

Enter and View Visit to Chichester Court Care Home - South Shields

13th September 2016



Additional information and contact details

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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:	Chichester Court
Named Manager:	Dale Summersby
Date of Visit:	13th September 2016
Announced/Unannounced:	Announced
Visit Team:	Elaine Richards, Yusef Abdullah
Most Recent CQC Inspection:	11th March 2016

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

During the visit which took place after lunch we observed residents getting ready to be entertained by the activities co-ordinator who plays guitar and a singer who attends regularly. Staff were attentive to their needs and we observed a staff member taking time to explain to a confused resident about the entertainment that afternoon.

There was a selection of activities displayed on the 3 boards around the home with flexibility on the activities depending on the weather.

The manager advised that there was a small amount of funding for activities and they rely on fundraising and had recently raised £600.00 from a sponsored walk. They also have a supportive family/carers base who help fundraise and support their relatives.

The residents we spoke to were happy with the activities provided, however the majority of family/carers we spoke to said their relative was not able to join in activities due to their health problems.

They were a lot of staff going about their duties and the manager has been there 3 years, previously there was a high turnover of managers.



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

Resident's responses to questions:

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

The residents we spoke to were waiting for the singer and said they enjoyed this and sitting outside in the garden. They had recently had the 'zoo animals' and pictures of the residents of this activity were on scrolled on the TV screen in the reception lounge showing all the activities/celebrations that had taken place over the year.

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

The residents asked said they were happy with what was provided but did not say what else they would like see included in the activities programme. One resident said she was happy but wanted to go home.

We observed that residents had their name and photo showing them when they were young and what their interests are displayed near the door to their rooms.

What kind of activities / interests do you have?

Residents said they enjoyed playing bingo, helping with cooking (they had been making chocolate crispies) and one lady liked to clean and tidy up. Reading the paper and going out for walks and meals. Dancing and singing were also a favourite and watching movies in the cinema room. We were advised the cinema has surround sound which helps those who are hard of hearing.



Families and carer responses to questions:

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

Unfortunately the family/carers who were visiting said that their relatives were not well enough to join the activities. One did say that a particular staff member was a great carer to her relative.

We were advised most visitors, tend to visit in a morning and on weekends.

Staff advised those who like to stay in their room have daily 1:1 chats, one resident likes to play dominoes in his room and the activity co-ordinator does the residents nails.

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

We spoke to one of the residents (who is bedridden) and her husband who had recently celebrated their 69th wedding anniversary with their family in the activities room with a party.

Manager and staff responses to questions:

Does the home display an activities programme?

There are 3 display boards around the home and events are promoted when organised.

Is there an activities co-ordinator at the home?

There are two co-ordinators one works 37 hours and the other 12 hours.

Are residents asked what they would like to do?

Yes and they are encouraged to take part in what is offered but not everyone wants to be involved.

Do residents have individual activity plans?

There are asked what their interests are when they come into the home (My Choices) and their relatives also advise on this. The co-ordinators build up trust with the residents and advised one lady who had stayed in her room for years now has the confidence to join in. They are also aware of group dynamics when organising activities so everyone can feel comfortable to join in.



General Observations:

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

There are 3 gardens and the some residents were sitting out. Some of the residents help with the gardening, planting bulbs and tidying up.

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

We were advised that there used to be a memory room but this was re-designated by a previous manager. They use a memory mat where residents throw a bean bag and answer the question it lands on, prompting discussions amongst the group taking part.

They have the Christmas panto booked and have a Christmas fayre/party, make Easter bonnets and celebrate Valentines and St Patrick's day.

Are outside entertainers invited to the home?

Yes a singer was there on the day of the visit. The animal zoo had also recently visited.

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

Staff join in when they can and they were all dressed up for Halloween.

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

Yes. They were going to take some residents on the recent sponsored walk but were unable to as the weather was so bad. There is a daily exercise class held.

There is a lady from nearby Maxwell Hall who takes a Sunday service and a previous resident was taken to the Mosque.

Staff take residents shopping and there have been 2 trips this year to Beamish where they visited the dementia cottage.

Service Provider Response

No response received.

Signed:

L. Slavova

Enter and View Lead



Final Report taken to Healthwatch South Tyneside Board on: 11th October 2016

Board Comments:

This appears to be a home where a sense of independence is positively encouraged. The acceptance of residents helping in whatever limited way they can, whether that is dusting or helping with cooking or gardening. Exercise is an essential part of keeping older people healthy and mobile well done this home for adding this into their general activities.

A positive report, where residents have varied activities in the setting along with planned visits. Good that residents are given options and not cajoled into participating. Very well done on the fundraising.

