

Care home life, what it's really like!

Marigold Nursing Home



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Acknowledgements

Healthwatch Sunderland would like to acknowledge the support of the residents who allowed us into their home and talked openly and honestly with the team. We would also like to thank those staff members, family and relatives who took time out of their day to answer our questions and give their feedback.



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1. Introduction

What is Healthwatch Sunderland?

Healthwatch Sunderland is the independent local champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

By speaking to Sunderland residents we aim to understand their needs, experiences and concerns of accessing and using local health and social care services. We can then speak out on their behalf to local service providers, focusing on people's concerns about current services and ensuring they are listened to and addressed by those who are running services.

We encourage and work with local services to involve Sunderland residents in the changes to health and social care provision. The ultimate aim is to get things right for the future, with health and social care services which meet the needs of the local community.



We champion what matters to you and work with others to find ideas that work.

We are independent and committed to making the biggest difference to you.





2. Background and rationale

Research carried out in 2016 highlighted that there is a need to provide qualitative information on care homes which goes beyond basic safety standards. It shows that the information needed by people looking for a suitable care home should provide a real sense of what a home may be like to live in.

Since 2017 Healthwatch Sunderland has responded to this need and began carrying out visits to all care homes currently available to older people across Sunderland. The aim is that these visits will be carried out on an annual basis to ensure the findings are current and up to date.

To enable members of the public to make more informed choices when considering which care home to move into for themselves or their relatives, the complete results are available via our website, where you will also find a promotional video which will explain the work fully: www.healthwatchesunderland.com.

Professionals and members of the public are also welcome to contact us if they need further information or access to the reports in other formats.

The work is based on 9 indicators which focus specifically on issues of quality, such as how much residents and family can have a say in how the home is run, and whether residents are able to pursue their hobbies etc.

The 9 indicators are:

1. A strong visible management
2. Staff with time and skills to do their jobs
3. Good knowledge of each individual resident and how their needs may be changing
4. A varied programme of activities
5. Quality, choice and flexibility around food and mealtimes
6. Ensuring residents can regularly see health professionals such as GPs, Dentists, Opticians, Chiropodists, Audiologists etc.
7. Accommodate resident's personal, cultural and lifestyle needs
8. Provide an open environment where feedback is actively sought and used
9. Provide a physical environment which is suitable for the needs of the residents



3. Methodology

The ‘Care home life - What it’s really like!’ visit took place on the 25th October 2019 and was carried out by Healthwatch Sunderland staff who are trained so that they can effectively capture the resident’s experience.

At the visit residents were asked a range of questions via a set questionnaire (see appendix 1). The questions were designed to reflect the objectives of the visit. Observations were made on the physical environment and staff/resident interaction etc.

Staff and relatives were also given questionnaires to complete (see appendix 2, 3, 4 and 5).

We engage with local people on an ongoing basis, encouraging them to share their feedback on their experiences of care homes across Sunderland. Any feedback we received was incorporated into the findings.

4. Findings - Summary

The Healthwatch team collated the survey findings we gathered from residents, their family and friends, staff and Managers and our observations made during our visit. The findings have been scored against the nine indicators in terms of the degree which they were met, from strongly disagree to strongly agree. A neutral rating indicates both positive and negative feedback, which when averaged results in a neutral score. A summary of this can be found below:

Here is the key which shows the indicator scores



Strongly disagree



Disagree












Neutral



Agree



Strongly agree

1.	A strong visible management	 Strongly agree
2.	Staff with time and skills to do their jobs	 Strongly agree
3.	Good knowledge of each resident and their changing needs	 Strongly agree
4.	A varied programme of activities	 Strongly agree
5.	Quality, choice and flexibility around food and mealtimes	 Strongly agree
6.	Regular access to health professionals	 Strongly agree
7.	Accommodation of resident's personal, cultural and lifestyle needs	 Strongly agree
8.	An open environment where feedback is actively sought and used	 Strongly agree
9.	Provide a physical environment which is suitable for the needs of the residents	 Strongly agree



Findings

Marigold Care Home is a purpose built home, located at:

Leechmere Road
Sunderland
SR2 9DJ

Telephone: 0191 7319431

Provider: Memory Lane Care Homes

Provider's Website: <https://www.memorylanecarehomes.co.uk/care-homes/>

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-3887671562>

The home has the capacity to support 49 residents aged 18 years and over. Residents are supported under the categories of Dementia Nursing, Dementia Residential, General Nursing and Palliative Care.

All bedrooms are en-suite and residents and their families are actively encouraged to personalise rooms as much as possible.

Located over two floors Marigold provides residents with four lounges, two dining rooms, a multi faith room and a sensory room. To the back of the home there is a large enclosed accessible garden.

Activities are provided seven days per week and the home employs two Activities Coordinators, one who works full time and one who works part time. The home has free Wi Fi for residents to use but currently doesn't have a hearing loop system in place.

Requests to bring along pets are considered on an individual basis prior to admission.

At the time of our visit there were 44 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support one resident to fully complete the survey. The team received ten staff (one Manager, one Deputy Manager, six Care Assistants, one Clinical Lead and one Activities Coordinator) surveys and twelve friends and relative surveys back.

The results of these surveys are given overleaf:



Indicator 1 - A strong visible management

The indicator states that the Manager should be visible within the care home, provide good leadership to staff and have the right experience for the job
The Healthwatch team STRONGLY AGREE this was met.

When asked by the Healthwatch Team if they know who the Manager is and what they think of him, the resident the Healthwatch Team spoke to stated that they know who the Manager is and that he is lovely.

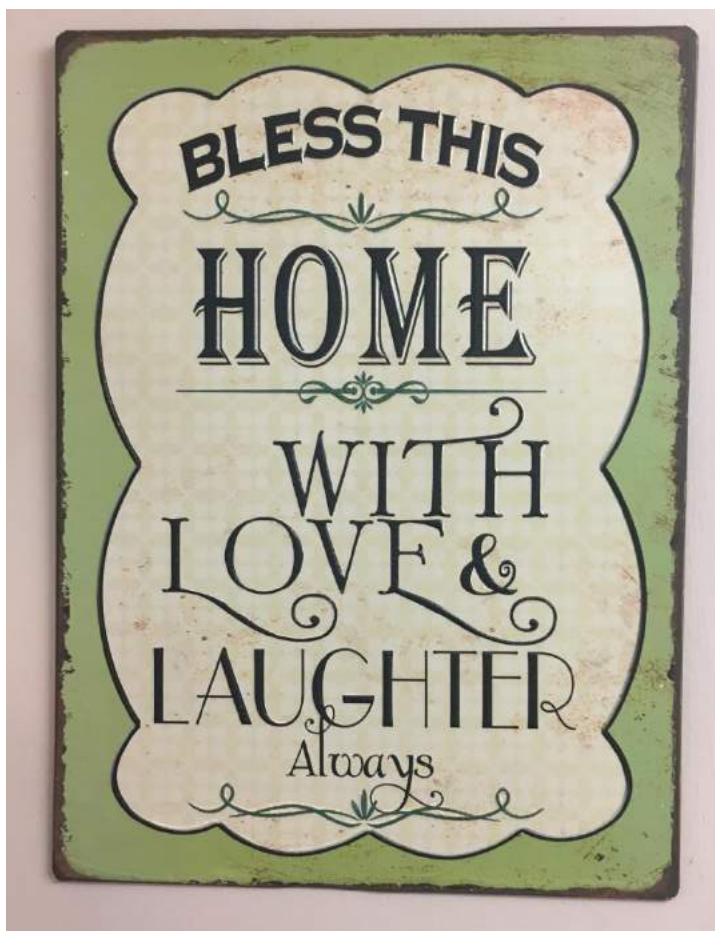
During the visit the Healthwatch Team witnessed the Manager interacting with the residents as he showed the team around the home. He was able to introduce all residents to us by name and residents greeted him warmly.

All relatives and friends who replied to the survey were able to name the Manager and made the following comments when asked to tell us a little about him;

“Very caring and understanding to the needs of each resident. He makes time to speak to them all and keeps family updated. He is a lovely man and treats everyone like they are his family.”

