



Care home life, what it's really like!

# Ashton Grange



Date of Healthwatch Sunderland visit:  
11<sup>th</sup> June 2019





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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.*





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## 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](http://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



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### 3. Methodology

The ‘Care home life - What it’s really like!’ visit took place on the 11<sup>th</sup> June 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	 Agree
9.	Provide a physical environment which is suitable for the needs of the residents	 Strongly agree



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## Findings

Ashton Grange Care Home is a purpose built home, located at:

St Luke's Road  
Pallion  
Sunderland  
SR4 6QU

Telephone: 0191 567 4003

Provider: HC-One

Provider's Website: <https://www.hc-one.co.uk/Carehomes/Ashton-Grange.aspx>

Provider's Facebook: <https://www.facebook.com/HC1RecruitmentEvents/>

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-319143056?referer=widget3>

The home has the capacity to support 39 residents aged 55 and over, residents are supported under the categories Residential, Residential Dementia, Challenging Behaviour, Mental Health, Older People, Palliative and End of Life care.

The home has 39 bedrooms, all of which are en-suite and residents and their families are actively encouraged to personalise rooms as much as possible. The home currently doesn't have any double rooms for couples.

The home allows residents to bring in pets and there are no restrictions.

The home has four communal areas, two on the memory care unit and two on the residential unit. Currently there is no loop system in communal areas, but this would be arranged if required and the home currently has internet access and Skype for residents to use.

Residents have access to two garden areas and activities are provided seven days per week, by two part time Activities Coordinators.

The home does operate protected mealtimes (A period of time when activity is reduced so staff can be available to help serve and supervise meals and assist residents who need help to eat and drink. This time also includes limiting visitors), but it does encourage families to stay for meals.

At the time of our visit there were 39 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support five residents to fully complete the survey. The team received four staff (one Manager, one Deputy Manager, two Senior Carer, and one Wellbeing Coordinator) and two relative surveys back.

The results of these surveys are given over the page:





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## 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 the Healthwatch Team asked residents if they could identify the Manager there was a mixed response, some residents had difficulty with this, this may have been due to their individual health and capacity and other residents knew the Manager and were able to name her.

Residents gave the following answers when asked what they think of the Manager;

“She is champion, I can see her if I want to.”

“She’s nice.”

“She’s the lady in the office, I don’t know her a great deal but she’s there if I need her.”

Both relatives who responded to the survey were able to name the Manager Lesley, and they made the following comments about her;

“She is very good, any problems are dealt with immediately.”

“She listens and is very approachable.”

During the Healthwatch visit the Healthwatch Team witnessed the Manager interacting with residents and family members, addressing them all by name and all responded positively to her. We also witnessed her calming and putting at ease one resident who was showing signs of distress.

When the Healthwatch Team asked staff about support they received from the Manager, all staff members who replied to the survey gave positive responses, their comments included;

“Excellent support, weekly updates.”

“Excellent support.”

“We receive fabulous support from our Manager and can approach her at any time, could not have any better.”

When asked about their experiences of talking to the Manager about any question or issues, all staff continued to give positive comments;

“Lesley explains everything fully and advises staff well. I have never felt I could not ask my Manager for advice on any issue I have had.”

“Communicates well and listens to staff.”

“My Manager listens.”

When asked what attracted them to the role of Care Home Manager/Deputy Manager, the Manager commented;



“HC-One focuses on resident’s care.” (Manager)

“My Manager, she is very supportive.” (Deputy Manager)

The Manger and Deputy Manager explained what they enjoy about their roles. The Manager stated; “Being able to provide kind and dignified care to my residents and ensuring that staff and residents are happy.”

The Deputy Manager stated; “Learning more and more. I love caring for people.”

## 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 what they thought about staff at the home, all the residents the Healthwatch Team spoke to, gave positive comments, these included;

“Fantastic! They are there if you need them.”

“Great, they will do anything for you.”

“No problem, just ask if you need to speak to them or my family can have a word with them.”

“Brilliant no complaints whatsoever.”

“Staff are alright, I have no complaints.”

