

Care home life, what it's really like!

Thornbury Care Centre



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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.





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, 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.



3. Methodology

An initial pre-visit meeting with the home Manager, Helen and her Deputy, Joanne and was held at Thornbury Care Centre. This was to explain the reason for the 'Care home life - what 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 it's really like!' visit took place on the 9th March 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 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	 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	 Strongly 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



Findings

Thornbury Care Centre is a purpose built property located in a residential area at 58 Thorndale Road, Thorney Close, Sunderland, SR3 4JG. Local shops and some amenities are within a short walking distance from the home.

During the Healthwatch team visit the home was undergoing extensive refurbishment to all the communal areas, resident rooms, on-suite facilities and staff areas.

Thornbury Care Centre offers support to up to 44 people some of which could be living with dementia.

This service was registered by Care Quality Commission (CQC) on 31 March 2017 and at the time of the Healthwatch visit had not undergone a CQC inspection.

At the time of our visit there were 22 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch team were only able to support 5 residents to fully complete the survey. The team received 7 staff and 3 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 AGREE this was met.

Some of the residents which the Healthwatch team spoke to at Thornbury Care Centre had difficulty identifying the Manager, but this may have been due to their own individual health or capacity. Two of the residents were able to state that the Manager is a female and one added that she is nice.

When asked who the Manager is at the home one relative named the Deputy Manager and said that she is very visible and approachable. Another relative named the Unit Manager at the home and stated that she is very cooperative, good at her job, keeps them informed and that they have no complaints. Another relative did not answer this question.

All staff members who completed the survey indicated that they feel supported by the Manager of the home. Their comments included;

“Very good support. If there is something I am unsure of, I know that after speaking with management, I will come away more aware and with confidence.”

“If I have any worries or troubles I can go to the Manager for support.”

The staff members added that they have good experiences when asking the Manager questions or raising issues with her. Their comments included;



“I have asked several questions and continue to do so, to gain knowledge in order to complete my job.”

“I always feel more positive following discussions.”



The Manager informed us that she was attracted to her role as Manager as she has worked in the care industry for 22 years, she added; “My passion for good care, high standards and organisational skills led me down this path.”

The Manager went on to tell us what she enjoys about her role; “Working in a fast paced, ever changing environment. I enjoy seeing good care being delivered by our strong, dedicated team.”

The Deputy Manager stated that she was attracted to her current role as she has previously worked for the company (S.L.W. Ltd.) and their expectation of care for their homes is very high.

The Deputy Manager told the Healthwatch team what she enjoys about her role; “Caring for service users - meeting their care and social needs.”

The Healthwatch team witnessed positive interactions between the Deputy Manager at Thornbury Care Centre and the residents. Residents were greeted by name and appeared to be relaxed in her 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 gave this an AGREE rating for staff time and a STRONGLY AGREE rating for staff skills.

When Healthwatch team members asked the residents who were supported to complete the surveys what they think of the staff at Thornbury Care Centre, all gave a range of positive responses, which included;

“They are nice, we spend a lot of time together and I am well looked after.”

“They are good and really canny.”

When we asked if the staff have time to stop and chat to them, the residents indicated that although the staff are busy, they are friendly and pass the time of day. Residents said;

“They are very friendly by nature.”

“Not a lot, they have a lot of work to do and we understand.”

Two of the relatives agreed that the staff have enough time to care for their relative. One relative stated;

“Every care has been given to my mother since she has been in the home.”

Another relative said that they feel there is not enough staff at the home to do the jobs which are required.

When asked about the staff skills, all of the relatives who completed the survey process agreed that the staff at the home do have the skills necessary to care for their relatives. Their comments included;

“I do think they have the skills, everyone is always very helpful and always seem to know who needs what and when.”

“I have seen this first hand, they look after my mam very well.”

When staff were asked if they think they have enough time to care for the residents, all who completed the survey process stated that this is the case. One staff member did say that she would like to spend more one-to-one time with the residents who can't attend group activity sessions.

