



## Hadrian Park Enter and View Follow Up Report

20<sup>th</sup> February 2020

## What is Healthwatch?

Healthwatch England is the national consumer champion in health and social care. It was set up by the government to ensure that people's views about health and social care services are listened to and fed back to service providers, commissioners and to local and national government with a view to improving services.

Each Local Authority in England has its own local Healthwatch. Healthwatch Stockton-on-Tees aims to be a strong local consumer champion working with our partners to support:

- People to shape health and social care delivery.
- People to influence the services they receive personally.
- People to hold services to account.

We achieve this by:

- Listening to people, especially the most vulnerable, to help them to understand their experiences and what matters most to them.
- Influencing those who have the power to change services so that they better meet people's needs now and into the future.
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same.

## What is Enter & View?

Under Healthwatch regulations there is a statutory duty on the providers of publically funded health and social care services to allow Healthwatch authorised representatives to enter their premises.

The role of the Healthwatch authorised representative is to conduct visits to such services in order to capture the patient/customer experience and to make recommendations where there are areas for improvement or to capture best practice which can then be shared.

Enter & View is the opportunity for Healthwatch Stockton-on-Tees to:

- Enter publically funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users at the point of service delivery.
- Collect the views of carers and relatives and those of staff members working in the service.
- Observe the nature and quality of services.

- Report to providers, the Care Quality Commission (CQC), the Local Authority, Commissioners, Healthwatch England and other relevant agencies.

Enter & View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation, so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

It should be noted that Enter & View is not the only way in which information can be obtained. The use of questionnaires, surveys and themed focus groups are other examples of ways in which Healthwatch Stockton-on-Tees is able to gather relevant information.

### **The purpose of this follow up report**

In 2018 Healthwatch Stockton-on-Tees conducted 28 Enter & View visits to care homes across the Borough. The purpose of this was to determine what it's like to live in a care home for older people in Stockton-on-Tees. Following this a number of recommendations were made to care home managers and providers to help improve the residents, family members and staff experience of the care and service provided.

To view the report and recommendations please follow this link:

[http://www.healthwatchstocktonontees.co.uk/sites/default/files/final\\_report\\_with\\_appendices.pdf](http://www.healthwatchstocktonontees.co.uk/sites/default/files/final_report_with_appendices.pdf)

We were invited back to Hadrian Park by the care home manager to carry out a follow up visit and to see for ourselves what had been achieved since our previous visit in 2018. We wanted to see if these had made a difference to residents living in the home.

### **Methodology**

Healthwatch Stockton-on-Tees contacted the manager of Hadrian Park to arrange a suitable date for the follow up Enter & View visit. This was arranged for Thursday 20<sup>th</sup> February 2020. On 17<sup>th</sup> January 2020, we hand delivered a number of surveys, along with a supply of Freepost envelopes, which the manager agreed to share with relatives and friends of residents, giving them an opportunity to share their views on the service with Healthwatch Stockton-on-Tees. A number of posters were also left at the home in order to make residents, relatives and staff aware of our forthcoming visit. An online link to the survey was also included on the poster. (Appendix 1).

Healthwatch Stockton-on-Tees visited the home on the 20<sup>th</sup> February to conduct the follow up Enter & View and to speak to staff, residents and relatives, gathering feedback via surveys, one to one discussions and from observations made on the day.

## **Resident Feedback**

During the follow up visit we spoke to eight residents, seven of whom confirmed that they knew or would recognise the care home manager. One was a little unsure.

When asked ‘What do you think of the manager?’ the following responses were received:

“Pleasant.”

“He know what he is saying.”

“I like him. He gets me a carer if I need to go to the shops.”

“He is wonderful.”

“He is a good manager who is visible around the home and who talks to residents and asks what we think of things like the meals. He has a sense of humour.”

“He is a gentleman and is always very attentive.”

Residents were then asked ‘What do you think of the staff here?’ Without exception residents spoke favourably about the staff at Hadrian Park, offering the following comments:

“Bloody Brilliant. For what they put up with they have the patience of Saints.”

“Staff are good.”

“All kind, caring and co-operative” They are hard working and have a good sense of humour.”

“Very nice people.”

“Staff are very helpful.”

When residents were asked ‘Do the staff have time to stop and have a chat with you?’ a majority of those who responded said that they did, although they were usually very busy. The following comments were received:

“No doubt they have the time. They are always doing jobs but if they have a few minutes they will stop and talk. I could always go and speak to A (the Manager) if I needed to.”

“Very busy but in passing they will have a chat. They are very pleasant.”

“Yes, and they are all approachable.”

“Not really. They are busy all day. When I am taken to the shops I am able to chat to them”

When residents were asked ‘Do the staff have time to care for you properly taking into account your likes and dislikes?’ again most of those who responded did so positively, with the following comments being received:

“Yes they do, but I have no dislikes.”

“Everything happens fine, staff know what I like.”

“Yes, it’s five years since I came here and staff know what I like and what I need.”

“As a resident, I let the staff know what I like, it’s a two-way conversation.”

“I don’t really like the food - but am a fussy eater.”

“Alright.”

Most residents felt that there was sufficient activity and stimulation for them in the home, although not all chose or were able to attend. They were asked “What sort of things are there for you to do or join in with in the home?” The following responses were given:

“There are things to do and we have an exercise class this morning - but not much else. The pub is good but not a lot of people use it.”

“There are lots of activities and facilities. Painting, music, and things change weekly. Each resident is given a list of what activities are taking place and keep this in their room to remind them. We have afternoon tea and a cinema.”

“There are activities and I join in on the day if I feel like it.”

“Dominoes and quizzes, which I like, it keeps my brain active. Physical activity if you want to join in.”

Residents were asked 'Is it easy to join in the activities. Are you helped by staff if necessary?' The following responses were received:

"It is easy to join in but I haven't really needed any help."

"Staff will take me to the lounge to listen to the singers."

"Yes, people in wheelchairs are included. They join in keep fit and so do the men."

"Yes, you just look at the activity list we get to see what's going on."

The next question asked residents 'Do the staff ever help you to go outside of the home on trips or to local services?' Most agreed that they did have opportunities to access things outside the home, although one person said she was not well enough to do so, replying "not now." The following other responses were given:

"Yes, we went to Seaton Carew last year."

"Staff take residents out shopping -or staff will go for you. We go out to the cinema and the hairdresser."

"I go shopping. I like to go to Tesco, but we have everything in the home."

The home has a pleasant garden area, and all those spoken to told us that they had opportunities to go out to enjoy it, with the following response being given:

"I go out when it's nice but it's been a few months because of the bad weather."

Residents were asked 'What do you think of the food here?' Generally those who responded felt the food was of a reasonable standard with sufficient choice being offered, but some told us that they did not like the food. The following comments were received.

