

It's My Home

Enter and View Report

Deneside Court, Jarrow
(Careline Ltd)

Feedback from residents and family/friends

April 2026



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Wildlife photos on display at Deneside Court taken by a resident ornithologist

Background

A Quality and Market Oversight Manager from the Quality Team at South Tyneside Council contacted Healthwatch South Tyneside to arrange a meeting to discuss the Enter and View process.

She had worked with us previously in 2017, resulting in our first *'It's My Home'* report.

Eight specialist homes in the borough were identified for Healthwatch to visit, including Deneside Court in Jarrow. Our reports for each home will be fed into their quality assurance process, adding an independent aspect to their findings.

The Quality Team wanted to have a good understanding of how people were treated and whether they felt they are living a good quality of life.

Healthwatch were given the contact details of the eight homes, with accompanying information including how many residents were living there, type of provision and the profile of residents in terms of learning or physical disability, mental health etc.

We were also advised of any communication difficulties whether family/friends were active in the residents' care.

The Quality Team hoped to receive general feedback; the request for Healthwatch support was not as a result of any specific concerns.

Enter and View

Healthwatch has a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

The legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered.

Although Enter and View sometimes gets referred to as an 'inspection', it should not be described as such.

The purpose of an Enter and View visit is to collect evidence of what works well and what could be improved to make people's experiences better. Healthwatch can use this evidence to make recommendations and inform changes both for individual services as well as system-wide.

During the visit, Healthwatch should focus on:

- Observing how people experience the service through watching and listening
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views
- Observing the nature and quality of services
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit.

Find out more about the Enter and View process here:

<https://network.healthwatch.co.uk/guidance/2019-04-23/guide-enter-and-view>

Methodology

The Quality Team shared the questions they asked family/friends and also residents when they carried out the Enter and View visits to each home.

Taking these questions into account, Healthwatch drafted two surveys; one for the residents and one for family and friends. These were shared with the Quality Team for approval.

Enter and View visits were arranged with the managers of the eight homes to enable Healthwatch staff to talk to the residents.

If any residents had communication difficulties, we left the family and friends survey with an envelope which the survey could be sealed once completed. We then went back to collect the envelopes.

The visit to Deneside Court was carried out on February 3 and March 11, 2026.



The lounge at Deneside Court

Findings

Deneside Court is a purpose-built registered care home in Jarrow which provides residential and nursing care for men and women.

The following information is taken from its service guide:

Deneside Court has 40 living spaces comprising of bedrooms and apartments, split across four units over three floors.

It has:

- *Three lounge areas, one on each unit*
- *Accessible bathing and showering facilities*
- *Ground floor communal lounges with a kitchen area*
- *Bedrooms with ensuite facilities - all of which are adapted and well-equipped to meet health and safety standards.*

All areas of the home are accessible for all levels of need. As part of our robust admissions and transitions processes, further person specific adaptations will be added upon assessment if required.

This home provides:

Personal care and support

- *A personal care and support plan based on a thorough assessment of people's individual needs*
- *Regular discussions with the person over their needs and wants*
- *Regular reviews of the care plan*
- *A working partnership with the resident and their relatives and friends*
- *A named nurse and key worker to co-ordinate the plans of care*

Healthcare

- *Accessing the support of a chiropodist if required*
- *Assessment of any need for aids and appliances by an NHS occupational therapist – we have in-house therapists on the premises*
- *Accessing all community health services, including complementary therapies, e.g., physiotherapy, occupational therapy, community nursing, dentist, optician in line with individual needs*
- *Safe handling of all medication prescribed or used by the person, including onsite nurses and Care Home Assistant Practitioners (CHAPS)*

Dining

- *A choice of healthy and nutritious meals and catering for any special dietary requirements and personal likes and dislikes*
- *Meals provided by a qualified chef*
- *Cater for religious/cultural beliefs*
- *Meals served in the dining room or resident's own room*
- *Allergen information available for all meals prepared by the chef*
- *Hot and cold drinks and light refreshments from kitchenettes at all times of the day*
- *Relatives are welcome to eat with residents in the dining room or their own room for a nominal cost, however it is necessary to book in advance to assist with catering requirements*

Leisure activities

- *Hydrotherapy pool*
- *A pleasant garden, patios and sitting areas*
- *An activities co-ordinator to organise stimulating and wide-ranging shared activities and to help individuals follow their individual interests and hobbies*
- *A caddy for excursions*

Facilities

- *A personal laundry facility and laundry service*
- *Support for people who wish to follow their religion by putting them in touch with local churches and Ministers*

