

**Enter and View Visit to
Westoe Grange South Shields
7th March 2017**



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:	Westoe Grange South Shields
Named Manager:	Carole Blackett
Date of Visit:	7th March 2017
Announced/Unannounced:	Announced
Visit Team:	Peter Bower and Linda Gibson
Most Recent CQC Inspection:	31st May 2016

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

During our visit we spoke to many residents all of whom appeared happy with what they could get involved in if they chose to. Whilst the activities programme was on display; there were no pictures to help residents that may need additional help to understand what activities were on offer. The Activities Co-ordinator came across as very helpful and organised; she works on monthly plans in advance to book outings and activities for residents. She has recently updated the individual resident's activity and interest sheets to ensure accurate information is held. The coffee mornings planned with another care home in the area seemed to be a positive move to engage residents with new people and possibly forge some new friendships; and through the interaction with young people who visit the home.

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?

Two female residents we met were suffering from current memory loss, dementia, and hearing loss which made engaging with them difficult. However, both residents were very lucid and articulate about their past. One had recently been on a visit to Hartlepool with her relatives. In the case of the second resident the Deputy tried to get a response to our questions from her and this appeared a little uncomfortable for the resident at times, it felt uncomfortable for us.

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

We talked to two male residents on a one to one basis. One resident told us he had been a keen coarse fish angler and had fished the Wear for many years. He played bingo but like the other residents we spoke to, he was not an active participant in most of the activities on offer. The other resident told us he enjoyed watching what was going on in the home and watching TV.

The residents we spoke to confirmed that they had been asked about their interests.

What kind of activities / interests do you have?

We spoke to a group of residents after their bingo session. Chatting with a married couple they informed us they liked to use sign language with other residents and would like more opportunities to do so. The couple talked about their difficulties in getting into a Home together and they said they had to persevere to succeed in their wish to be together. They further talked about their visits to Italy.

Families and carer responses to questions:

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

One relative told us her mum recently celebrated her 90th birthday and the staff helped to organise a party for her. She also told us she tries to get involved with activities whenever she can.

Another relative told us they go out on visits with their mum and the home and help out with the bingo sessions. She told us her mum would never join in but now she does and enjoys bingo and basket ball.

Two relatives told us that they make sure their mum gets involved with events and activities in the home. They attend concerts and sing-along with their mum. They



told us their mum loves knitting and art and craft and the Activities Co-ordinator is aware of this.

Are you happy with the activities on offer?

Two relatives, whose mum loves knitting and art and craft, told us they were happy but would like to see a more varied programme of art and craft with additional staff to help out. They went onto say the staff are very helpful, approachable and amenable to their mums needs.

We were told that a residents meeting is held on a regular basis with relatives invited to attend.

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

The relatives we spoke to informed us they had been asked about their relative's interests and hobbies.

Manager and staff responses to questions:

Does the home display an activities programme?

We saw the programme on display on both levels of the home.

The Activities Co-ordinator said they did prepare one but noted you had to be conscious that due to the variability in the abilities and capacity of the residents it needed to be flexible.

Is there an activities co-ordinator at the home?

The Activities Co-ordinator has been in post for a year and, in the view of the manager, she has made a significant positive difference to the daily living, especially social interaction, of the residents. Her background was in dance and she has a degree in the subject and told us this is the equivalent of a PGCE so she can teach the subject. Her enthusiasm for her work and the residents is testament to the view she holds about the job. A bingo session was under way with the support of one of the relatives. This was lively and well coordinated; with 12 residents taking part. We were told there is no activities budget and all money is provided via fund raising. We were able to read the annual file which contained activity and preference profiles of the residents. These were fully complete but the text on each individual was very similar; it appeared a bit menu driven which could mean that individual interests are missed. e.g. nothing about the resident we had spoken to about his fishing interest.

Are residents asked what they would like to do?

We were told the home has a 'silver surfers' group with residents accessing computers and able to 'Skype' families as far away as Australia. The co-ordinator informed us they are looking to have some 'virtual goggles' for residents to use.



The Manager talked with pride about the Home's 107 year old resident. She also pointed out a male resident having just arrived at the home for respite with a sight impairment was being taken out so that he could feel the sea breeze on his face.

Do residents have individual activity plans?

The Activities Coordinator completes a profile for each resident; this is used to inform the activity interests which is held in the person's care plan.

General Observations:

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

We discussed many of the initiatives referred to earlier and added a discussion on the garden which the co-ordinator intends to get more involved with as Spring arrives; involving residents and local school children with the bird feeding project and planting out some new flowers. But we were told not many residents can get involved due to their age and ability.

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

Westoe Grange does not have a memory room; whilst there were photos of local areas on the walls we did not see any memorabilia around the home.

Are outside entertainers invited to the home?

School Children visit the home for generation interaction and community involvement as part of the PACC (Personal Academic Community Centre) programme; we were told that some of the children have complex social issues. We were told Westoe Grange Home and Garden Hill home which is close by are organising coffee mornings at their respective homes to engage residents with each other. We were informed that Westoe Grange has access to a mini bus through the company providing the home. We were told that a hairdresser comes once a week for residents.

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

When the bingo session is on we were told staff will help out. The Activities Co-ordinator told us they do have designated staff for helping with activities when needed.

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

We were told the computer was invaluable citing the availability of play lists which we saw in use when we toured the home: "Sounds of the Sixties".

The home put out a Christmas card appeal and received over 3000 cards which included people from overseas; and from people who wanted to be pen pals this attracted local media attention. All material received was used; even the stamps



were used to help a local charity. Environmentally, 5 trees were planted which was their contribution to balancing the ecosystem.

Residents, we were told, can also get involved with the 'Wake and Shake' exercise group that the home offers.

Service Provider Response

No response received.

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 28th March 2017

Board Comments:

Some signs of good practice in this home. Cross generational contact with local schoolchildren, using the access to used Christmas cards as a means of showing environmental awareness. We think that waking up each morning and being offered gentle exercise makes a good start to the day, however, we wonder how many are really involved on a daily basis. We wonder if opportunities are being missed in relation to fishing and using sign language, both these activities could be supported by volunteers and could add interest and value to resident's lives. Good news for the 'silver surfers' in the home, hope there is a system of engaging and teaching new people so more can join the group.