“The Manager of the home is a very courteous and caring individual, who shows a culture of care to all of his residents and family.”

“He is a keen, hands on person with the visionary aims for his resident needs and



comfort (mentally as well as physical). Friendly and approachable to family members. He keeps us well informed and up to date on all home matters.”

“Very dedicated to residents and staff. Well organised, extremely caring and has a fastidious attitude to ensure residents receive only the best care. Always available for discussion.”

“Experienced Nurse, former Nurse of the year winner, and specialises in dementia. Extremely caring, absolutely dedicated to his residents and staff. Passionate about providing the absolute best care possible for every resident. Treats relatives and friends like one big family.”



“The Manager is very pleasant always available and willing to discuss any concerns. He has a very good relationship with the residents and does his best to please at all times.”

“A very hands on Manager. Very easy to talk to. Very caring.”

“Very pleasant. Always available to help. He has resident’s interests at heart. Always goes beyond his duty for the sake of the home.”

“Very approachable and very friendly. Nothing is ever too much trouble. He is always available and often pops along to speak to the family when we visit.”

“Very helpful. Knows the residents by name, walks and talks with them. Very helpful and kind to me and my husband.”

“Bijumon is very caring and knows his residents and how to speak to them. We can talk to him whenever we need to about any concerns and he goes above and beyond our expectations.”

“The Manager is very approachable and always very pleasant. He often comes round and makes our mother smile. He has on many occasion turned my mother’s mood around, from being upset to being happy. Which makes us smile.”

Staff who responded to the survey gave the following comments when asked about the support they receive from the Manager;

“I am provided with feedback, mentorship and training to help improve and expand my skills and knowledge in order to provide and conduct the best possible practice. I am also able to effectively communicate with my Manager and I am given support with any concerns or inquiries I may have.”

“I receive a lot of support from my Manager, his office door is always open and he will help with anything, either work or personal.”

“The management is always there to support staff whenever needed.”

“Bijumon gives a lot of support to myself and other staff. He is very approachable and is always on hand to help out.”

“My Manager supports me in all areas that I am doing well in and he also helps me think about the areas I can improve upon.”

“My Manager has an open door policy so already it makes me feel supported. My Manager will have a conversation about the working day and will be seen on the unit throughout the day.”

“Excellent support from management. Door is always open.”

Staff went on to tell us about their experiences of talking to the Manager if they want to ask a question or raise an issue;

“Approachable, easy to discuss any questions or issues raised.”



“I am able to openly discuss any issues I may have and feel that the Manager listens to my concerns and helps support me to solve these issues.”

“The Manager is always easy to talk to and willing to listen at any time. He will listen and try his best to help if he can.”

“When I ask a question the Manager is always there, is very approachable and will always offer a truthful, factual answer.”

“My experience has been really good. Bijumon listens and will always give advice or help.”

“My Manager has an open door policy and he is always available to offer advice and support if I have an issue or question to ask.”

“If I want to ask my Manager a question or raise an issue I feel very confident to do so as he is very approachable. I have raised an issue in the past and my Manager listened to me, he called me to the office a day later and resolved my issue.”

“Approachable, easy to discuss any questions or issues raised.”

The Management Team were asked what attracted them to the role of the Manager and Deputy Manager. The Manager who has been in post for two years stated; “Caring is my passion and I am very enthusiastic to do something different/make changes to improve the quality of life of residents, especially residents who are suffering from dementia.”

The Deputy Manager who has been in post for five months stated; “Career progression and also the great reputation of the home and management.”

The Management Team added what they enjoy about their role;

“Everything. Supporting the residents and families, providing support, training and guidance to staff, spending time with residents, family and staff and working together with residents, families, staff, external professionals and regulatory bodies. Finally doing direct patient care, care planning, positive risk-taking management and resident social activities.”

“I enjoy working with a great team of people. I also love my nursing role and working with the residents.”

Indicator 2 - Staff with time and skills to do their jobs

The indicator states that staff should be well trained, motivated and feel they have the resources to do their job properly.

The Healthwatch team STRONGLY AGREE this was met.

When asked by the Healthwatch Team what they thought of the staff, the resident we spoke to gave positive comments; “They are all very good in here and can’t do enough for you. I am well looked after.”



The Healthwatch Team also asked the resident if staff have the time to stop and chat with them. The resident agreed they do and commented; “I have no complaints, I just press my buzzer and they come in and see to me and chat.”

During the Healthwatch visit the team observed staff interactions with residents. They were joining in with the entertainment in the lounge area encouraging and supporting residents to join in, singing and dancing with them.

When friends and relatives were asked if staff have time to care for their friends and relatives comments were predominately positive and included;

“The Management Team ensures that working shifts for staff are well covered, even to the extent of them doing extra care themselves.”

“As it is a nursing home each resident has different needs. Staff never stop and work extremely hard. If anything maybe more staff would help.”

“Despite their many jobs and residents, staff repeatedly always find the time to attend to my husband. They constantly encourage and praise him during mundane tasks and check his safety etc. regularly.”

“Yes each member of staff is aware of all resident’s needs. Being a small unit they have very close interactions with residents and any concerns are discussed with each other and management.”

“Staff are always on hand and very caring and helpful with my mam and the other residents and make my mam feel safe. I feel better knowing that she is well looked after and comfortable at Marigold.”



“Yes they are very efficient and caring and take time to talk to residents and make them feel special.”

When asked by the Healthwatch Team if they feel staff at the home have the necessary skills to care for their friend and family member, all relatives gave positive comments including;

“They know about our relative, what she can or can’t do. You can tell they have been trained well to do their job. I used to be a



Carer myself and would have liked to think I cared for my clients as well as they do. They are so patient and pleasant also.”

“All staff are extremely confident and well trained in all aspects of care. No problems at all.”

“Yes training is ongoing for each staff member. All staff are extremely dedicated and work hard to maintain a caring safe environment for each person. Staff are encouraged to participate in all activities which will be of benefit to residents.”

“It always amazes me how patient the staff are with the residents and how quick they respond to any issues. Although I feel there could never be enough staff to cater for the needs of the residents the staff prioritise and always put the residents first.”

“Yes they seem to have a lot of training and this shows in the way they handle residents.”

When staff were asked if they have enough time to care for residents, all but one staff member gave a positive response. Responses included;

“Yes we have an allocation system, so we are very well organised.”

“Yes all of our residents are individuals and require different levels of care. Each individual receives what they need and more.”

“Yes we have plenty of time to care for the residents because we have good staffing levels. We also have a lot of experienced staff so anything that comes along would be well managed.”

The remaining staff member gave a mixed response, they stated; “The majority of the time we have time to care for residents. Occasionally in times of unforeseen circumstance it can be a little taxing, but everything gets done.”

When asked if they feel they are encouraged to continue to develop their skills and in what ways, the following responses were received;

“We are encouraged to develop our skills with ongoing training both in house and outside.”

“Yes management is always helping and encouraging staff to develop.”

“Yes I came to Marigold as trained Senior and Biju is helping me develop to become a Nursing Assistant. At present I am a trainee Nursing Assistant.”

“We are very much so encouraged to develop our skills. Our Manager arranges training courses. We are not micro managed, we are trusted to use our experience and already learned skills. Our Manager carries out regular staff supervisions with free speech and staff appraisals.”

Staff informed us what they enjoy about their jobs;



“I enjoy the fact that not every day is the same and I enjoy getting to know the residents and their families. I get a lot of job satisfaction from my work, I love helping people and it is lovely to hear their stories.”

“I love my job and enjoy working with such a lovely team and genuinely care for our residents on a personal level.”

“I enjoy all of my job, from the caring side to general chatting and just generally making a resident smile and be happy.”

“I have always wanted to help out and care for people and I find this is fulfilled in my job. I enjoy the interactions I have with the residents and have met some interesting and characterful people.”