The Manager informed us that the number of staff on duty is based on resident's needs. This is reviewed on a monthly basis as standard, but also as required. Her Deputy added that care is planned by reading individual care plans.



This wall art is part of the refurbishment and present in the communal corridors of the home



Staff indicated that they are encouraged to enhance their skills by attending training courses, appraisals and by accessing support from the management at the home.

Staff went on to tell us what they enjoy about their jobs. Their comments included;

“It is different every day and new challenges.”

“I am providing the best care possible to ensure that the service users are clean and healthy.”

“I enjoy making the residents happy. Seeing them enjoy activities is brilliant.”

The Manager and her Deputy informed us that a huge amount of training which, is appropriate to their roles, is given to staff at the home. She added “As a company, we believe in promoting from within whenever possible, to allow the staff the opportunity of building their career.” The Deputy Manager told us that staff are also

given supervision sessions and supported to enhance their skills.

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.

The Healthwatch team asked those residents who wanted to participate in the survey process if the staff know what they need and what they like and dislike. One resident stated that the staff don’t really know her, but they know things like how she likes her tea. The other residents felt the staff do know them, with one resident stating “Yes, that’s why I like it here!”

One Healthwatch team member was introduced to a resident who was very shy, but still keen to speak to her. The staff member who made the introduction was aware of this and informed the team member prior to their introduction.



The residents who the Healthwatch team spoke to expressed their excitement about the renovations which were taking place at the home and that their own rooms were going to be part of the redecoration programme.

The relatives indicated that the staff know their relative's life history, personality and health and care needs well, respond to any changes in their needs and keep family members informed quickly. Their comments included;

“They all seem to know what my mam needs.”

“They know her, we completed a checklist for mam's needs and personality and this was added to the care plan.”

“They let me know of changes personally.”

Staff stated that they get to know a new resident's life history, personality and health and care needs by talking to the resident and their families, families are also asked to complete a booklet within the first seven days of a resident being in the home to give this information. Staff also gain this information by reading the residents individual care plans, accompanying documentation and sharing information with other staff. The Manager added that further information is sourced through social workers, GPs, Community Psychiatric Nurses (CPNs), hospitals and a range of other professionals who may have been involved with the resident.

The management and staff went on to tell us that information about changes to a resident's tastes and their health and care needs are updated in their individual care plans and staff are kept up to date through the home's communications book, daily records and diaries (which is updated daily) and communicated to staff at handover meetings.

During the Healthwatch team visit one resident approached a team member and was very distressed. The Deputy Manager, who was giving the team a tour of the building at the time was able to reassure and settle the resident, taking her back to her room. The team later passed the resident's room and witnessed her quietly watching TV.

Indicator 4 - A varied programme of activities

The indicator states that care homes should provide a wide range of activities (and ensure residents access these) in the home and support residents in taking part in activities outside the home.

The Healthwatch team STRONGLY AGREE this was met.

When asked about the activities at the home, the residents who the Healthwatch team supported to complete the survey process were unable to give a comprehensive list of available activities, this may have been due to their individual health and capacity. Some did state that there are TVs available to them and one resident added, “I love a sing-song, its jolly.” Another resident agreed with the Activities Co-ordinator when she told one of the Healthwatch



team members that the resident took part in every single activity available. He added that he enjoys regular visits to the bowling alley and on a Wednesday he also enjoys organised trips to the local primary school, where the children sing for the residents. This resident also enjoys his daily task of supporting the Activities Coordinator to sort and deliver the daily newspapers to other residents and was pleased that an identification badge and newspaper bag had been ordered for him to indicate his role to others.

Other residents stated that they go out of the home on trips, which included the beach and the park. One resident said “I go out on the trips, I like it. I enjoy being out.”

Monday	Tuesday	Wednesday	Thursday 1	Friday 2	Saturday 3	Sunday 4
All activities subject to change at anytime for any reason			9.15 Paper round Thornburys paperboy delivers the papers Unit Activities 2.00 What's That Song? Musical quiz to test your knowledge	9.15 Paper round Thornburys paperboy delivers the papers 10.00 Balloon Therapy Gentle fun & exercise with large balloons 11.00 Me time Individual personal centred activities 2.00 Tea 'N' Chat Light hearted chat with refreshments		HAPPY BIRTHDAY NANCY!

