

Care home life, what it's really like!

## Ryhope Manor



Date of Healthwatch Sunderland visit:  
7<sup>th</sup> December 2018



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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 7<sup>th</sup> December 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	Time  Agree      Skills  Strongly agree
3.	Good knowledge of each resident and their changing needs	 Agree
4.	A varied programme of activities	 Agree
5.	Quality, choice and flexibility around food and mealtimes	 Strongly agree
6.	Regular access to health professionals	 Strongly agree
7.	Accommodation of resident's personal, cultural and lifestyle needs	 Strongly 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



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## Findings

Ryhope Manor Care Home is located on Stockton Road, Ryhope, Sunderland, SR2 0LS. It provides nursing and palliative care, dementia care, residential care, respite and day centre care for people aged 65 plus.

The home is a converted building with four communal areas located over two floors, a dining area, a conservatory and an accessible garden to the rear of the premises. The home can accommodate up to 29 individuals and has 28 single bedrooms, 10 of which are ensuite and one which is a double bedroom to accommodate couples.

Residents can add their own furniture to their rooms and may also be able to take their pet into the home. The home currently has two pet birds, called Tikki and Sunny.

The home employs an Activities Coordinator, four days per week and activities are available five days per week.

Free Wi-Fi is installed within the home and it operates protected mealtimes (a period of time when activity is reduced so staff can be available to help serve and supervise meals and assist residents who need help to eat and drink. This time also includes limiting visitors).

The home is currently undergoing a schedule of refurbishment.

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-4196752154>

At the time of our visit there were 18 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 one resident to fully complete the survey and 1 day centre visitor to partially complete the survey. The team received six staff and three relative surveys back.

The results of these surveys are given below:

### Indicator 1 - A strong visible management

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

When asked by the Healthwatch team if they knew who the Manager was, one of the residents we spoke to was able to name her and the other couldn't name her, this may have been due to their own individual health and capacity, but did recognise her by sight. Both residents gave positive feedback when asked what they thought of the Manager;

“She’s great.”





“I think she’s nice, she bought me two T-Shirts recently.”

During the visit the Healthwatch team witnessed the Manager interacting with the residents introducing all residents to the team by name and in a manner that showed that she knew the residents and their life history and the residents appeared to recognise and interact positively with her.

Relatives who replied to the survey were asked if they were able to name the Manager and what they thought of them. All who responded were able to name the Manager, Ann and gave the following comments;

“Ann is always around to speak to and she is very easy to talk to.”

“She is a very dedicated, caring, hands on Manager, always cheerful and gives a nice welcome and many kind words. We, as a family have nothing but good things to say about Ann and her staff, nothing is too much trouble and all are very welcoming.”

“Very approachable, friendly, professional and always acts whenever there is a query.”

Staff who responded to the survey all gave complimentary comments about the Manager and the support they receive from her. Comments included;

“Manager Ann, is very visible and available to offer advice.”

“My Manager is very approachable and supports me with my job and any issues I may have.”

“My Manager is very approachable. She leads and manages staff so we can perform our job roles safely and to the best of our ability.”

“She always listens and we weigh up the pros and cons to sort it out.”



Decorated foyer fire place

The Manager was asked by the Healthwatch team what attracted her to the role of Care Home Manager, she replied; “I started as a Carer then moved to a senior role, then to Deputy and finally Manager in 2012. I feel my role is special. I feel it is worthwhile knowing I can care for all residents to the highest of standards.”

She added what she enjoys about her role; “Ensuring all my residents are happy and we are delivering the best care.”



## 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 asked by the Healthwatch team what they thought of the staff, resident's complimented staff and said;

"They are alright. You ask them 'Can you change my bed?' and it's done within half an hour."

"Absolutely terrific (the girls), I love them all."

When asked if staff had time to stop and chat with them both residents replied positively stating that they did.

During the Healthwatch visit the team observed staff interacting positively with the residents and visiting relatives. They were patient with residents and took time out to sit and chat with relatives, with one staff member updating a family on their father since their last visit.



Two of the relatives who responded to the survey agreed when asked if staff have the time to care for the residents and the third relative replied; "On the whole I will answer yes but there have been occasions when I've had to search for a member of staff." They all added that staff have the skills to carry out their role.

Staff who responded to the survey were asked by the Healthwatch team if they have enough time to care for residents at the home and all responded positively, some stating yes they did and others stated that they have plenty of time.

They also informed the team that they are encouraged to continue to develop their skills by attending both in-house and external training courses;

"Yes, many training opportunities are made available."

"Yes I am encouraged to develop my skills, training is on-going."



