

Care home life, what it's really like!

## Ryhope Manor



Date of Healthwatch Sunderland visit:

10<sup>th</sup> November 2017





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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?

Healthwatch England is the national consumer champion in health and social care. It was set up by the government to ensure that people's views around health and social care services are listened to and fed back to service providers and commissioners with a view to improving services.

There is a local Healthwatch for every Local Authority area in England. Healthwatch Sunderland aims to be a strong local consumer champion working with our partners to support:

- People to shape health and social care delivery
- People to influence the services they receive personally
- People to hold services to account.

We achieve this by:

- Listening to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same.





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## 2. Background and rationale

Independent Age and Healthwatch Camden have recently carried out some initial research into the information currently available on care homes. The results indicated that there is a need to provide qualitative information on care homes that 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.

Healthwatch Sunderland have responded to this need and will be carrying out visits to all 47 care homes currently available to older people across Sunderland. The complete results will be published to enable members of the public to make more informed choices when considering which care home to move into for themselves or their relatives.

To enable this, 8 indicators have been devised to be used and will focus specifically on issues of quality, rather than safety, 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 8 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 or chiropodists
7. Accommodate resident's personal, cultural and lifestyle needs
8. Provide an open environment where feedback is actively sought and used.



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### 3. Methodology

An initial pre-visit meeting with the home Manager Ann was held at Ryhope Manor. This was to explain the reason for the ‘Care home life - What’s it’s really like!’ visit, to understand the needs of the residents and to arrange a visit that would cause as little disruption as possible.

The ‘Care home life - What’s it’s really like!’ visit took place on the 10<sup>th</sup> November 2017 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 constructed to reflect the objectives of the visit. Observations were also made on the physical environment and staff/resident interaction.

Staff and relatives were also given questionnaires to complete (see appendix 2, 3 and 4).

We also ran a facebook campaign asking local people to comment 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 eight indicators in terms of the degree which they were met, from strongly disagree to strongly agree. A neutral rating indicates both positive and negative feedback, which when averaged results in a neutral score. A summary of this can be found below:

Here is the key which shows the indicator scores



Strongly disagree



Disagree



Neutral



Agree



Strongly agree

1.	A strong visible management	 Strongly agree
2.	Staff with time and skills to do their jobs	 Strongly agree
3.	Good knowledge of each resident and their changing needs	 Strongly agree
4.	A varied programme of activities	 Agree
5.	Quality, choice and flexibility around food and mealtimes	 Agree
6.	Regular access to health professionals	 Strongly agree
7.	Accommodation of resident's personal, cultural and lifestyle needs	 Strongly agree
8.	An open environment where feedback is actively sought and used	 Strongly agree



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## Findings

Ryhope Manor Care Home is a converted building located on Stockton Road, Ryhope, Sunderland SR2 0LS. The home provides personal and nursing care to a maximum of 28 people, including those living with dementia, physical difficulties or sensory impairments.

Both long and short stays are available in single and shared rooms. Residents have access to the gardens and can add their own furniture to their rooms. They may also be able to take their pet. The home is currently undergoing a schedule of refurbishment.

See the latest CQC inspection report here: <http://www.cqc.org.uk/location/1-449319912>

(N.B. Ryhope Manor was formally known as The Old Vicarage.)

At the time of our visit there were 14 residents living in the home. Due to the health and capacity of the majority of the residents, the Healthwatch team were able to speak to 3 residents and support 1 residents to fully complete the survey. The team received 11 staff and 6 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 STRONGLY AGREE this was met.**

The 1 resident at the home who was able to fully complete the survey knew the Manager well, by name and said “She is a very nice person, I like her”.

All of the friends and relatives who completed the survey told us that they knew the Manager, with one person adding “She goes above and beyond to help”.

When asked if the Manager offers her staff the support they need and if she is easy to talk to, all staff stated that the Manager at Ryhope Manor has strong management skills, is always available, listens, answers questions and that they feel comfortable raising issues and problems. One staff member said “Our Manager gives a lot of support”. Another member of staff told us that the Manager attends handover meetings each morning so she is kept up to date.

The Manager told us that she has worked at the home since 1998 and started her career as a carer and worked her way up to Senior, then Deputy Manager and took on the role as Manager in 2012. She stated “I enjoy the fulfilment of knowing that my residents are looked after to the highest of standards. I ensure families are aware that this is the resident’s home and make it home from home for everyone.”