Monday	Tuesday	Wednesday	Thursday 1	Friday 2	Saturday 3	Sunday 4
9.15 Paper round Thornburys paperboy delivers the papers 10.00 Time slips Creative story writing through pictures 2.00 Art Therapy Easy Relaxing Drawing and Painting	9.15 Paper round Thornburys paperboy delivers the papers 10.00 Parachute Fun games and get exercise with a parachute 11.00 Visit to the local shop 2.00 Quizzical Testing your minds a quiz, word search and crosswords	All activities subject to change at anytime for any reason	9.15 Paper round Thornburys paperboy delivers the papers Unit Activities 1.30 Me Time Individual personal centred activities 3.00 Communion Visit from the local church to sing hymns and holy communion	9.15 Paper round Thornburys paperboy delivers the papers Unit Activities 10.00 Sit & Be Fit Easy Movements n exercise to Music 11.00 Visit to the shop A chance to visit the local shop 1.30 Me Time Individual personal centred activities 2.00 Crufts Activities looking at different Dogs and around Crufts	9.15 Paper round Thornburys paperboy delivers the papers 10.00 Balloon Therapy Gentle fun & exercise with large balloons 11.00 Pamper Sessions Nails, massage & relaxation 2.00 Sing a Song of Sixpence Group sing along to some of your old favourite songs	Mothering Sunday

Activities Schedules

When asked if it is easy to join in the activities two residents did not answer this question, one resident said “Sometimes” and the remaining residents said;

“The girls come and tell you when there is something on, so you don’t miss out.”

“The staff tell you when there is an activity starting.”

When the residents were asked if they are still able to do the things they used to enjoy before coming to the home, one resident stated that he used to enjoy gardening. The Activities Co-ordinator was present at the time of the conversation and stated that as she is new to the home, she has not yet been around during the nicer weather, but that gardening is one of the activities which can be available in the warmer months. Another resident said that they enjoy collecting football magazines, he still does this and has a large collection. He added that he also



enjoys playing bingo in the newspaper. Other residents stated that they no longer were interested in their past hobbies and another told the Healthwatch team member that they still enjoy reading the daily newspapers.

During the Healthwatch visit the team witnessed the Activities Co-ordinator engaging with a group of residents in the main lounge. The group were completing a newspaper crossword. Later in the visit a game of Scrabble was also being facilitated by the Activities Co-ordinator.

Two of the relatives stated that the activities at the home are good and varied. One person added that activities are a little limited due to the refurbishment programme. Another relative stated that they were unsure about the activities as their husband is bedbound and does not participate in activities. Two of the relatives went on to tell us how the staff encourage their relatives to take part in activities. Here are their comments;

“Rachel, the activities girl is great. She got mam to go to the local carol service and to the local school, which is more than I could do.”

“They encourage mam in a variety of ways.”

When asked if their relatives are still able to do the things they used to enjoy prior to moving into the home, relatives said;

“She still likes her TV and going out with her family.”

“He enjoys the computer.”

“No longer due to her stoke, but all staff and residents make her feel included.”

The management and staff stated that there are two group activities delivered daily and told us some of the activities which are available to the residents, these included; sing-a-longs, pamper sessions, creative story writing through pictures, exercise classes, arts and crafts sessions, reminiscing, bingo, drawing and painting, parachute fun and games, baking, quizzes, word search, visits from outside entertainers. They also added that one to one sessions are provided to those residents who are unable participate in group sessions.

During the Healthwatch team visit one of the team spoke to a resident who very proudly showed her a selection of paintings which he had completed during activity sessions at the home. When asked, he stated that he had enjoyed the sessions very much.

The Manager informed us that the home has its own mini bus which enables staff to escort residents on range of outings. The staff informed the Healthwatch team that outings available included; visits to the local school, neighbourhood centre, bowling alley, cookery classes at the local community centre and visits to the Salvation Army.