"It suits my appetite. No complaints - very varied. I don't usually have breakfast."

"My needs are met and I enjoy most of the food."

"Plenty of variety. An alternative is always provided for individuals."

"It's alright."

"Not good - very repetitive". Only one or two choices."

“We have our main meal on an evening and there is plenty of choice.”

Residents spoken to told us that they can take meals in the dining room, or may choose to have it served in their room if they prefer.

All those we spoke with felt that the healthcare provided at the home was good and that if they needed to see a health care professional this was arranged for them in a timely manner. Comments received included:

“I had lost weight, and the staff took me to North Tees.”

The dentist and the optician pay visits to the home. Staff will accompany us to hospital appointments.”

“They come on a regular basis and I am seen when necessary to do so.”

“I haven’t needed much in the way of healthcare but I know people have been in.”

The next question asked residents’ Do staff listen to what you have to say about the care you receive?’ The following responses were given:

“Yes, people let you choose what you want to join in with.”

“There is good two-way communication.”

“ Yes, and they are there if we need them.”

“I have had no worries and not needed anyone. I am quite happy go lucky.”

“Yes, they listen to me.”

Residents were then asked ‘Would you like to change anything about the care home you are living in?’ Most of those who responded felt that they were very happy with the service they received. Comments made included:

“No need to change anything, I am quite happy - meals are good, timings of meals. There are no restrictions on visitors.”

“I am looked after well and am content.”

“It is immaculate, and the laundry is excellent.”

“No, I’m happy with the care I receive.”

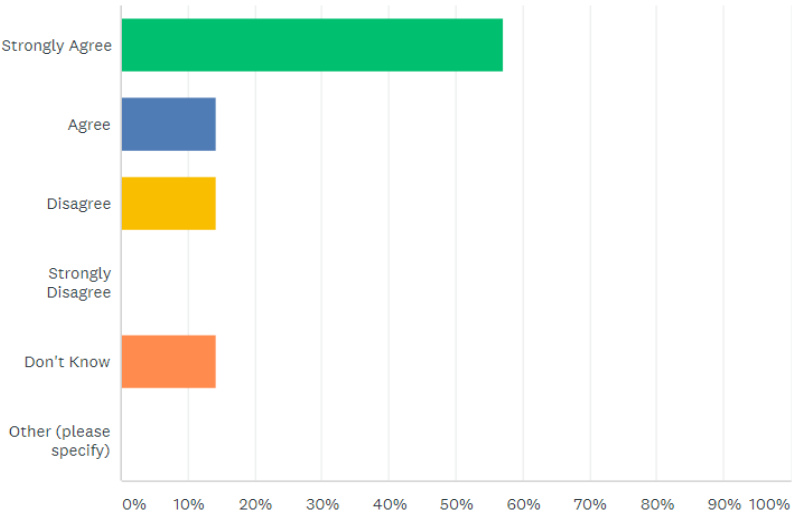
“I can be quite lonely, but I don’t mix.”

### Relative Feedback

Healthwatch Stockton-on-Tees received feedback from seven relatives of residents living in Hadrian Park. Some were received on the day, whilst other surveys were returned by post.

The home is managed well, and the Care Home Manager is available to talk about any issues I may have:

Answered: 7 Skipped: 0

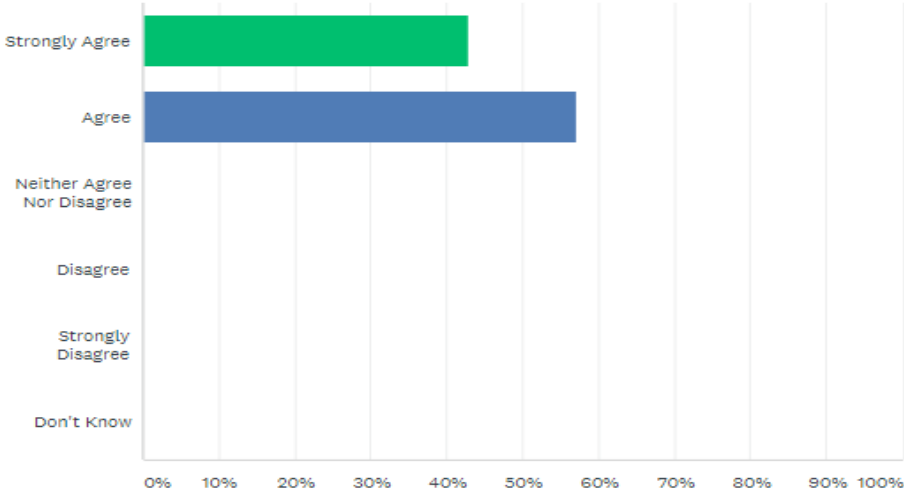


Most of those who responded to this question either ‘strongly agreed’ or ‘agreed’ that the home was managed well and the Manager was available if they needed to talk to him. One person disagreed, but left no further comment. One person was less sure about this adding that “I don’t know the manager.” Another relative told us:

“The home feels lovely, it has a relaxed and friendly atmosphere. If a problem occurs the staff make time to talk and the manager makes himself available. However this can sometimes feel reactive rather than proactive.”

The care home staff have the necessary skills to carry out their role:

answered: 7 Skipped: 0





Five respondents 'agreed' that the care home staff had the necessary skills to carry out their role, with three saying that they 'strongly agreed.' Responses included:

"All the care staff, seniors and unit managers, kitchen and domestic staff are fabulous."

"On a day-to-day basis, with general needs, the staff can carry out their role. However not all staff can deal with individual needs/problems for a particular resident."

Responses to the question 'Do the care home staff have the necessary time to carry out their role and meet the needs of residents?' were rather mixed. Some were extremely positive, whereas others felt that there could be delays in their resident receiving the necessary attention they required. One relative questioned the time to provide one-to-one and emotional support. Comments received included:

"There is a very good ratio of staff to residents and there are always staff available to meet any needs i.e.spills, toilet needs etc."

"When short staffed, the response to the buzzer can be slow. This is unfortunate when the resident is bed bound and totally reliant upon staff."

"Some days are busier than others as in any job, but there is not always a carer on hand in the main lounge on these occasions."

