



Care home life, what it's really like!

## Regents View



Date of Healthwatch Sunderland visit:  
12<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 12<sup>th</sup> June 2019 and was carried out by Healthwatch Sunderland staff and volunteer 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	Time  Neutral      Skills  Strongly agree
3.	Good knowledge of each resident and their changing needs	 Strongly agree
4.	A varied programme of activities	 Agree
5.	Quality, choice and flexibility around food and mealtimes	 Agree
6.	Regular access to health professionals	 Strongly agree
7.	Accommodation of resident's personal, cultural and lifestyle needs	 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	 Agree



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## Findings

Regents View Care Home is a purpose built home, located at:

Francis Way  
Hetton-le-Hole  
Houghton le Spring  
DH5 9EQ

Telephone: 0191 283 7621

Provider: Four Seasons Health Care

Provider's Website: <https://www.fshc.co.uk/regents-view-care-home/>

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

See the latest CQC inspection report here:

<https://www.cqc.org.uk/location/1-128588727>

The home has the capacity to support 48 residents aged 65 years and over. Residents are supported under the categories of Enduring Mental Ill-health (EMI) Residential and Nursing Care.

All bedrooms are single occupancy and have toilet and washing facilities. Residents are encouraged to bring in personal items to make their room more homely and comfortable to live in.

Requests to bring along pets to live at the home can be discussed with the Manager.

Residents have free access to the internet, although there is no access to a hearing loop system.

The home has four communal areas and a large beautiful garden where the residents can sit and relax or help with potting activities.

The home employs a full time Activities Coordinator who works Monday to Friday but may swap shifts around to accommodate weekend activities.

Protected mealtimes are in operation at Regents View (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).

At the time of our visit there were 47 residents living in the home. Due to the capacity of the majority of the residents, the Healthwatch Team were only able to support four residents to partially complete the survey. The team received eight staff (one Manager, four Care Assistants, one Activities Coordinator, one Laundry/Domestic Worker and one Maintenance Worker). We also received six friends and relative surveys back.





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The results of these surveys are given below:

## 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.**

None of the residents which the Healthwatch Team spoke to were able to name the Manager of the home or tell us anything about them, but this may have been due to their own individual health and capacity.

Two friends and four relatives completed Healthwatch surveys. All of these respondents were able to name the Manager of Regents View and all gave positive comments about her, these included;

“Karen is always smiling and always has time to speak to you. If you should have any concerns, she is always ready to listen and act on it. I feel Karen is an excellent Manageress with a real caring attitude.”

“Karen has always been helpful if I’ve needed to ask anything. She and her staff gave my husband and I a very special day last week, when we renewed our wedding vows.”

“She was originally the home’s resident nurse, competent and pleasant, does a professional job.”

When the staff were asked what support they get from their Manager, all indicated very high satisfaction in this area. Here are some of their comments;

“Our Manager gives her staff support all of the time, day or night.”

“Full support is given as and when needed. Nothing is a bother, even when she is busy.”

“I have received lots of support from my Manager in the way she helps me with extra training and also with my NVQ.” (National Vocational Qualification).

The staff respondents also gave a range of positive comments when asked about their experiences of talking to the Manager when they want to ask a question or raise an issue. These included;

“The Manager’s door is always open and she will answer any questions or issues that are raised.”

“Fantastic! She always listens to what you have to say and only gives constructive advice.”

“I find that our Manager finds time to talk to us when she can and when she does, the conversation feels on a level between two caring individuals.”



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The Manager of Regents View informed us what attracted her to the role of Care Home Manager; “My previous role prior to becoming Manager was the Deputy Manager role. The Company has a very good system in promoting staff within the home to ensure continuity of care is being delivered. Staff are always happy within the home and residents experience excellent care in a person centred manner.”

She then went on to tell us what she enjoys about her role at Regents View; “I enjoy having the ability to guide and direct the staff team in ensuring person centred care is delivered at all times. We promote that the place we work in, is someone’s home and that we should be respectful of this.”

## **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 gave staff time a NEUTRAL rating which indicates both positive and negative feedback, which when averaged results in a neutral score. The Healthwatch team STRONGLY AGREE rating for staff skills.**

All of the residents who were supported to complete the survey spoke positively about the staff at the home. Comments included;

“The staff here are brilliant.”

“The staff are good.”