The Deputy Manager stated that her current position is one she has worked her way up to for years and came to work at the home as she was approached by the





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Manager to work by her side to build up the home further. She stated “I enjoy working with all of the team, to provide the efficient running of a caring, warm home for residents”.

During the Healthwatch team visit the Manager mentioned that she knew 2 of the residents prior to their admission into the home as they were all local to Ryhope Village. 1 resident, on first entering the home commented that she was grateful that she was going to be cared for by the Manager.

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

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

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

We asked the resident what he thought about the staff at the home. He stated that the staff are very good, they have time for a chat and joke with the residents. He added “They like a bit of fun.”

1 resident who was unable to complete the survey did state that the staff were great and went on to say “If I were to run a home I would employ all of these staff and run it the way that Ryhope Manor is”.

All friends and relatives told us that the staff have the time and skills to care for their relative/friend and know them very well. One friend who was visiting the home at the time of the Healthwatch team visit told us that although her friend had only lived at the home for a very short length of time the staff were getting to know her well and that her friend had settled.

All of the staff members told us that they feel they have enough time to care for the residents and give them the best. They stated “Time management is not an issue” and “We have good staffing levels.”

All staff and management told us that new courses and refresher courses are available to them and that they are encouraged to enhance their skills by management. One staff member told us that they are undertaking a National Vocational Qualification (NVQ). The Deputy Manager said “I am always working alongside staff and encouraging them to improve their skills”.

When we asked staff what they liked best about their jobs, we had enthusiastic replies, with all staff telling us that they enjoy their jobs. Here are some of the comments we received: 1 person said “I love caring for people, getting to know them and their relatives and seeing smiles on their faces”. Another added “I enjoy the family environment for residents and staff” and another said “I enjoy knowing the residents I care for have the best care”.

During the Healthwatch team visit we witnessed staff caring for a resident who was very unwell. They treated her with respect, empathy and were ensuring that the resident was comfortable.



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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 STRONGLY AGREE this was met.**

Friends and relatives informed us that they feel confident that the staff at Ryhope Manor are able to recognise and respond to their friend/relatives changing needs.

The Managers and staff members told us about a range of ways they get to know a residents life histories, personalities and health care needs when they first arrive at the home. These included; the completion of a 24 hour assessment, speaking to residents and their families, friends, GPs, social workers and handover meetings. Care plans are formulated immediately, and daily journals are started.

They went on to say that the residents are known very well by staff and any changes are noticed quickly and medical care is accessed immediately if required. If there are any changes to a resident's diet or health needs, these are discussed with the resident and recorded in the individual care plan straight away. Care plans are monitored constantly and reviewed and updated monthly. Multi-Disciplinary Team meetings are called if appropriate.

### **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 AGREE this was met.**

The resident we supported to complete the survey told us that he chooses to spend a lot of time in his room watching TV. He went on to enthusiastically show the team photographs which were displayed on a notice board, of himself and other residents enjoying a range of activities, which were taking place in the communal areas of the home. He stated that these activities were easy to access and take part in. These included; a singer/entertainer, a visit from local school children and a visitor who brought along some reptiles to show the residents. The resident also told us that his family take him on trips outside of the home.

Only a few relatives completed this part of the survey with a mixed response. Some felt the activities are good, 2 gave a negative response, with 1 adding "I know that the home does try to provide activities but with dementia residents I am not sure a lot can be done. However, I do feel sad when I see residents sitting around a TV showing programmes that mean nothing to them". Most of them told us that they felt their friend/relative is encouraged to take part in activities.

Staff members and management told us that the home employs a dedicated Activities Co-ordinator and a range of activities are available to encourage sensory and reflex stimulation to meet the needs of individual residents. These include; sit n be fit, bingo, board games, ball games, pamper days, movie days/nights and



arts and crafts. Staff stated that there are in house parties, one to one time and that there is open access to the garden areas. They went on to tell us of the importance of making activities fun and that they encourage the residents to take part by joining in themselves, reassuring them and explaining what is happening throughout. One team member added that if a resident prefers not to take part in activities that their decision is respected.

During the Healthwatch team visit we witnessed a TV on in the main ground floor lounge and staff sitting with residents singing with them.



