

## Enter and View Visit to - Haven Court South Shields

4<sup>th</sup> April 2017



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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.

<b>Service:</b>	<b>Haven Court</b>
<b>Named Manager:</b>	<b>Lesley Dawson</b>
<b>Date of Visit:</b>	<b>4<sup>th</sup> April 2017</b>
<b>Announced/Unannounced:</b>	<b>Announced</b>
<b>Visit Team:</b>	<b>Graeme Wetherall and Maria Anderson</b>
<b>Most Recent CQC Inspection:</b>	<b>CQC have not inspected this service yet.</b>

## 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

Haven Court has only been operating since August 2016 and has not been inspected by the CQC yet. We were met by the Manager who was happy to answer any questions we had about Haven Court. We were then allowed to walk around the different floors and observe the residents, staff and talk to visitors. Staff were happy to talk to us and answer our questions. Haven Court is a new building which has been designed to care for people with complex needs.

## 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 were told that residents in Haven Court mostly suffer from various stages of dementia and have a high degree of dependency. We were unable to talk with any residents due to their complex needs.



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

We were told by the manager and activity co-ordinator that residents and their relatives are asked on admission what activities and interests they have and what they like to do. We were also told that these interests are written into their care plan.

**What kind of activities / interests do you have?**

We were unable to talk to any residents but the nurses and the activity co-ordinator told us that residents like to listen to music, play dominoes, play musical bingo, and take part in arts and crafts sessions.

**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?**

Due to the timing of our visit we only spoke to one relative who was waiting to visit his wife. We were told that the lunch period was between 12.00 and 2.30pm and visitors could not see the residents during this time. He told us that he was able to get involved in the activities provided if he wanted to. He also said that his wife had complex needs but she did like to sing and listen to music.

**Manager and staff responses to questions:**

**Does the home display an activities programme?**

We were told and observed that the home displays an activity programme around the home and in the lifts.

**Is there an activities co-ordinator at the home?**

We were told that there are two part time activity co-ordinators employed by the home on a job share role (one full time equivalent post). We were also told that they have recruited twenty volunteers who help with activities at the home.

**Are residents asked what they would like to do?**

We were told that residents are asked what they like to do. The Activity Co-ordinators link this information with the pre-assessment information to fully understand what the resident is interested in.

**Do residents have individual activity plans?**

We were told that the residents have their own file relating to activities and this is regularly updated by the activity co-ordinators.



**General Observations:**

**Is there a garden?**

There is a garden which we were told the residents like to use in the summer months.

**Are residents encouraged to use it?**

We were told that staff encourage the residents to use the garden in the summer months. We were also told by the Activity Co-ordinator that Haven Court links to a local allotment that has provided bulbs, plants and herbs. He told us that they will be encouraging residents to help plant the bulbs, flowers and herbs and also tend and grow vegetables if they are able.

**Is there a memory room?**

We observed that there is various memorabilia around the walls and in the walkway areas. These items are provided by South Tyneside Museum. The Activity Co-ordinator also informed us that Haven Court has been granted a heritage lottery funding bid and with this funding the activity co-ordinators will be establishing a memory and reminiscence room with items that relate to the residents particular era and are pertinent to their lives.

**Do they have social events? i.e. Christmas Carols or Tea Dances?**

We were told that there are seasonal activities celebrated in the home. Halloween and Christmas Parties for example.

**Are outside entertainers invited to the home?**

We were told that they have outside entertainers who come into the home. These include singers, comedians, and a person who comes in to show the residents different types of animals.

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

We were told that it is the responsibility of all staff to be involved in activities for residents. It is not solely the responsibility of the Activity Co-ordinators. A lot of activities are carried out on a one to one basis because of the complex needs of most of the residents. We were told that one to one activities are usually carried out during the morning.

**Service Provider Response**

No response received.



*L. S. Vastava*

Enter and View Lead

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Final Report taken to Healthwatch South Tyneside Board on: 26<sup>th</sup> April 2017

Board Comments:

The board acknowledge and agree the overall presentation appears very good. It was however concerning to hear that visitors are not allowed in over the lunchtimes. The board felt it could be useful if family, ex-carers and friends could support the staff and the resident at this very busy part of the day and familiar people could encourage residents to eat. The board suggest on a future visit if it would be possible to witness work being undertaken with residents to assess how they respond to the input of staff. The board were very impressed by the numbers of volunteers working with this home, community involvement with South Tyneside Museums and local allotments. Well done on securing Lottery funding.

