

**Enter and View Visit to -
Deneside Court, Jarrow**
20th October 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:	Deneside Court
Named Manager:	Clare Healey
Date of Visit:	20th October 2016
Announced/Unannounced:	Unannounced
Visit Team:	Chris Lee, Arthur McKean & Linda Gibson
Most Recent CQC Inspection:	28th July 2016

Purpose of Visit

Following the recent Care Quality Commission report 5th October 2016 which put Deneside Court under special measures, Healthwatch South Tyneside could see the importance and value of undertaking an unannounced visit to capture the views of the residents living at Deneside Court, family and friends visiting and the staff that work there.

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

From our visit most residents appeared and voiced they were happy living at Deneside Court. Of the seven that we spoke to, two were not happy living there. Staff told us they enjoyed working at Deneside Court with agency staff hoping to gain permanent employment at the home.



The manager seemed defensive and came over as rude at times during the Enter and View visit, whilst the staff we spoke to were attentive to our request to engage with residents.

This was an unannounced visit and the manager pointed out to us that had she been informed of Healthwatch coming in, more residents could have been asked to stay on site.

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:

We spoke to seven residents during our visit, five of whom reported that they were happy to be living at Deneside Court.

One female resident told us she liked the home and the staff members are nice people. Her only dislike was she misses her children. She said that staff will give her support when she goes out or when taking part in activities. She has been asked what activities she enjoys doing and these have been added to her care plan which include shopping, hairdressers, bingo and meals out. She said she sometimes attends the monthly residents meetings.

A male resident told us he was not happy living at Deneside Court and wanted to be back in his own home. He has been living at the home for three months and is the only Asian person living there and this, he told us, makes him feel uncomfortable. He needs support when he goes out and rarely takes part in



activities that are organised. He said he is not interested in the monthly meetings and has no family to visit him.

Another gentleman told us he is happy living at Deneside Court as it was very casual and you can do as you like. He said he is sometimes annoyed by the “girls” that worked there but would not expand on this; we thought because there was a staff member standing in the doorway. He said he would like to get out more but he told us there are not enough staff to enable this to happen. He did say that if he needs to attend a GP or Dental appointment he goes by taxi with a member of staff to accompany him. He told us he did not like to socialise, in his past job he told us ‘he has done enough talking and socialising to last a lifetime’. He is unable to drive now owing to health issues and really misses this.

One lady said she was not happy about living there. She told us she is not allowed to go out unaccompanied and she does not have any visitors. She said her only entertainment is her phone or watching DVD’s. She reported that staff members do ask what she would like to do but they often say “no” to what you want. During the discussion a member of staff offered to go running with her the following day.

One male resident told us he likes living at Deneside Court and would not like anything to change. He told us he gets help from the staff for going out when he needs it. Staff will accompany him when attending hospital appointments etc. He also said that he likes playing pool and dominoes and attends the monthly ‘My Say’ meetings where residents can have their say. He informed us that has not seen his family for over a year.

Another male resident told us Deneside Court is an excellent place to live. He said he gets help when he needs it; the staff are “spot on”, he can’t fault the place and said he has lived there for years. Staff help him when he needs to go out and will remind him he needs to shave. He told us he enjoys going for walks, playing badminton snooker and trips out to Washington Wildfowl Park. He attends the monthly ‘My Say’ meetings where he can go and voice an opinion. He told us that staff listen to what residents say. He said that when his family want to visit they will ring the home first to make sure he is in and not involved in anything before coming in.

One gentleman told us he likes living at Deneside Court and the only thing he would change is being allowed to eat chips (he is on a soft food diet for health reasons). He said that whatever help he needs he gets from the staff especially for going out. He told us he enjoys playing scrabble, frustration and taking part in art and craft activities. He informed us that his mum and aunty visit him every week.



Visitors and Relatives: No one was available to speak to.

Staff:

We spoke to five members of staff, two of whom were agency staff, all staff members we spoke to told us that they were happy working at Deneside Court. One of the agency staff told us she enjoyed working at Deneside Court as they were good to work with and hoped to get a permanent position with the organisation. Another agency worker told us that they hoped to be taken on at Deneside Court as the staff were very good with the residents and “not lining them up in wheelchairs like some places do”.

A Senior Carer told us that “she comes to work for the residents” she has been working at Deneside Court for three years and enjoys working there.

On arrival we provided the manager with the necessary paperwork in support of the unannounced visit but we thought she was almost dismissive about receiving it. At no point did she ask what we would be doing with the information we received.

Having explained why Healthwatch was conducting the visit the manager without hesitation split us into visiting three areas accompanied by a member of staff at all times.

During the visit and engagement with residents one of our representatives approached the office to ask if they could speak to another resident and was asked “What’s your problem?” by a member of staff. Another staff member appeared and offered to help with the request. Following this our representative engaged in conversation with the manager whom cut the conversation short and disappeared into what appeared to be a cupboard with another member of staff and closed the door behind her. When they came out the manager walked past the representative without acknowledging her and went straight to her office and closed the door.

Environment:

The reception area was very welcoming with soft seating and notice boards with information about in house policies. We observed no programme of activities displayed anywhere in the areas that we visited. There appeared to be no information for residents about the monthly ‘My Say’ meeting on display. Pictures on the wall were of local scenes.

The communal sitting area had very little furniture with only three two-seater sofas in a large room. One resident told us they would like to see curtains up at the window and a TV in the room. The resident said “there used to be a TV but it



got broken” they would also like to see a pool table. The resident informed us that there is a drawing room for art and craft but doesn’t like going there.

Meal Times / Food:

Residents told us the menu that comes round each day for them to choose the meals for the following day is very good. They said there is a small kitchen and that this closes at 4 pm; and after that if you are hungry you can only make toast or have cereal. Another resident told us you can make snacks, tea and coffee in the small kitchen if you need to.

One resident likes to cook things for himself and enjoys making beans on toast or corned beef and onion pie. He told us the chef is “brilliant” and the choice of food each day is excellent.

Service Provider Response

The feedback from Healthwatch regarding their visit to Deneside Court is insightful and very useful as tool to support our improvement plan for the service.

The Home Manager who was in post at the time of the visit is no longer employed by Careline Lifestyles but we have used the Healthwatch feedback on her interactions with the organisation during their visit to Deneside Court to direct all of our home managers to make contact with their local Healthwatch and to read ‘Every Voice Matters’ to better understand the role and of the organisation and the importance of their work.

Since the Healthwatch visit we have appointed a fulltime activities coordinator at Deneside Court who is responsible for expanding on the range of organised activities at the home as well at coordinating person centred activities for individuals who live at Deneside Court. Additionally, Deneside Court has now been separated into autonomous units with a team leader embedded into each unit to work with colleagues and service users and to ensure we consistently and without exception deliver on person centred care.

Although the report commented positively about the environment, since the visit we have made further improvements based on service user feedback.



Signed:

L. Arvanitova

Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 8th November 2016

Board Comments: The Board acknowledges the management situation has changed but the report is based on what was observed on the day with the then manager in post. Healthwatch South Tyneside welcomes the newly appointed activities co-ordinator and the commitment by the service provider to use the Enter and View report as a 'useful tool to support our improvement plan for the service'.