The Healthwatch Team asked residents if the staff have time to stop and chat with them. All residents who took part in the

survey commented positively to the question;

“Yes they chat with you now and again.”

“Yes they talk to me and keep me right.”

“Usually yes, if you want to have a word they will.”

“Yes they do.”



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“Not a great deal but they do.”

The relatives who completed the survey were asked by the Healthwatch Team if staff have the time to do their jobs. They stated;

“Yes always chatting.”

“Yes but they are very busy, but if you ask they try to help you.”

The team went on to ask if staff have the skills to do their jobs, relatives responded with the following comments;

“When my relative was poorly staff were very professional and sought the help she needed.”

“Yes, when she fell they put a mat by her bed so if she fell or got out of bed they were straight to her room to help her.”

When staff were asked by the Healthwatch Team if they have enough time to care for residents, all staff responded positively stating that they did. Staff also responded positively when asked if they are encouraged to continue to develop their skills. Comments given included;

“Yes we are offered training and my Manager teaches and supports us.”

“Yes we have on line training. In supervisions we are asked if we would like to complete any training and our Manager will seek any training requests for us.”

Staff members who completed the surveys explained what they enjoy about their roles. Comments included;

“Everything! The residents, the staff, the home.”

“Being able to support residents to ensure they have a good quality of life.”

“I love my job. I love the residents and take pride in my job. It’s always a happy atmosphere.”

When the Management Team were asked how they ensure staff have enough time to care for residents they stated that they do this by ensuring they have the right skills mix in place, are organised and offer support to staff if they have any concerns.

They added that they encourage staff to develop their skills through supervisions, where they identify training needs, support staff with their on line training modules and help to develop their knowledge within their job role.



### 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 do staff know your personality, likes and dislikes? All but one resident gave agreed that they did, the remaining resident was new to the home and commented that staff were getting to know her.

The Healthwatch Team asked relatives how well they think staff know their relatives life history, personality and health and care needs. Relatives responded stating;

“They don't have a lot of time to spend with each person but they try their best to get to know them and always use names etc.”

“Very well.”

When asked if the home notices and responds to change and how they are informed of these changes, relatives responded to state;

“Yes they do and will contact my sister and let her know.”

“Yes and they communicate with us by telephone or through a review of my relatives care.”

Staff members and Management who completed the survey informed the Healthwatch Team that they get to know residents life history, personality and healthcare needs by gathering information prior to admission, speaking to the resident, family and friends, completing care plans and having handovers in place. One staff member stated; “The home has a booklet, ‘Remembering Together’,

which is given to them or family to complete prior to admission.”



Staff and the Management Team were asked how information about a residents likes, dislikes and healthcare needs are updated as they change and how this information is then passed on to other staff. They stated that care plans are updated, staff are encouraged to read these, handovers and meetings take place, the home features a resident of the day and the Senior Carers have a communication book.





#### 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.

The Healthwatch Team asked residents about the activity provision at the home, residents informed of some of the activities that are available including entertainers who come into the home, bingo and various bus trips they have taken to local venues, including a tour of Sunderland football stadium; “I went on a stadium tour the other week, I really enjoyed it and we met some of the footballers.”

When asked if it is easy to join in with the activities all residents stated that it was and commented that they are reminded by the Carers. Comments included;

“They knock and tell you there is something on, they know I am forgetful.”

“We are usually all in this lounge and they would ask if we wanted to join in. They have singers come in and I enjoy that.”

When the Healthwatch Team asked if they are able to use the garden when they would like, all residents responded positively, comments included;

“Yes I sit in the garden when the weather is nice. There were lots of people sitting out in the sun yesterday.”

“Yes we were out there they other day, it was lovely.”





The Healthwatch Team asked resident if they are able to enjoy any hobbies or interests that they undertook before moving into the home. Some residents explained that their current health doesn't allow them to continue these any more. Others stated that they still enjoy knitting and crafts, watching TV and going out with family.

When the Healthwatch Team asked relative respondents what they think about activities available to residents both inside and outside the home and if it is easy for their relative to join in, they stated;

“There's not a lot mam can do as she is 93 and has short term memory loss, so it's hard for her to concentrate. She loved to read but can't any more.”

