

Enter and View Visit to Stapleton House - Jarrow

11th January 2017



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: Nursing Home	Stapleton House
Named Manager:	Deborah Poulter
Date of Visit:	11th January 2017
Announced/Unannounced:	Announced
Visit Team:	Christine Lee, Arthur Mc Kean
Most Recent CQC Inspection:	24th August 2015

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

When we arrived at Stapleton House we were given a very warm and cooperative welcome. The owner and staff made every effort to assist us in a transparent manner and invited to go anywhere in the building we wished, either alone or accompanied.

The staff appeared cheerful and outgoing. We noticed the staff called the residents by name, spoke to them clearly and assisted them carefully.

It was interesting to hear during our discussions with the manager the attention to detail, care and compassion that is taken with every aspect of the residents care. e.g. when a younger resident with mental and physical disabilities was admitted she was unable to speak, she did not like to be touched and would have multiple seizures if people tried to get too close. She was observed by us to be smiling and showing us her doll saying “baby”. as we were leaving the room she kissed the manager on the cheek. This gesture we felt showed the level of love, care and attention she has been receiving whilst living at Stapleton House.

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?

We spoke to five of the residents who took part in activities that they were able to do.

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

One resident who could communicate said that they had been asked what they wanted to do.

What kind of activities / interests do you have?

One female resident said that she enjoyed birds. She has been allowed to have three bird feeding stations attached to her window and some feeders on stands outside her window in the garden. She was animated in her discussions about the types of birds who come to feed and it is obvious that she enjoys this activity very much. She does not enjoy crowds so she stays in her room to listen to the singer who was performing. She goes out with her family into town and she enjoys word search puzzles and crosswords.

A male resident who chooses to be quite solitary also enjoys birds. He resides on the upper floor; his room was changed to a quieter spot with very large windows so that he can get a better view of the garden and the birds.

A female resident has enjoyed cleaning all of her life so she is allowed to assist in small cleaning tasks and washing cups etc.

Another female resident who appeared to have little or no speech likes to stay in her room and watch television.

Families and carer responses to questions:

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

Only one relative visiting a resident arrived in the building while we were there, she advised us she was happy to be involved in the home.

Are you happy with the activities on offer?

The same relative advised us she was happy with what Stapleton House provided in activities for her relative.



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

The same relative told us she had and her relative's needs were being met.

Manager and staff responses to questions:

Does the home display an activities programme?

Yes. In two different areas there are large notice boards with dates and times of suggested activities which are flexible according to the resident's wishes and sometimes the weather. There are also advertising evening postings with curry nights or other themed nights. These activities are well attended by families. At Christmas they were "totally swamped" with relatives coming to share Christmas dinner.

The Home has involvement with St. Bede's Church which is very close by and Sunday services are held and communion given to those who want it.

Is there an Activities Co-ordinator at the home?

Yes, an Activities Co-ordinator is based at the home.

Are residents asked what they would like to do?

When a resident enters the home they are interviewed. with their family members, to get as much information as possible about what the resident did/does enjoy in interests, skills, employment and hobbies.

Do residents have individual activity plans?

Every resident has an activities file which is kept up to date with pictures and notes on a regular basis. During our visit we were given these to look at.

General Observations:

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

There is a very nice enclosed garden which is well used by the residents. They hold a Summer Fete there to raise funds for outings.

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

There is not a memory room per se but memory boxes on the doors of the rooms, particularly in the dementia section. Each resident has a photograph album in their own room with pictures of their family and their own life at various ages. There are many "stations" i.e. music which has vinyl records and musical instruments on the wall which can be removed for playing. There's a garden section, old Jarrow pictures and many more stations to stimulate the memory.



Are outside entertainers invited to the home?

On our tour of the building we saw and heard a wonderful singer who was entertaining about 22 of the residents. The residents were very engaged in the performance and some of them singing along with the words of the songs.

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

All Staff are involved and enthusiastic about the activities.

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

Every morning begins with chair exercises and almost everyone who is able participates.

There are many different activities. There are outings in a bus with about five or six of the residents enjoying a trip out.

Residents are taken shopping by either their families or a member of staff. They have themed nights, parties, pamper sessions and a hairdresser who comes to the home.

Service Provider Response

No response received.

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 7th February 2017

Board Comments:

The board noted the home appears to be very caring and must feel just like home to the residents living there with residents being recognised and treated as individuals.

The home's links with the local community seem positive for both the residents and the community.