“I enjoy my job because caring for others gives me a lot of satisfaction. I enjoy everything I do in my day’s work but the best feeling is when the resident feels the warmth of your personality and you know they have trust in you. To make someone happy is the best feeling.”

“I am provided with support and always receive help when asked. I always feel like part of the team as staff are very welcoming and friendly.”

“Great satisfaction in seeing my residents happy and their lives fulfilled. Also that families see their loved ones content and happy.”

The Healthwatch Team asked the Management Team how they encourage staff to develop their skills. They stated that staff are encouraged to attend regular



training sessions, the home has supervisions and appraisal schemes in place and they receive guidance from other colleagues.

“Marigold has a training academy which provides all the appropriate face to face training. All staff have regular supervision and appraisals with management and we also implement a Key Worker and Champions role in falls, dignity, oral care etc. Every



month at least one company policy is highlighted and I encourage staff to read and sign these policies. The home training room has lots of information boards including falls awareness, dignity, dementia and compassion in care etc. Staff have the opportunity to look around and read the information.”

When asked how they ensure staff have enough time to care for residents the Management Team informed that by working as a team this is achieved. The Manager commented that he regularly walks around the home to carry out observations, uses dependency tools and holds regular staff and family meetings to discuss any staffing issues or any additional staffing requirements. The home has also recently employed a second activities staff member.

During the Healthwatch visit the Manager showed us the results from an awareness raising exercise he had carried out with staff on flu prevention. Each staff member was asked to highlight key areas and then rewards were issued to staff based upon their input into the exercise.

Indicator 3 - Good knowledge of each resident and changing needs

The indicator states that staff should be familiar with resident’s histories and preferences and have processes in place for how to monitor changes in health and wellbeing.

The Healthwatch team STRONGLY AGREE this was met.

When asked by the Healthwatch Team if staff at Marigold know them, know what they like and dislike the resident spoken to stated; “I am new here, I’ve only been here a few weeks but they are getting to know me. They know I need help and support to get dressed in the morning.”

When friends and relatives were asked if the staff know their friend or family members life history, personality and health and care needs well, all who responded to the survey stated that they did, some of the responses included;

“Very well. Each resident has a life story book that staff can access for background information and observation skills come to the fore, as residents are never left alone.”

“From my observations while visiting residents I find the staff are very familiar with each individual. If they meet a new resident for the first time they introduce themselves in a kind and friendly manner.”

“All staff are very knowledgeable about each residents needs and personalities. One member of staff in their own time downloaded the lyrics to the Beatles songs as my husband loves their music.”

“Staff do sit and are given one to one time to get to know the resident. They are given a life history on admission and will ask me if there is anything they need to know. I do think they know my mam well.”



The Healthwatch Team asked friends and relatives if staff at the home notice and respond to changes in their friend or relative's needs, all who responded stated that they do, comments received included;

“Her health care needs have changed and appropriate action has been taken.”

“They certainly do and adapt their approach to my husband accordingly.”

Friends and relatives all added that they are made aware of these changes by the home and stated that this is communicated to them either in person or over the telephone, and this would depend upon the situation.

The staff and Management Team informed the Healthwatch Team how they get to know a resident's life history, personality and health and care needs when they first arrive at the home. They explained that they do this by talking to the residents and their family and friends, reading their care plans and life stories information. Some of comments received included;

“Pre-admission assessments are uploaded onto the computer system. A ‘This is Me’ document is given to residents and family to complete and for staff to then read. Handovers are given from Nurses to other staff and at times formulation meetings are held too.”

“I conduct a pre-admission assessment and also collect life story information from resident's family and friends. Information can also be gathered from Social Services and/or hospital staff. After a pre-admission assessment, I discuss the care needs with the team and generate a pre admission assessment draft, which I encourage staff to read, understand and sign off. All residents have a “This is Me”, life story booklet which is made available and all residents have a person-centred care plan, which I also encourage staff to read.”

“All of resident's life history and care needs are available for staff to read in their care plans. Residents often have staff from hospital/hospice come in before them, to acquaint staff with the resident and answer any questions.”

The Activities Coordinator stated; “I like to sit with residents and talk with them to discuss their likes and dislikes, their hobbies and interests however, I also can look at their care plans and life stories in order to know more about a resident.”

Staff and the Management Team were asked by the Healthwatch Team how the information relating to residents likes, dislikes and care needs are updated and then passed on to staff. They informed that this is done by





documenting the changes on residents care plans, which staff can view on the hand held person centred software that the home uses. Updates are also given in staff handovers and staff will inform the Nurse in charge of any changes. Comments received included;

“The resident care plans will be updated as required. I would get to know about any changes to a resident’s health and care needs in handovers. Our Manager and Nurses make sure we are informed of any changes in a residents care.”

“All individual care plans are regularly updated on the system as and when a residents needs change. We are notified of these changes from management and head Nurses.”

“We all liaise with each other. Care staff, kitchen staff, Nurses etc. as peoples preferences change and this will then be changed in the individual care plans.”

“Everything is documented on care plans and daily notes. Any information from the Dietician is given to the Chef for any changes in diet or fluids.”

Indicator 4 - A varied programme of activities

The indicator states that care homes should provide a wide range of activities (and ensure residents access these) in the home and support residents in taking part in activities outside the home.

The Healthwatch team **STRONGLY AGREE** this was met.

MARIGOLD ACTIVITIES		
Week 2	Morning	Afternoon
Monday 21 Oct	Hair & Pamper 	Parachute Games 
Tuesday 22 Oct	Home Baking 	Sensory Show 
Wednesday 23 Oct	Ball Games 	Sensory Boxes 
Thursday 24 Oct	Chair Exercises 	Relax with Music 
Friday 25 Oct	Singer - Christine 	Movie Afternoon 
Saturday 26 Oct	Arts & Crafts 	Bingo Games 
Sunday 27 Oct	Knitting & Natter 	Relax with News 

When asked about the activities provided in the home the resident which the Healthwatch Team spoke to stated that she is aware of the activities that take place and is informed by the Carers when they are taking place. However to date she hadn’t joined in, due to ill health.

Friends and relatives were asked what they think of the activities available for residents inside and outside the home. A range of positive responses was received and included;

“Very good and varied. Outings in the minibus, lunches at the local pub and various inside activities including singing, ball games and pampering sessions for the ladies.”



“Lots of activities suitable for the client group. A well thought out programme to suit each resident receives some benefit.”

“Activities are ongoing which vary from outings to games, films, dancing and singing etc. A full time Activity Coordinator has just been employed.”

“I have been coming to the home since it opened in April 2018. The activities are improving all of the time. They are varied and imaginative. Ranging from picnics in the park, trips to the cinema, pub lunches, gardening, music and live entertainment.”

Those friends and relatives who responded to the survey were asked how their friend or relative is encouraged and supported to take part in the activities. Some of the responses received included;

“Recently our relative said she couldn’t see the soft ball they were throwing to each individual. Staff got down in front of her and let her feel the ball. She then joined in. They try to include everyone where possible.”

“My relative is encouraged by the activity staff and we, as family are encouraged to go with them on outings.”

“Mam is always encouraged to partake but never forced and she does quite often join in.”

Family and friends were asked now that they live at the home, if their friend/relative is still able to do the things they used to enjoy, e.g. hobbies, interests and pets. Many who responded to the survey stated that due to the deterioration in their family members or friend’s health they have limited ability to maintain hobbies etc. but where possible the home tries to accommodate this. Answers given included;

“Due to my husband’s deterioration with his Alzheimer’s he can’t do anything himself but he has always had a love of music especially the Beatles. So the staff play his music when assisting him with his personal care and sing along in the sitting room.”





“He still enjoys looking at magazines, books and sticking favourite pictures etc. on walls and doors etc. he also has the freedom of the garden, which he loves.”

“She used to knit but her eyesight is very poor but she will join in other activities. She loves the sensory garden and now I’m sure she will love the sensory room.”

During the Healthwatch visit the Team witnessed the opening of Marigolds new sensory room available to resident and relatives. All residents who visited the room appeared to like it and commented on how beautiful it is.