When asked what encouragement they give to residents to take part in the activities staff informed us that they do this by explaining the activity to them, what the activity will be like and who will be taking part. Residents also added



they ensure that residents know what is taking place and when. Residents are also physically assisted to take part where necessary. If a resident doesn't want to take part in the activity they are invited to observe and take part in the social aspect of the session. One member of staff added that if a resident does not wish to take part their wishes are respected.

The Manager informed the Healthwatch team that the home employs a full time Activities Co-ordinator and that other staff also play a big part in the delivery of activities both inside and outside the home.

The Management stated that past activities and interests are indicated by residents family members when they are asked to complete the 'Life History' booklet when they come to live at the home. The Manager said "With families completing our booklets we are able to identify the type of activities they enjoy and the staff are very proactive in encouraging this. The staff are aware of the importance of people remaining stimulated and active."

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 about the food at the home, all of the residents spoke favourably about it. One resident stated if the menu choices aren't to their liking the staff will provide an alternative. Resident's comments about the food included;

"The food here is nice. I am well fed and never go hungry."

"It's very good, my favourite is the roast."

Residents stated that there is always a choice at mealtimes. Their comments included;

"We go through and we show them what we want from the menu."

"There is always something I like."

All of the residents supported to complete the survey process stated that they choose to eat their meals in the dining room, this is their choice and if they wished they could eat their meals in their own rooms. They all went on to say that they look forward to mealtimes, as these are sociable times. Resident's comments included;

"We have a bit of a yap!"

"Yes, I look forward to mealtimes, I like the food."



When we asked the relatives about the quality and choice of food at the home, one relative stated that it is reasonable. The other two respondents spoke very favourably about both quality and choice stating;

“The food is very good, fresh and homemade.”

“Superb! I would love to have that choice and quality every day.”

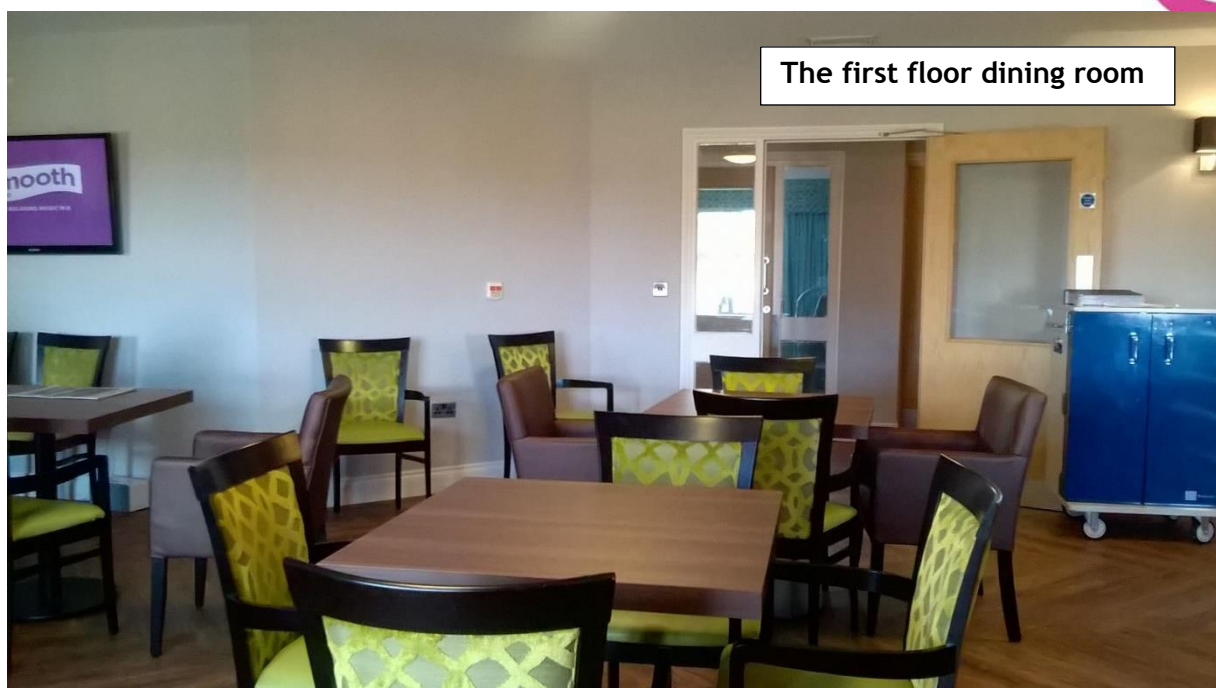
All of the relatives who responded to the survey told us that they feel confident that their relative is supported to eat and drink as much as necessary, with one person adding that their relative has gained weight since they moved into the home. They went on to say mealtimes at the home are made sociable.

