

Gathering Feedback about Care Homes in Southampton

April 2026



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Summary

Healthwatch Southampton (HWS) was requested by Southampton City Council (SCC) to gather feedback about the city's care homes to inform the development of their Care Home Strategy 2026 for the next 5 years.

Feedback collected by HWS was limited by SCC's timescales and HWS resources. HWS collected data by visiting care homes, talking to residents, family members and staff and sharing a digital survey, together with paper and easy read versions. A total of 62 survey responses were received from 10 different care homes across the city. Feedback from residents, family members and staff feedback about care homes was largely positive. The 4 main areas for development were:

- enabling residents to be involved in making choices.
- regular feedback from residents by staff.
- staff diversity training to include refresher and cover topics such as neurodiversity.
- SCC ensuring they listen to their service users, get regular feedback from residents and improve their data collection on referrals.

HWS's recommendations reflect these area of development:

- Care homes to offer taster days for potential residents to visit to help people to choose the right care home for them.
- Care homes to develop easy read leaflets to support decision making when choosing a care home for people who are unwell or have limited capacity.
- Care homes to extend current staff diversity and training to include refresher sessions and specialised topic areas e.g. neurodiversity.
- SCC to ensure their staff listen to service users, gather data about referrals for care homes of people who have complex health conditions, and may also have additional needs e.g. mental health, neurodiversity, behavioural issues which may impact other residents, making it difficult to find a suitable placement for them.
- All organisations supporting Care Home residents to collect equalities monitoring data.

Introduction

Southampton City Council (SCC) is developing a Care Homes Strategy that will be published in 2026 to address the needs of residential and nursing home residents over the next five years. It is being developed in partnership and consultation with service users, care home providers and other stakeholders. The aim is for this to guide the Council's future commissioning decisions.

Healthwatch Southampton (HWS) was approached by SCC's Living and Ageing Well Commissioning Team in August 2025 to carry out an engagement exercise by Nov 2025 to gather feedback from the city's residential and nursing home residents and their family members. The feedback gathered will contribute to the development of SCC's 5 year Care Homes Strategy 2026.

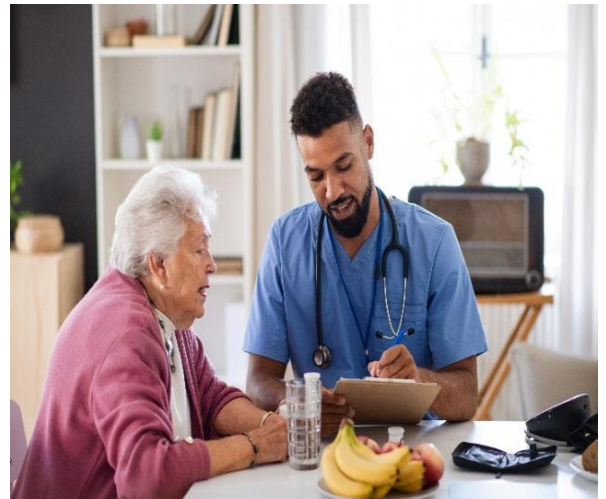
HWS was given freedom to develop an engagement plan to gather feedback from care home residents and their family members. The engagement plan included the development of high-quality engagement tools (including a digital and easy read survey) and full consideration for accessibility needs. HWS also gathered feedback from care home staff who work at the residential and care homes to gain insight into their views about residents' needs and their experience of working at the care home.

HWS and SCC wanted to know about inclusion and diversity in care homes. It was important to provide residents and staff the opportunity to share their experiences, perspectives, and ideas about how well the home meets their individual diversity and inclusion needs (race, culture, language, gender identity, sexuality and additional needs) and to hear if individuals feel valued, respected, and supported within the care environment.

Context

National Context

There are 11,391 residential care homes in the UK, with 265,741 registered beds, according to data from care home.co.uk. Residential care homes offer emergency, respite, short term, long-term care and palliative care. Residential care homes support older people and those aged 18-65 with physical disabilities, learning disabilities, mental health issues, alcohol/drug dependence or other care needs. These homes are designed for people who do not need 24-hour nursing care but are unable to care for their daily needs and so cannot live independently.



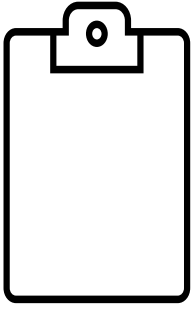
There are 5,065 nursing homes in the UK, with 264,903 registered beds. Nursing homes offer residential care as well as 24-hour medical care from a qualified nurse. (www.carehome.co.uk).

Local Context

In 2025, there are 53 care homes in Southampton (SO14-SO19 postcode area). This figure includes:

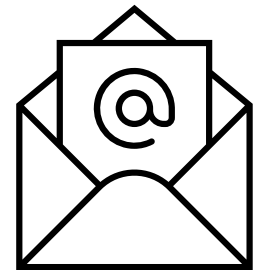
- 19 Residential Care homes (mainly for older people).
- 9 Nursing Homes.
- 17 Residential Homes for people with a learning disability.
- 6 Residential Homes for people who need mental health support.
- 2 Residential Homes for people who have issues with substance use.

Methods



HWS developed a series of questions to ask participants, followed by the creation of two separate surveys, one for residents and their family members and the other for staff members. HWS then designed posters to be distributed and displayed by the care homes. The posters had QR codes for participants to scan and complete the survey online.

