

Healthwatch Surrey Impact Report: 'My Way, Every day' (June 2017)



Out of 93 Service Providers responding to the report:

79 (85%) reviewed their activity provision to make sure that people can participate in activities in a flexible way that overcomes health limitations (e.g. physical disabilities or dementia) particularly as needs fluctuate or change.

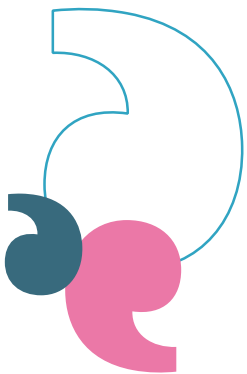
66 (71%) reviewed their recruitment processes, induction planning and job specifications to ensure that 'meaningful activities' is an integrated part of the care worker's job role.

71 (76%) explored ways in which family, friends and volunteers can take a greater role in supporting meaningful activities, building on current practice.

Surrey County Council are collating all information about local transport schemes and sharing these with care homes. They're also reviewing the accessibility of this information on their website. There are also investigating the extent to which residents in smaller homes (less than 20 residents), without activities coordinators, participate in activities.

Local Care Home Forums that seek to share best practice amongst providers have added activities as a topic to their agendas. In one local area the commissioner is asking care homes to make pledges to improve the provision of activities and report back via the forum.

The approach taken by the regulator - the Care Quality Commission - and Surrey County Council to evaluate 'meaningful activities' will be reviewed in light of 'My Way, Every Day'.



"We will work with [providers] to share success stories via newsletters or through the various care forums across the county. We will also work with providers to highlight the training on offer through the Surrey Skills Academy." *Commissioner*

"A community matron has been employed to assist care homes with identifying areas for improvement and we will be re-invigorating our Care Home Forums which would include activities of various nature." *Commissioner*



"All staff have attended further training on person-centred care."

Angela Sohun,

Southlands Rest Home

"We have increased the number of hours available to dedicated activities coordinators and we now employ two people that help co-ordinate activities."

Martin Garbett,

The Whiteley Homes Trust

"Limegrove, which is one of the care homes visited, has a weekly bus trip now taking place."

Rob Martin,

Anchor



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'Care home closure': A care home in East Molesey has been closed by the Care Quality Commission following an inspection promoted by safety concerns raised by a Healthwatch volunteer during an enter and view visit at the home.