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“Ann is always sending me links for activities and puts me on training courses.”

The staff went on to tell us what they enjoy about their jobs;

“I enjoy interacting with residents and finding out about them.”

“I enjoy interacting with residents, ensuring their needs are met and support is given. Knowing our residents are happy makes me happy.”

“I enjoy working with people, meeting different people from different backgrounds.”

The Manager informed the Healthwatch team that she encourages staff to take new courses all the time as a way of enhancing their skills to deliver good care and ensures that there is enough staff on shift so staff have the time to care for 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.**

When asked by the Healthwatch team if staff at the home know them, know what they need and what they like and don’t like, both residents we spoke to were unable to answer the question, this may have been due to their own individual health and capacity.

Relatives who responded to the survey were asked if they thought staff knew their family members life history, personality and health and care needs. Their responses included;

“The staff all take their time to get to know each individual.”

“Yes the staff are very caring and know what my mam’s needs are.”

“Very well, I feel they know my father’s needs better than me.”

Relatives went on to inform the Healthwatch team that the home notices changes in their relatives needs and they are informed of these changes either via a phone call or in person during a visit to the home.

Staff and the Manager informed the Healthwatch team about how they get to know residents life history, personality and health and care needs when the resident first arrives. They explained that they do this by carrying out an initial 24 hour assessment, this involves speaking to residents and their family and other professionals such as GPs to help build up a good care plan. Next staff were asked how any changes in a residents needs are updated and passed on to staff, they informed us that staff use their good communication skills and when changes occur



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in the needs of the residents, the care plan is updated immediately. The Registered General Nurse (RGN) at the home added;

“The home has invested a lot of time and money into a care planning system, which is available to all to update and review. This is coupled with a comprehensive hand over document. Also we have a resident of the day system that is in development.”

#### **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.**

When asked about the activities provided in the home the two residents who the Healthwatch team spoke to, informed that due to their memory they were unable to give much detail on the in house or outdoor activities they had taken part in. One resident when prompted by a staff member, did remember that he was going to a Christmas party that day at the local community centre, where residents from several local homes would also be in attendance.

During the visit the Healthwatch team witnessed many of the residents dressed and ready to attend the Christmas party and when asked, all said they were looking forward to it.

The relatives who completed the survey were asked by the Healthwatch team what they thought of the activities available for residents inside and outside the home. The responses given included;

“My mother is able to respond to limited amount of activity. She allows them to do her nails and in the summer she participated in one or two outings.”

“Activities take place every day, all go on the notice board for visitors to see.”

“The staff do their best but when the majority of residents have dementia I think it must be hard.”

When asked by the Healthwatch team what activities are available for residents inside the home, the Manager and staff told us that there are activities every day, which are displayed on a notice board. The various activities available include; card and dominoes games, bingo, pamper session, morning news, chair exercises, relaxation therapy, reminiscence, doll therapy and film and music activities etc.

The activities mentioned outside of the home included; gardening, trips to the local village to do shopping and residents socialise with other care home residents at the local pub on a monthly basis, where they can enjoy entertainment, food and refreshments.



The Activities Coordinator added that one to one activities are available for those who don't wish to join in group activities. She also explained they offer sensory activities for those that need stimulation; "We offer personalised activities for those not wishing to take part in the general ones e.g. I took a resident to visit a previous place of employment which they had enjoyed."

All staff informed the Healthwatch team that they encourage and assist residents to take part in activities by offering lots of reassurance and encouragement to join in activities, asking them on a regular basis and explaining what activities are taking place.

When asked how the residents are supported to do things they used to enjoy before coming into the home including hobbies and interests, the Activities Coordinator informed the team; "We ask families what interest they have and get them any materials they need e.g. wool for knitting."

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

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

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

When asked what they thought of the quality and choice of food in the home both residents who took part in the survey replied positively;

"I enjoy the food, I have cereal, bread, butter and jam every day for breakfast. I never go hungry"

"I love my food, I'm not a fussy eater."

Both residents commented that they have a choice over where they eat their meals but both opted for the dining room, which they both enjoyed and



commented that staff encourage them to join in with conversations during mealtimes.

During the visit the Healthwatch team observed as drinks and refreshments were being served to residents. Staff assisted several residents who required additional support encouraging and checking they were taking on the necessary fluids.