(Above photos of activities.  
Right activity schedule)

ACTIVITIES		
WEEK 4		
MONDAY	MUSIC MORNING	BOARD GAMES
TUESDAY	CARE, HABILITATION AND DECEITATING	HIGH TEA
WEDNESDAY	SING ALONG	SIT N BE FIT
THURSDAY	HARDRESSER VISIT	AROMA THERAPY
FRIDAY	BINGO	ARTS & CRAFTS
SATURDAY	FUN IN THE GARDEN	CLASSICAL MOVIE
SUNDAY	FAMILY DAY	SING A LONG

## 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 AGREE this was met.**

The resident we spoke to said that he enjoyed the food and mealtimes at the home and he always felt well feed. He enthusiastically told the Healthwatch Team about his breakfast and the fact he has a large bowl of cereal and toast, which he enjoyed. He added if he is given anything he doesn't like he leaves it on his plate and then informs the chef. He also told us that residents can ask for a cup of tea at any time. Another resident who was unable to complete the survey due to her physical health, told us that she can ask for anything she likes, at any time of the day and that staff were always accommodating.

Some of the friends and relatives asked told us that they feel the food at the home is good, mealtimes are sociable and that they are confident that their friends and



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relatives are supported to eat and drink as much as is needed. Others either left this section of the survey blank and some stated that they had not been around at mealtimes and couldn't comment. One resident's friend told us that her friend would say if she wasn't happy with the food.

Staff members and management told us that residents at Ryhope Manor are given a variety of menu choices on a daily basis to meet their dietary requirements, ensuring that the food is the right texture for each resident and the correct portion size, as some residents need to eat small portions often. Details of the residents needs are indicated in their individual care plan. Residents are also offered a range of hot and cold drinks and snacks throughout the day and night.

Menus are displayed and residents can ask for anything they want, when they want it. Picture menus available for those who have communication difficulties. One staff member said 'We always make sure that residents are fed well'.

Assistance to eat and drink is offered by staff to those residents who need it and fluid and eating charts are monitored and updated to include any food and drink that relatives bring into the home.

During the Healthwatch team visit we witnessed staff assisting residents to eat and drink both the dining room and in a residents bedroom.

To ensure that mealtimes are a sociable time at the home, residents are encouraged to eat together in the dining room, soft music is played in the background and staff join them at the dining tables. Mealtimes are a time to chat and friends and relatives are welcome to join residents at mealtimes.

## **Indicator 6 - Regular access to health professionals (GPs, dentists, opticians, chiropodists etc)**

The indicator states that residents should have the same expectation to be able to promptly see a health professional as they would have when living in their own home.

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

The resident we spoke to told us that he had access to both a dentist and an optician and had recently received 2 new pairs of glasses. He went on to say that if he needed to see a doctor the staff would either call the doctor to the home or staff would support him to go to the local surgery.

Managers and all staff members asked told us that the residents have regular visits to the home from a dentist, optician, chiropodists and that there is an onsite nurse. The senior staff ensure that appointments are made for residents and that they attend. Some friends and relatives reiterated this, one stated that they were unsure if this is the case and another stated that their friend/relative had access if there are any issues. The home also uses the Multi-Disciplinary Teams if appropriate.



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During the Healthwatch team visit we witnessed a resident requesting the nurse as she was having difficulty with her breathing. This was acted upon promptly.

### **Indicator 7 - Accommodate resident's personal, cultural and lifestyle needs**

The indicator states that care homes should be set up to meet residents cultural, religious and lifestyle needs as well as their care needs and shouldn't make people feel uncomfortable if they are different or do things differently to other residents. **The Healthwatch team STRONGLY AGREE this was met.**

The resident we spoke to told us that although he is able to wash, shave and dress independently the staff at the home assist him with showering.

Some of the friends and relatives told us that their friends and relatives do have specific lifestyle, religious or cultural needs and that they feel these are respected and accommodated. One friend of a resident who was very unwell, told us that she is visited by a local nun, who prays with her and that this is very important to her friend.

The Deputy Manager informed us they get to know a resident's personal, cultural and lifestyle needs by asking the resident, their friends and relatives at the point of admission into the home. If a resident is non-verbal and has little written history when they arrive at the home the staff learn about them on a day to day basis.

The Manager and staff reiterated that a catholic nun visits the home to offer Holy Communion to those residents who wish to receive it. The home also accommodates any dietary requirements to those who have religious requirements.

A hairdresser visits Ryhope Manor on a weekly basis.

### **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.**

The resident we spoke to told us that there was nothing about the home that he would change and that he had never needed to complain about anything. He did add that he would like to go out walking, but he would need a member of staff to go with him and they would be busy looking after other people. Another resident told us that she had no complaints.