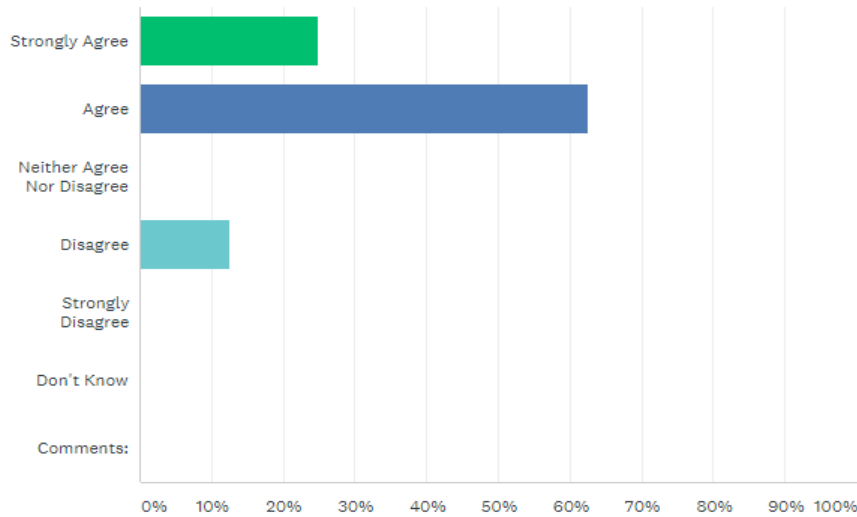
"At times they are very busy and do not respond to shouts."

"At times they do, but sometimes they don't because there being rushed either there short staffed at times and being pushed or they are not given support they need or staff."

"It can be difficult to find a member of staff at times. This seems to be due to lack of staff. Residents are quite often sat around the table falling asleep due to a lack of stimulation. If residents need emotional support, time spent with an individual to chat, the staff seem too busy to have the time to give anything beyond functional day to day help."

Staff involve residents and, where required, their family and friends, in discussions about their care needs and how these may change over time

Answered: 8 Skipped: 0



Most of those who responded to this question ‘agreed’ or ‘strongly agreed’ that they were kept informed by the home. However, one relative ‘disagreed.’ Comments received included:

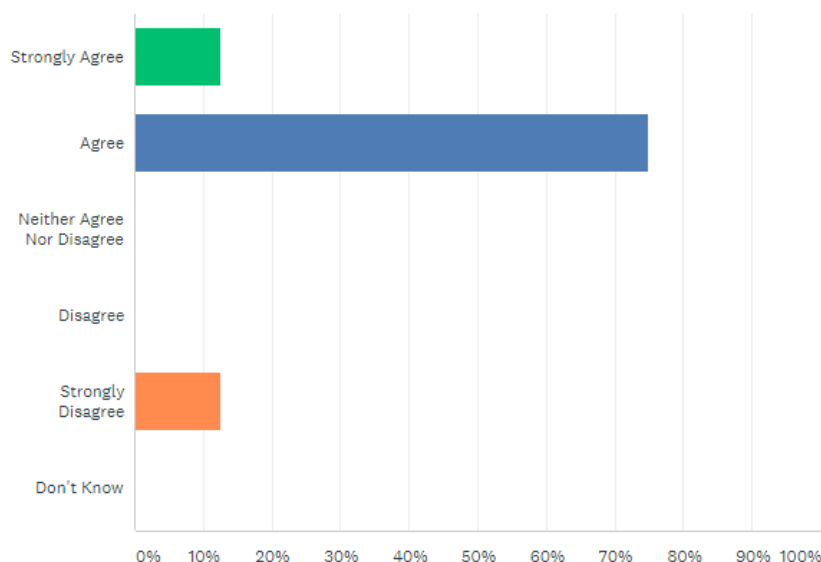
“They liaise with my daughter.”

“There are regular reviews that we are invited to attend.”

“We have sometimes not been informed when resident is resident of the day.”

Residents receive adequate daily stimulation, including 1-1 stimulation tailored to meet the needs of individual residents, and there is a varied programme of activities for residents to enjoy.

Answered: 8 Skipped: 0



Again, most of those who responded ‘agreed’ or ‘strongly agreed’ that residents received adequate stimulation and activity, although there were some comments suggesting that less was provided for those who were unable or chose not to join in. One relative ‘strongly disagreed’ suggesting there was not enough one-one stimulation. Comments received included:

“There is for those who can take part - not enough interaction with residents who are unable to join in. Often carers can be completing forms/on computer, which makes it impossible to spend quality time with residents in lounge.”

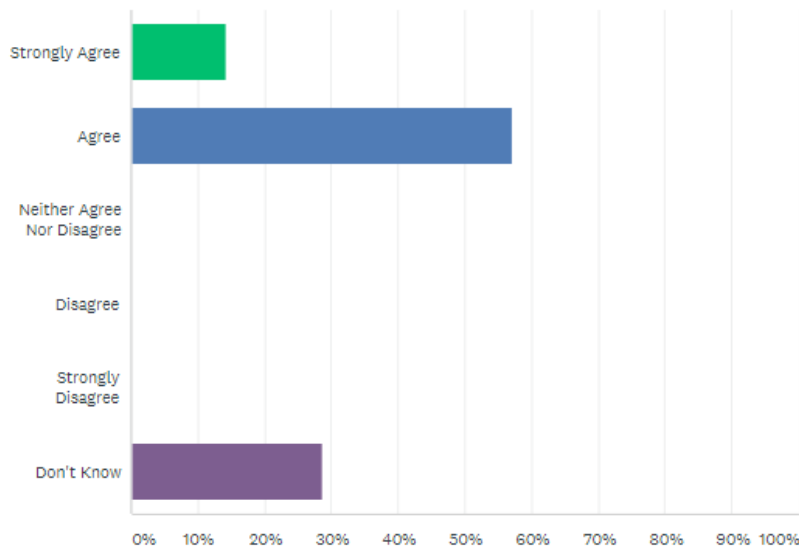
“There is always some sort of activity taking place, even if it is just a film or a CD playing.”

“My family member needs to be encouraged to join in as he is content to lay on his bed.”

“There are varied activities but definitely not enough one-one stimulation. There could be activities on more days.”

Staff are able to support the residents to get involved in community activities outside of the care home environment where possible.

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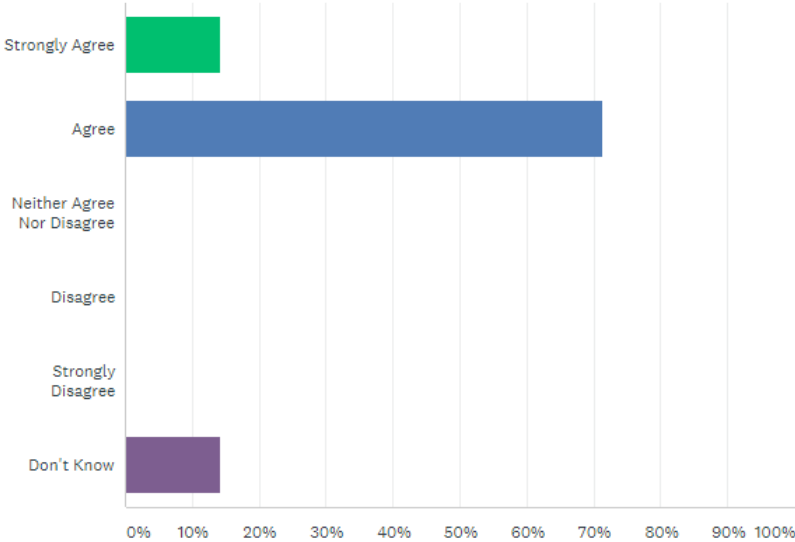
Again, most relatives felt that residents were supported to access activities outside of the home, although a couple of people were unsure about this. Comments received included:

“In the summer they went on a boat trip.”

