

Enter and View Visit to Stapleton House

12th April 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:	Stapleton House Borough Road Jarrow NE32 5BL
Named Manager:	Deborah Poulter
Date of Visit:	12th April 2016
Announced/Unannounced:	Announced
Visit Team:	June Bains and Shobha Sirivastava
Most Recent CQC Inspection:	August 2015

Purpose of Visit

To provide an insight into the home through observation of what it provides in the way of care provision for its residents.

Overall Summary

- The manager was very friendly and accommodating,
- The home was very well run, caring and clean,
- All staff were friendly, caring and willing to talk to us,
- The residents were happy, some very happy; and the relatives and visitors that we spoke to said they were happy with the staff and the care given.

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

- Mixture of private and council residents
- Dementia Unit
- General nursing
- Respite beds
- Designated GP cover

Residents appeared happy and well cared for. We spoke to both new and long staying residents. All residents said the food was good and adequate. The staff appeared friendly and caring. One resident said she would like Physiotherapy but reported that she didn't get any.

Visitors and Relatives

All visitors and relatives we spoke to were very happy with the care given to their relative. One relative commented that "this was the only home able to care for a Tracheotomy and that the care given for this was excellent". Relatives and visitors said they were actively encouraged to get involved in care home activities.

Staff

We met with one senior carer who had been there for 15 years; she reported that other staff had also been there for many years. The home reported that all staff have training and updates in dementia care. Manual handling practical and theory

are both internal and externally delivered. Staffing levels appeared adequate with bank staff brought in when needed; we were told that they have a list of bank staff that they call upon. All staff we talked to said they were happy to work there. One staff member commented she couldn't see herself working anywhere else as it was a happy place to work.

Environment

The home appeared clean and tidy with no bad smells in corridors or bedrooms. Fire notices, we observed all zones were clearly signposted on walls. The home reported that regular fire drills took place. The shower and bath rooms looked spacious and clean.

In the laundry room the staff reported that there was a system so that appropriate laundry was washed in each washing machine; and that residents clothing had been labelled by their family. We observed that all residents have a tray with their room number on which contained their small items. All other clothes were hung on hangers, the staff said that these were then taken and put in resident's wardrobes.

The notice boards displayed information showing what was happening in the home; and corridor walls displayed lovely items from the past.

We observed a sideboard with information booklets, the information brochures are available for new residents.

Meal Times / Food

The main meal is at lunch time. We observed a choice of two meals available; the staff said they were aware of resident's special needs through the residents care plans, knowing them for a few years and daily handovers. The kitchen has a large board with the resident's names on and what their special food requirement is. As there were no residents from the black and minority ethnic groups in residence, arrangements for their dietary needs were not currently in place. For diabetics food like cakes and biscuits are specially made so they can have some.

We observed in the dining rooms that boards are on the wall with pictures of the meals for dinner and a calendar with date and day displayed. All tables appeared to have clean tablecloths with a posy of flowers in the centre of each table.

Activities

We were told that the activities co-ordinator is there Monday to Friday. She seemed very motivated and caring delivering a varied programme of activities. We observed a notice board promoting daily activities and what activities will be happening, families are encouraged to get involved.

The following outside agencies come into the home - Private Chiropody, NHS Physiotherapists, Occupational Therapists, Dietary Nurses and GP services.

Service Provider Response

In response to the report we are very happy with the report and would like to say the ladies that did the visit were very friendly and made staff and residents feel at ease they were very pleasant and professional could you please pass this onto them.

Many thanks

Deborah Poulter (via email)

Signed:



Enter and View Lead

Date: 22nd April 2016

Final Report taken to Healthwatch South Tyneside Board on: 29th April 2016

Board Comments:

Healthwatch South Tyneside board would like to commend the manager and staff for continuity of care and staff retention.