

Enter and View Visit to Hebburn Court - Hebburn

8th November 2016



Additional information and contact details

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Healthwatch is the independent consumer champion for health and social care patients and service users in England.

Healthwatch South Tyneside has statutory powers under the Health and Social Care Act 2012 to carry out visits to gather the views and experiences of service users, patients, families, carers and staff for the purpose of service improvement.

Service:	Hebburn Court
Named Manager:	Mr Bijumon Joseph
Date of Visit:	8th November 2016
Announced/Unannounced:	Announced
Visit Team:	Elaine Richards and Linda Gibson
Most Recent CQC Inspection:	6th January 2016

Purpose of Visit

Residents living in care and nursing homes may find they are not only coming to terms with leaving their own home but also find they are unable to do the things they used to do. They may find themselves very quickly becoming inactive and bored which can impact on their health and mental wellbeing.

Healthwatch South Tyneside considered that conducting Enter and View visits across all the care and nursing homes in South Tyneside would present valuable evidence of what is being delivered around 'Meaningful Activities' and what is in place for residents to keep them mentally and physically stimulated to enhance their quality of life.

Healthwatch South Tyneside Authorised Representatives Team, through Enter & View visits to all care and nursing homes in South Tyneside will:

- Collate evidence of a varied approach to meaningful activity; and how services address increasing levels of social isolation for older people in South Tyneside,
- Look at opportunities for social inclusion within care and nursing homes, whilst gaining an understanding of how meaningful activity is supported within South Tyneside care homes and peoples experience of this; and
- Produce questions that are standardised with a shared understanding of this piece of work so that each care home has the same experience and opportunity.



Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Overall Summary

The home has been without an activities co-ordinator for a number of months whilst the recruitment process was going on. The manager and new co-ordinator are confident that the future will see a varied and full programme of events and activities for residents to engage in. Work is still in progress developing additional murals to help stimulate and engage residents with dementia. The residents we spoke to appeared happy with what was being delivered with staff more than happy to assist if required. No budget for activities has been agreed yet.

Process

Enter and View officers gathered information and intelligence using a variety of means:

- Observations of the general condition and environment within the home and interactions between staff and service users, including staff carrying out daily tasks.
- Discussions with management and staff and an awareness of any sensitive areas in relation to specific service users.
- Discussions with service users and families using open questioning techniques and non-leading prompts.

Observations

Resident's responses to questions:

Do you take part in the activities provided at the home?

Two residents told us they enjoyed taking part in the activities that were provided. One resident told us they enjoyed going out as sometimes they were limited in



what they could do due to mobility and health reasons. One resident told us she loves the home at Christmas with all the decorations up, the manger told us she had only been at the home since April that year.

Have you ever been asked what activities you would like to do? Were these offered to you? If not why not?

One resident told us they feel there is nothing to do, “we used to play bingo, but that never happens anymore, singers and entertainers sometimes come and I enjoy that”. We were told that a piano was purchased on e-bay for a resident to use who used to teach piano. Staff made arrangements and took a resident who is an avid golfer to play golf, he has his own golf clubs.

What kind of activities / interests do you have?

Going out to the shops and visits into South Shields was a favourite for one of the residents, with help and support from the staff when needed. Another resident told us they enjoyed playing board games and going out.

Families and carer responses to questions:

Do you have the opportunity to get involved in activities around the home?

Are you happy with the activities on offer?

Have you been asked about your relative or friends interests in respect of activities?

No relatives were available to speak to.

Manager and staff responses to questions:

Does the home display an activities programme?

An activities programme is on display at the reception area. An activities programme and tool box which is both written and pictorial is available on the ground and first floor to show residents what is available throughout the week. The manager told us they are planning on having Wi-Fi installed so residents and relatives can keep in touch through Skype.

Is there an activities co-ordinator at the home?

A newly appointed full time Activities Co-ordinator is in post. The manager informed us he arranged for the co-ordinator to visit other care homes to help her pull a programme of activities together for the residents at Hebburn Court. She is now working towards a varied programme with activities to take place inside and outside the home. They hope to invite residents from other care homes to some of the activities. We were told one resident has behavioural problems and has a one to one with the Activities Co-ordinator to help them engage with the activities



available for that day. Some residents we were told only like to chat and watch the activities that were going on.

Are residents asked what they would like to do?

We were told that a weekly coffee morning is held to chat and discuss with residents ideas for future events and activities.

Do residents have individual activity plans?

The residents, we were informed, don't have individual activities plans but their interests and hobbies are captured within their individual care plans.

General Observations:

Is there a garden? Are residents encouraged to use it?

We noted that Hebburn Court has quite a spacious garden for residents to enjoy. We were told by the manager; summer parties and events are held every year in the garden. A garden shed has been erected for those residents that like a cigarette. The manager told us he is hoping to develop a vegetable plot with raised beds for next year. We saw that the garden theme has been taken indoors with an area turned into a garden with murals, garden furniture and plants around the room.

Is there a memory room? Do they have social events? i.e. Christmas Carols or Tea Dances?

We observed that around the home various memory murals have been designed and displayed with themes that residents would be familiar with, these include; a Box Office, Bus Station and Post Office. A memory box is used by staff with residents to help stimulate conversation. We were told that the full length images on the wall often have a calming effect when residents are walking around with carers throughout the night; they stop and look at the images.

Are outside entertainers invited to the home?

The manager told us they regularly have entertainment at the home and are currently looking for future guest speakers to visit the residents.

Are all staff involved or is it down to the 'activities co-ordinator'?

The co-ordinator told us that staff will help when they can. Some staff come in on their day off to help with events and activities.

Is there a varied programme of activities? I.e. dancing, gardening or exercising.

Residents told us they enjoyed the parachute game which helps to keep them mobile. A virtual headset has recently been purchased that staff are being trained



to use, this will enable residents to wear it and see familiar places for example where they grew up, or areas of interest such as local parks and the seaside.

Service Provider Response

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 6th December 2016

Board Comments:

Healthwatch South Tyneside Board are pleased Hebburn Court have recently appointed an activities Co-ordinator with some interesting activities planned for the residents including virtual head sets, WiFi being installed to enable residents to Skype relatives and friends and some ideas to improve how the staff engage with residents.

Physical activities are also important to enable muscle power to be retained as long as possible the home does appear to actively engage in encouraging residents to join in light exercise i.e. the parachute game and overall seem to offer a positive service.