“The home is always having something on inside and take residents out as my relative, has been on lots of trips.”

Relatives were asked if their family members are encouraged and supported to take part in the activities, they replies;

“Staff will ask her if she wants to join in and she chooses if she would like to do the activities.”

“She has been taken upstairs to see singers and has took part in craft sessions but these classes are not regular.”

Relatives went on to inform that their relative is still able to do some of the things they used to enjoy such as hobbies interests and pets, with one relative stating; “My sister brings her dog in to visit and we can play games such as Ludo etc.”

When the Wellbeing Coordinator, staff and management were asked about the activities available to residents inside and outside the home they informed of the activities available inside the home. These included high teas, bingo, arts and crafts, knitting, board games, one to ones, pamper days, quizzes, reading, cooking, music, exercise and movie days etc. Outside of the home trips are organised to places such as the seaside, the zoo, the local theatre, the cinema, museums, pub lunches or any other places the resident's wishes to go. Many of the staff also mentioned links to the local church which residents visit and are invited to their functions and events. Finally the home also has links with Oomph, (The





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UK's leading wellbeing business for older adults providing activities aimed at enhancing mental, physical and emotional wellbeing.)

The Wellbeing Coordinator was asked what activity provision is made for those residents who cannot or do not wish to undertake group activities. They replied stating; "Staff work closely with residents on a one to one to give hand massages, nail care or just have a chat."

All staff were asked what encouragement and assistance is given to residents so that they can take part in activities. Staff stated that this all depends upon the assistance they may need. For example some residents may only need encouragement or guidance whilst others may need one to one support or two carers. The Manager added that the home tries to promote independence as much as possible.

The Wellbeing Coordinator and the Management Team were asked how they support resident to continue to do the things they used to enjoy before coming into the home such as hobbies, interests and pets. Staff gave the following comments;

"We try to ensure that their hobbies and interests continue and pets are allowed into the home."

"When residents first come into the home we will sit and chat with them and ask them what they enjoy doing."

"Through the getting to know you booklet that residents get at pre-admission. The home tries to continue with their past hobbies, interest and pets, wherever possible."

The Wellbeing Coordinator was asked by the Healthwatch Team, how the activities provided are evaluated to ensure that residents are continuing to enjoy them. They stated; "We have a have a your say feedback tablet, complete evaluation documentation after each activity and communicate this in meetings."

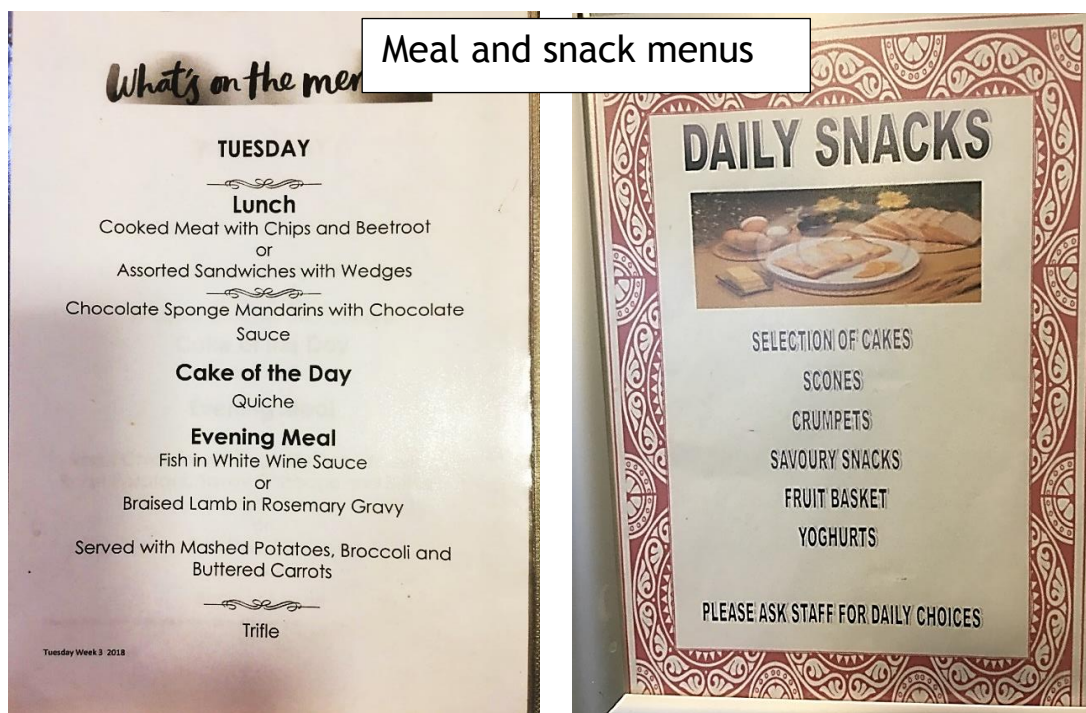
## **Indicator 5 - Quality, choice and flexibility around food and mealtimes**