Staff and the Management Team were asked what activities are available to residents inside the home. They mentioned a wide range of activities including Singing for the Brain, armchair exercises, the new sensory room, arts and crafts, film afternoons, puzzles, baking and bingo etc.

The Activities Coordinator stated; “Activities change each week but a weekly plan is always put up where it can be seen. Activities can include parachute games, bingo, arts and crafts, knitting, virtual reality, sensory activities and home baking etc. However we do have set activities that happen every week, for example Monday mornings we have pamper sessions and a hairdresser comes in and does residents hair and





we also do massages and manicures for residents. We also do movie nights every Friday afternoon.”

They went on to tell us the range of activities available outside of the home including trips to; the beach, local museums, the cinema, pub for lunch, local parks, shopping centres and the homes garden etc.

The Management Team informed Healthwatch staff that the home has access to its own minibus, which it uses for trips out. The Manager added the following when asked about the home’s activity provision; “The home has dementia sensory features including a post office, a train station, a bus stop, the cinema, the beach room and the garden etc. There are lots of indoor and

outdoor activities, all activities are planned with residents and families and are person centred based on the residents life story. The home has a beautiful garden which residents are encouraged to spend time in on a daily basis. Some residents enjoy doing gardening and watering plants etc. The home also has lots of sensory boxes with items including old ration cards, passports, bus passes, tactile and sensory items etc. Staff support residents to touch, feel, smell and look at the items to help boost their memory. We have a lounge that has a big cinema screen and a movie night is arranged every Friday. On a daily basis the activity staff and team do gentle exercises including ball games, ten pin bowling as well as bingo, dominoes and we play sensory music etc.

The staff and Management Team went on to explain that staff encourage residents to take part in the activities by assisting them when needed and showing and explaining to them what the activity is. Comments received included;

“We always ask the resident if they would like to participate in an activity. When we have a sing-along, we sing all the old songs so that they can join in. If a resident needs assistance during any activity, Carers are at hand to help colour in or support them if dancing.”

“Lots of encouragement is given to the residents, although I must add it is not always required because most of the residents enjoy activities. However I will join them in the activity and encourage them to join in. I will help them with their bingo card or push their wheelchairs on outings etc.”

“We regularly chat with residents and encourage them to participate in daily activities. Activity staff organise and support residents in one to one and social





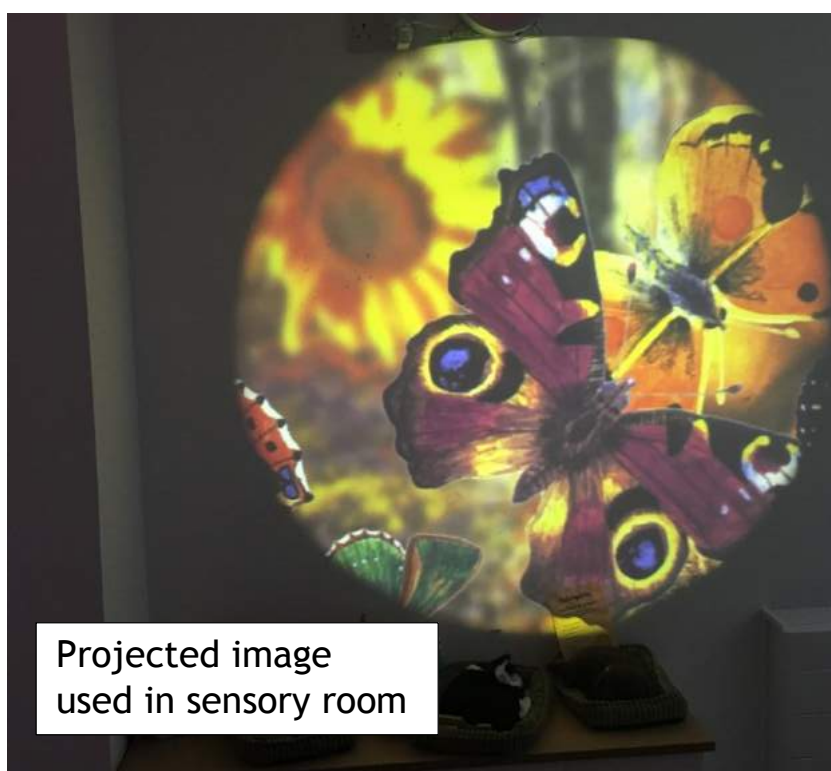
activities. Some residents like to do arts and crafts, staff support them to mix paint and support holding brushes etc.”

The Activities Coordinator added; “I try and encourage residents to take part in activities by trying to meet their needs and interests. For example a resident who likes to read but has poor eyesight, I would arrange an activity were I would be able to sit and read to the resident

so they are still able to enjoy books.”

They added when asked how they ensure that residents have the opportunity to continue to take part in their hobbies and interests; “I make sure they have any materials they require and also provide assistance in helping them with their hobbies and interests if they need it. I also plan a different range of activities every week, to ensure that there are activities for everyone to take part in and enjoy that also matches with their interests.”

During the Healthwatch visit we witnessed an activity involving an external entertainer who was in the main lounge area singing to the residents. Staff, residents and family and friends were joining in with the singing and dancing. All appeared to be enjoying themselves.



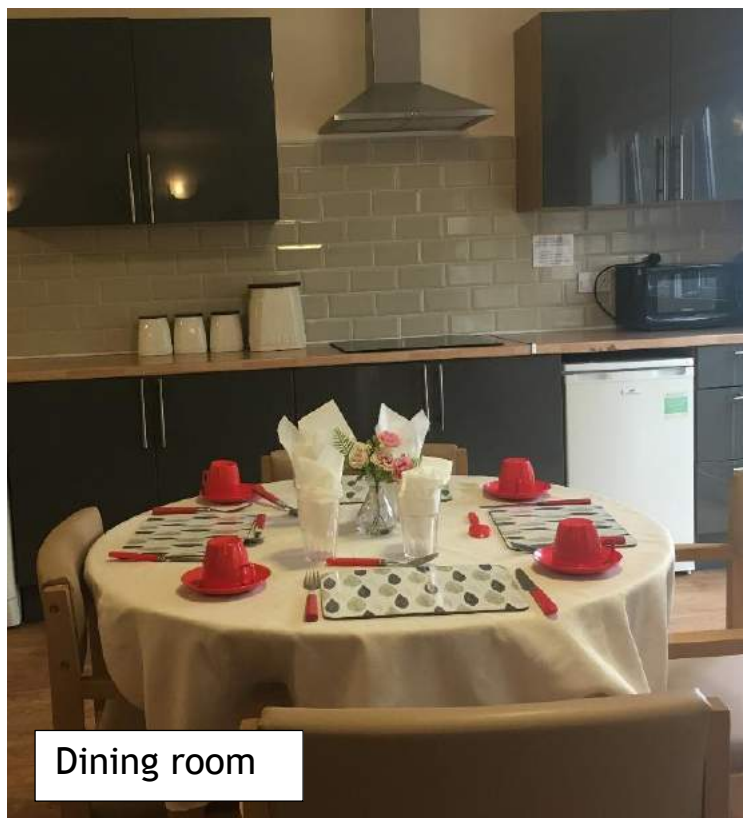
Projected image used in sensory room



Indicator 5 - Quality, choice and flexibility around food and mealtimes

The indicator states that care homes should offer a good range of meal choices and adequate support to help residents who may struggle to eat and drink including between mealtimes. The social nature of eating should be reflected in how homes organise their dining rooms and accommodate different preferences around mealtimes.

The Healthwatch team **STRONGLY AGREE** this was met.



Dining room

When asked what they think of the quality and choice of food in the home, the resident the Healthwatch Team spoke to gave compliments about the food, stating that it was good and that the staff check on her to make sure she is eating. They added that there is always plenty of food and a good choice and they either eat their meals in the dining room or their bedroom.

During the Healthwatch Team visit we witnessed refreshments and snacks being served to residents. Staff were assisting those residents who needed help and were encouraging others.