HWS emailed all the care homes (53) explaining the engagement exercise and attached digital copies of the survey and posters. HWS sent out hard copies of the posters and surveys to all care homes for any participants who find it difficult to access the digital version. A self-addressed envelope was included in all mail outs.

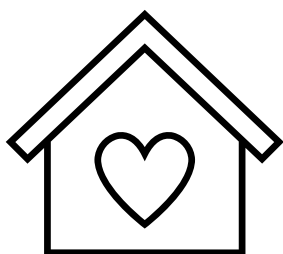
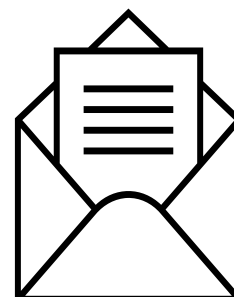


easy read



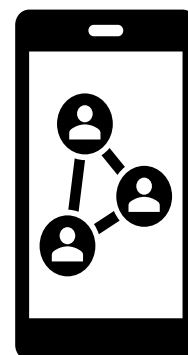
Southampton has 17 residential homes that support over a hundred people with a learning disability. It was essential for HWS to create a separate easy read version of the survey with simplified text and pictures to accommodate any accessibility needs. After training on producing easy read materials, facilitated by Easy Read UK, a panel of experts gave feedback about HWS easy read survey before it was shared with the Care Home Managers via email and in the post.

Care homes selected for visits were on the basis that they provided a variety of support including residential, nursing care , learning disability, mental health and substance use support. HWS also wanted to select homes across the whole city of Southampton from a variety of postcode areas. Due to the tight timescales for the engagement and limited staff capacity HWS was able to select only five care homes to visit. Unfortunately, it was not possible to cover every support area or postcode area and HWS was not able to visit 1 care home as it had only 1 resident.



Once the care homes were selected for face-to-face engagement, HWS contacted the individual Care Home Managers via email and post explaining to them the nature of the engagement exercise and the date of the expected visit. HWS contacted the Care Home Managers again towards the closing date of the surveys to provide a template for them to use to email to their staff members and residents' family members and encourage participation. The email explained the importance of sharing their views about the care.

HWS shared the survey widely, by posting it on HWS social media, website and including it in the Southampton Voluntary Services Newsletter which reaches over 400 Voluntary and Community Organisations.



Limitations

HWS's exploration into care homes in Southampton was a project limited by SCC's timescales and HWS resources. SCC approached HWS in August 2025 and needed the information by November 2025 to ensure that the feedback was taken into account in the development of the new Care Home Strategy. HWS staff had limited time and capacity to complete the work (surveys and visits were completed alongside other ongoing HWS work).

HWS wanted to provide the opportunity for as many people as possible to give feedback about care homes. This involved a lot of time taken with administrative tasks and communications. The development of an easy read survey was essential to capture the voice of those with learning disabilities.

Many care home residents have limited capacity to respond to the survey to give their views due to health conditions that impact their capacity and understanding (e.g. dementia). Face-to-face care home visits give more residents the opportunity to give their feedback but can be time consuming. Although this method was the most effective way to gather feedback, HWS was only able to plan and organise five visits to Care homes but completed only four of the planned Care Home visits.

The care home HWS decided not to visit is Natalie House (SO14), a 10 bed Mental Health Care Home offering 24-hour support for people with mental health diagnoses. They provide person centred support for one year enabling people to learn and develop life skills and manage their individual recovery. As Natalie House had only one resident at the time of the survey it was agreed that it would not be appropriate to visit it.

HWS acknowledges that Care Home staff may have limited time to engage in the survey, publicise to family members or support residents to complete the questionnaire. Both surveys had a low response rate, despite widespread sharing and publicising of information.

HWS acknowledges the importance of gathering equal opportunities information of survey participants but due to a technical glitch on the digital survey there was a gap in this data.

Feedback from Care Home residents, family members and staff

We visited 4 care homes in Southampton and spoke face-to-face to 12 staff members, 22 residents and 4 family members.



We received a total of 62 survey responses including 37 care home residents, 5 family members and 20 staff members from 10 different care homes across the city.

The survey responses included 11 completed easy read survey responses from residential homes for people with a learning disability.

Care Home Visits

Healthwatch Southampton arranged to visit a selection of 4 Care homes in Southampton within the SO14, SO15, SO16, SO17, SO18 and SO19 post code areas. Here is a summary of each care home:

Care Home	Provision	Staffing
<p>The Hawthorns (SO19) 73 bed Nursing Care Home</p> <p>(www.bondcare.co.uk)</p>	<p>Provides residential care for a wide variety of disorders, disabilities and behaviours, including nursing, dementia, sensory impairment, physical disability, end of life, respite and reablement care .</p> <p>Supports people from a younger age and has residents from 55-98 years old</p>	<p>The 120 staff from 25 different nationalities are available 24/7 for all residents and staff speak a variety of languages, including English, Polish, Malayalam, Tamil, Turkish, Egyptian</p>
<p>Mayflower Court (SO17) - 72 bed Residential Care Home</p> <p>(www.anchor.org.uk).</p>	<p>Provides residential care , respite, palliative care and specialist dementia care .</p>	
<p>Northlands House (SO15) - 101 bed Nursing Care Home</p> <p>101 residential beds</p>	<p>Provides specialist nursing care for those aged 18 and over, mostly for those with complex physical and health care needs and they also offer respite care , and palliative (end of life) care .</p>	<p>They have trained nurses on duty at all times for residents needing nursing care , particularly if their condition requires regular medical attention.</p>
<p>Starboard House (SO19) - 7 bed Learning Disability Care Home</p> <p>(www.achievetogether.co.uk).</p>	<p>Provides support to seven adults with moderate learning disabilities, autism spectrum conditions, and epilepsy. They provide 24-hour support in a safe environment, fostering confidence, decision-making, and individualised choice.</p>	<p>A fully staffed team, many of whom had worked there for a long time, some more than 20 years.</p>