“They have visits to the local pub and trips out in the summer”

There is always a choice of meals available and the food is of an acceptable quality.

Answered: 7 Skipped: 1



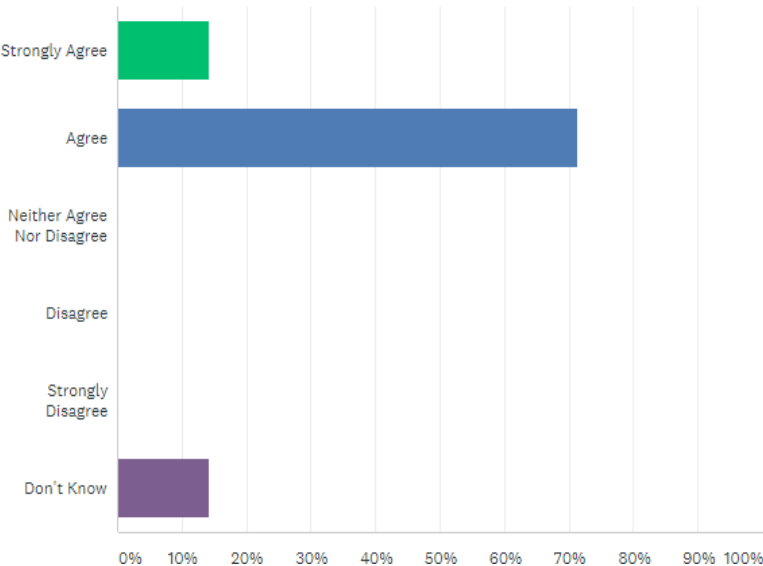
Most of those who responded were happy with the quality and variety of choice available to residents in the home. One person was unsure. Comments received included:

“Food is really good and varied.”

“He is always complaining about the food but I think he just likes to moan.”

There is regular access to healthcare professionals (doctors, nurses, dentists, opticians, chiropodists etc.) as required

Answered: 7 Skipped: 1



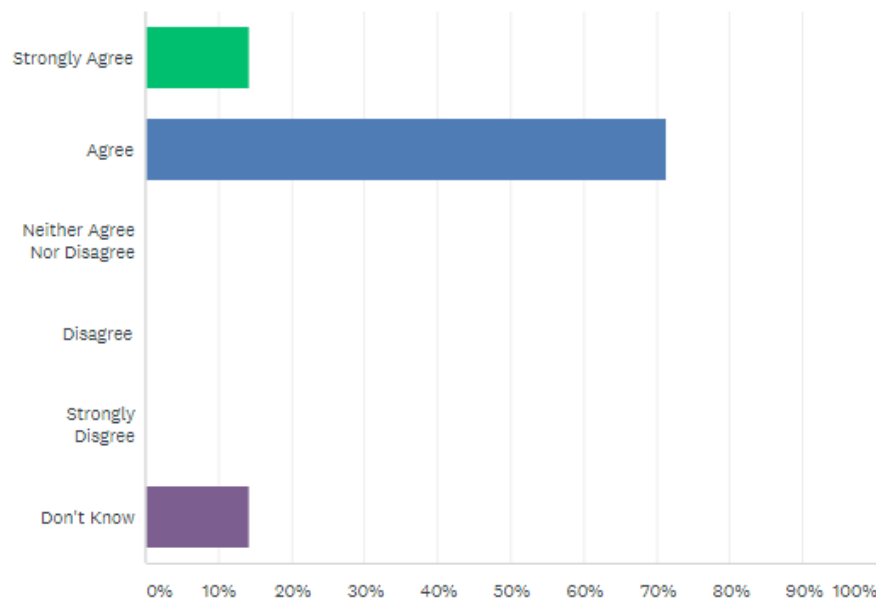
Most of those who responded to this question ‘**agreed**’ that relatives were seen appropriately by visiting health care professionals as required. Two comments were received:

“I know the optician and chiropodist come to the home but I’m not sure about others.”

“He is moaning about having to see a dentist. They got him to hospital quickly when he needed to go.”

Care staff listen to residents and relatives and take action based upon feedback received.

Answered: 7 Skipped: 0



The majority of relatives ‘**agreed**’ that care staff listened to residents and relatives and acted upon feedback received, with one relative saying they ‘**strongly agreed.**’ However another relative stated that they ‘**did not know.**’ Comments received include:

“To some extent but no consistency.”

“Staff are excellent with all residents.”

Residents were also asked if there was ‘A clear and understandable complaints procedure which I have been made aware of?’ Two relatives replied “yes” while another three who responded to the question answered “don’t know.”

The final question asked ‘Is there anything else you would like to tell us about your care home experience?’ These were the responses received:

“The home is very well run, and there are no odours in any of the areas unlike some other homes we have experienced. Decent sized car park and gardens as well.”

“The laundry - I have taken in 10 pairs of socks and there isn’t one pair in the drawers.”

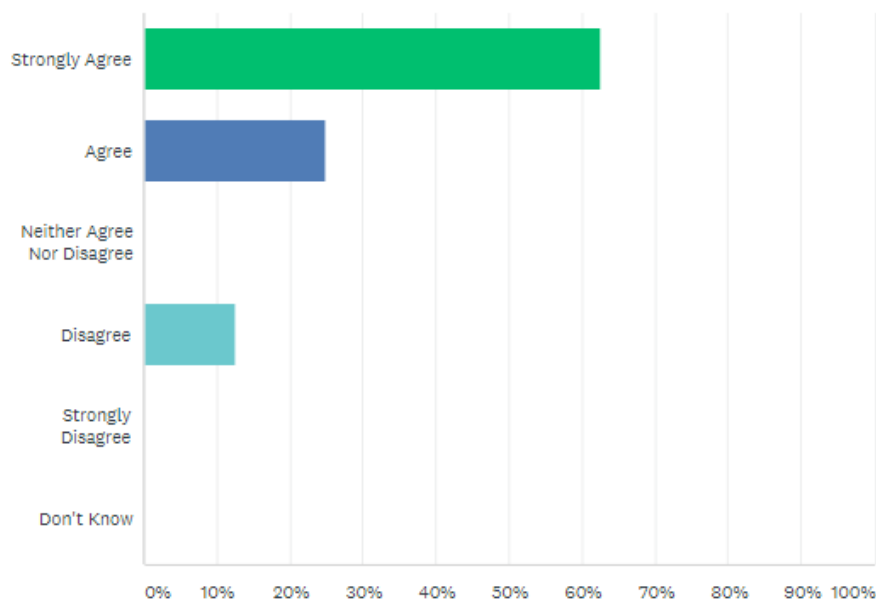
“Lack of consistency. Things vary from one team to another. Shortage of staff has meant too many agency staff in the Dementia Unit - some have been excellent and quick learners, others not so. Too many times carers from residential units have stood in for usual carers but haven’t known anything about the relevant care needs of the residents. Quite often there is a lack of basic common sense. However, the carers are mostly very helpful and caring.”