When asked if the staff have time to sit and chat to them, one resident said ‘yes’ and the others commented;

“Yes, if there is anything I can’t understand. I get along with them all.”

“Yes, if there is anything wrong, they are always there.”

“Yes, if they are not really busy, they have a lot of people to see to, but they are there if you need anything.”

All but one of the friends and relative respondents gave positive comments when asked if they feel the staff at the home have enough time to care for the residents. Here are some of their comments;

“The staff’s primary goal is to provide the best care based on priority and team work.”

“Yes, I have always felt that my mother has been well cared for from the day she took up residence at the home. They are very caring and always greet you with a smile and a chat - nothing is too much trouble.”

“When I have visited the home the staff always appear to have time to spend with the residents.”

The remaining person gave this mixed response; “Staff do an excellent job. I am in the care home every day. They are pleasant and interact with the residents



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very well. Watching them I am most impressed, although I do think a little more time or staff would help them.”

When friends and relatives were asked if they feel the staff at the home also have the correct skills to look after their friends and relatives, all who responded to the survey process gave positive comments. These included;

“Yes, I do feel they have the skills. Having cared for my husband at home for many years. I can understand what this care entails and they are more than capable. If there were to be a problem we have very good nursing staff.”

“Absolutely. I feel my mum’s care needs are well met and staff are well trained and fully competent at their jobs.”

“Yes, this appears to be the case. Through experience and training, the staff appear very competent in this respect.”

The majority of staff stated that they feel they have enough time to care for the residents at the home. Their comments included;

“Yes, I always have time to care for the residents.”

“Yes the residents come first.”

Two staff members said that this is the case most of the time;

“Yes, most days we have plenty of time.”

“Most of the time yes, and when that starts to slip, I feel we are more than capable of shifting focus from other staff.”

Other staff members said;

“I feel there should be extra hours for paperwork and preparation time for activities.”

“Yes in my job role I mix well with my peers and hopefully residents also think I’m doing a good job.”

All but one staff member (who did not answer the question) stated that they feel encouraged to develop their skills, by undertaking a range of courses relevant to their roles. One staff member said; “Yes constantly. I have discussed my need for further training and I am always given the opportunity to go on any training sessions that will make my job easier.”

When asked what they enjoy about their jobs, all of the staff respondents spoke passionately about the residents, resident’s families and their fellow team members. Here are some of their responses;

“Spending quality time with residents and my work colleagues.”

“I always enjoy the interactions and laughter we can have with the residents and the social trips where we make amazing memories.”



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“Everything!!! We have a solid team, who always help or are very willing to learn new things about fire safety or health and safety” (Maintenance Worker).

The Manager informed us how she ensures that her staff have enough time to care for the residents; “This is very important within a home and finding the correct balance is important. Staff care for the residents in many shapes and forms, whether helping assist them in their daily therapeutic activities or through care based interventions. Done in the correct manner and person centred way staff are caring in all approaches. Time can become constrained at times, however, looking at the positive impact we all have and the supportive team we are, senior members of staff and management are always happy to help.”

She went on to tell the Healthwatch Team how she encourages her staff to develop their skills; “Staff development is always important as it helps deliver up to date care which is centred around the residents. In-house training is provided along with external training also. Staff are always positive about training that is being supplied.”

During the Healthwatch visit the team noted that there were a lot of staff present. Several positive interactions were witnessed between staff and residents on the day. When present during an activity, one of the Healthwatch Team highlighted to a staff member that one resident who could not verbally communicate was indicating that he would like a drink. A staff member then took time to spoon feed the resident a fortified drink.

### **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.**

Three residents were able to respond when asked if the staff know them, know what they need and like and don’t like, they said;

“They should do.”

“Oh yes and I love all of them.”

“They all know me.”

The friend and relative respondents informed us that the staff at the home know their loved ones life history, personality and health and care needs well.

Comments included;

“They seem to do very well with his health and care needs. His frame of mind seems to have improved while he has been in their care.”



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“I think all of the staff are well versed with mum’s needs and know her character, life story and changing needs very well, often chatting to me about any changes or concerns.”

“Each resident has a ‘Life Story Book’. It includes likes and dislikes regarding food, drinks, also the various hobbies/activities the residents enjoyed in the past.”

All went on to agree that the staff at the home notice and respond to changes in their friends and relatives needs and inform them of changes either during their visits to the home or via the telephone.