The Hawthorns (SO19) – 73 bed Nursing Care Home

They have 70 residents but can take up to a capacity of 75. The Manager, who is a nurse, has seen big changes in the ages of residents being admitted into care homes over the last 20 years and feels that many people are needing care home support at a younger age. The building is new, clean, warm, spacious and the staff were helpful and friendly. There were lots of staff around on all floors who were caring for residents. We saw people having their rooms cleaned, closing doors for personal care, lunch being served in the dining room and staff getting residents ready for lunch. The Hawthorns has lots of ways for residents and family members to give feedback in the home, including a questionnaire at reception.

Mayflower Court (SO17) – 72 bed Residential Care Home

The Care Home Manager explained the changes and improvements made since the CQC inspection earlier in 2025, particularly about communication within the staff team. They have worked to improve the community feel within the care home including a summer BBQ for residents, staff and their families, and a weekly coffee morning where people from the local community can go and chat with residents. HWS were informed that the display changes include diversity and inclusion themes such as Diwali, Pride, etc. The HWS team witnessed positive engagement between staff and residents, including simple interactions, leading activities and supporting residents at mealtimes.

Northlands House (SO15) – 101 bed Nursing Care Home

The décor of the building was modern, clean and fresh and the small lounge we had use of had a lovely Halloween display there. The Manager and the Deputy Manager told us that there are many different cultures within the staff group and that the team learn a lot about each other's cultures and religions. They use a communication book with one of their residents who does not speak English. This has been developed with his family and uses pictures that he can point at in order to communicate with the staff. They said that they have seen an increase in the last couple

of years for people who have complex mental health and behavioural support needs which they are unable to support.

Starboard House (SO19) – 7 bed Learning Disability Care Home

It is a small home with individual bedrooms and one self-contained bungalow at the end of the garden. Starboard House has a homely feel to it and is well decorated with pictures. The staff provide personalised care to the residents as well as cooking, cleaning, laundry and trips out for residents. The week before the HWS visit a group of residents and staff visited the local Scare crow Festival.

Staff explained that the support workers had a comprehensive training package including positive behaviour support training and the opportunity to complete National Vocational Qualification (NVQ) training. Training is completed both online and in person and they have an assessment after training to ensure an adequate level of learning and understanding. Staff had supported all residents to complete the easy read survey prior to our visit which meant that we were able to focus on staff insight and experiences and have an open conversation with residents.

Care Home Residents and Family Members Survey

HWS gathered feedback from residents and family members during care home visits and also received paper copies of the survey and online submissions from family members. Details of the feedback to each question is provided below.

Question 1 – How did you choose a care home before you moved in?

What was important to you?

- Many residents felt they were not involved in the choice to live in their current care home. The most common reasons that they gave why they did not make their own choice were: a family member made the choice, they were in hospital or too unwell to make a choice, the council or hospital made the decision, there was a limited availability of local care homes with the capacity to meet their specific care needs, or financial limitations.
- The decision to live in the care home was made because of a variety of reasons including: care home visits, recommendations, financial costs and previous experience of a particular Care Home. One of the most common reasons for moving into the Care Home was admission as part of the discharge process from hospital.
- One participant said: “I was discharged from hospital and needed a care home that can offer night time care and the care home was recommended by neighbours. It was not the first choice but the care home I wanted could not provide the nighttime care I needed”. Another participant said: “I had several falls at home. I was sent here when I fell at home and broke my ankles. I came here from the hospital. This home has 24/7 nursing staff – other homes we considered do not offer this service”.
- The most common things that people said was important to them were accessibility, level of care provision, food, ground floor location and access to garden, the feeling and homeliness of the place.

Question 2 – How could either Southampton City Council or the Care Home providers have made it easier for you to choose a Care Home?

- Most respondents who were residents were not able to answer this question (19 out of the 23 responses).
- There was some negative feedback from both residents and family members about not feeling supported to make a care home choice including feeling pressured to make a quick decision particularly on hospital discharge, lack of information from adult social care , poor communication with professionals and not feeling listened to.

Question 3- What are your/your family member's care needs? Does the care home meet your/your family member's needs?

- Residents had a wide variety of care needs including dementia, mobility issues, hearing impairment, and other complex health conditions.
- They need support with a variety of different tasks which varies for each individual resident but may include help with medication, personal care – washing and dressing, bathing, eating, going to the toilet, cleaning and laundry, activities, trips out etc.

Question 4 – What other needs do you/your family member have? Are those needs provided for whilst living at the Care Home?

- Some care home residents who completed the survey with HWS staff support were not able to identify other needs they may have, even when prompted (for example sexuality, religion, culture, family, community, gender).
- Others identified support to meet their religious needs e.g. going to church or for the local vicar visiting the care home.
- In some care homes the residents likes and dislikes, photos or things that are important to them are on display on their bedroom doors or on the wall.
- One resident said: “They celebrate major events/awareness days e.g. Black history month, Pride, Diwali etc. I go to church on a Sunday and also the local vicar visits the care home every few weeks. The services are inclusive and they try to support my hearing loss”.