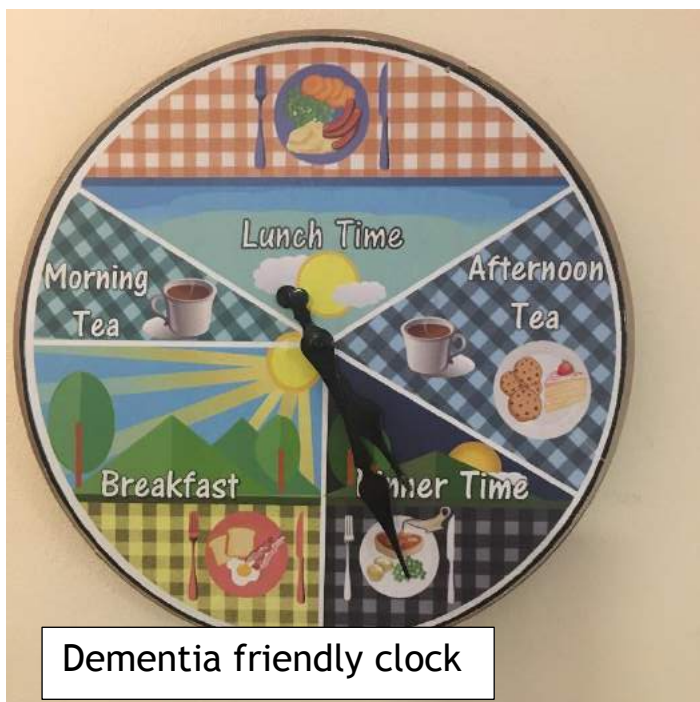
When asked about the quality and choice of food at the home the friends and relatives who responded to the survey questions all replied positively stating the choice and quality of food is either good or very good and there is wide choice available to residents. Some of the comments received included;

“A variety of well cooked food is provided. Relatives are encouraged to contribute to meal planning and this is implemented wherever possible.”

“My mam was living on her own for a long time before living in Marigold and never really cooked for herself, eating micro meals and soup etc., but now she gets lovely hot meals regularly, which she enjoys. There is always plenty to have and choose from and it is freshly cooked daily.”

“Excellent quality and choice, all made fresh each day. Lovely choice and varied.”

“Overall it is excellent. My husband has been introduced to a great variety of dishes, all of which he thoroughly enjoys.”



Dementia friendly clock

All added that they were confident that their friend and relatives are supported to eat and drink as much as needed, comments included;

“They are amazing feeding her when she needs it and take the time to encourage her.”

“I am confident that every resident is supported to eat and drink sufficiently. Their weight is very carefully monitored and supplements are prescribed when required.”

“Extremely confident. Staff constantly encourage and check

everyone eats and drinks to their needs. My husband also requires extra food when he is hungry.”

When asked by the Healthwatch Team how the home ensures that mealtimes are social, friends and relatives stated that residents are encouraged to eat in the dining room where tables are set and grouped nicely. Background music is played and staff will chat with the residents. One relative stated; “Mealtimes take place in the main dining room with staff support with residents all getting together for their meals, so they meet each other. My mam is quite shy and quiet and doesn’t have many friends but this is changing.”

Staff were asked to comment on the choice and quality of food provided to residents at the Marigold. Those who replied to the survey all gave positive responses which included;

“The quality and choice of food in the home is fantastic and the meals are very tasty. There is a choice of cereals, cooked breakfast, and toast with choice of jams at breakfast. The main meals offer two different choices. Throughout the day there is a tea trolley with various hot and cold drinks, cakes, biscuits and sandwiches etc. and cold drinks are displayed all day long.”

“The quality of food is excellent and a wide variety of food is available to cater to individual needs. This is planned with consultation from the residents.”

“The food here is very nice and meals are balanced. A choice is always given and we do this by showing the residents the food choice, so they can see what they would like to eat.”

“The residents always have a choice at mealtimes and if they are not ready to eat then something is always available for when they are. Food is of a good quality, the residents seem to enjoy it.”



When asked by the Healthwatch Team how they ensure that residents are able to eat and drink at mealtimes as well as outside of mealtimes, staff and the Management Team stated;

“We will assist any resident that needs support and we always have snacks and drinks available for them if needed.”

“We make sure residents are able to eat and drink at mealtimes by giving them plenty of time, none of the mealtimes are rushed. We make sure there is plenty of staff to provide support to those who need it. Outside of mealtimes there are drinks and snacks available in communal areas and twice a day a trolley is taken around with hot and cold drinks and snacks.”

“If a resident has trouble eating their food, assistance from a Carer is always available, ensuring they are having enough to eat and drink. If a resident is hungry outside of mealtimes something can be made for them and juice or other beverages are always available.”

“Staff are present throughout protected mealtimes. Staff supervise and monitor, and if it is found residents are struggling to eat and drink they will be supported. All meals are documented and any concerns reported to the Nurse in charge.”

The Manager added comments on how the home ensures that it provides high standards of quality and choice of food; “Residents have a detailed care plan with their likes, dislikes and choices documented. Residents and family are involved in the menu planning and we recently implemented a 1960’s based menu which was planned with residents and family. Residents have a good choice of food with many alternatives available. I regularly experience the mealtime with residents and taste the food and a final check is always carried out to see if residents have enjoyed their meal. Residents also have a choice of time, if they aren’t hungry at mealtimes, they can have their meals later as they wish. In the Dementia Unit, staff show residents the two options available and encourage residents to choose what they would like to eat.”





Staff and the Management Team added that residents are also offered a choice of what, when and where they eat, comments included;

“On the residents admission there is a catering information document completed and this is given to the kitchen Cook. This document includes likes and dislikes of food and drinks. Residents are given a choice of meal and they are shown the meals on offer, they choose which meal they prefer or they may want something different, which will be catered for. Residents can have their meal where they choose e.g. dining room, lounge or their own room.”

“We believe in person centred care, so if a resident likes a particular food/drink, we will do our best to get it for them. It is entirely their choice, if they want meals at different times to others.”

“All residents have a choice whether they want to eat in the dining room with others or they can enjoy their meal in their room, if it is safe and appropriate to do so. Or there are quieter areas to enjoy meals for those who prefer this.”

The Manager added, when asked the ways in which the home ensures that mealtimes are sociable; “We always make sure that the dining room is ambient with adequate lighting, no malodour and light background music playing. Dignity aprons are used by residents and they are offered hand washing facilities. Dining tables are set with flowers and we ensure good presentation of the food. We have no staff to staff chat and offer support and supervision to residents.” They added that the home has a permanent drinks station with different drinks available, in the main lounges and water dispenser in the kitchen and dining areas.



Main lounge drinks dispenser



Indicator 6 - Regular access to health professionals (GPs, Dentists, Opticians, Chiropodists, Audiologists etc.)

The indicator states that residents should have the same expectation to be able to promptly see a health professional as they would have when living in their own home.

The Healthwatch team STRONGLY AGREE this was met.

When the Healthwatch Team asked the resident if they have access to a range of health professionals they mentioned that a Nurse had been treating them recently for a health concern and they hadn't accessed any other healthcare provision, as they hadn't been in the home very long.

The relative and friend respondents when asked about the access to health professionals, all responded positively, stating that their relative or friend has access to Doctors and Nurses when needed and have regular visits from Opticians, Dentists and Chiropodists. They also mentioned that the home is aligned to a local GP practice who carry out regular visits or residents can keep their own Doctor if they wish.

Staff and the Management Team informed the Healthwatch Team about the range of regular visits to the home from health professionals including, Dentists, Opticians, Chiropodists, District Nurses, GPs etc. Comments received included;

“Multi-Disciplinary Team meetings are held with aligned GP surgery every two weeks on a Wednesday. Any residential residents have regular input from District Nurses who will come out whenever needed. Aligned Dentist can be called when needed and we also have regular Optician and Chiropodist who attend the home to review and check-up all residents where appropriate.”

“We have regular visits from other care professionals. They are made welcome at any time. We are open to tell them anything they may need to know.”

