


**Enter and View Visit to
Needham Court - Jarrow
9th November 2016**



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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:	Needham Court
Named Manager:	Rebecca Robinson
Date of Visit:	9th November 2016
Announced/Unannounced:	Announced
Visit Team:	Chris Lee and Arthur McKean
Most Recent CQC Inspection:	17th May 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

Needham Court appeared to be a very comfortable residence with a homely feeling. The body language of the staff and the way the staff speak to and handle the residents is very comforting.

There is a full programme with various activities to enable residents to participate in if they want to. Resident's requests appeared to be met if possible supported by the staff.

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?

Healthwatch volunteers spoke with twelve residents; some appeared to have limited capacity to understand our questions. They all said that they were very



happy living at Needham Court, they praised the staff and said the staff could not do enough for them. They enjoyed the meals and were comfortable. One Resident mentioned how clean everything was at Needham Court. One female resident said she enjoyed going out shopping with her daughter or being helped outside by staff to have a cigarette, or just watching television. A male resident said he was just new and was still settling into the facility and didn't want to do anything but watch television. Another male resident said he liked to join in and enjoyed the sing-a-longs.

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

We were told that there is a “three wishes programme” where residents can choose special things for themselves. One resident was a boxer in the past and had chosen to visit a Youth Club where there is boxing on offer; he said he was able to try on the gloves, look around the facility and watch a boxing match. Another resident told us he was an avid Sunderland football fan and he had been taken to the Stadium of Light football stadium, given the grand tour and was even allowed to stand on the pitch.

What kind of activities / interests do you have?

No response to these questions was gathered.

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?

We were able to speak with two relatives who were visiting and they told us that they are happy with the entertainment offered to the residents.

Manager and staff responses to questions:

Does the home display an activities programme?

We observed that Needham Court displays an activities programme board. We were told that it is not used as a rigid tool and that the activities of the residents are flexible and based on their needs and wishes.

Is there an activities co-ordinator at the home?

We talked to two staff members as well as the Entertainment Coordinator. They both enjoy working at Needham Court because it “feels like home”. They informed us that there are painting and craft sessions. They said that school children often visit the home at Christmas and there is pet therapy sessions every fortnight. We



were told that “It can be difficult to encourage participation as the residents tend to change their minds or have very limited concentration”.

Are residents asked what they would like to do?

The staff said that the resident’s wishes are considered i.e. if a resident wants to “have a lie in” or a late breakfast or snack etc things are very flexible and the residents are accommodated.

Do residents have individual activity plans?

We were informed that when a resident moves into the home the Activities Coordinator assesses a personal programme of activity for them. She uses ‘The Pool Activity Level Assessment’. As an example she stated, “You wouldn’t expect a resident to be taken to play Bingo if they had a visual or hearing impairment, it just wouldn’t fit”. From this assessment each resident has an individual activity plan.

General Observations:

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

The staff explained that there is a garden for the residents to relax in or to actively do some gardening of their own.

Is there a memory room? Do they have social events? i.e. Christmas Carols or Tea Dances? We observed that rooms on the upper floor have a memory box outside each door with a picture of the resident to assist them identify their rooms.

We were told that there is not a designated “memory room” but observed “S Stations” based in the corridors for stimulation and use, cleaning, gardening, laundry, workbench and even a bus stop. The walls are decorated with pictures of old movie stars, records and scenes of the area in days gone by.

Are outside entertainers invited to the home?

The staff said that there are many opportunities available to the residents. There are Bingo sessions, sing-a longs, entertainers come to the home; and there are outings in the company bus which is available for use by the home on a weekly basis.

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

No response to this question was gathered.

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

We thought that Needham Court has a very comfortable feeling, it is quite bustling. There are two lounges on each floor. One is large with many comfortable chairs and a large TV set, the other is smaller and quieter. They appeared cheerful



and were nicely furnished. The Manager advised us that the home is due for a refurbishment soon.

During our visit the hairdresser was in attendance, she comes once a week to attend to the Residents.

We observed eight ladies around a table doing a craft project - making Christmas cards. Music was playing in the background, old time songs and some of the ladies were singing along.

We were told that there is a summer and Winter Fair to raise money for treats for the residents and they are given an allowance of £1000 a year from management for parties and events i.e. Halloween parties and Christmas parties.

Mealtimes, we were informed, are at set times but are very flexible around the residents requests and for their convenience. Three of the residents said the food was very good and they enjoyed their meals. One resident said she didn't like the food because she didn't like vegetables and didn't have a very big appetite.

Service Provider Response

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 7th December 2016

Board Comments:

The report gives a very positive view of the home and its facilities. There appear to be lots of activities available should residents wish to join in. The Board was impressed by the flexible attitude around individual's choices of when they get up. The Board consider that this is much better than a regimented system which insists that residents fit with the needs of the staff and home's domestic organisation.