- Some residents would like to go out on trips more: “I feel like a prisoner because I can’t go out. I would like to go shopping and get out and about.”

Question 5- What do you like about living here? / What do you like about your family member living here?

- Almost all residents and family members who responded to the survey identified something that they like about the care home.
- The things that people liked about living in their care home were varied and included the care they receive, staff, food, activities, friends in the home, the environment and gardens.
- One residents said: “All the staff are very respectful - in particular they knock on my door before entering”.
- Another resident stated: “I’m left to my own devices when I want alone time - not forced to engage with the group entertainment in communal room. I like living here”.
- One resident said: “ I don't have to worry about doing the shopping.”
- A resident shared their view: “You can bring in your own furniture for your room if you want to - to make it more homely. I like it because it is less clinical.

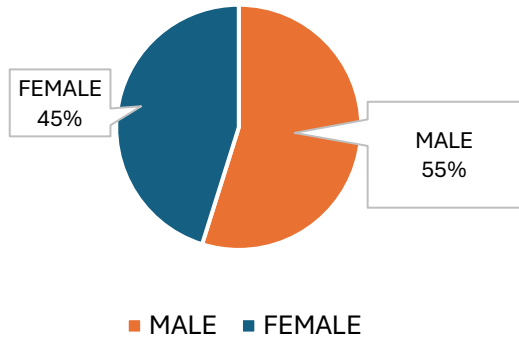
Question 6 - What would you change about the Care Home?

- Many survey respondents could not identify anything they would like to change. Twelve residents (out of 62) said they would not change anything because they are happy.
- Feedback for changes included reminder to residents about activities before, better cleanliness, a greater variety of food and enabling development of friendships.

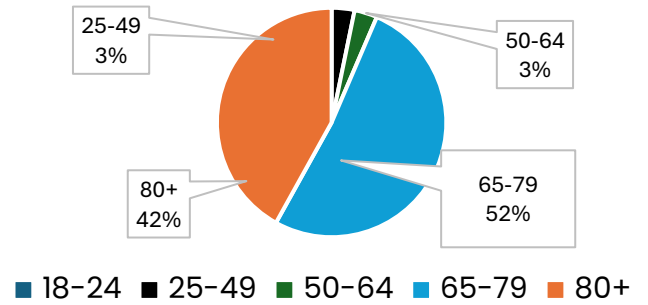
Equal Opportunities Monitoring for Care Home Residents and Family Members Survey Respondents (31 total)

Please note that family members who completed the survey were asked to complete equal opportunities monitoring about their family member who lived in the care home.