Local amenities

- *Encouragement and help for residents to attend local facilities and services in line with their wishes and needs*
- *Escorts, including a reliable taxi service or use of the home's own caddy, for residents who wish to make trips outside of the home*

Quality assurance

- *We regularly hold a Discussion Forum 'My Say' where Service Users are encouraged to provide feedback on the service and how they would like it to develop*
- *We encourage involvement from residents and their relatives in the development of the home by consulting with them and keeping them fully informed of changes*
- *We regularly seek opinions of residents and their families on the quality of the services we offer to ensure we maintain high standards*
- *We provide staff with regular supervision and training*
- *We take all complaints seriously and try to do something about them*
- *All residents and relatives are advised about their right to make a formal complaint and how the complaints procedure works*

Standard terms and conditions for residents

When a person moves into Deneside Court, they have six weeks built into their occupancy agreement to decide whether 'this is the place for them'. This provides the time and opportunity for staff to get to know the individual resident and their family, and to identify their wants and preferred ways of living, for example, the time they like to get up in the morning and go to bed at night.

During this period the person's care and support requirements are also assessed and discussed and developed into an agreed plan. This will include discussion and assessment of any risks to which the resident or staff may be exposed as a result of making their own choices and decisions.

A copy of the full service guide can be downloaded [here](#).

Resident survey

Residents at Deneside Court were asked six questions, each with the opportunity to comment further, and nine respondents took part in the survey.

When asked if they were treated well, eight responded 'yes' and the other 'no' but follow up comments were mixed. They included:

"Want to move to a better place, my own property. Don't like the place. They take my money, the other residents. Staff don't help."

"Lack of communication with staff and residents. Staff don't communicate."

"It's alright, just left alone."

"Everything seems normal. Staff good."

"Nice staff. Get on well."

Similarly, when asked if they felt safe living there, eight responded 'yes' and the other 'no' and comments were mixed:

"No friends. Get frightened. No staff at night-time."

"Loads of friends."

"Own door key. I feel safe."

"Very safe. Staff are here."

"Most of the time."

Again, when asked if they were happy with the care and support they received, eight responded 'yes' and the other 'no'. Comments included:

"Yes and no. Communication. I should get 12 hours one-to-one. Staff play on their phones and walk behind me."

"Look after me. All lovely."

"Staff are caring. Can speak to people."

The residents were then asked what activities they liked to do, with the examples given swimming and going to the cinema, and if they got the chance to do them or any others?

All nine responded. Comments included:

"Going to the MetroCentre shopping. Ask staff and they will take me."

"Watch films and play board games and bingo. Go to the pond, look after the swans. Go out with my camera and take photos of birds. Good for mental health."

"Look around the shops. Meals out with staff. Can't stand bingo. Games if I want to take part."

"Went to Carlisle to see family about six months ago."

"Bingo. Go to the pub with staff and shopping."

When asked if they were involved in their care planning, five responded 'yes', two said 'no' and the other two replied 'not sure'.

Comments included:

"Once someone came and helped me. Due a review."

"Don't know about it."

"Discuss care all the time."

They were then asked if there were any changes they would like to make with their care and support? Eight answered. Four said 'no', two of whom added that they were happy. Two responded 'can't think of anything' and another said 'I don't know, all going well'.

One resident said: *"I don't know. Communication with staff is terrible. Dom and Causy nice staff. Sharon and May as well."*

Finally, the residents were asked if they wanted to add any other comments. All nine responded and comments included:

"The food could be better. Sometimes have food brought in."

"In morning and night-time staff are loud; should be quiet. No social workers or advocate. My voice is not always heard."

"It's alright. TV reception not good. Won't let me get a new one. Want to see my social worker, been ages."

"Meals are nice. Have meals in my room. My apartment is lovely."

Survey for relative/friend of resident

There was one response to our survey for relatives/friends of residents. Asked if their relative/friend was treated with dignity and respect and if they felt they were safe, the reply to both questions was 'yes'.

The respondent also responded 'yes' when asked if they felt the needs of their relative/friend were being met, if they felt they were involved in their care planning and when they had raised concerns or made a complaint if it had been dealt with appropriately.