The Clinical Lead added the following comments; “All residents are registered with Deerness Park this is the aligned GP for Marigold Nursing Home. Nurses on duty arranges for the GP to visit if any residents are unwell or poorly. They get a visit from the GP or Nurse Practitioner during GP hours, out of hours we ring 111 or the Recovery at Home Team. We have Dentists who do home visits, Opticians who come in to do yearly reviews or more often if needed, Chiropodists visit every 6-8 weeks and we refer to Audiologist and the Palliative Care Team when needed.”



Indicator 7 - Accommodate resident's personal, cultural and lifestyle needs

The indicator states that care homes should be set up to meet residents cultural, religious and lifestyle needs as well as their care needs and shouldn't make people feel uncomfortable if they are different or do things differently to other residents. The Healthwatch team **STRONGLY AGREE** this was met.



The resident the Healthwatch Team spoke to stated when asked that they didn't have any specific religious, cultural or lifestyle needs. They did add that they have their hair styled and cut once a week by the visiting hairdresser which they really enjoy. The resident also uses the homes laundry service, which they stated is good and have always received their own clothes back.

Friends and relatives who responded to the survey were asked how the home accommodates the cultural, religious and lifestyle needs of residents. All stated the needs of their friend or family member are accommodated with some stating their relative follows a particular religion. Comments included;

“There are a few Roman Catholics that I am aware of. There is Multi Faith Room and a Minister visits residents to give Holy Communion.”

“Staff are very tolerant of his sleeping patterns and he is given encouragement to exercise when he wishes. All staff respect his privacy.”

“The home has a Chapel Room for residents who want to take part in their religious needs.”

“The team ensures that all needs of each individual resident are taken care of whether it be care, nursing, cultural or their nurturing mental wellbeing.”

Friends and relatives went on to inform us that residents have access to a visiting hairdresser every





week, the laundry service is very good and their friend or relative is always appropriately dressed and clean. Some of the comments received included;

“She is very clean and always looks very nice.”

“My relative regularly gets her hair cut when needed and it is washed and blow dry very often.”

“Really well. Most clothing is labelled and returned. The staff seem to know which clothing belongs to which resident, through their knowledge of residents.”

The Healthwatch Team asked staff and the Management Team how the home finds out and caters to the residents cultural, religious and lifestyle needs. Those who responded informed that at Marigold information is collected on each resident at admission and logged in their ‘This is Me’ file. The Management Team gave the following comment; “‘This is Me’ documents and talking to families and residents. This is handed over to all staff; Carers, Nurses, Kitchen and Laundry staff are all informed.”

Examples given of how the home accommodates some of these needs included; having a Multi Faith Room for use by residents at any time, a Priest and Vicar visit the home on a regular basis, Holy Communion is available to individual residents on a Sunday and care plans are implemented around life style and needs.

The Activities Coordinator added how they ensure that activities are tailored to meet a residents religious and cultural needs; “We have a Multi Faith Room that residents can visit at any time. We also arrange outings for residents so they may attend any congregation but I also arrange home visits, so all residents religious and cultural needs are met.”

The Manager reiterated that the home has a visiting Hairdresser every Thursday who uses the home’s salon to cut and style residents hair. When asked how he ensures the laundry staff get the resident’s own clothing back to them after being laundered, they added; “All residents clothes are marked with their name and all have an individual laundry box in the laundry. Laundry staff always check the labels before returning them to the rooms.”

The Management Team explained what mechanisms are in place to ensure residents are always clean and appropriately dressed;

“All residents have a personal hygiene care plan in place, stating resident’s choice of bath/shower etc. The home has a Key Worker system in place, to ensure that residents personal care needs are met, checking their toe and finger nails etc. on a daily basis. I check personal care and daily care delivery records to ensure residents care needs are adequately met. I also ask for feedback from residents and families and carry out regular walks around the home to ensure there is no malodour in the unit and all residents are appropriately dressed.”

“Staff check residents throughout the day and encourage them to use the toilet regularly. We assist those who need to get ready, use clothes protectors at



mealtimes and the Manager or person in charge carries out daily walks round the home.”



Indicator 8 - An open environment where feedback is actively sought and used

The indicator states that there should be a mechanism in place for residents and relatives to influence what happens in the home, such as a residents and relatives committee. The process for making comments or complaints should be clear and feedback should be welcomed and acted on.

The Healthwatch team STRONGLY AGREE this was met.

When asked if they get asked what they think of the home or if they are happy the resident the Healthwatch Team spoke to stated that staff do check to see if she is happy, which they reply yes to, saying they are content at Marigold. The Healthwatch Team also asked if there was anything they would like to change about the home. The resident informed that there was nothing and staff couldn't have been more welcoming.

The Healthwatch Team asked the resident what they would do if they wanted to make a complaint about the home, they stated; “There is nothing I want to complain about, I couldn't wish for a better place to live. If I did have a complaint I would speak to my son first.”



The Healthwatch Team asked friends and relatives if they felt welcome participants of life in the home, all survey respondents replied positively agreeing that they do and went on to tell us how they and their friend or relative, can have a say in the home;

“Attend monthly family meetings and informally approach the Manager and staff.”

“Attend family meetings, put suggestions in comments box or speak to the Manager and staff.”

“Monthly Carers meetings, where management listen and take on board our views.”

Survey respondents added that should they wish to make a complaint about the home they would speak to the Manager, staff, Nurse in charge or the owner. All felt confident that the complaint would be acted on appropriately and gave the following comments;

“If there was ever a time I had to complain I would be confident to do so and I know all would be resolved. So far I have never had anything at all and I have a good feeling about Marigold. Knowing my mam is safe and comfortable, we are so grateful for this.”

“I would be very comfortable discussing any problems with the management staff as the Manager operates an open door policy.”

“Speak to the Manager, leave him a note or speak to the Nurse in charge. I also feel confident speaking to the owner.”

During the Healthwatch visit the team witnessed a comments box in the foyer where family, friends and residents can leave comments.

Staff and the Manager informed the Healthwatch Team when asked, how family and residents can have a say in how the home is ran, informed this is done via attendance at the family meetings, the suggestions box in the foyer, talking to staff and the Manager’s office is always open for people to speak with him.

The Activities Coordinator was asked how the activities provided are evaluated to ensure residents are continuing to enjoy them, she replied; “We ask the residents what activities they enjoy and if there were any they did not enjoy and use this feedback to improve our activities. We also ask residents and families to rate how satisfied they are with the activities.”

She went on to give an example of how residents/family have contributed to the change of activity provision, they stated; “During a meeting several family members said that they would like us to use the projector for





movies more often. So we then arranged for every Friday afternoon to be movie night.”

Other staff also gave examples of how a family member or resident has influenced how the home is ran. They commented;

“We have had suggestions from families regarding activities and they have sometimes helped in setting events up to suit their family member and other residents. One member attended a staff meeting to give her views on losing her mother and suggestions were made about caring for the family as well as the resident. This was taken on board and implemented to all staff.”

“Manager holds monthly family meetings and family often go in and talk to the Manager. For example families have had an input into what sensory equipment has been bought for the new sensory room.”

When asked how members of staff can have a say in how the home is ran, staff replied stating that this can be done via the suggestions box, in team meetings, talking to the Manager or in their supervisions. Comments included;

“When I have my supervision or on a day to day basis staff can go to the Manager and give opinions.”

“I am able to make suggestions through the suggestions box or I can discuss any issues with my Manager. We also have staff meetings once a month where we are able to voice any concerns or issues.”

“At staff meetings which we have every month, or I can go to see the Manager with any ideas, which Biju always encourages and welcomes.”

The Management Team, when asked how staff can have a say, reiterated those comments given by staff, the Deputy Manager stated; “Staff have monthly meetings held by the home Manager. Again the Manager is welcoming to anyone to go and talk to him with any ideas or concerns.”

They went on to tell us how they make use of any feedback and complaints from residents or their friends and family;

“Feedback and complaints are used to help improve the quality of care. They are circulated around staff and as a team we work together to improve.”