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.**

When the Healthwatch Team asked residents about the quality of food at Ashton Grange all residents gave positive responses, comments included;

"The food is good and there is plenty of choice."



“The food is nice, I have no complaints. I’m not a fussy eater but would definitely say if there was something I didn’t like.”

“Fantastic, there is more than enough and plenty of choice.”

“It’s good, I love the mince and dumplings.”

Residents were asked by the Healthwatch Team if they have a choice as to what and when they eat. Responses were positive with all residents agreeing that they did, some mentioned that they are given choice of the options and that alternatives are available if they don’t like the choice, but no one had had the need to request an alternative.

During the Healthwatch visits we witnessed a staff member going round the home talking to residents and asking them what preference they would like for their main meal from the menu.

When asked where the residents eat their meals all responded to say they ate in the dining room, which they commented was spotless and they were able to sit with friends and chat and they all stated they enjoy mealtimes.

Relative respondents were asked what they thought about the quality and choice of food at Ashton Grange, both responded positively, stating;

“Very good, I have had meals in the home.”

“Alright, there are plenty of snacks and a good variety.”

Both added that their relative is supported to eat and drink as much as needed and the home ensures that mealtimes are made social by staff chatting with residents, music is played in the background and the dining room is comfortable.





The Healthwatch Team asked the staff about the quality of food available at Ashton Grange. Staff responded, comments given included;

“Excellent.”

“The choice of meal range is good. If a resident does not like the choice other choices are given or we ask what they would like. The meals quality is good and residents choose from a daily menu.”



The Management Team were asked how they ensure high standards of quality and choice of food. They stated;

“Dining audits are completed and resident are given choices daily.”

“Residents are asked what their likes and dislike are, we have two choices at mealtimes and if they don’t like the choice they can choose something else.”

When asked how they ensure and what systems are in place to support resident to eat and drink during mealtimes and outside of mealtimes, staff and the Management Team stated that staff support residents depending upon their own individual need and snacks and drinks are offered to residents throughout the day.

During the Healthwatch visit the team witnessed staff supporting residents to eat snacks and drink fluids of their choice. We also witnessed snacks and drinks stations at various points throughout the home where residents or family and friends could help themselves.





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## **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 asked about regular access to healthcare professionals the residents informed that they see Chiropodists, have regular checks by the Optician, one resident mentioned they have hearing aids and all mentioned check-ups with a Dentist. One resident who hadn't lived long at the home spoke to the Healthwatch Team about needing to see a Chiropodist and another stated that they were having hearing difficulties. The team spoke to the Manager during the visit with regard to these residents needs and were assured that both residents had booked future appointments with the relevant medical professionals.

When the Healthwatch Team asked what would happen if they needed to see a doctor or had an appointment at the hospital, residents stated that they would mention it to one of the carers who would arrange an appointment or that a relative would arrange and support them to access the help they needed.

When asked about regular access to healthcare professionals, both relative respondents stated that their family member has full access to all health professionals. They mentioned regular visits from the Chiropodist and Doctors to the home and hospital visits are arranged and staff will escort if needed.