## Staff Feedback

During the course of the visit, staff and volunteers from Healthwatch Stockton-on-Tees spoke to eight members of the staff team.

You receive good support from the care home manager?

Answered: 8 Skipped: 0



Although seven members of staff spoke very positively about the homes manager, feeling that they were well supported, one member of staff said that they “disagreed”. The comments we received were:

“This is my first senior post and I feel well supported by the manager.”

“He has been brilliant - can’t fault him.”

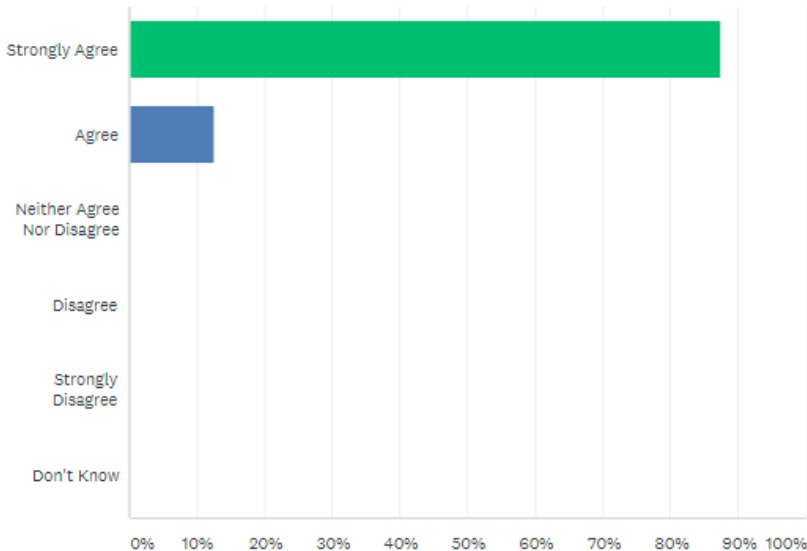
“It depends upon the issues - whether trivial or not.”

“The management team here are brilliant.”

“Could be better.”

You are able to talk to the manager when you want to ask a question or raise an issue?

Answered: 8 Skipped: 0



Seven of the eight staff spoken to ‘strongly agreed’ that they were able to talk to the manager if they wanted to ask a question and raise an issue, whilst one said that they “agreed”. Comments received included:

“Both the manager and deputy manager are very supportive. We also get good support from our suite managers and team leaders if we need to raise an issue.”

“No problems.”

“Yes - having had a discussion with the manager.”

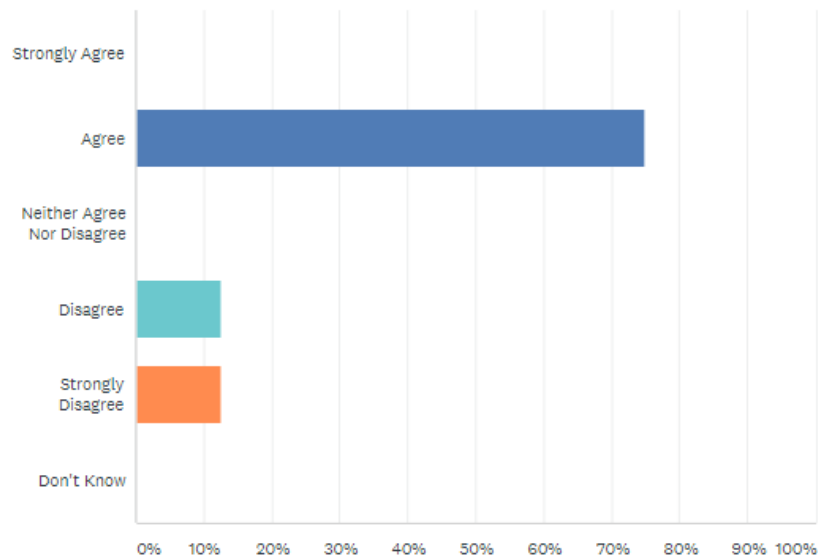
“He was really good when my relative was poorly.”

“I had to be off sick for a few weeks and they were really supportive.”

“Not always so helpful over a child care issue I had.”

Do you feel you have enough time to care for residents and meet their need appropriately?

Answered: 8 Skipped: 0



This question tended to divide opinion a little, with six staff members saying that they “agreed”, even though there were times they could be really busy. However, one staff member “disagreed” whilst another “strongly disagreed.” The comments made included:

“Yes, generally we are fine but it can be difficult depending upon the circumstances and what is happening on the day.”

“The carers are brilliant and always put the needs of residents first, but it can be very busy at times.”

“The residents always come first but there can be a lot of paperwork. The newly introduced e-mar recording system will make administering medication much quicker.”

“Not enough time at all. Not always enough time to do everything especially when short staffed.”

“Not getting 100% off staff. Quality of care is good but not enough time to deliver. Staff are run off their feet. Good team work.”



“Yes, but only when all staff are on duty. During holidays and sickness it can be an issue.”

“It can be very busy - especially all the paperwork. We have just switched to an e-mar system. This has cut the medication round in half and we now have time to sit and chat with residents over breakfast”

Staff were then asked ‘Have you been adequately trained to do your job and are you encouraged to develop your skills?’ There were some very positive answers to this question which included:

“We recently had LGBT+ training from Hart Gables, this was very interesting learning about terminology to use etc. We get all our statutory training and will bring in specialist training i.e. from the ICLS Team if we need to. Some staff have recently completed oral hygiene training at North Tees. We learned how to brush the teeth of a person with dementia and how to help them be more independent.”

“Yes we get training including challenging behaviour Level 2. I have done my Level 3 training with Hadrian Park.”

“Yes definitely - I had a good induction into the home. I can’t fault the support I have had.”

“Absolutely - one-one’s tell me I am good at my job. General training - health and safety, fire, moving and handling etc. all very good. Also specific training such as challenging behaviour etc.”

“Fire training, e-mar training. We had oral hygiene training at North Tees. We have had LGBT+ training. We get paid for attending training.”

“Did some LGBT+ training which I found very interesting. Some staff went to do oral hygiene training at North Tees.”

“I have had training specific to my role as a lifestyle co-ordinator, I have done NAPA 2 training (National Activity Providers Association). This included specific training in motivating residents to participate and looking at the needs of residents living with dementia using life story books etc. It looked at all aspects, planning, organising and delivering training.”

