

Enter and View Visit to Harton Grange - South Shields

14th October 2016



Additional information and contact details
info@healthwatchsouthtyneside.co.uk
0191 4892627
www.healthwatchsouthtyneside.co.uk

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:	Harton Grange
Named Manager:	Lesley Gregg
Date of Visit:	14th October 2016
Announced/Unannounced:	Announced
Visit Team:	Arthur McKean and Linda Gibson
Most Recent CQC Inspection:	16th & 17th December 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 spoke to six members of staff and six residents during our visit. On arrival the entrance was full of residents sitting on sofas chatting and engaging with each other watching people coming and going. During our visit the residents appeared relaxed in the number of activities that were going on and for those that did not want to take part they appeared happy to look on. Everywhere we went residents were busy doing things, walking down the corridors there are things to do with activities attached to the walls. Staff were chatting to residents and relatives and music was playing in the background that some residents were singing along to. The cook having just won the top award within the company was serving freshly made biscuits which we were told is what she does all the time. We were shown the 'like to brag' photo album which was full of photos going back a number of years highlighting the various things the residents and staff have and are continuing to be involved in.

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?

We spoke to three residents with dementia that were involved in art and craft activities, two told us they enjoyed taking part. One resident told us they like to go for trips out when they are organised especially if there is a visit to a coffee shop or restaurant included or just into town for shopping.

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

Three other residents told us the staff have asked them and where possible this was accommodated. This included, staff taking a resident out to buy wool when she needed it. Another said staff would help if they needed to go shopping for presents. One resident told us they had completed the 'getting to know you' booklet before arriving at Harton Grange so staff would know what their hobbies and interests were. A resident we spoke to was not sure if they had completed the 'getting to know you' book as they had lived there for over 11 years, and were very happy.

What kind of activities / interests do you have?

One of the residents loves to knit and crochet and told us she makes dolls clothes to sell in the home to help towards the cost of activities and trips out.

Families and carer responses to questions:

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

Three relatives told us they try to get involved with some of the activities the home provides. One relative particularly enjoys the entertainers who come along to sing as her father likes to sing along.

Are you happy with the activities on offer?

The relatives we spoke to all said they were happy with what was available to their relatives living at Harton Grange.

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

One relative said they had, and her mum can help out in the garden when she is up to it.



Manager and staff responses to questions:

Does the home display an activities programme?

The programme is on display in the 'hub' of the home which is at the entrance where residents like to sit and chat and see everyone coming and going.

A staff meeting is held every morning with all departments included to discuss the events of the day, any birthdays etc.

Is there an activities co-ordinator at the home?

A full time activities co-ordinator is based at the home providing a wide range of activities from art and craft, games, entertainers and trips out. Harton Grange have their own mini bus. The Co-ordinator is an ex singer so will have singing afternoons which we were told are very popular especially music from the 50's and 60's

Are residents asked what they would like to do?

Staff we were told try to find as much out from the families of the residents and from the 'getting to know you' book to meet the needs and interests of the residents living at the home. The Co-ordinator spends a lot of time getting to know each resident so she knows what they like to do and offers support and adapts the activity to enable residents that may have some difficulty, to take part.

Do residents have individual activity plans?

Yes

General Observations:

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

A larger garden is available for residents to either sit and relax or help with the maintenance. Within the garden we observed themed areas which included a farm area, seaside area complete with deck chairs and the queen having tea in the wooden gazebo. They are hoping to introduce some vegetable growing next year.

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

Yes, and a working kitchen with traditional cooker and fire, breakfast table set out with 'knitted' full English breakfast. Silver Cross prams, telephone box and a sitting room with a replica open fire where we were told residents will stand in front of to get warm, like they used to.

There are photos of actors, animals, popular films over the years, old advertising posters and old school photos placed all around the corridors. Draws with lots of items that dementia residents can tidy and put away.

Staff are currently looking at producing videos of the local area that residents wearing special goggles can watch and almost feel they are actually there.

Are outside entertainers invited to the home?

Yes. Sometimes on a weekly basis. When the weather is good they will hold the entertainment in the garden.



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

Staff we were told are very creative and bring many skills to help keep the residents stimulated. The manager makes items that help those with dementia i.e. aprons and blankets using various textures and colours. Family members come bringing their skills; harmonica and ukulele. The home also offers placements for students looking for work experience. A stall was set up in one corridor full of things to buy ie soaps, homemade items and crochet and knitted dolls clothes. We noticed nobody was able to leave the home without engaging with residents first as they enquired who you were and where you were going. Staff told us the residents love it when the police or fire officers turn up for a casual chat.

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

Yes, something happening every week. The 'cook' organises trips to the 'Dogs' in her own time which we were told is very popular with some of the residents. Funding had recently been secured to enable residents to take part with the 'iPad Engage' programme. This enables residents to create art works, develop a family tree or create an ocean of sea life by running their fingers over the screen. They hold music therapy workshops, have Geordie nights, Christmas and Halloween events. Children from local schools come into the home to entertain or work with the residents on art and craft projects. Therapeutic cats and dogs are a new addition to the home with many residents we were told enjoying the comfort from stroking the animals which respond by moving their heads and tails. Another new addition moving into Harton Grange will be four hens, they will be allowed to roam free around the home for residents to engage and help look after.

Service Provider Response

No response received.

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 2nd November 2016

Board Comments: The Board would like to acknowledge the variety and diversity of activities available to residents, and the creativity and skills the staff bring to help residents keep stimulated. Congratulations extended to the cook on her recent award.