“All feedback is taken into account and appropriate action will be made immediately. I log any feedback/concern/complaint with the action taken. The feedback is also discussed with staff members. If a serious complaint is made an investigation will be conducted and appropriate action will be taken, with lessons learnt.”



Indicator 9 - Provide a physical environment which is suitable for the needs of the residents

The indicator states that care homes should be suitable for their resident's needs. Be comfortable, homely, well maintained with high standards of hygiene. The Healthwatch team **STRONGLY AGREE** this was met.

When asked by the Healthwatch team if the home is always clean and tidy and at a suitable temperature, the resident replied positively stating the home is always spotless and staff regularly come into their room to clean and tidy. Adding that the temperature is good and if they get a little cold staff will put on a heater for her.

All friends and relatives when asked about the physical environment of the home gave positive responses stating the home was always at a comfortable temperature, hygienically clean and tidy, well decorated and well maintained and a dementia friendly environment. Comments received included;

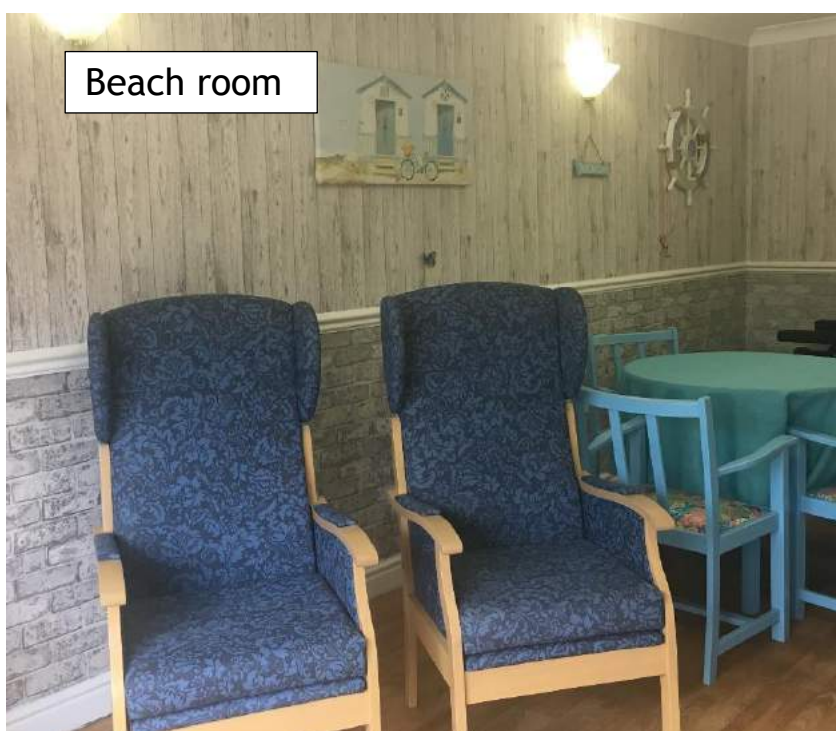
“The home is always warm and comfortable and air conditioning is available for the warmer weather.”

“Never seen anything I would worry about. Never any smells, which in some care homes, is the first bad thing you notice.”

“The home is always welcoming and immaculate. There is a homely vibe and extremely friendly. The temperature is ambient and efficient, not a draining heat.”

“Without hesitation we found that the requirements of all residents with dementia are well treated and their needs are completely covered.”

The Healthwatch Team asked both staff and the Manager how the home is made a dementia friendly environment. They explained a range of things they have in place in the home including; the first floor is decorated using dementia friendly items and graphics, with appropriate signage to indicate bathrooms and toilets. The home has recently opened a new sensory room, it uses dementia friendly clocks, different coloured cutlery and crockery, good lighting, support/grab rails,



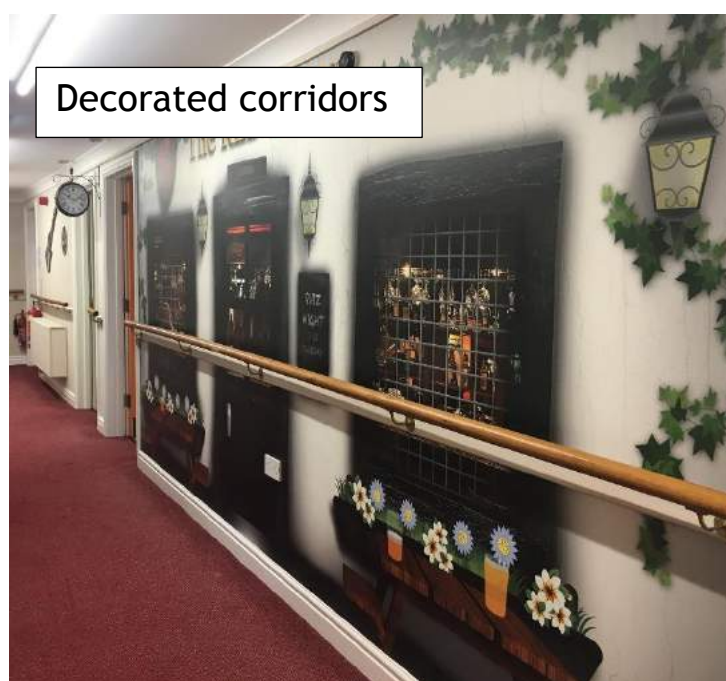


there are open spaces free from obstacles, activities are tailored towards residents with dementia and staff received dementia awareness training.

One staff member stated; “The home is dementia friendly by having good lighting, wide corridors, clutter free lounges and dining rooms. The bathrooms are kept simple and again have good lighting. There is also very good flooring throughout the

home which is very important to avoid slips, trips and falls. Our residents have freedom to walk around therefore quickly become orientated to their whereabouts, whilst staff are very observant to ensure the safety of the resident is maintained.”

The Manager added; “All staff are registered as a Dementia Friend and have good awareness about residents needs and support. I am a Dementia Champion and have recently been recruited as a Dementia Ambassador with Dementia UK, as myself and the team want to extend our support to the families who are dealing with a loved one living with dementia.”



The Manager explained that they ensure that a comfortable temperature is maintained in residents’ rooms and all communal areas by carrying out regular temperature monitoring to ensure right temperature is applied all the time. Thermometers are in all communal rooms and last summer residents felt too hot so an air conditioning unit has been fitted on the first floor.”

When asked how he ensures that the home is always hygienic, clean and tidy he replied; “We have adequate



housekeeping staff in place, residents are clean and well presented and staff use the appropriate Personal Protective Equipment correct uniform policy.”

He went to state how he ensures that the building and its contents are well maintained and decorated throughout; “I carry out regular audits, seek feedback from staff, residents and families. I also research around other providers, looking at new regulations and standards.”



Dementia friendly signage





5. Appendices

Appendix 1 - Questions for residents

1. Who is the Manager of the home?
2. What do you think of the Manager?
3. What do you think about the staff here?
4. Do the staff have the time to stop and chat with you?
5. Do the staff know what you need and what you like and don't like? (your daily routines, personality, lifestyle, clothing etc.)
6. What activities are there for you in the home?
7. What activities are there outside the home? (Groups, trips etc.)
8. Is it easy to join in the activities?
9. If you would like to use the garden are you able to?
10. Do you get a chance to do any of the things you used to enjoy before you came here? (i.e. bringing in pets, hobbies, interests etc.)
11. What do you think of the food here?
12. Is there enough choice of what you eat and when you eat?
13. Where do you eat your meals? (Is it your choice to eat there?)
14. Do you enjoy mealtimes? (What do like/dislike about mealtimes?)
15. Have you seen a dentist to check your teeth or an optician to check your eyes or an audiologist to check your hearing recently?
16. What happens if you need to see a doctor or have an appointment at the hospital?
17. Is there respect for your religion or your culture here in your home? e.g. Are you able to wear your own clothes, get your hair/nails done, have a shave, are the laundry staff good at getting your own clothes back to you?
18. Is the home always clean and tidy?
19. What is the temperature like here? Are you ever cold or too warm?
20. Do you get asked what you think about the home or if you are happy?
21. Would you like to change anything about the home? Have you told anyone about this and what happened?
22. What would you do if you wanted to make a complaint about the home?