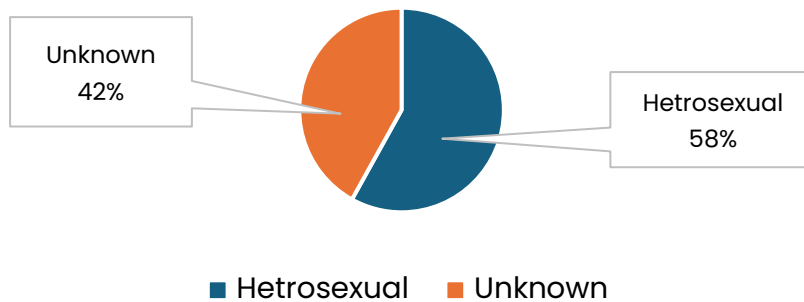
GENDER OF CARE HOME RESIDENT



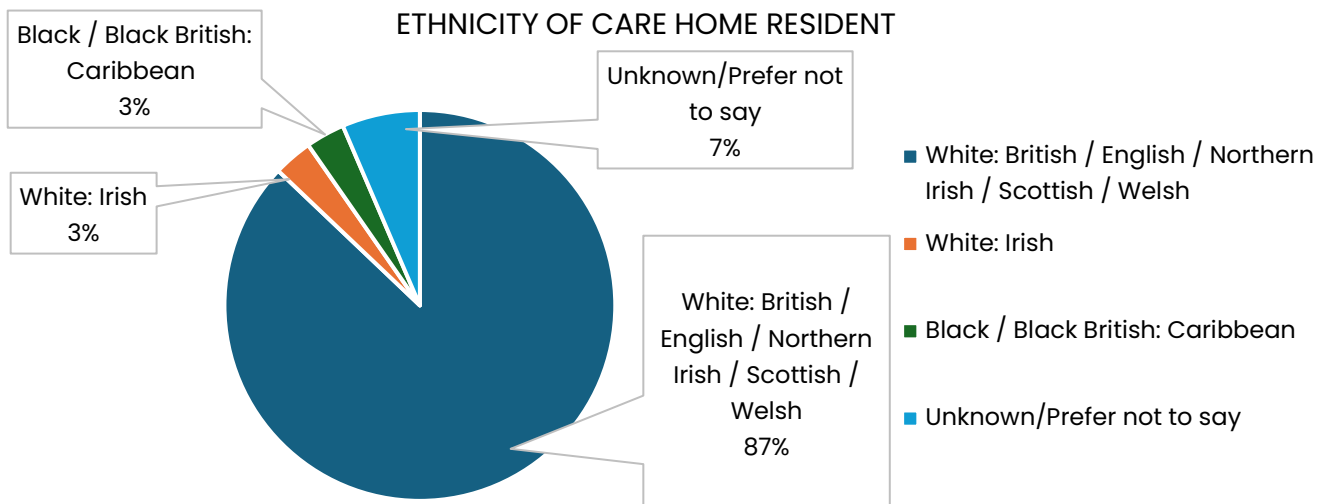
AGE OF CARE HOME RESIDENT



SEXUAL ORIENTATION OF CARE HOME RESIDENT



ETHNICITY OF CARE HOME RESIDENT



Care Home Easy Read Survey

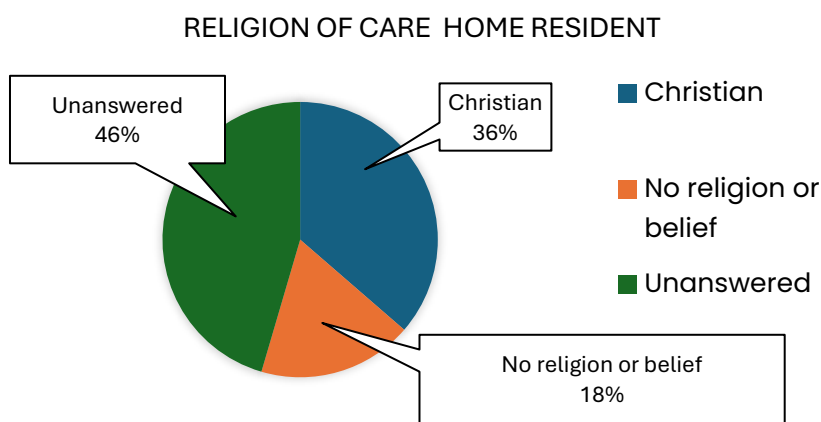
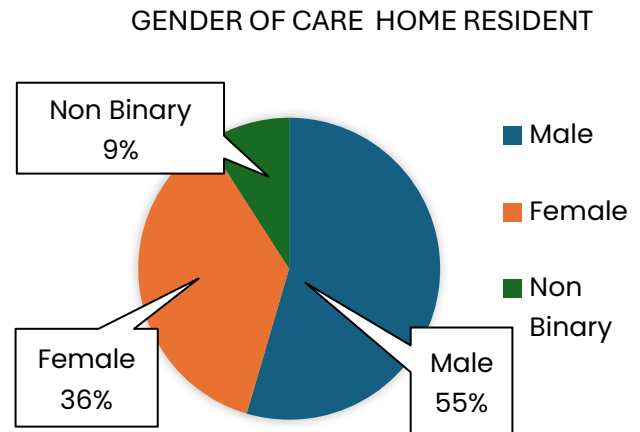
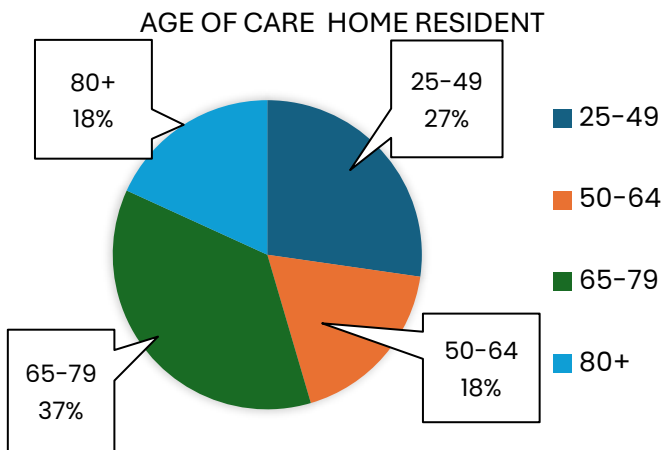
Southampton has 17 residential homes that support over a hundred people with a learning disabilities. The easy read version of the survey has different questions, simplified text and pictures to accommodate any accessibility needs. 11 responses were received to the easy read survey from residents at 3 different learning disability care homes.

The feedback included:

- All 11 participants said the staff listened to them, felt that staff let them make their own choices and that the staff help them celebrate special holidays, giving examples of Halloween, Birthdays, Christmas, New Year, Activities, Easter.
- 10 out of 11 of participants said they were very happy where they lived and felt that the staff talk to them kindly.
- Participants responded with a wide variety of hobbies and interests that they took part in while living in their care home including music, watching TV or films, games, exercise or sport, cooking or baking, going out, relaxing, visiting parents and family.
- Other comments included care homes providing them with a life full of opportunities and choices and the ability to be a bit more independent.

Equal Opportunities Monitoring for Easy Read Survey Respondents (11)

- 3 respondents were aged 25-49, 2 respondents were aged 50-64,
- 4 respondents were aged 65-79 and 2 respondents were aged 80+.
- 6 respondents were male, 4 respondents were female, and one respondent was non-binary.
- All respondents identified their ethnic background as white British.
- 5 people did not answer the question about their religion, 2 people said they have no religion and 3 people said they were Christian.