All friends and relatives who completed the survey stated that they felt a welcome participant in the life of Ryhope Manor. They all added that they knew how to



make a complaint to the home if necessary and would feel confident that their complaint would be acted upon. Add told us “They listen to what you have to say”.

Managers and staff informed us that there are regular family and residents meetings, where both staff and the management are present. These meetings enable views and ideas to be put forward and discussed and suggestions to be made. Possible changes and additional activities to the schedule are discussed and changes have been instigated through these meetings. The addition of the suggestion box was also an outcome of a resident and family meeting.



(Conservatory leading to the garden)

Staff also told us that one to one meetings with the Manager can be arranged at any time.

Both Managers stated that staff are able to have their say on how the home is run and all of the staff who completed the survey reiterated this. One staff member added “The Manager is very open to staff suggestions as long as it is for the residents benefit and wellbeing”.

The Managers told us that feedback is valuable and any complaints are dealt with straight away. One added “Positive feedback is always lovely, any criticisms are taken constructively in order to better improve our service”.



(Main lounge area)



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## 5. Appendices

### Appendix 1 - Questions for residents

1. Do you know 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?
6. What activities are there for you in the home?
7. Is it easy to join in the activities?
8. Do you get a chance to do any of the things you used to enjoy before you came here?
9. Do you go on trips outside?
10. What do you think of the food here?
11. Is there enough choice of what you eat and when you eat?
12. Do you enjoy mealtimes?
13. Have you seen a dentist to check your teeth or an optician to check your eyes recently?
14. Is there respect for your religion or your culture here in your home?
15. Do you get asked what you think about the home?
16. Would you like to change anything about the home? Have you told anyone about this and what happened?
17. 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?  
  
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?
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 tastes and their health and care needs updated as these change?
4. **Offer a varied programme of activities**  
What activities are available for residents inside and 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 systems are in place to support residents to eat and drink at mealtimes and outside of meal times?  
  
What choices do residents get about what they eat and drink and when and how they eat and drink?  
  
In what ways do you try to make mealtimes sociable?
6. **Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**  
Do residents have regular, preventative dental and optometry (eye-care) appointments?
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?
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?  
  
Are staff able to have a say in how the home is run?  
  
How do you make use of feedback or complaints from residents and relatives?





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## Appendix 3 - Questions for staff

- 1. Have strong, visible management**  
What support do you receive from the manager?

How easy is it to talk to the manager when you want to ask a question or raise an issue?
- 2. Have staff with time and skills to do their jobs**  
Do you feel you have enough time to care for residents?

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 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 tastes and their health and care needs updated as these change?
- 4. Offer a varied programme of activities**  
What activities are available for residents inside and 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**  
How do you make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes?

What choices do residents get about what they eat and drink and when and how they eat and drink?

In what ways do you try to make mealtimes sociable?
- 6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**  
Do residents have regular, preventative dental and optometry (eye-care) appointments?
- 7. Accommodate residents' personal, cultural and lifestyle needs**  
Can you give an example of how the home caters for religious and cultural needs?
- 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?

Can you provide an example of how a resident or their family member has influenced how the home is run?

Do you feel staff can have a say in how the home is run?



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## Appendix 4 - Questions for friends and relatives

- 1. Strong visible management**  
Do you know who the Manager of the home is?  
  
Is the Manager friendly and helpful?
- 2. Have staff with time and skills to do their jobs**  
Do you think the staff have the time and skills to care for your friend/relative?
- 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?
- 4. Offer a varied programme of activities**  
What do you think of the activities available for residents inside and outside the home?  
  
Is your friend/relative properly encouraged and supported to take part in the activities?
- 5. Offer quality, choice and flexibility around food and mealtimes**  
What do think of the quality and choice of food?  
  
Are you confident that your friend/relative is supported to eat and drink as much as needed?  
  
Do you think that mealtimes are sociable?
- 6. Ensure residents can regularly see health professionals such as GPs, dentists, opticians or chiropodists**  
Does a dentist and an optometrist (optician) come to see your friend/relative regularly or only if there is a problem?
- 7. Accommodate residents' personal, cultural and lifestyle needs**  
Does your friend/relative have any specific lifestyle or religious or cultural needs? Are these respected and accommodated?
- 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 your friend/relative have a say in how the home is run or give feedback?  
  
Would you know how to make a complaint if you wanted to?  
  
Would you feel confident to make a complaint and do you think it would be acted on appropriately?



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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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