The Healthwatch Team asked staff and the Management Team about visits residents have from all health professionals. They commented that all residents are registered with a GP and are seen when the need arises. The home holds Multi-Disciplinary Team meetings every eight weeks, which involves the GP, Care Home Nurse and the District Nurses. The home has annual visits from the Dentist and Optician or when required and the Chiropodists visits every three months. Staff ensure that all these appointments are maintained.

## **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.**

When the Healthwatch Team asked residents if their cultural and lifestyle needs are respected, all residents agreed that they were. Comments included;

"I go to church across the way and my daughter takes me. I have my hair done every week along with my nails. I have had a few items of clothing go missing but they didn't have my name on but they do now and it's all good."



Home's hairdressing salon



“I go to church most Sundays with my family and we get visitors from the church occasionally. If I wanted a visitor from St Luke’s to come in they would.”

“I have just had my hair done by the hairdresser. The laundry are good at getting things back to you. I put a bag of clothes at the door and they take them and return them.”

The relative respondents stated that their relative has no specific lifestyle or religious or cultural needs but have witnessed and have access to church services if their family member would like to attend. They added that their relative has weekly access to the hairdressers which they make use of and in between the girls keep their relatives hair tidy. They added they are always clean and appropriately dressed.

When asked about the laundry staff and how good they are getting their relatives own clothes back to them, relatives gave a mixed response. One relative stated it was very good and the other stated that there had been a few problems in the past where the wrong clothes had been given to their mother.

When asked how resident’s religious and cultural and lifestyle needs are met the Management Team and staff agreed that such needs are met by accommodating their needs such as providing appropriate dietary requirements, the local church visits residents of the home or staff will support residents to visit a church in the local community and staff get to know about individual needs through the pre-admission stage.

Examples given by the Manager and Deputy Manager to show how this is accommodated, included;

“We have a lady who goes to church. She continues to do this, staff support her to attend weekly.”

“Diabetics are given a well-balanced nutritional diet. Their food intake is monitored with support from District Nurses.”



The Management Team were asked by the Healthwatch Team about the provision for residents to have their hair cut and styled. They stated that the Hairdresser visits the home weekly or will do additional visits if the resident require it and that staff assist with the styling of residents hair. During the Healthwatch visit the team witnessed the hairdresser styling residents hair, with many commenting how much they enjoyed the experience and how much they liked the Stylist.

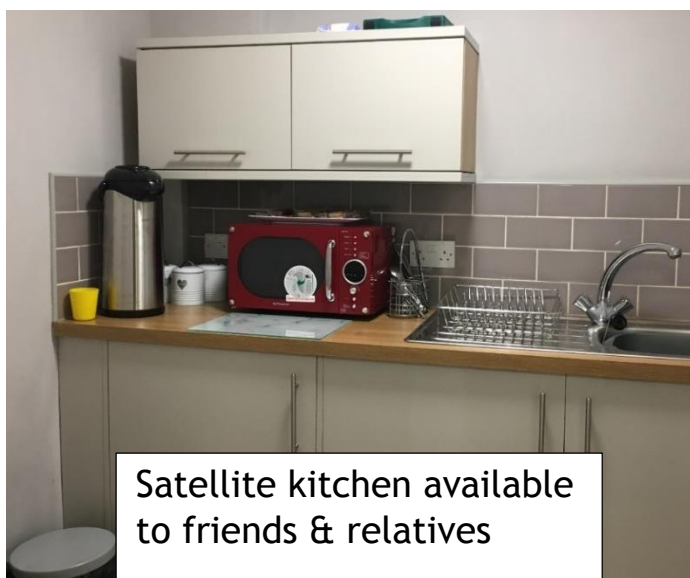
The Healthwatch Team asked the Manager how the home ensures that the laundry staff get the residents own clothes back to them and what mechanisms are in place to ensure residents are always clean and appropriately dressed. She replied stating; “All residents’ clothes are named and residents choose their own clothing so clothing does not always match but this is their choice. Residents are checked after every meal and clothing changed if needed.”

The Deputy Manager added that residents are bathed and showered when they wish.