The Manager and staff informed us that they get to know about a resident’s likes, dislikes and health and care needs when they first arrive at Regents View by speaking to the resident and their family members. Families are given a ‘Life History’ form to complete and ‘My Choices’ documentation is also completed, which looks at in-depth information about each resident, their likes and dislikes, and which activities they like to do. From the information gathered a person centred care plan is developed, which staff are able to read and familiarise themselves with. Staff also receive verbal information and updates from senior members of staff, with handovers taking place twice a day. Comments included; “We have a great Activities Coordinator and have very easy to follow care plans to give every single person who comes here the person centred approach they deserve.”

Changes of a resident’s tastes and their health and care needs are updated and staff are informed at handover meetings, in risk assessments, resident care plans and verbal information is passed on by clinical staff, Nurses and the Manager. The home also operates a Communication Book system and staff also have access to resident care plans. The Manager added; “Any charts insitu would also be updated and given to staff members to ensure safe practice was being delivered. The kitchen would also be notified and any dietary changes would be noted in the notification sheets.”

#### **Indicator 4 - A varied programme of activities**

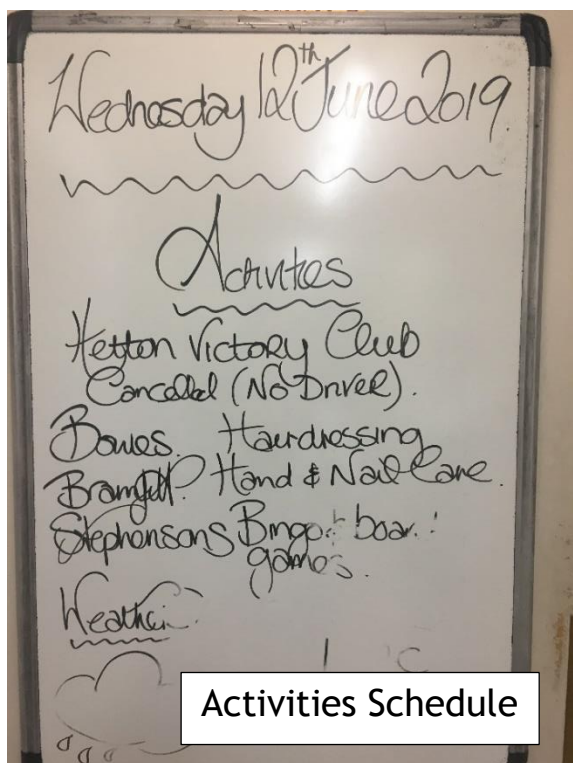
The indicator states that care homes should provide a wide range of activities (and ensure residents access these) in the home and support residents in taking part in activities outside the home.

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

When the residents were asked about the activities which are available to them in the home, one resident said that they play bingo, do gardening and cook. Another resident said;

“I don’t play bingo, but one of the girls was filling in a card for me. We also chat.”

“I played bingo today. I’ll join in with the dancing, but I get a bit dizzy.”



“I am here because I have a poor heart and need attention. I don’t take part in the activities, but enjoy watching my TV and I am happy on my own. I like to get out and potter in the garden.”

When asked about activities outside the home, one of the residents we spoke to was able to tell us that they go on outings in the mini bus to a local pub, which is down the road and they really enjoy these outings. They added; “I love dancing you see.”

Two of the residents who were supported to complete the survey stated that staff inform them when an activity is due to begin.

Residents were then asked if they enjoy spending time in the home’s garden. One

resident said; “I don’t sit out, but it’s brilliant.” The others all indicated that this is something they enjoy. One resident went on to show the Healthwatch Team photographs of him at his past home, in his garden, which he was very proud of.

One resident went on to tell the team about their past hobbies and interests. They said; “I used to race Greyhounds and Pigeons”. The resident went on to show the team photographs of him winning a trophy with one of his Greyhounds.

All friends and relatives who responded to the survey agreed that there is a good/very good programme of activities, including trips out on the mini bus available to the residents at Regents View. They went on to say that staff support residents to the activities, which are also advertised throughout the home. Residents are encouraged to take part by staff using gentle persuasion and enthusiasm. Comments included;

“Staff often support residents into the community.”

“Mum is well supported and encouraged. But mum is very sensitive to noise and too much excitement. She much prefers quiet activities, though she does like the occasional dance.”

“He likes to go out in his chair for a walk or lunch, either with me or carers. He goes out to other events which he enjoys.”