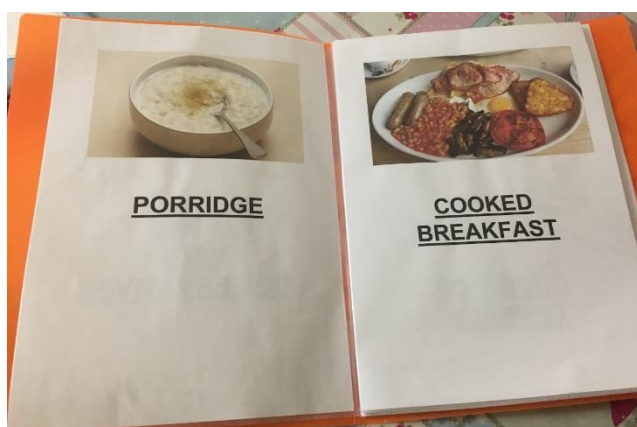
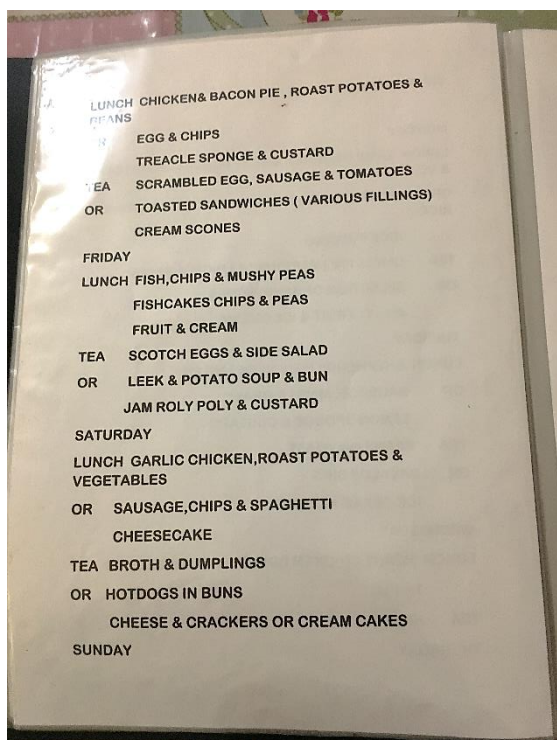


When asked about the quality and choice of food at the home, of the relatives who responded to the survey questions, all replied positively stating the choice and quality was very good. They all added that they were confident that their relative is supported to eat and drink as much as needed, comments included;

“Very confident, the staff are caring and support my mother who needs spoon feeding.”

“Very confident.”

“Confident that my father’s needs are catered for.”



Sample menu & pictorial menu book

When asked by the Healthwatch team how the home ensures that mealtimes are sociable, one relative didn’t answer the question and the other comments were positive stating that music is played and residents are invited to go along to the dining area but have the option to eat in the lounge if they wish. They both also commented that staff are there to support and interact with residents and visitors are welcome to join in at mealtimes.

During the visit the Healthwatch team observed as drinks and refreshments were served to residents. Staff assisted several residents who required additional support encouraging and checking they were taking on the necessary fluids.

Staff respondents to the survey were asked what they thought of the quality and choice of food available at each mealtime, all staff members who replied gave positive comments including;

“There is a menu book which residents choose from, the quality of food is of a high standard and flexible for residents when needed.”



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“The food is home cooked to the way the residents like it. They are offered choice and if they don’t like it, another meal is made to suit them or their dietary needs.”

When asked by the Healthwatch team how they ensure that residents can eat and drink outside of mealtimes, staff and the Manager informed us that a tea trolley offering hot and cold drinks and snacks is delivered throughout the day and night, the kitchen is open all day and the home has a permanent drinks station that residents and relatives can use. The RGN also explained about the systems in place to support residents to eat and drink at mealtimes and outside of mealtimes; “Assessment pre admission and regular evaluation of care plans indicates what assistance, encouragement and prompting is required by residents.”

Residents are also offered a choice when it comes to where they would like to eat their meals including the dining room, one of the communal rooms or their bedroom; “Staff interact and communicate with residents for their choice/preferences. Residents who are not able to communicate, staff will act within their best interests, in accordance with their care plan.”

The Manager added “We have a 4 week menu of 2 choices for all meals and the Chef will go around and ask each resident what they would like for breakfast, lunch, tea and supper. If a resident does not want what is on the menu the Chef will ask and cook whatever they would like.”

Staff and the Manager added that mealtimes are made sociable by encouraging as many residents to get together in the dining room, playing soft music in the background and staff sit with resident to encourage discussions.

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

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

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

When the Healthwatch team asked residents if they have access to a range of health professionals the one resident who lived there was unable to remember if they had had their teeth checked but did say their hearing and eyes had been checked recently and they have regular visits from the District Nurse who treats one of their health conditions. They went on to say that if they needed to see a doctor he would let the Manager or one of the Carers know. When asked what would happen if they had an appointment at the hospital, they replied to say that one of the Carers would attend with them.