Care Home Staff Survey

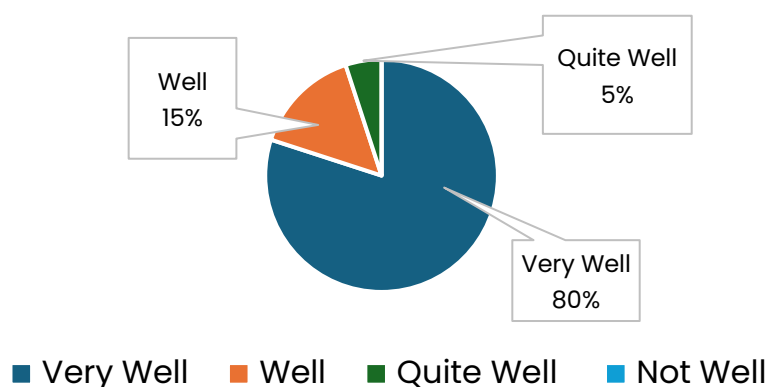
We received 20 responses to the care home staff survey from seven different care homes.

Note: responses to the questions 1, 2 and 3 were overwhelmingly positive and would benefit from being confirmed by regular feedback from residents.

Question 1 - How well does the Care Home meet the residents care needs? (physical disabilities, mental health needs, autism spectrum disorders, sensory needs, learning disabilities, cognition or memory difficulties).

95 % (19) of respondents said that their Care Home met the care needs of their residents very well or well. Only one respondent (5%) said quite well.

'How well does the care home meet the resident's care needs?'

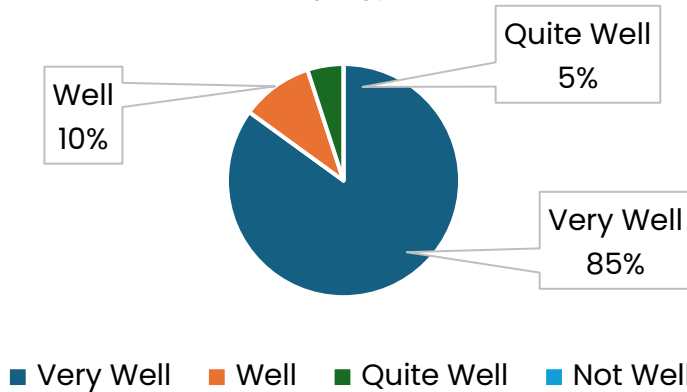


Responses included:

- Training: All staff get training and also refresher eLearning. The manager makes sure all staff are up to date with training. Each resident has a person-centred care plan and all staff are trained and facilitated to read and understand individual care plans including shadowing.
- Person centred care: The care home has a robust pre-admission process to ensure that we meet all areas of individual care needs.
- All individuals are cared for with a person-centred approach. Plans are made for each individual with their input and the input of family members and tailored to their needs, wishes and goals they wish to achieve. We make sure we do our utmost to know the full life history - this helps with settling them when they are worried or confused about where they are.
- We are very efficient in our daily duty in the care home, and we work as a very good team to meet the needs of the people we support.
- Residents who may have autism (not always official diagnosis) have particular needs and some staff may struggle with challenging behaviour. I believe more staff training about how to support these residents would be beneficial. Staff have adapted to individual needs and use resources when interacting with residents (fidget toys, etc).

Question 2 - Do you think that the resident's other diverse needs are understood and provided for whilst living at the care home? (for example, sexuality, religion, culture, family, community, gender).

Do you think that the residents other diverse needs are understood and provided for whilst living at the care home?



95% (19) of respondents said that the care home understands and provides for resident's other diverse needs very well or well.

Responses included:

- The staff team are very diverse in terms of religion, culture and sexuality. Yesterday staff were involved in vox pops - individual staff members stated on camera 'I love working here because.....". All care staff have received training and regular updates regarding equality, diversity and inclusion.
- We celebrate the diverse culture of residents and staff. We celebrate special days and festivals with lots of cultural days and celebrate special days (Diwali, Halloween, Eid, Xmas, etc). The majority of residents are Christian but we try and cater for all religions. We have a church service for those that are Catholic and Christian; meetings on Sundays and Thursdays for Jehovah's Witnesses.
- We respect and understand the needs of the clients we offer support by respecting and supporting their choice. Support plans for each individual include plans to support with their sexuality, religion, culture, family, community and gender. Easy read documents have been shown

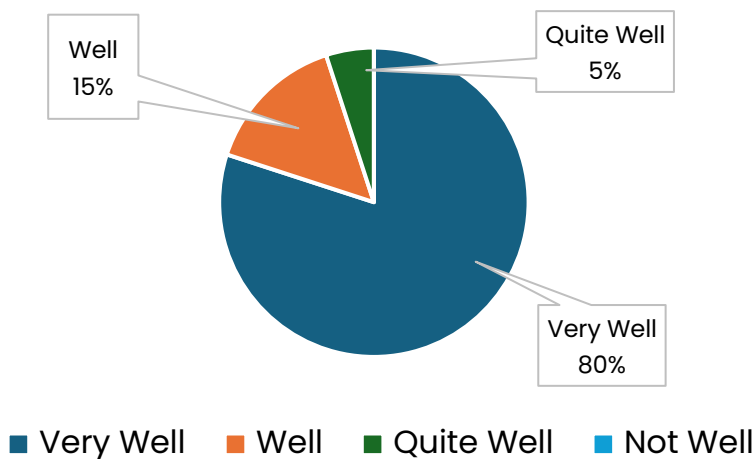
to the individuals during house meetings and keyworker meetings to discuss this.

- The care home organises lots of community-based activities including: a Halloween hunt, summer fayre, young volunteers, knit and natter, visits from local primary schools, mum and baby activities, sign language training.
- Individual diverse needs are well articulated in their respective individual support files which are available for all staff. Visiting family are very hands on and very helpful/informative of resident's needs.

