



Enter and View Visit to Garden Hill Care Centre - South Shields 28th September 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:	Garden Hill Care Centre
Named Manager:	Lindsay Donoghue-Flockhart
Date of Visit:	28th September 2016
Announced/Unannounced:	Announced
Visit Team:	Arthur McKean & Linda Gibson
Most Recent CQC Inspection:	28th January 2015

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

Garden Hill Care Centre is home to many of its residents requiring nursing care. This was evident in many unable to engage with us or in fact sleeping as we had arrived just after lunch. We spoke to five residents during our visit. Those that we spoke to appeared to be happy and staff appeared willing to help those needing additional assistance if they had lost their way. The activities on offer demonstrated a varied programme of activities but as the co-ordinator told us it depended on the day if someone wanted to take part.

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?

One resident told us they liked to take part but like watching TV more. Another resident had just come into Garden Hill for respite said she would like to take part in the activities on offer. A couple of residents appeared confused with the questions we asked but said they liked watching TV.

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

The lady who had just come in for respite told us she had not been asked what activities she liked doing.

What kind of activities / interests do you have?

We were unable to gain a response to this question from the residents we spoke to.

Families and carer responses to questions:

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

One relative told us the opportunity was there but he never took part in anything.

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

One family member informed us they had not been asked this by staff.

Manager and staff responses to questions:

Does the home display an activities programme?

Yes, this was displayed on the ground floor for residents and family members. A varied programme covering arts & crafts, bingo, hairdressing and pampering sessions were available.

Is there an activities co-ordinator at the home?

A full time activities co-ordinator is based at Garden Hill Care Centre with a £250 monthly budget towards activities and running events.

Are residents asked what they would like to do?

We were told residents are asked what they would like to do. They currently hold monthly family meetings and are planning to run monthly residents meetings.

Do residents have individual activity plans?

When residents come to Garden Hill they have a 'about me' chat with the activities co-ordinator to ascertain what activities or hobbies they have. This we were told helps to put residents with same interests together.



General Observations:

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

We were told the garden had just been re-vamped by the activities co-ordinator with help from some of the residents. Some residents liked to get involved with the planting whilst others enjoyed just sitting outside.

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

Garden Hill does not have a memory room. Many of the pictures and photographs were not on display as the home was currently being decorated. The activities co-ordinator informed us she had just ordered some 'stimulating' light reflectors that are very good for people with dementia.

Are outside entertainers invited to the home?

The activities co-ordinator told us that recently an 'accordion' player came along to entertain the residents. They have two free concerts available to them over the next year.

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

We were told that some staff do get involved but it is down to capacity of staff on duty. Twice a week at 2pm all staff stop and have a one to one chat with one of the residents for a few minutes.

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

A programme is displayed for weekly and daily activities. Residents we were told also have the opportunity to go to the local church for the weekly coffee morning, a trip to Minchella's and a visit from the local history group. A couple of times a year a trip to Northumberland is arranged. Exercise sessions were offered when additional staff were available to help out.

Service Provider Response

No response received.

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: **19th October 2016**

Board Comments:

The board would like to comment they feel the residents are not being given sufficient stimulus and the absence of a memory room is an example of this, and question if a twice a week chat with a member of staff for a few minutes is sufficient.