The other resident wasn’t asked any health related questions as they were at the home on a day care basis and therefore they weren’t a permanent resident.



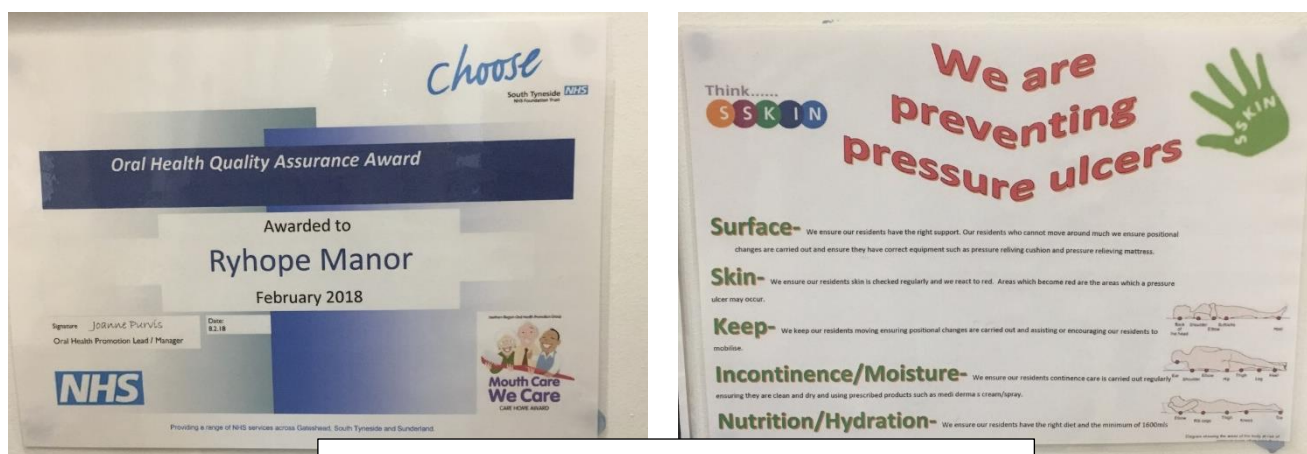
The relative respondents when asked by the Healthwatch team about access to health professionals gave the following replies;

“All the right people are in place if I have a problem a member of staff is very quick to see my mother gets the right treatment.”

“As soon as the Nurse or Manager thinks a resident needs to see a health professional they are sent for.”

“No problem with this, my father is often out of the home with hospital appointment etc.”

Staff and the Manager informed the Healthwatch team about the range of visits to the home from health professionals including; Dentists, District Nurses, Opticians, Community Psychological Nurses, Chiropodists, Tissue Viability Nurses, Social Workers, Audiologists, Nutritionists, GPs, Dieticians and Dentists. These professionals either make regular scheduled visits or are called upon when needed. The RGN added; “GPs are freely available and the home has a regular meeting with the local GP practice to discuss ways of linking the services.”



Health related awards and information

## 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.**

Neither of the residents the Healthwatch team spoke to stated that they had any specific religious, lifestyle or cultural needs, this was reiterated by those relatives who responded to the survey.

The one resident who was a permanent resident at the home went on to add that the laundry service is good and that they have their hair cut every three to four weeks by the hairdresser who visits the home.





Relatives who responded to the survey were asked about how the home accommodates lifestyle needs of its residents. They informed us that their family members have access to a hairdresser once a week on a Monday in the home, the laundry service is good or very good and that their relative is always clean and appropriately dressed.



The Healthwatch team asked staff and the Manager how the home finds out and caters to the residents cultural, religious and lifestyle needs. Those who responded informed, that as part of the homes initial assessment carried out for all new residents joining the home, they will speak to families and residents to discover their needs and will document these into the residents care plan.

Examples given of how these needs are accommodated included; “Some residents go out to church, we have visitors in from the Sisters and Father David from St Patrick’s Church. We also accommodate dietary requirements for people with religious/cultural needs.”

The Manager added that the home has a hairdresser who visits on a weekly basis and the home has a laundry assistant who washes and irons the clothes and we ask family to put name tags on clothes. When asked what mechanisms are in place to ensure that residents are always clean and appropriately dressed the Manager replied; “Staff ensure all personal care is given to the highest of standards at all times.”

## 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 what they think of the home or if they are happy, neither resident could remember if they had been asked but both stated they were happy and there was nothing they would like to change.

