


**Enter and View Visit to -
Wallace Mews South Shields
April 5th 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.

Service:	Wallace Mews
Named Manager:	Lisa Gillis
Date of Visit:	5th April 2017
Announced/Unannounced:	Announced
Visit Team:	Arthur McKean and Elaine Richards
Most Recent CQC Inspection:	16th February 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

We met with the manager Lisa Gillis; who has been at Wallace Mews five years and was the Deputy who is currently going through the registration process.

Wallace Mews has 15 one bed flats with place names rather than numbers on the resident's doors; with a separate three person bungalow Wallace Lodge. The age range is 19 to 72 years. The 19 year old has complex needs and attends Keelman School and is being supported through transitioning.

There is a programme of weekly activities, both in the community and at home, displayed on the reception notice board. Photos of people taking part in the various activities at the disco and multi-sport at Temple Park Leisure Centre are also displayed.

We enquired about 'moving on' and were informed that one resident was due to move into sheltered accommodation.

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?

There were three residents in the communal lounge; one lady was having her nails done. The manager advised that the other residents were at Temple Park Leisure Centre. She said that residents in the lounge enjoyed a Wednesday as they have peace and quiet when the others are out.

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

The residents did not respond to questions, they just nodded as they were watching TV.

What kind of activities / interests do you have.

We observed that there is a choice of menu for meals and were told that some residents get involved to develop their cooking skills.

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?

There were no family members at Wallace Mews at the time of visiting.

The manager advised that the families are involved in activities and had attended a recent pie and pea supper. They help with fundraising which goes to pay for the Christmas party at the Sea Hotel; and take their relatives out and about and for hospital inpatient visits.

Manager and staff responses to questions:

Does the home display an activities programme?

Activities programmes are displayed around the building.

Is there an activities co-ordinator at the home?

The manager reported that there is no activities co-ordinator as this is already established practice to provide activities for people with learning difficulties. All the staff contribute ideas and join in the programme of activities; there are six staff in each day.



Are residents asked what they would like to do?

We were told that there is a group session coffee morning on a Friday where people discuss which activities they would like to attend and what they want to do in the summer. The company pays for each resident to have an annual holiday. Some residents make cakes for the coffee morning session. We were informed that there is also a monthly get together where friends and family can attend.

Do residents have individual activity plans?

We were told that the residents have individual care plans.

General Observations:

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

We saw the garden which has a vegetable patch that they cultivate and a seating area.

In the summer, we were told, they had a large inflatable pool in the garden which was filled by nearby neighbour's garden hoses.

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

There is no memory room and no one has been diagnosed with Alzheimer's. We saw the craft room and the Manager informed us she was looking to purchase some sensory equipment.

Are outside entertainers invited to the home?

They have outside entertainers and we were informed that the residents enjoyed a recent Bollywood night and a visit from the animal zoo.

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

The staff are all involved as activities are a major part of the residents care plans. Wallace Mews have their own bus for the various weekly outings.

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

There are weekly activities at home and in the community. They hold a Summer Fete and a Santa's grotto at Christmas

The home is planning a big Easter event to be held in the garden at Wallace Mews for family and friends.



Service Provider Response

No response received.

L. Horvathova

Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 26th April 2017

Board Comments:

The board felt the evidence demonstrated this is a well run home with lots of activities both inside and outside the home. Unfortunately there was not a lot of verbal communication to help assess the responses of residents of their care. It was noted the monthly social event to engage relatives and become involved with activities within the home, along with the weekly session each Friday which would be useful in the future to attend.