Although many of the friends and relatives stated that their loved ones are now unable to take part in past hobbies and interests due to the deterioration of their own individual health and capacity, there are plenty of activities to engage with. Comments included;



“He reads a lot, he has done since he started with dementia. I sometimes bring our little dog to see him.”

“She continues to enjoy music and watching DVD movies and the birds from the windows.”

When the Manager and her staff were asked about the range of activities available inside the home, they gave the following list; dominoes, gardening, bingo, film days, sensory activities, board games, visits from external entertainers, such as singers, hand massages, nail painting, singing, dancing, music, memory joggers and baking.

When asked about the activities available to residents outside of the home, they gave the following list; trips to the beach, places of historical interest, afternoons at the local pub, local luncheon club, museums, karaoke, and runs out on the home’s own mini bus. The Manager added; “Garden parties are thoroughly enjoyed weather permitting. Visits into the community also take place, recent visits have been to Beamish, fish & chips at Seaburn, trip to Seaham, trips to a garden centre to purchase flowers and seeds for potting and planting activities in the homes garden. There is an outing to the Vic Social Club every Wednesday to promote inclusion and empower our residents to have a voice within the community they live in. Regents View are also starting up a shop/post office in the reception area, residents from the home are looking forward at working in the shop. Items have been purchased from the 60/70’s era so the residents have a connection with the items they are using. Items such as; scales, using weights, metal box as a cash tin, paper bags for sweets too.”

When the Activities Coordinator was asked what provision is made for those residents who cannot or do not want to take part in group activities they said; “Sensory sessions, hand massage, nail painting, musicals, singing, dancing and music. Each resident has an activity level, depending on their ability, a Pool Activity Checklist is completed.” (The Pool Activity Level Instrument contains a valid and reliable tool for assessing level of ability which is recommended in the National Clinical Practice Guideline for Dementia (NICE, 2006), for activities of daily living and for leisure activity.)



The garden is accessible to residents



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Staff stated that residents are encouraged to take part in activities by ensuring that residents are interested in the activities provided and they are suitable for their level of participation, staff are also available to offer assistance when required. The Manager added; “Staff involve and encourage residents to participate in activities where ever possible. Staff will support residents either on a 1:1 basis or in a group to achieve the best for the residents.”

The Activities Coordinator informed us that past hobbies and interests are found out from discussions with residents and their families. ‘My Choices’ and care plans are then completed and available to all staff. The following example was given; “We have a gentleman who used to work for a local bus company. He has timetables and bus books.”

The Manager added; “Staff support residents at all times, enabling the residents to gain as much therapeutic stimulation as possible. This improves their mind set positively and lifts other resident’s morale too. We also look at past life stories around identifying likes and dislikes. Resident’s families are encouraged to bring pets into the home, creating pet therapy for their loved ones.”

During our visit, some residents were gathered in the downstairs dining room where a game of bingo was taking place. Not all residents were able to join in the game, staff members were completing cards for those residents. Prizes of chocolate bars and bubbles were awarded to the winners. Some residents shared their frustration that they were unable to go out on the bus that day as the weather was bad and the driver was unavailable.

## **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 AGREE this was met.**

When the residents who were supported to complete the survey process were asked about the quality and choice of food at the home, we received the following responses;

“Very nice. I had scampi and chips yesterday. If you don’t like the food, they will bring you something different. I have put on two stone since coming in here.”

“As good as anywhere. There is plenty of choice. I like cornflakes every morning for breakfast, nothing else and the staff know that is what I like.”

“The food is quite nice, I’m picky you know, but I eat what I get.”