The resident who was on a day care visit to the home stated she would like to move into the home on a permanent basis as she liked it that much.



When asked what they would do if they had a complaint to make, the permanent resident told us; “I would speak to Ann, I like Ann she’s alright.”

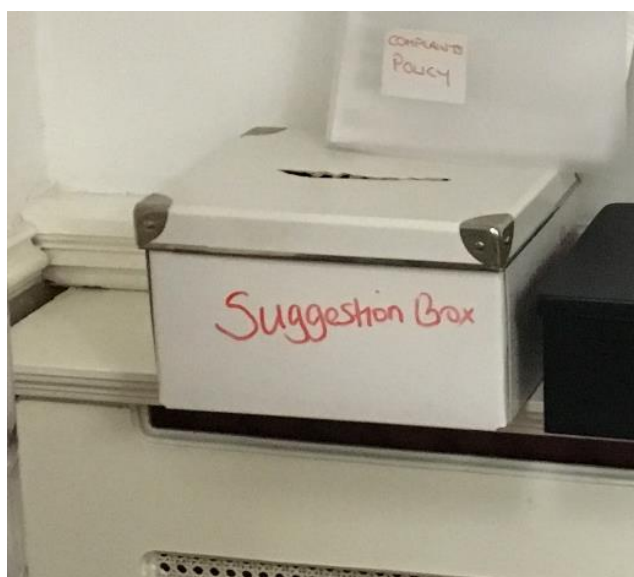
The Healthwatch team asked relatives if they felt a welcome participant of life in the home, all respondents replied positively and agreed that they were. They went on to tell us how they and their relative can have a say in how the home is run and give feedback;

“Staff are very open to any comments I have to make.”

“We always get asked if we have any suggestions.”

“Just approach Ann or any member of staff they always listen.”

Relatives informed us that should they wish to make a complaint they would see the Manager and all were confident that it would be acted on appropriately.



During the Healthwatch visit the team witnessed the suggestion box that the home has placed in the foyer for residents, family and friends to use. Staff and the Manager also informed, that a resident/family meeting is held on a monthly basis where people can have their say, plus the family can talk to the Manager any time they wish. Two examples were given of how a resident or their family member had influenced how the home is run, one explained about the recent introduction of budgies to the home which was a family suggestion

and the Activities Co-ordinator explained how another family suggestion had influenced the introduction of a new activity;

“A family member told me that their dad enjoyed bird watching. So we removed a net curtain from a window and placed a seat outside (for use in the summer time) so he can still twitch.”

The Manager when asked how the home makes use of feedback or complaints from residents and relatives, they informed the team that the home has a complaints policy which they apply and that any complaints are acted on straight away to ensure that services are improved.

Staff and the Manager informed that staff can have a say in how the home is run by attending staff meetings where the Manager is open to suggestions that will improve the wellbeing of their residents and staff can always request a private meeting with the Manager; “The Manager always listens and does what she can to help i.e. doing lunch as sandwiches for those residents going to the social club.”



## Indicator 9 - Provide a physical environment which is suitable for the needs of the residents

The indicator states that care homes should be suitable for their resident's needs. Be comfortable, homely, well maintained with high standards of hygiene. The Healthwatch team **AGREE** this was met.

When asked by the Healthwatch team if the home is always clean and tidy and to a suitable temperature, both residents replied positively with the permanent resident stating that staff are always cleaning and the home had recently replaced windows and carpets. They both also stated that most of the time the home is of a comfortable temperature, and if they were a little chilly they would close a window or put on a jumper.

All relatives when asked about the physical environment of the home gave positive responses stating the home was always at a comfortable temperature, hygienically clean and tidy, well decorated and well maintained and a dementia friendly environment.

The Manager explained that they ensure that a comfortable temperature is maintained in resident's rooms and all communal areas by carrying out checks on a weekly basis and the maintenance staff ensure all checks of the building are carried out on a regular basis. She also added that currently the home provider is carrying out a refurbishment of the home which includes decorating in various locations and fitting new carpets and windows. When asked how she ensures that the home is always hygienic and clean, she replied; "We have an infection control champion and our domestics ensure that the home is odour free, clean at all times and spillages are cleaned straight away."

The Healthwatch team asked both staff and the Manager how the home is made a dementia friendly environment, they explained that the home has dementia signage, good lighting, all trip hazards are removed and bright and contrasting colours are used to help residents see furniture, doors and hand rails etc. The home also tries to keep the residents active and engaged with the support from the Activities Coordinator.

During the visit the Healthwatch team witnessed certificates displayed showing the home has staff members who are trained as both delirium and dementia champions.





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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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