We then asked staff ‘What do you enjoy about your job?’ It was good to know that we came across some very committed and caring staff, who, although busy at times, enjoyed their work and got pleasure out of looking after the people they cared for. A brief summary of some of the comments received included:

“I really enjoy sitting and having a chat with residents when we have the time.”

“I enjoy everything about my job. There is a good atmosphere around the home.”

“I enjoy everything. I came up with the idea of having the bar and the residents seem to love it.”

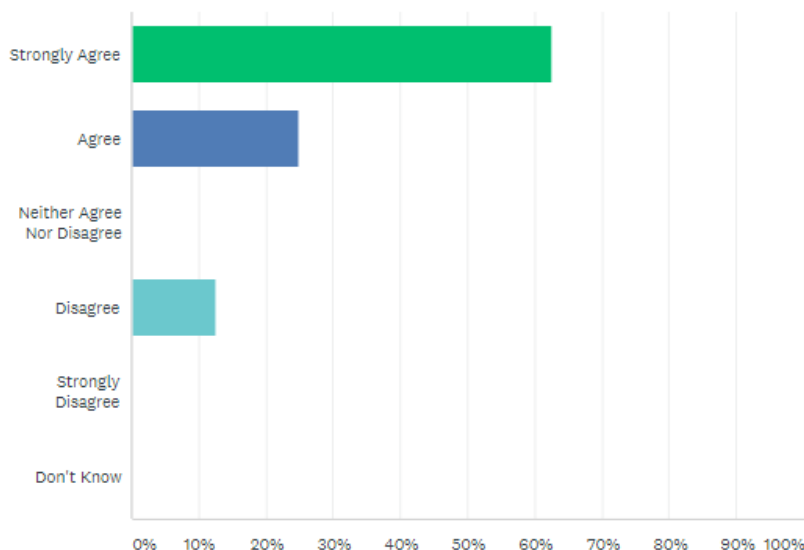
“I like working as part of a team. Working with the residents and listening to their stories!”

“Hearing about residents stories. I feel privileged.”

“I love the pamper trolley and the activities that take place, both indoors and outdoors.”

Residents receive adequate daily stimulation, including 1-1 stimulation, that personalised to meet the needs of individual residents, and there is a varied programme of events for residents to enjoy?

Answered: 8 Skipped: 0



Whilst five staff members said they ‘strongly agree’ and two others said they ‘agree’, there was one staff member who felt there was not enough daily stimulation for residents. Comments received included:

“All residents have an activity sheet. This is reviewed every month as part of our ‘resident of the day’ review. We do one-one activities with residents, one lady likes to knit and we keep her supplied with wool. Another resident just likes his weekly visit to the nearby pub. One is a Middlesbrough FC fan. We did his room up with memorabilia and are taking him out to the Middlesbrough superstore next week. All residents have their own life story book which we add to every month.”

“We give each resident an activity sheet so they know what is happening every week.”

“We have a good activity team. They do chair exercises, doll therapy etc. Children from a local nursery come in and there is good interaction with them.”

“Yes, they get a high level of activity, but I would really like more time to do things, or more staff.”

“Lots of activities take place and there are good relationships between care staff and activity staff.”

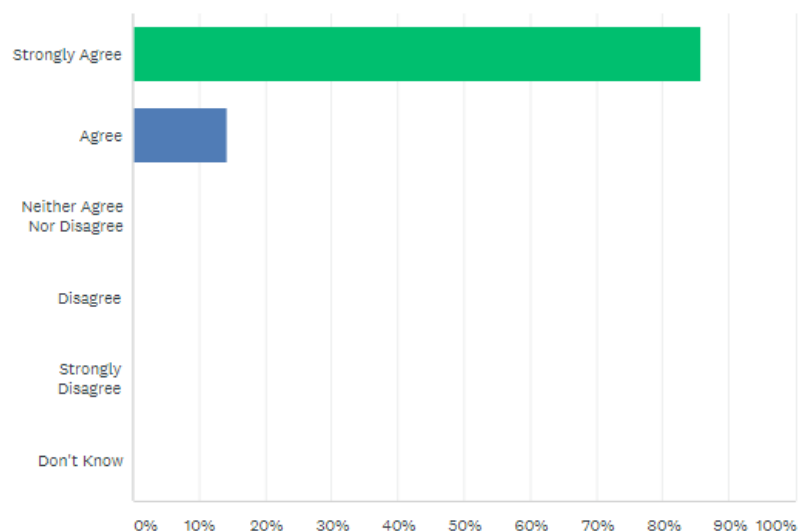
“The lifestyle co-ordinators are really good and try to get everyone involved. I brought some seeds in and one resident has helped me to plant them in the garden. Others came and helped me with some painting when we developed the garden in the Chester’s Unit.”

“A lot of residents in Chester’s Unit join in activities and they are included in events that happen in the residential part of the home. Some are at the exercise class this morning, and one gent likes to go to the Hadrian Arms (the homes pub) for his Sunday lunch.”

“Staff will go round with a pamper trolley on an afternoon but I don’t think there is enough activity. Not much in the way of board games etc. and they don’t all like coffee mornings. Some don’t like the cinema.”

Staff are able to support the residents to get involved in activities or events outside the home, including onto the garden, where possible.

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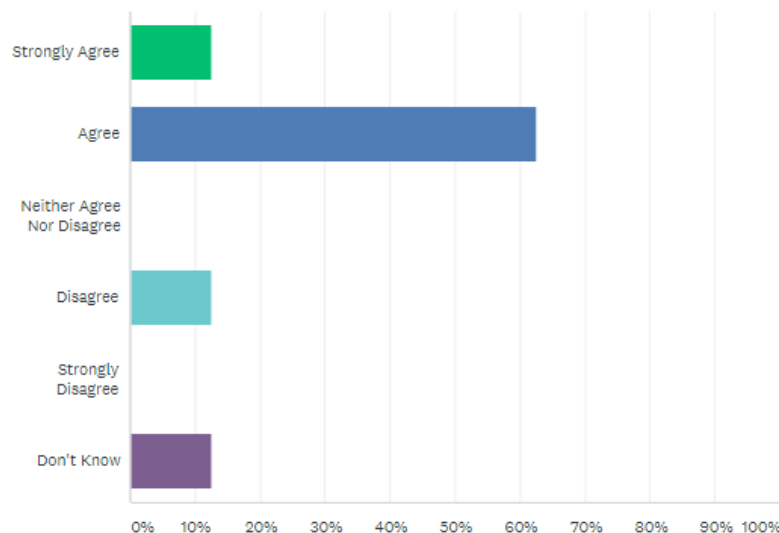
Six of the eight staff members ‘strongly agreed’ that residents were well supported to access activities and events outside if the home. One added that this “provides a positive experience for residents.” Some examples of the type of activities on offer included:

- Trips out to ‘dementia friendly’ film screenings at Cineworld
- Weekly trip for lunch at the local pub
- A boat trip down the River Tees
- Day trip to Seaton Carew

The home also has pleasant gardens that are well used. One staff member told us that in the Chester’s Unit “a lot of the residents like to go out into the garden. We take a radio, snacks and juice. Some like to sit and stroke the guinea pigs.”