All staff members who completed a survey informed us that they feel the quality and choice of food at the home is good. The Deputy Manager went on to expand on this stating that breakfast includes a choice of a cooked breakfast and cereal. Lunch is a choice of soup, sandwiches and cakes and the evening meal is a choice of a cooked meal and a dessert. The Manager and staff added that residents are able to make their own choices from the menu and are also able to request different foods if they better suit their preferences.

When asked how they make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes staff members told us that they assist residents into the dining area, ensure they are comfortable and sat up straight and the right equipment is available. Staff encourage residents to have snacks, such as fruit, biscuits and other treats as well as frequent drinks in between meals. Residents are given choices around what they eat, when, where and how they eat and drink.

Staff stated that they make mealtimes a sociable time by encouraging residents to have their meals in the communal dining areas. Residents choose where they sit so friendship groups can sit together. Staff have found that residents who like to initiate conversations encourage other residents to join in. The TV is switched off during mealtimes and soft music is played to create a relaxed atmosphere.

The management informed us that Thornbury Care Centre operate 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). This ensures that there are no distractions at mealtimes in the home.



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 AGREE this was met.

When asked if they have regular access to healthcare professionals such as a dentist, chiropodist and optician residents told us that they do have regular visits from these services. Their comments included;

“My dentures fit well, I look after them.”

“The dentist is lovely, he came a few months ago. I got new teeth and they didn’t cost me anything.”

“I have seen an optician, they came here to see me.”

Residents went on to say that if they needed to see their GP or have an appointment at the hospital either staff or their family members would accompany them.

When asked about the healthcare provision at the home, one relative did not complete this question. One stated that the provision is good and the other relative said;

“This is all sorted by the home, so no worries for me any longer.”

Staff and management reiterated that a dentist, chiropodist and optician visit the home on a regular basis and when needed. Residents can also visit their own



practitioners within the community if they wish to do so. They went on to tell us about the various medical professionals, such as GPs, Community Specialist Nurses, Community Psychiatric Nurses (CPN), Occupational Therapists, Best Interest Assessors who visit the home to see residents when needed and for regular check-ups. The Manager added that the home has qualified nursing staff, who are available for those residents who have nursing needs.

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.**

When residents were asked if they are still able to follow a religion, none of them were able to say if there are any regular religious visitors to the home. Two residents stated that they could visit the local church if they wished to do so. Residents informed the Healthwatch team that a hairdresser visits the home on a regular basis to cut and style their hair. One male resident added that staff are available to help him shave if necessary.

When asked about the laundry system at the home the majority of the residents gave positive comments, which included;

“The laundry service is good, I always get my own clothes back.”

“I always get my own clothes back, nice and clean and fresh.”

One resident stated that their relatives do their laundry and another stated that they have had some issues and don't always get their own items back.

None of the relatives stated that their relatives have any specific lifestyle, religious or cultural needs. One person said that there is no provision at the home for their relative to have their hair cut and styled, with another saying that their mum has her own hairdresser and has done for over 35 years. Relatives agreed that the laundry system at the home is good and that their relatives are always clean and appropriately dressed. One person said;

“The laundry system is excellent. Sometimes she is given things which are not hers, but that's an easy mistake to put right.”