Question 3 - How well do you feel that the diverse needs of the staff team are understood and supported by your employer? (for example, sexuality, religion, culture, family, community, gender).

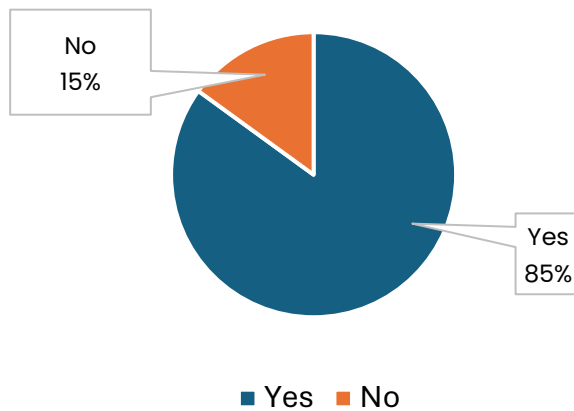
95% (19) of respondents said that their employer understands and support staff's diverse needs very well or well.

How well do you feel the diverse needs of the staff team are understood and supported by your employer?



Question 4 - Have you had diversity and inclusion training?

Have you had diversity and inclusion training? (e.g. cultural/LGBTQ+/Autism awareness etc.)



85% of respondents said they have received diversity and inclusion training.

Responses included:

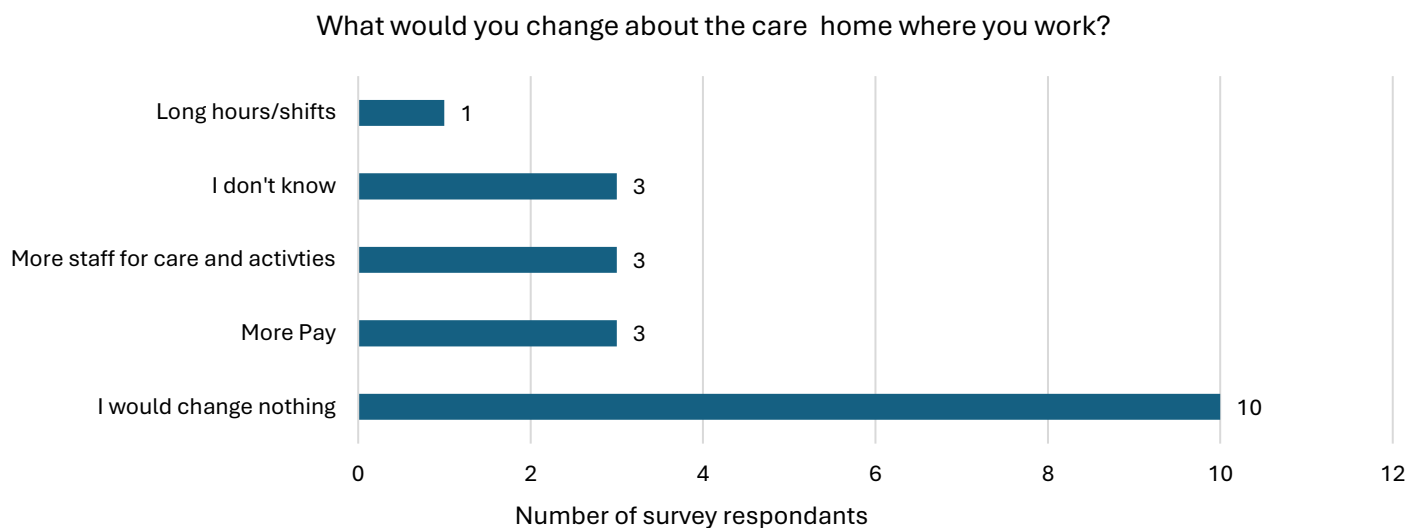
- Training is thorough, covers all aspects and helps us to understand and support the individuals we support, and respect their choices irrespective of their sexuality, religion and race. "I gained more knowledge on different cultures." We have all completed this training and it is reviewed regularly to ensure we are a space that promotes equality and inclusion. Any issues are reported instantly and supervisions are completed to address issues.
- The training is delivered through our eLearning scheme; the care home provides extensive training packages for all staff members (online/face-to-face) including dementia, diversity and autism.
- I would like more diversity and inclusion training particularly autism spectrum disorder (ASD) and behaviour management. The training should be part of induction and also a separate stand-alone course.
- I've worked here for many years, and I can't remember what training staff were offered at the start or what I completed but it would be good for staff to have refresher training on diversity and inclusion.

Question 5 – What do you like about the care home where you work?

Responses included:

- The care home is well organised, a good environment, friendly, welcoming with well-trained staff. We meet the needs of the residents in a family atmosphere.
- We are a home from home and we all work well as a team and support each other. I like the teamwork spirit and good communication from staff.
- I feel valued and respected. The care home provides a friendly environment and the leadership offer support whenever staff require it. All staff including management are approachable.
- I like working as the residents have choices and I support them to do what they like to do in the community and like to see them happy.
- I worked as a home carer previously - this is less manic and stressful.
- The staff and the individuals we support. The staff are friendly and care deeply about the individuals they support. The individuals are amazing and it's incredible to get to work with them all and see their goals achieved.

Question 6 – What would you change about the care home where you work?