They agreed that they were happy overall with the care and support that their relative/friend receives, adding: *"Deneside Court is good for my relative as all the current staff are lovely with him."*



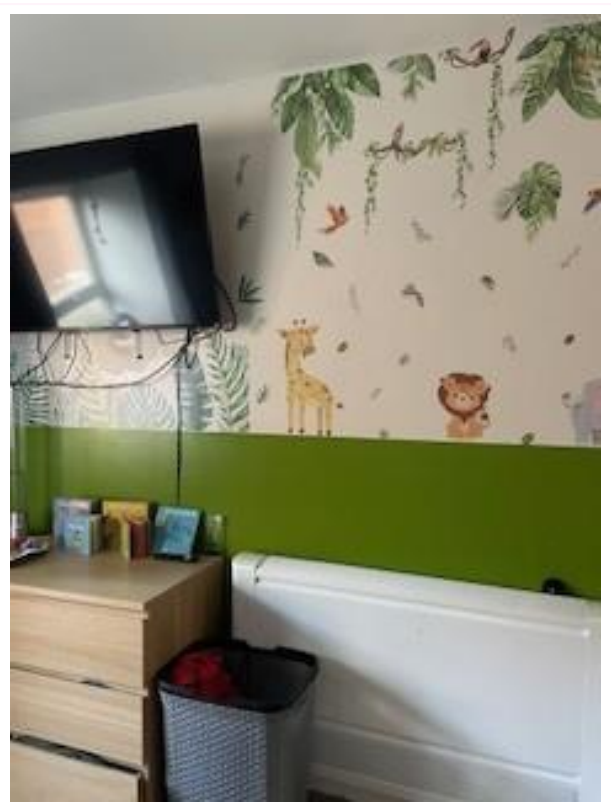
The hydro pool



The garden



Communal bathroom



A resident's bedroom

Key observations

We made two contrasting visits to Deneside Court. We assumed that an incident had preceded our first visit as the manager Sara Armstrong was in a meeting when we arrived and we were only able to speak with her very briefly before leaving.

The home can accommodate 40 residents, and we understood that they were at full capacity when we were there, but this was not confirmed. We were able to speak with seven residents.

Deneside Court is separated into three sections. There are self-contained flats on the top floor, the lower floor is divided into a nursing home and residential home and the middle floor is residential. All areas are accessible via a lift or stairs.

Total staff numbers were not confirmed as no senior staff were available to spend quality time with us, even though the visit was planned well in advance. Staffing levels were confirmed via CQC after the visit.

We were assisted to meet residents by five staff – three carers and two nurses. They were, on the whole, friendly and helpful; however they were extremely busy.

The home had a hostel feel about it. The areas we were able to see had bare walls, apart from one wall decorated by beautiful photographs taken of local birds by one of the residents.

We were able to enter the bedrooms of two residents. One was very cold because he liked the window open to help his COPD. The room had a terrible odour and the bedding didn't look particularly clean. The resident was tucked up in bed.

In the second room the resident was also in bed. His bed had been lowered so that it was on the floor. Staff said it was to prevent falls. Both residents had their own TVs.

We chatted with five residents in what looked like the staff area. Again, it had bare walls with very little personality. We were unable to visit the self-contained flats or view the hydro pool or other facilities available.

We received mixed responses when we spoke with residents, asking whether they were happy living there.

The home felt disorganised, with staff not really knowing what was going on. This could partly be down to them having to be available to go on unplanned outings with residents.

The second visit a few weeks later provided quite a contrast. The care home felt calm and staff were relaxed, finding time to joke with one another. We were made to feel very welcome by everyone we met.

There were 39 residents and the manager was available to give us some background about the home and kindly showed us areas not previously viewed such as the hydro pool and downstairs communal areas.

This included the independent living support room where those residents who have capacity are encouraged to learn how to make sandwiches and do their own washing.

We were given in-depth information about the roles of the nurses, physios etc who work at the home, ensuring the residents have qualified staff on hand to support medication delivery and exercise regimes.

We visited the Morris and Keller Units, both with ten ensuite bedrooms equipped with a shower. There is also a communal bathroom for anyone wanting to take a bath. Residents are able to personalise their own area.

We were advised to not visit the other areas within the home to safeguard our wellbeing.

We were able to speak with two residents during this visit who both looked very happy and saw first-hand how well staff interacted with residents and vice versa. One

resident who is due to move out of the home soon said many times that she was going to miss the manager and that she loved her.

We met the activities coordinator for the second time, who chatted about the activities such as bingo which would be taking place in the home later in the week. All residents are welcome to join in with all activities.

The activities coordinator had recently completed hydro pool training and was booked to hold his first session after training that day.

The welcome pack sets out in great detail how Deneside Court meets the individual needs of its residents, having both the trained staff and high-quality accommodation they require.

There is clearly a lot of effort made to provide residents with a wide range of activities both inside and outside of the home, as detailed in the positive survey responses.

However, we would recommend certain improvements to ensure the facility fully lives up to its billing. It did feel during our visits that it lacked a little warmth in communal areas in terms of décor and there were some comments made by residents about lack of communication with staff which may be worth further investigation.

We would like to thank both survey respondents and staff at Deneside Court who assisted us to carry out this research.

Provider response

Response here...




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