When asked how the home finds out about and cater to residents' cultural, religious and lifestyle needs the management stated that this information is sourced through the booklets which family members are asked to complete when a resident first arrives at the home. This information is then added to the individual's care plan and communicated to the appropriate staff, including the kitchen staff if required.



The staff said they welcome visitors from members of differing religions into the home. Some added that members of a local church visit the home to offer Holy Communion to the residents, every first Thursday of the month.

Staff and management gave examples of how the home accommodates differences, these included; one resident follows the Jewish religion and does not eat pork so alternative foods are provided for this resident. Also one resident is a vegetarian and now lacks capacity, staff ensure this person continues to receive a suitable diet based on their historic cultural needs.

The management reiterated that the home has a hairdresser who visits regularly to attend to the resident's hair, although some residents are visited at the home by their own hairdresser.

The Managers went on to tell us what mechanisms are in place to ensure that residents are always clean and appropriately dressed. They stated that staff check throughout the shift that this is the case and offer assistance to residents where and when necessary. Staff are fully trained in delivering personal care in a person centred manner and this aspect of the residents care is observed by the Unit Manager daily. Residents are able to be bathed and showered as frequently as they wish, with staff ensuring residents are clean and presentable 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, two residents stated that their family members ask them if they are happy at the home. All of the residents who were supported to complete the survey stated that they are happy at Thornbury Care Centre. One resident said;

“I am happy here. I am glad of a place like this.”

“My family ask me if I'm happy here and I am!”

The majority of residents who completed the survey process stated that there is nothing they would like to change about living at the home. Their comments included;

“No I'm quite satisfied. I get on well with all of the other women here.”

The one resident who stated they would like to make a change said that although they visit the local shops now and again, they would like to go out shopping more. The Activities Co-ordinator, who was present at the time of this conversation said that this could be arranged once the weather started to improve.



When the Healthwatch team asked the residents what they would do if they wanted to make a complaint, all of the residents stated that they would either speak to the Manager or other staff members.

Relatives told us that they feel they are welcome participants in the life of the home. One relative informed the Healthwatch team that both they and their relatives are able to have their say in how the home is run and offer their feedback by attending review meetings, which happen every six months. Another stated that they would approach the Manager individually to offer feedback and suggestions.

When asked how they would make a complaint about any aspect of the home, if they needed to, relatives stated that they would speak to the Manager or a member of staff. One person said “I would approach the home and have a chat.”

All of the relatives who responded to the survey process stated that they would feel confident to make a complaint and think it would be acted upon appropriately. One relative added;

“I have made a complaint in the past, this was dealt with straight away.”

Staff and Managers informed us that residents and their families are able to have their say on how the home is run by attending regular monthly residents meetings, where they can make their opinions known and have their say. They are given the opportunity to offer feedback through the completion of questionnaires and the Manager operates an open door policy, which enables conversations with her at any time.

The Managers went on to say that all feedback is taken very seriously, it is analysed and suggestions to improve quality of life of the residents and the service as a whole are acted upon whenever possible. Actions are then fed back to the residents and family members.





All staff who completed the survey process informed us that they can have their say on how the home is run by their attendance at staff meetings or by speaking to the Manager. Here are some of their comments;

“Since the new company has taken over the home, there has been big changes for the better.”

“I give valued opinions during staff meetings.”

The management added that they listen to staff and welcome their suggestions.



An example of a newly refurbished en-suite facilities



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. What activities are there outside the home?
8. Is it easy to join in the activities?
9. Do you get a chance to do any of the things you used to enjoy before you came here?
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. What happens if you need to see a doctor or have an appointment at the hospital?
15. Is there respect for your religion or your culture here in your home?
16. Do you get asked what you think about the home or if you are happy?
17. Would you like to change anything about the home? Have you told anyone about this and what happened?
18. 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?

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 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?

How do you support residents 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**
What systems are in place to support residents to eat and drink at mealtimes and 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**
Please tell us about visits from health professionals such as GPs, nurses, dentists, opticians, 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?

What provision is there for residents to regularly get their hair cut/styled?

How do you ensure that the laundry staff getting 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?

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?



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?



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 you 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?



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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