Responses included:

- The most popular answer was that they would change nothing with 50% of staff (10 responses).
- Some did have issues of concern e.g. more pay (3 responses), and more staff for care and activities (3 responses).
- More colourful decor, change the layout and colour of some of the rooms.
- More staff on shifts and more funds to provide more activities, esp. at weekends.

Areas for development

The 4 main areas for development were:

- enabling residents to be involved in making choices.
- regular feedback from residents by staff.
- staff diversity training to include refresher and cover topics such as neurodiversity.
- SCC ensuring they listen to their service users, get regular feedback from residents and improve their data collection on referrals.

Recommendations

HWS's recommendations reflect these area of development:

- Care homes to offer taster days for potential residents to visit to help people to choose the right care home for them.
- Care homes to develop easy read leaflets to support decision making when choosing a care home for people who are unwell or have limited capacity.
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- SCC to ensure their staff listen to service users, gather data about referrals for care homes of people who have complex health conditions, and may also have additional needs e.g. mental health,

neurodiversity, behavioural issues which may impact other residents, making it difficult to find a suitable placement for them.

- All organisations supporting Care Home residents to collect equalities monitoring data.
- Southampton City Council to gather data about referrals for care homes whose needs may not be met by current provision (e.g. people with complex health conditions and additional needs e.g. mental health, neurodiversity, behavioural issues).
- Care homes to consider an increase in resources to be available for activities and trips out for residents.
- Further exploration and community engagement is needed into the current and future care needs of diverse communities (ethnic background, gender identity, religion, additional needs).

Conclusion

The response rates for both surveys were smaller than hoped and while the feedback was mostly positive feedback, there are areas of improvement that SCC and the care homes can take actions on to improve outcomes for residents and staff. This report will contribute to Southampton City Council's Care Home Strategy 2026 for the next 5 years and commissioning appropriate services.

Acknowledgements

Thank you to **all** care home residents, family members and staff who took the time to complete surveys and give their feedback. We appreciate the time taken to share your experiences.

Thank you to **all** the care home managers and support staff that supported HWS staff during the care home visits or supported residents to complete easy read surveys.

Appendices

Healthwatch Southampton
Voluntary Action Centre
Kingsland Square
Southampton
SO14 1NW
T: 02380216018
info@healthwatchsouthampton.co.uk
healthwatchsouthampton.co.uk

16th September 2025
Care Home Manager
Address

To ,

Healthwatch Southampton visit

Healthwatch Southampton has been asked by Southampton City Council to visit a selection of Care homes across the city in October and early November 2025. We would like to come and visit your care home on the 28th October 2025 at 10.30 am.

The purpose of this visit is to speak to residents and family members to gather their feedback and views on selecting a care home, receiving care and living in Starboard House.

All comments, views and ideas will remain anonymous although different homes visited will have themes identified and feedback may be included in a report to Southampton City Council and will be published on our website. We would also like to hear feedback from staff via an online survey, which will also be treated as anonymous. Feedback from residents, family members and staff will be reviewed to enable Southampton City Council to update their Care Home Strategy and ensure plans are made to reflect people's needs now and in the future.

This visit will be conducted by the following Healthwatch team:

1. Jo Payne
2. Emma Bowley

All of our team carry identification with them throughout a visit and will present this on arrival. They have also undergone training, which includes adult safeguarding, and are DBS-checked.

We will contact you again in the next couple of weeks to provide posters, QR codes and links to the survey that you can display in your care home or distribute to relatives and staff.

If there are any problems during the visit you can contact me on Tel: 02380 216018 or email info@healthwatchsouthampton.org.uk.

Healthwatch will write an overall report about all of the care home visits and feedback received and this will be shared with you and Southampton City Council to help write the strategy.

If you would like more information about Healthwatch Southampton and the work we do, you can visit our website www.healthwatchsouthampton.co.uk.

Please do not hesitate to contact us if you have any questions or would like to discuss this visit further. We will ring you the day/week before to confirm our visit with you.

Do You Live Here?

Healthwatch Southampton would like to ask **residents** and **family members** about their experience of living here

Share your feedback by scanning the QR code or ask a staff member for a paper copy to answer our questions.



**Please complete by Friday
31st October 2025**



The feedback you share is anonymous – you do not have to say who you are and we will not identify you.

If you would like to speak to a member of the team give us a call

Telephone: 023 8021 6018

Website: www.healthwatchsouthampton.co.uk

Email: info@healthwatchsouthampton.co.uk

Do you work in a Care Home in Southampton? (SO14 -SO19)

Healthwatch Southampton would like to ask **staff** about their experience of working at your care home

Share your feedback by scanning this QR code and completing the survey.

You could also speak to a member of the team.



Please complete by Friday 31st October 2025



The feedback you share is **anonymous** you do not have to say who you are and we will not identify you. We will use the information gathered in a report to Southampton City Council.

Website: www.healthwatchsouthampton.co.uk

Telephone: 023 8021 6018

Email: info@healthwatchsouthampton.co.uk

Survey for people living here

Please tell us where you live in the box below



We would like to ask you some questions about what it is like to live here.

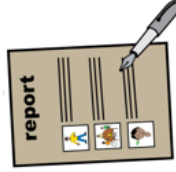


Your answers will help us learn more about what is important to you.



You can ask a staff member, a friend or a family member to help you fill it in.

You do not have to answer all the questions if you do not want to.



We will use your answers to write a report about what it's like to live in a residential home.

Healthwatch Southampton

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healthwatch
Southampton