There is always a choice of meals available for the residents and the food is of an acceptable quality.

Answered: 8 Skipped: 0



Most staff members spoken to felt that food was of an acceptable quality, although one ‘disagreed’ and one did not have a view. Comments received included:

“The quality is good and residents are given a choice. Food is delivered in hot trolleys.”

“There are always two options (hot) plus salads etc. Residents can choose something else if required at a moment’s notice.”

“95% of the time they are good, occasionally the cook may be off and someone else has to step in.”

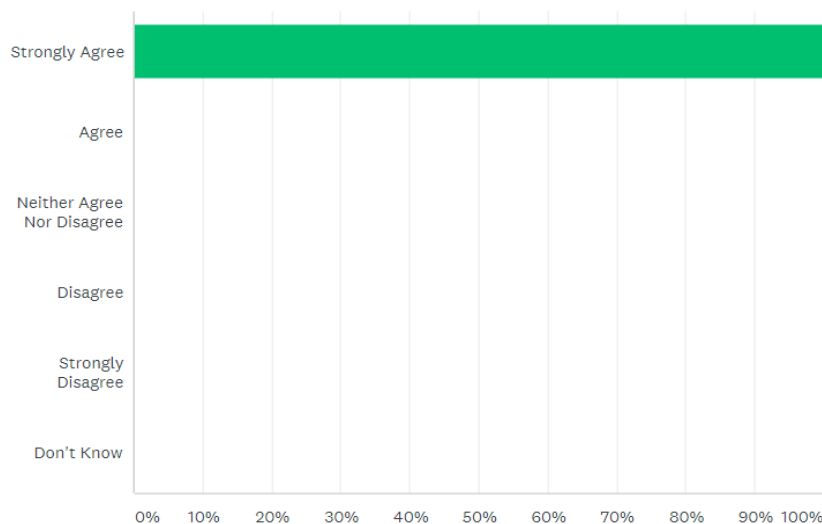
“The food is terrible but it depends upon who is cooking. They do have a choice (A or B plus others). We do get some complaints.”

“The kitchen staff will always do something different for those who want it.”

“We use ‘show plates’ so that residents can see what they are being offered. Staff take their meals with residents and this aids conversation at the table. Some staff eat the same food as residents but others bring things in.”

Residents have regular access to healthcare professionals such as GP's, dentists, opticians, chiropoidists as well as social care professionals?

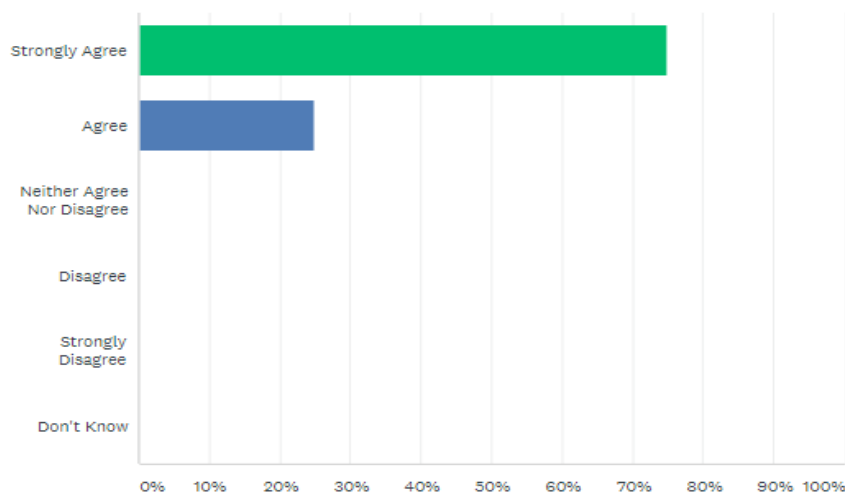
Answered: 8 Skipped: 0



All eight staff spoken to “strongly agreed” that residents had regular and timely access to a range of health care professionals. These included routine visits from the chiropodist, dentist and optician. The Community Matron was called out as required along with a GP when necessary. Staff regularly made basic checks such as blood pressure etc. and these were electronically shared with the Community Nursing team with whom we were told the care staff had built up good relations. Staff also involved other professionals such as members of the ICLS team and Deprivation of Liberty assessments were undertaken where necessary.

The views of residents and relatives are actively sought and, where appropriate, acted upon?

Answered: 8 Skipped: 0



Staff also confirmed that the views of residents and relatives were actively sought and, where appropriate, acted upon. Some of the comments we received included:

“We have our “residents’ of the day” - this involves a full review of three residents from different part of the home. We always contact relatives about this and invite them to come in. If they cannot come in we will discuss progress with them over the phone.”

“Relative meetings are held and there is a list of forthcoming dates on the noticeboard.”

“Some relatives like to help out at events or on trips out of the home.”

“We have a box in reception for comments.”

“I have seen interactions between family and management, dealing positively with any complaints.”

“We have a ‘wishing tree’ in reception where residents and relatives can suggest things they would like to see happen.”

Other comments received included:

“I enjoy working here.”

“It feels very homely -it’s being modernised.”

“I’m very happy with every aspect of the home.”

“We have just got an i-pad so people can use Skype to keep in contact with relatives. We are going to get some more. We were also donated 4 Alexa - we can put on specific play lists for music. These are really good for residents on end of life care.”

“The bar is open every evening. We get gents and ladies along from all areas of the home. We have games, a quiz, and a pool table. We can play dominoes.”

## Observations

Healthwatch Stockton-on-Tees staff and volunteers were made very welcome at the home, and were given a tour of the premises where we were shown areas that had been re-developed and upgraded since our previous Enter & View visit in 2018. The visit had been well publicised, with posters seen around the home. Relatives had also been informed of our visit and a number of surveys had been handed out to them for completion prior to this visit taking place.

The home was found to be light and airy, well decorated and there were no noticeable unpleasant odours. We were informed that residents' bedrooms were highly personalised, with one bedroom being decorated in a Middlesbrough FC theme. Residents had also been involved in choosing colour schemes and some furnishings around the home. We observed that there was a friendly atmosphere and staff and residents were observed to be interacting appropriately.

We saw a number of residents enjoying some armchair exercise activity, and it was good to see that residents located in the Chester's Unit (a separate unit for residents living with more advanced dementia) were supported to attend. There were lots of smiles and laughter and residents were seen to be enjoying this activity.