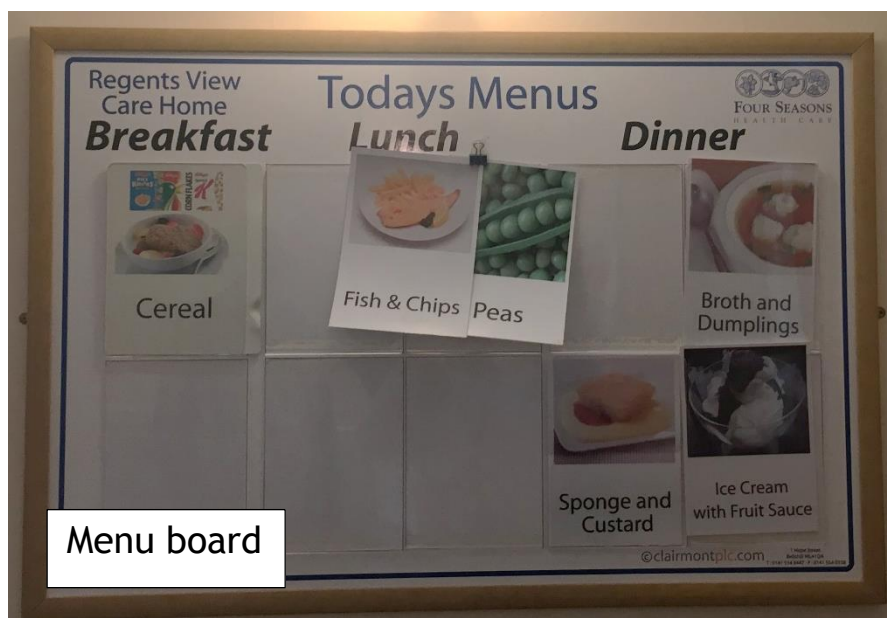
“I’m picky and can struggle to eat some foods, as I have trouble with my teeth.”





Residents added that they eat their meals in the communal lounge or dining areas. One resident said; “I eat them in my room with my wife, who sometimes has her meals here too. She also enjoys them.”

When the residents were asked if they enjoy mealtimes, all but one gave positive comments, with the remaining person saying; “Now and again yes. Sometimes people get chewed, but we speak to each other and it’s nice.”



Menu board

All of the friends and relatives who completed the Healthwatch survey gave positive comments when asked about both the quality and choice of food at the home. Comments included;

“He never seems disappointed as he normally eats everything he is given and will tell you that he enjoyed it.”

“I am not always around at mealtimes, but of the meals I have seen, there seems to be good choice and meals are cooked on the premises.”

“I am happy with the quality and choice mum is given.”

All added that they are very confident that their friends and relatives are supported to eat as much as is needed and went on to say that mealtimes are made sociable times by residents eating together in communal dining areas or lounges. Although some did state that if residents want to eat in their own rooms this is accommodated.

All of the staff who gave us their feedback shared that they feel both the quality and choice of food at the home are good. Comments included;

“The food quality is really good and the residents have a choice of at least two options.”

“The quality is high and the choice is varied, with some staples weekly, like fish and chips on a Friday.”



The Manager informed us how she ensures high standards of both quality and choice of food; “Residents, family members and staff have input into the menus within Regents View. The menu is guided to the residents like and dislikes. Choice of meals is always offered. Some residents may not want to eat breakfast early and staff would accommodate this. Some residents prefer to have a later lunch and again this is accommodated. Many of our families that visit their loved ones at times opt in, enjoying a meal with their husband/wife/son or daughter. This is lovely to see as all parties are able to reminisce together.”



Staff stated that they make sure residents are able to eat and drink at mealtimes as well as outside of mealtimes by offering the required level of assistance when needed and encouraging those residents who can feed themselves to continue to do so. ‘Tea trollies’ do the rounds at the home throughout the day. The Manager added; “Residents have

the choice to have their meals when they would like and where they would like also. No restriction at all. Some residents opt to having something to eat in the garden when the weather is nice. Staff will always support someone who needs assistance.”

The staff informed the Healthwatch Team that residents have choices about what and when they eat, they can both eat and drink at any time throughout the day. Comments included; “Residents are asked to choose what they want from the daily menu, and can let us know if they would like snacks in between.”

The Manager stated; “Pictorial images are displayed in the dining areas of a choice of meals, however, if a resident would like something different then staff and kitchen staff would accommodate this if things are available.”

The staff went on to say that residents can eat and drink wherever they prefer, which include the communal dining rooms, the lounge, their own rooms or the garden. With the Manager adding; “Options are given to where they would prefer to have their meals. Some residents prefer low stimulus environments, this could be in their bedroom or lounge. Some residents opt to eat in the garden or in the dining room. Care plans and charts are followed to highlight risks to residents.”



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Staff and the Manager stated that mealtimes at Regents View are made sociable by having welcoming dining spaces, residents can choose where they sit, the environment is relaxed and functional with music being played. Staff are present to facilitate conversations and eat with the residents, alongside family members to create a person centred approach.

The Manager also informed us that drinks are supplied at various times during the day, but are available upon request. Some units have tea and coffee facilities available or cool drinks if they wish to make something to drink.