Appendix 2 - Questions for Managers

1. **Have strong, visible management**
What attracted you to the role of care home Manager/Deputy Manager?
What do you enjoy about the role?
2. **Have staff with time and skills to do their jobs**
In what ways do you encourage staff to develop their skills?
How do you ensure staff have enough time to care for residents?
3. **Have good knowledge of each individual resident and how their needs may be changing**
How do you ensure that staff get to know a resident's life history, personality and health and care needs when the resident first arrives?
How is information about a resident's likes/dislikes and their health and care needs updated as these change and passed on to staff?
4. **Offer a varied programme of activities**
What activities are available for residents inside and outside the home?
Does the home have access to its own transport and able to use this for trips and activities outside of the home?
What encouragement and assistance is given to residents so that they can take part in activities?
How are residents supported to continue to do the things they used to enjoy before coming into the home i.e. hobbies/interests/pets?
5. **Offer quality, choice and flexibility around food and mealtimes**
How do you ensure high standards of quality and choice of food?
What systems are in place to support residents to eat and drink at mealtimes and outside of mealtimes?
What choices do residents have about what and when they eat and drink?
What choices do residents have about where and how they eat and drink?
Does the home have permanent drink stations available to residents?
In what ways do you ensure that mealtimes are sociable?
6. **Ensure residents can regularly see health professionals**
Please tell us about visits from all health professionals such as GPs, nurses, dentists, opticians, audiologists, chiropodists or other health care support mechanisms?
7. **Accommodate residents' personal, cultural and lifestyle needs**
How does the home find out about and cater to residents' cultural, religious and lifestyle needs?
Can you give an example of how these have been accommodated?
What provision is there for residents to regularly get their hair cut/styled?
How do you ensure that the laundry staff get the residents own clothes back to them?
What mechanisms are in place to ensure that residents are always clean and appropriately dressed?
8. **Be an open environment where feedback is actively sought and used**
In what ways can residents and their family have a say in how the home is run?
How do you make use of feedback or complaints from residents and relatives?
In what ways are staff able to have a say in how the home is run?
9. **A physical environment suitable for the needs of the residents**
How do you ensure that a comfortable temperature is maintained in resident's rooms and all communal areas?
How do you ensure the building and its contents are well maintained and decorated throughout?
How do you ensure that the home is always hygienic and clean?
In what ways do you make the home a dementia friendly environment?



Appendix 3 - Questions for Care Staff

- 1. Have strong, visible management**
What support do you receive from the Manager?
What is your experience of talking to the Manager when you want to ask a question or raise an issue?
- 2. Staff with time and skills to do their jobs**
Do you feel you have enough time to care for residents? If no, why?
Are you encouraged to continue to develop your skills? In what ways?
What do you enjoy about your job?
- 3. Have good knowledge of each individual resident and how their needs may be changing**
How do you ensure that you and other members of your team get to know a resident's life history, personality and health and care needs when the resident first arrives?
How is information about a resident's tastes and their health and care needs updated as these change and how do you know if there has been changes?
- 4. Offer a varied programme of activities**
What activities are available for residents inside the home?
What activities are available for residents outside the home?
What encouragement and assistance do you give to residents so that they can take part in activities?
- 5. Offer quality, choice and flexibility around food and mealtimes**
What do you think of the quality and choice of food?
How do you make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes?
What choices do residents have about what and when they eat and drink?
What choices do residents have about where and how they eat and drink?
In what ways do you try to make mealtimes sociable?
- 6. Ensure residents can regularly see health professionals**
Please tell us about visits from all health professionals such as GPs, nurses, dentists, audiology, opticians, chiropodists or other health care support mechanisms?
- 7. Accommodate residents' personal, cultural and lifestyle needs**
Can you give an example of how the home caters for resident's religious and cultural needs?
- 8. Be an open environment where feedback is actively sought and used**
In what ways can residents and their family/friends have a say in how the home is run?
Can you provide an example of how a resident or their family member has influenced how the home is run?
How do you, as a member of staff have a say in how the home is run?
- 9. A physical environment suitable for the needs of the residents**
How is the home made dementia friendly?



Appendix 4 - Questions for Activities Coordinator

1. **Have strong, visible management**
What support do you receive from the Manager?
What is your experience of talking to the Manager when you want to ask a question or raise an issue?
2. **Staff with time and skills to do their jobs**
Do you feel you have enough time to provide varied activities for residents? If no, why?
Are you encouraged to continue to develop your skills? In what ways?
What do you enjoy about your job?
3. **Have good knowledge of each individual resident and how their needs may be changing**
How do you ensure that you and other members of your team get to know a resident's life history and personality when they first arrive at the home?
4. **Offer a varied programme of activities**
What activities are available for residents inside the home?
What activities are available for residents outside the home?
What activity provision is made for those residents who cannot or do not wish to undertake group activities?
What encouragement and assistance do you give to residents so that they can take part in activities?
How do you ensure that residents have the opportunity to continue to take part in their hobbies and interests?
5. **Accommodate residents' personal, cultural and lifestyle needs**
How are activities tailored to meet a resident's religious and cultural needs?
6. **Be an open environment where feedback is actively sought and used**
In what ways can residents and their family/friends have a say in what activities are delivered both inside and outside the home?
Can you provide an example of how a resident or their family member has influenced the provision of a new activity?
How are the activities provided evaluated to ensure residents are continuing to enjoy them?
How do you, as a member of staff have a say in how the home is run?
7. **A physical environment suitable for the needs of the residents**
How is the home made dementia friendly?



Appendix 5 - Questions for Friends and Relatives

1. **Strong visible management**
Who is the Manager of the home?
Please tell us a little about the Manager?
2. **Have staff got the time and skills to do their jobs**
Do you feel the staff have the time to care for your friend/relative? Please explain.
Do you feel the staff have the skills to care for your friend/relative? Please explain.
3. **Have good knowledge of each individual resident and how their needs may be changing**
How well do you think the staff know your friend/relative's life history, personality and health and care needs?
Does the home notice and respond when your friends/relative's needs change?
How do they let you know about the changes?
4. **Offer a varied programme of activities**
What do you think of the activities available for residents inside and outside the home?
Please tell us how your friend/relative is encouraged and supported to take part in the activities.
Now they live at the home, is your friend/relative still able to do the things they used to enjoy i.e. hobbies, interests, pets? Please explain.
5. **Offer quality, choice and flexibility around food and mealtimes**
What do think of the quality and choice of food?
How confident are you that your friend/relative is supported to eat and drink as much as needed?
Please tell us how the home ensures that mealtimes are sociable?
6. **Ensure residents can regularly see health professionals**
Please tell us about your friends/relatives access to health professionals such as GPs, nurses, dentists, opticians, audiologists, chiropodists or other health care support mechanisms?
7. **Accommodate residents' personal, cultural and lifestyle needs**
Does your friend/relative have any specific lifestyle or religious or cultural needs?
How do you feel the home respects and accommodates these needs?
What provision is there for your friend/relative to regularly get their hair cut/styled?
How good are the laundry staff at getting your friends/relatives own clothes back to them?
Is your friend/relative always clean and appropriately dressed?
8. **Be an open environment where feedback is actively sought and used**
Do you feel that you are a welcome participant in the life of the home?
In what ways can you and/or your friend/relative have a say in how the home is run or give feedback?
How would you make a complaint about any aspect of the home, management or the staff if you needed to?
Would you feel confident to make a complaint and do you think it would be acted on appropriately?
9. **A physical environment suitable for the needs of the residents**
Do you always find the home at a comfortable temperature for residents?
Is the home always hygienically clean and tidy?
Is the home always well decorated and well maintained?
Do you think the home is a dementia friendly environment?



DISCLAIMER:

- The observations made in this report relate only to the visits carried out.
- This report is not representative of all residents' views; it only represents the views of those who were able to contribute within the time available.

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