We observed that one room has now been designated as a café for use by residents and relatives. This had an easy to use coffee machine, along with a supply of milk, sugar etc. We were told that the home hold a coffee morning every Wednesday to



which residents, relatives and members of the community are welcomed to attend. It was also pleasing to hear that prospective residents and their relatives can come along and staff are happy to offer them support and information with regards to dementia related issues.

Along from the café is the recently opened 'Hadrian Arms', a small pub, fitted out with a bar area, pool table, and a range of comfy furniture. This had been the idea of staff members, and is now a very popular feature of the home, being used by male and female residents particularly on an evening. Some of the male residents enjoy taking their lunch in there on a Sunday, and again it was good to hear that this feature is well used by residents from across the home.

In the Chester's Unit we found a relaxed and calming atmosphere. The unit was seen to have many dementia friendly features, including lots of interactive features, and wall murals. The unit is shaped like a quadrangle around a central, enclosed garden area, and each corridor has a different theme i.e. seaside, garden, toys from the past etc. The garden area was safe and secure, with numerous pictures of local landmarks. There were a number of raised flower beds as well as some guinea pigs - which some residents like to hold and to stroke. There was also a small sensory room that is popular with residents.



Signage across the home was clear and appropriate to the needs of residents, thus enabling them to find their way around the building. Hydration stations were located at various points, where residents could help themselves to a snack or some juice. There were also a couple of 'corner shops' from which residents could purchase small items such as toiletries etc.

Dining rooms across the home were observed to be well appointed, with table cloths, cruet sets, napkins and table decorations. One resident in the Chester's Unit was observed helping staff to set the tables for lunch. A 'dining with dignity'



programme was in operation supporting residents to enjoy their mealtime experience free from distractions. We observed that the temperature of meals is double checked to ensure they are served at the correct temperature. Once when they leave the kitchen and again when they are served in the dining rooms.

Other positive features observed across the home included:

- GEM awards (for staff 'going the extra mile') which involved residents.
- Social activities being well publicised, with all residents being given a copy of the weekly programme.
- A 'you said - we did' board.
- Doors with coloured dots so that staff could recognise which residents required the assistance of two members of staff.
- A dedicated cinema room with a popcorn machine





The home appears to be proactive at gathering the views of residents and relatives. They are invited to regular reviews and to regular relative and resident meetings, the times of which have been varied to try and encourage attendance. A comment box and a 'wishing tree' are located in the entrance lobby.

## Conclusion

This was a very positive visit and generally high levels of satisfaction with the service were expressed by residents and relatives. A new manager has taken over at the home since our last visit in 2018, although he was previously employed there as the deputy manager and has continued to take the home forward.

Most staff were generally very positive about the service provided and felt well supported in their roles. There were some exceptions to this however, and a couple of staff although positive about the service provided, did not feel as well supported by the manager.

The environment was clean and bright throughout, there was a good atmosphere and the relationship between staff and residents appeared to be positive. The home is split into three separate units, one of which, The Chester's Unit, is specifically for residents living with more advanced dementia. A host of dementia friendly features were observed and it was good to hear and observe that residents from this Unit were able to take advantage of facilities and activities taking place, across the home. The new café area, and the Hadrian's Arms pub are welcome additions to the facilities provided and appeared to be very popular with residents.

Although staff told us that they worked well as a team, some of those we spoke to felt that there were times when care could be rushed and that if short staffed they could be 'run off their feet', however they confirmed that the needs of residents were their number one priority. The recent move towards the introduction of the e-mar system means that the time taken to administer medication across the home should be significantly improved.

A range of activities take place across the home, and it was good to observe a number of residents enjoying an exercise to music class at the time of our visit. Residents are provided with opportunities to enjoy activities in the community, with a weekly visit to the local pub for lunch and trips to dementia friendly screenings at the cinema. Although there are supposed to be three lifestyle coordinators one post is currently vacant. This may, at least in part, have some impact on the ability of staff to provide more one-to-one stimulation for residents - as highlighted by some staff and relatives. We understand there are plans to recruit another staff member to this role as soon as possible.

Staff training appeared to be seen as a priority area within the home. As well as mandatory training several staff told us that they recently had training with regard to LGBTQ+ issues from a local charity, Hart Gables, which had been very informative. Other staff said they had recently received training with regard to residents maintaining good oral hygiene at The University Hospital of North Tees.

The home appears to be proactive about gathering resident and relative feedback, and hold regular meetings where residents and relatives can share their views. Internal surveys also take place and a comments box is located in the entrance to the home, as well as a 'wishing tree' where people can hang their ideas.

Healthwatch Stockton-on-Tees would like to thank residents, relatives and staff members for their co-operation and support on the day of the visit.

## **Recommendations**

1. Staffing levels must be kept under constant review dependent upon the needs of residents being accommodated. Staff absences due to holidays and sickness should be appropriately covered.
2. Although a range of activities are provided for residents, further consideration should be given to meeting the emotional needs of residents and those who may require more personalised 1-1 stimulation.

**The following response has been received in relation to this report**

First of all, thank you for the report as this is overall positive and it is really good and rewarding to see we are enriching the resident's lives as best as we possibly can and will continue to do so.

However, we are disappointed that a couple of staff members who you spoke to did not always feel as well supported by the home Manager as others. However, we can assure you that all staff have regular supervisions to hear how they feel supported, listened to and valued as well as an open door policy and my presence on the floors showing extra support.

**Recommendations;**

**Staffing** - We use a dependency tool here at Hadrian Park which will calculate and allocate how many staff are required to work each suite through day shift and night shift. We always tend to staff over the required amount to cover for unplanned sickness and holiday cover to prevent the service from running below the required numbers. In addition, I and the deputy manager will work alongside the staff to ensure the residents are receiving the correct staffing levels and safety measurements. We have recently recruited 10% over our budget to ensure staffing levels remain safe and consistent at all times.

**Activities** - We have just purchased a Namaste box in order to carry out 1-1 activities with those who prefer 1-1. Training has been provided to the lifestyle team from internal teams within Care UK on how to carry these wonderful tasks out. I and the deputy are reviewing the activities programme here at Hadrian Park.

## What is it like to live in HADRIAN PARK?

Healthwatch Stockton-on-Tees is a strong independent consumer champion. We are here to make sure your views on local health and social care services are heard.

We want to hear the views of residents, staff, and those who have friends or relatives who live in Hadrian Park

We will be visiting the home between  
9.30am and 1.30pm on

**THURSDAY 20th FEBRUARY 2020**

We would be pleased to talk to you then

Alternatively please complete the  
questionnaire available from the home OR  
complete the survey online at

<http://www.surveymonkey.co.uk/r/BJSF6YQ>

**All responses will be completely anonymous**



**healthwatch**  
Stockton-on-Tees