During the Healthwatch visit the tea trolley was present in the ground floor dining room, where a bingo activity was taking place, residents were enjoying tea, coffee and biscuits. The team also observed cold drink stations in some of the communal areas of the home.

### **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.**

Three of the residents we spoke to stated that they had been visited at the home by an Optician and one resident added that this had resulted in them getting new glasses, which they were happy with. One resident was able to say that they had not recently seen a Dentist as they had dentures, which they had no problems with.

When asked what happened if they ever need to see a doctor or have a hospital appointment, only one of the residents were able to respond and said; “I had to see two doctors in different hospitals in one day and a Carer accompanied me.”

All of the friends and relative respondents indicated high levels of satisfaction when asked about access to a range of health care professionals at the home.

Staff members informed the team that they pass on any observations the senior staff members and medical appointments and visits from healthcare professionals are arranged by senior members of staff. Staff are then briefed when necessary at handover meetings. Comments included;

“We regularly have visits from GPs, Dentists, Opticians, Chiropodists and other healthcare professionals, mostly on a weekly basis.”

“We have a duty of care to everyone who enters our building or our service users. It is understood by everyone the processes to use.”

The Manager added; “We have a weekly visit from the GP on a Tuesday for any problems that maybe up and coming, Multi-Disciplinary Team (MDT) is held every other Tuesday also. The GP is also available to carry out home visits when needed



throughout the week. We work closely with a mobile Dentist who is available over the telephone for advice, he can arrange for a visit into the home if needed. An Optician comes into the home every 3-6 months to carry out eye tests and an NHS Chiropodist visits the home regularly too.”

## 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 AGREE this was met.**

None of the resident respondents stated that they have any particular religious needs. Three of the residents informed us that the home has a hairdresser, who visits regularly to cut and style their hair. One resident stated that their wife does his laundry and a further two residents replied were asked about the laundry system at the home;

“They do a good job of my laundry. My daughter takes my really good stuff home with her to wash.”



“The laundry girls are brilliant. They come in and put my clothes away in my drawers, nice and clean.”

Two of the relatives who responded to the survey indicated that their relatives do have specific lifestyle, religious or cultural needs and added that these are met at the home.

One relative said; “My husband is a Pentecostal Christian and has church members visit him.”

All of the friends and relatives were aware that there are regular visits to the home by a hairdresser to cut/style the residents hair.

One friend and two relatives stated that they are very happy with the laundry service at the home. Other comments when asked if their friends and relatives always get their own clothes back after the laundering process were;



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“As well as can be expected. It is important to label everything to make the task easier.”

“As good as could be expected in a home this size.”

“Originally there were issues, but they seem to have been ironed out.”

All agreed that their friends and relatives are always clean and appropriately dressed, although one respondent added that their relative can be messy after eating.

Staff informed the team that there is a visitor from the Christian faith who visits the home on a regular basis to cater to the religious needs of some of the residents. The Manager added; “This information is collated during the admission process. We have many residents with different spiritual beliefs. Pastors and a priest come into the home to help the upkeep their beliefs.”

The Manager gave the following example of how these needs have been met at the home; “We have recently had a couple who renewed their wedding vows. This was fully supported in the home. It had a positive impact on the lovely couple but also on the home as a whole.”

She went on to say that there is provision for residents to get their hair cut in the home every Wednesday in the dedicated salon. When asked how she ensures residents get their clothes back after that laundry process, the Manager said; “Clothing is named and room number placed on the items of clothing.”

When asked what mechanisms are in place to ensure that residents are always clean and appropriately dressed, the Manager said; “Care plans are followed. Staff listen to residents opinions and requests and staff adhere to these, however, at times best interest decision are made as the clothing may not be appropriate.”

## **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 the residents were asked if they get asked if they are happy at the home, we received the following responses;

“I tell my daughters, I am happy here.”

“Yes, no complaints at all. I am happy here.”

“Yes, I’m happy.”

“It’s alright. I have to put up with it.”



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None of the residents said there was anything they would like to change about the home, but we received the following comments;

“They are good here - brilliant!”

“I can do things I like here. I am happy here.”

Three of the residents responded when the team asked them what they would do if they want to make a complaint about the home;

“I would speak to the highest one I can speak to.”

“I would speak to the Nurses.”

“I am unsure, but would speak to my daughters.”

