of the relatives who responded to the Healthwatch survey stated that they are always made to feel welcome at the home. They all went on to tell the team that they and their relatives can have their say on how the home is run by speaking to the Manager or a member of staff. Comments included; “Lynn and Georgia are always available to discuss, and suggestions are always welcome.” The relatives stated if they ever needed to make a complaint about any aspect of the home they would go to the Manager, with one person adding they would follow this up by an email and escalated further if required. Another informed the Healthwatch team that the home follow Local Authority procedures. All of the relatives went on to say that they would be confident to make a complaint if necessary and would also be confident it would be acted upon.

When staff and the Manager were asked how residents and their family and friends can have a say in how the home is run they responded by saying; by attending resident meetings and coffee mornings or by approaching staff or management.

The Manager informed us that all complaints are dealt with straight away. Feedback is sought, an action plan is put in place and then evaluated.

The Activities Coordinator told the Healthwatch team that activity feedback forms are sent out regularly to provide feedback on the activities programme and feedback is also sought at residents meetings. She added; “Feedback is welcomed at all times and families are encouraged to speak to a member of staff to provide this.” She gave the following example of how a resident has influenced the provision of a new activity; “A resident expressed a desire to attend a Methodist Church every Sunday, this is now in place and happens every week.” The Activities Coordinator went on to say that activities are evaluated by notes being made on resident care documents to monitor enjoyment and the staff who also participate in activities also provide feedback.

The staff and Manager of Princess House added that staff are able to have their say on how the home is run by having open discussions during supervision sessions and sharing ideas for improvements with the Manager.

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.

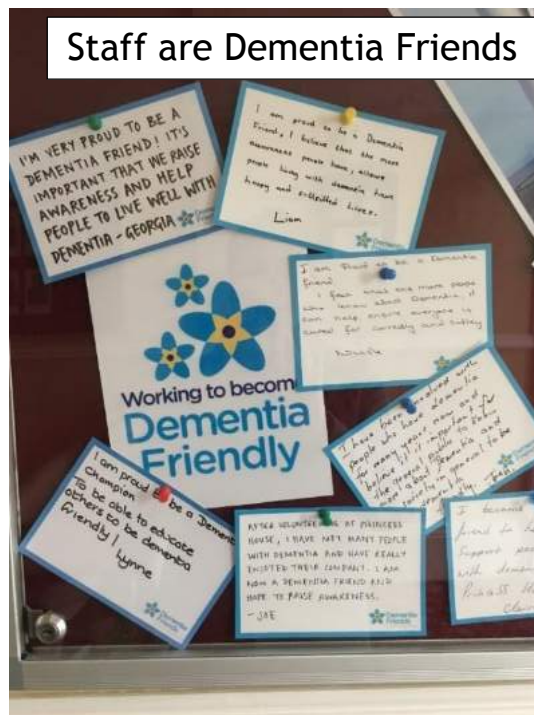
When asked if the home is always clean and tidy, all of the residents who responded to the survey process informed the Healthwatch team that this is case. Their comments included;

“Definitely! My daughter noticed there is no smell.”



“They Hoover and mop the floor and keep the place clean and tidy.”

When asked if it is comfortable temperature within the home, all residents agreed and stated that they have both fans and heaters available to them at all times. One resident said about her husband; “He is always cold, but the room is always warm.”



Three of the relatives who engaged with the survey process responded to the questions on the survey around the environment of the home. They all stated that the home is always at a comfortable temperature for the residents at the home. Comments included; “It is always warm and cosy.”

When asked if the home is always hygienically clean, tidy and well maintained and decorated, the relatives also responded positively, with one person saying; “Yes, as a family home would be; not a clinical environment. There is a cat in residence and most of the residents regard the home as their own.”

The relative respondents to this section of the survey stated that they consider the home to be a dementia friendly environment. Comments included; “Very dementia friendly, as my mam has dementia.”

When asked how the temperature at the home is maintained at a comfortable level for the residents, the Manager informed us that the temperature is taken and changed as required from a control panel in the office.

She went on to say that she ensures the building and its contents are well maintained and decorated throughout by constantly reviewing and checking the environment and undertaking Health and Safety Audits. There is a repair book in the office for all staff to write in any changes and decorating requirements. She



also ensures that the home is kept hygienic and clean by undertaking audits and walk arounds, housekeepers are also employed.

The staff and Manager informed the Healthwatch team that Princess House is made dementia friendly by the use of appropriate colours and signage, residents names are present on their room doors, the use of domestic furnishings, all areas are kept uncluttered, the home hosts dementia awareness coffee mornings, staff are trained in dementia, and 'old time' music is played in the home. Comments included; "Organisational practices that promote independence - flexible routines and person centred approaches."





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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Healthwatch Sunderland
Hope Street Xchange
Sunderland
SR1 3QD



Tele: 0191 514 7145

Email: healthwatchesunderland@pcp.uk.net

Web: www.healthwatchesunderland.com