



Enter and View Visit Perth Green House 20th May 2016



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South Tyneside Healthwatch CIC, Registered in England and Wales with Company number: 10083989

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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:	Perth Green House
Named Manager:	Dawn Hill
Date of Visit:	20th May 2016
Announced/Unannounced:	Announced
Visit Team:	Shobha Srivastava Arthur McKean
Most Recent CQC Inspection:	25th January 2016

Purpose of Visit

Following the recent Care Quality Commission Inspection in January 2016 Healthwatch South Tyneside thought it would be of value to gather the views and experiences of residents living at Perth Green House. Conducting an Enter and View visit would hopefully provide an insight into the home through observation of what it provides in the way of care provision for its residents.

Overall Summary

Perth Green House is currently South Tyneside's Intermediate Care Centre. Dawn Hill has been the manager since January 2016.

30 beds will be moved 'late summer' 2016 to the newly built Integrated Care Hub 'Haven Court' in South Tyneside. Perth Green House is expected to close on 1st August 2016.

Perth Green from our observations appeared very clean and relaxed with both staff and residents happy to be there, and looking forward to moving into new premises.

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 observed a lady aged 85years in a wheelchair who had arthritis in her back, she has been at Perth Green House for three weeks following an accident at home and a two week stay in hospital.

A resident with a broken hip and wrist told us she was happy and waiting to go into sheltered accommodation. Another resident celebrating her 93rd birthday was also waiting to move into residential accommodation.

Visitors and Relatives:

We spoke to the family and friends of one lady with a broken shoulder who has been at Perth Green House for six weeks following an accident in the street. They were very pleased with the quality of care and happy with the service being delivered.

Staff:

We were told most of the staff have been working at Perth Green House for many years. They commented on how 'happy and proud they are and how they are able to make a difference and improve resident's lives'. We spoke to a laundry assistant who said she has been working at Perth Green House for 13 years she also reported helping with domestic and kitchen duties if there is a shortage of staff.

Due to the closure of Connolly House in South Tyneside a number of staff have been transferred over to Perth Green House. Staff attend a weekly multi disciplinary agency meeting about care packages.

It was reported that a Physiotherapist attends Perth Green House on a regular basis.

Environment:

We observed the community areas, bathroom, toilet and laundry rooms all appeared very clean and tidy with pleasant decor.

Meal Times / Food:

During the visit we observed residents were having Fish and Chips for lunch with what appeared to be very good portion size. The residents all appeared happy within the dining area during lunch.

Activities:

On arrival, four ladies were putting finishing touches to the cakes they had made assisted by a carer. The resident celebrating her 93rd birthday was going to the Customs House, South Shields for the Tea Dance with two other residents. There was evidence that scrabble was a popular game for the residents to enjoy.

Service Provider Response

This was a positive visit, we were pleased to welcome Healthwatch to Perth Green House and receive feedback on the service we provide here.

Dawn Hill - Manager



Enter and View Lead

27th May 2106

Board Comments:

Final Report taken to Healthwatch South Tyneside Board on: 27th May 2016. Healthwatch South Tyneside board would like to comment they are happy with the content of the report. Residents staying at Perth Green House appear to be happy living there and looking forward to moving into new premises in 2016.