All of the friends and relatives agreed that they feel welcome participates in the life of the home. They went on to say that they and their friends and relatives can have a say in how the home is run by attending regular meetings where suggestions can be voiced and concerns raised. They can also speak to management and staff at any time or complete questionnaires to give feedback.

When asked if how they would make a complaint if necessary, friends and relatives stated they would speak to relevant staff, the Manager, Four Seasons or Social Services. They all added that they would feel confident that their complaint would be acted upon appropriately.

Staff stated that residents and their relatives can have a say on how the home is run by attending monthly resident and family meetings, by leaving feedback on the home’s iPad, speaking to senior members of staff, including the Manager and the Admin Worker. The following examples were given of how resident or family feedback has been used by the home;

“Some family members said that one resident liked watching the birds feeding and bought a bird feeder, which we placed in an area that the resident could watch the feeder for as long as they wished.”

“Relatives have requested a sweet shop and a sensory room, which are now in motion.”

“Several residents join us in choosing fundraising ideas, as well as items to the menu.”

“A family member suggested sewing tags into clothing so they wouldn’t go missing.”

The Manager said; “We use a quality auditing system where residents, family members and staff fill in a survey, any negative feedback triggers a response by me and I will act upon this.”

When the Manager was asked how she makes use of feedback or complaints from residents and relatives she said; “Feedback is utilised in a positive way, identifying



concerns or problems. I would rectify these and look at how these can impact the service in a positive way.”

The staff stated that they can have their say on how the home is run by attending staff meetings, giving feedback on the home’s iPad or by speaking to the Manager. Comments included; “The home’s Manager has made it very clear that we all have a say in the day to day running and we know that we can express our views at any time if we need to.”

The Manager said; “Staff fill out a quality audit along with attending staff meetings. Positive and negative feedback is taken on board and constructively feedback, change boards and you said we did posters are put up around the home.”

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



Two residents stated that the home is always nice and clean and tidy, one person did not answer this question and this may have been due to their own individual health and capacity. The remaining resident said; “I like to keep my own room tidy, but the staff come in and change my bed and clean the floors.”

Three residents were able to tell the Healthwatch Team that the temperature in Regents View is always suitable for them. Their comments included;

“My room is beautifully warm, with the door shut its lovely and comfortable.”

“I’ve never been cold. Although my feet are always cold and always have been.”

“It’s nice and comfortable in here.”

When asked if the home is always at a comfortable temperature for residents one relative did not answer the question, whilst the remaining friends and relatives agreed that it is. All stated that they feel the home is always clean and tidy and all but one respondent agreed that the home is well maintained and decorated.



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The remaining respondent said; “In progress after not having had a Handy Man for a while, but the new one has things in hand.”

Friends and relatives agreed that the home is dementia friendly, using words such as absolutely, definitely and very dementia friendly. One respondent said; “Yes, the Carers themselves play a big part in ensuring this is the case.”

The Manager told the Healthwatch Team how she ensures the temperature at the home is kept at a comfortable level for residents; “The temperature of the home is monitored by using thermometers around corridors and recorded. Fans are placed in warmer units to keep the unit cool.”

She went on to tell us how she ensures the building and its contents are well maintained and decorated throughout; “First Impression Audits are completed monthly. Any recommendations are brought to my attention and looked at. The Home Decorating Team is available if needed or Handy Man can re-decorate certain areas when needed.”

When the Manager was asked how she ensures the home is always hygienic and clean, she said; “The home has its own domestic and laundry staff. COSHH (Control of Substances Hazardous to Health) training is delivered by Diversy (cleaning product company) to ensure the correct material is being used to help keep the home clean.”

Staff shared that Regents View has been made a dementia friendly environment by the addition of appropriate colour schemes, the provision of appropriate activities, the use of sensory lights and music. Comments included;

“All staff have had Dementia Care Framework training that is updated regularly.”

“We have had a lot of things like pictures and colours in the units which are very relaxing for our residents. A lot has been spent on making these places extra safe for residents.”

The Manager added; “We have regular training, both in house and external providers. Regents View will soon start to work with a local college to provide extra training to enhance staff knowledge and expectations also.”

During our visit to the home, the team noted that there was an unpleasant odour through the building. It was also noted that the male only unit was plainly decorated, but the Manager explained to the team that this was to keep the residents safe in their environment. Some areas of the home were very pleasantly decorated, although others could benefit from updating.





Dementia signage is present throughout the home





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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, 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, 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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