

**Enter and View Visit to
Ashlea Mews Care Home - South Shields
9th August 2016**

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Healthwatch is the independent consumer champion for health and social care patients and service users in England.



Healthwatch South Tyneside has statutory powers under the Health and Social Care Act 2012 to carry out visits to gather the views and experiences of service users, patients, families, carers and staff for the purpose of service improvement.

Service:	Ashlea Mews Care Home
Named Manager:	Vicky Jones
Date of Visit:	9th August 2016
Announced/Unannounced:	Announced
Visit Team:	Elaine Richards and Linda Gibson
Most Recent CQC Inspection:	9th May 2014.

Purpose of Visit

Residents living in care and nursing homes may find they are not only coming to terms with leaving their own home but also find they are unable to do the things they used to do. They may find themselves very quickly becoming inactive and bored which can impact on their health and mental wellbeing.

Healthwatch South Tyneside considered that conducting Enter and View visits across all the care and nursing homes in South Tyneside would present valuable evidence of what is being delivered around 'Meaningful Activities' and what is in place for residents to keep them mentally and physically stimulated to enhance their quality of life.

Healthwatch South Tyneside Authorised Representatives Team, through Enter & View visits to all care and nursing homes in South Tyneside will:

- collate evidence of a varied approach to meaningful activity; and how services address increasing levels of social isolation for older people in South Tyneside,
- Look at opportunities for social inclusion within care and nursing homes, whilst gaining an understanding of how meaningful activity is supported within South Tyneside care homes and peoples experience of this; and
- Produce questions that are standardised with a shared understanding of this piece of work so that each care home has the same experience and opportunity.



Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Overall Summary

We observed residents who were actively involved in a number of activities during the visit. Staff appeared very attentive to their needs with good banter being shared between staff and residents. There was a 'buzz' and people appeared to be enjoying what was going on. There was a wide selection of activities on display we were informed that this was updated monthly, we were told that staff were willing to work together to provide these activities.

The manager informed us that the change in provider had been welcomed and following this an additional activities co-ordinator had been recruited. A budget had been allocated to deliver activities; she said this had not been the case previously.

After speaking to some residents the opportunity to get out more would be welcomed if the home was able to provide staff or volunteers to dedicate time to this.

The home has a 'resident cat' which appears to be loved and spoilt by both residents and staff.

Process

Enter and View officers gathered information and intelligence using a variety of means:

- Observations of the general condition and environment within the home and interactions between staff and service users, including staff carrying out daily tasks.
- Discussions with management and staff and an awareness of any sensitive areas in relation to specific service users.
- Discussions with service users and families using open questioning techniques and non-leading prompts.



Observations

Residents responses to questions:

Do you take part in the activities provided at the home?

Three residents told us they did take part in the activities. One lady told us she enjoys the 'zoo animals' that come to the home, and taking part in art and craft sessions. Another enjoyed having time to read as this is what she enjoys doing the most; whilst another resident enjoyed themed dressing up and calling out the bingo numbers. There were lots of photos displayed on the walls showing residents involved in past events. A 'selfie' board had been created with residents and staff posting pictures of themselves.

Have you ever been asked what activities you would like to do? Were these offered to you? If not why not?

One resident told us they had never been asked what activities she would like to do but then later advised us she had been asked about helping with the summer fayre and open day which she enjoyed. Another resident told us she had been asked but she enjoys reading so is happy to do that.

What kind of activities / interests do you have?

One resident told us they like going out when there is someone available, and that she likes to do quizzes and would like more of these arranged. Another resident told us she likes going for walks and reading.

The Healthwatch representatives observed many of the residents involved in activities i.e. chair aerobics, reading, having their hair done. One resident was nursing her baby (doll) that she carries around with her most of the time.

Families and carer responses to questions:

Do you have the opportunity to get involved in activities around the home?

We spoke to the daughter of one of the residents who told us they are happy to get involved and are encouraged to do so within the home. Some of the things she has been involved in, alongside her mum, were the Summer Fayre and Christmas Fayre through helping on the stalls which they both enjoyed.

Are you happy with the activities on offer?

The daughter told us 'there are always lots of things going on at the home for residents and families to get involved in'.

The nephew of one resident told us 'the home was an excellent place where residents were well looked after'.



Have you been asked about your relative or friends interests in respect of activities?

Yes, mum likes to play cards and bingo.

Manager and staff responses to questions:

Does the home display an activities programme?

The manager told us there are two activities co-ordinators at the home providing weekly and monthly programmes. Additional information is put up when required to promote events. She informed us that the home is good at generating extra funds to help with the activities programme.

Is there an activities co-ordinator at the home?

The manager told us that Orchard Homes, the service provider, identified that the home would benefit from two co-ordinators and provided another member of staff. The home now has two activities co-ordinators each working 22hrs per week with a monthly budget of £150 provided by the service provider to deliver an activities programme.

Are residents asked what they would like to do?

The manager informed Healthwatch that they try to accommodate what residents would like to do.

Do residents have individual activity plans?

‘No, their individual care plan shows what interest or hobbies they have’.

The manager said that the activities are adapted and staff support residents to enable everyone to participate in the activities on offer. She said that someone with a sight impairment for example would be guided and given instructions to enable them to play bowls etc.

The manager shared with Healthwatch the excellent relationship they have with GP Dr Funmi Nixon who comes to the home once a week to see residents. They also have a district nurse that attends once a month. This the manager told us works very well as hospital admissions have reduced, medical concerns have reduced because the GP has a presence every week and has developed a great rapport with residents and staff.

General Observations:

Is there a garden? Are residents encouraged to use it?

The home has five gardens and residents are actively encouraged to tender and grow plants and flowers. Outdoor seating has been provided by two separate families in remembrance of loved ones that had once lived at Ashlea Mews Care Home.



Is there a memory room? Do they have social events? i.e. Christmas Carols or Tea Dances?

The first floor of the home is where many of the residents with dementia live. The activities co-ordinator told Healthwatch they listen to the residents and one of the things they realised was playing 'war songs' caused many of the residents to become distressed and upset. However playing other music would get them singing along, clapping and some up dancing which also helps those residents with dementia to feel involved.

Are outside entertainers invited to the home?

They have, on a regular basis, singers, beauticians the Animal Zoo and Pet Therapy. The use of entertainers is dependent on cost and what the budget needs to cover for that month.

Are all staff involved or is it down to the 'activities co-ordinator'?

Every day the manager and staff decide who will be the 'resident of the day' this means every member of staff will spend at least 10 minutes with that person getting to know them, playing games etc.

Staff told Healthwatch they support the co-ordinator to provide a varied programme of activities and themed events like Halloween Parties, Christmas Parties and annual Pantomime.

Is there a varied programme of activities? I.e. dancing, gardening or exercising.

Yes and the co-ordinator told Healthwatch the programme would be altered to meet the needs of the residents. For example if an activity was planned but on the day no one was really interested they would have a 'movie' session and show a film turning the sitting room into a makeshift cinema, including popcorn. Families and carers can join in too.

Service Provider Response

Linda and colleague visited Ashlea Mews, they were very friendly and pleasant. I observed them showing staff and residents respect.

I enjoyed their visit.

Signed:

L. Ser vaslava



Enter and View Lead

Date: 19th August 2016

Final Report taken to Healthwatch South Tyneside Board on: 31st August, 2016

Board Comments:

The Board are pleased to note the diversity of activities offered.