### **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 AGREE this was met.**



Residents were asked by the Healthwatch Team if staff ask them what they think of the home and if they are happy. Residents informed the following;

“It’s been a good while since they asked but I am happy here. If I wasn’t I would ask to go somewhere else.”

“Definitely, I’m happy here.”

“No not really but I am happy.”

“Yes they do sometimes, they

always check on me.”

“No not really but I’m very happy, comfortable and well looked after here.”

When asked if there was anything that needed to be changed at the home and if so who would they tell about this, all residents stated there was nothing they would





like to change and they mentioned that should they need to make a complaint they would either speak to a staff member or a relative. All felt confident to do so.

When asked by the Healthwatch Team if they feel a welcome participant in the life of the home relatives stated;

“It’s a learning curve but if I ask staff they are very helpful.”

“Very welcome.”



Relative respondents informed us about the ways in which they and their family member can have a say in how the home is ran or give feedback. They mentioned speaking to the Manager, attending relative/resident meetings, answering questionnaires and using the feedback station.

When asked by the Healthwatch Team how they would make a complaint about any aspect of the home, management or the staff if they needed to, relatives commented;

“We can see mam’s Social Worker.”

“Speak to Lesley or complete a complaints form.”

Both stated that they felt confident to make the complaint and that it would be acted on appropriately, with one stating that they had been through the process and had received good feedback.

The Healthwatch Team asked staff and the Management Team how residents and family and friends can have a say in how the home is run. They stated that the home holds residents/relatives meetings, they distribute feedback surveys and they have a feedback tablet which staff, family, residents and visitors can complete or family and friends can talk to staff or management at any point.

When asked to give an example of how a resident or their family member has influenced how the home is run. Examples given included; “Residents have chosen the colour scheme of the dining room and picked pictures when out shopping.”

The Wellbeing Coordinator added an example of how a resident or family member has influenced the provision of the new activity; “Family members sought information for activities outside the home for example a local luncheon club.”

Staff and the Management Team were asked in what ways are staff able to have a say in how the home is run. They commented that staff can do this in surveys,



supervisions, staff meetings, via the feedback tablet and the Manager has an open door policy. Comments given included;

“Really good, Manager is always open to new ideas.”

“We all have input with regards to new ideas - activities within the home. Our Manager likes staff and others to be involved.”

The Management Team were asked by the Healthwatch Team how they make use of feedback or complaints from residents and relatives. They both stated that information gathered is shared through handover meetings and communicated to staff so that actions and improvements can be put into place.

### 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 residents were asked if the home is always kept clean and tidy, they all agreed that it was, with some stating that the girls are always cleaning and tidying.

Residents were happy with the temperature at Ashton Grange, with some mentioning that when it becomes too warm they open a window or if they are a little chilly a Carer will bring a blanket for them.

During the Healthwatch visit the team witnessed one resident who was in her room being handed a freshly laundered blanket, to keep her warm and another lady in the lounge being asked by a Carer if she would like a blanket as she recognised the resident may have been a little cold.

When asked about the home environment, the relative respondents stated that the home is an ideal temperature for their relative, is always hygienically clean and tidy with no smell and the bedrooms are aired daily. They added that it is always well decorated and maintained and the home is made to be a dementia friendly environment.



When staff were asked how the home is made a dementia friendly environment, they explained, that all staff are fully trained, and they use the appropriate signage, fixtures and fittings and lighting. Many staff also mentioned that the home has a calm environment and a relaxed atmosphere which the Healthwatch Team observed during the visit.

The Management Team explained that the home is kept at a suitable temperature by having temperature gauges in all rooms to ensure temperatures are comfortable and maintenance checks are regularly carried out. They added that they ensure the building and it's contents are well maintained and decorated throughout by carrying out walkabouts, the maintenance staff will then be handed over tasks to be completed or tasks will be passed onto Head Office.

When asked by the Healthwatch Team how they ensure that the home is always hygienic and clean, the Manager said; "We follow infection control policies and procedures, ensure staff are fully trained and we have the correct equipment in place as well carrying out daily walkabouts around the home."



Dementia friendly signage



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## 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, and 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?





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## 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?



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## 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?



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## 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?



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## 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, and 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?



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**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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