

**Enter and View Visit to
The Meadows - Boldon Colliery**
8th February 2017



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:	The Meadows
Named Manager:	Patrick Morley
Date of Visit:	8th February 2017
Announced/Unannounced:	Announced
Visit Team:	Arthur McKean and Linda Gibson
Most Recent CQC Inspection:	24th August 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 a few residents but many were either unable to engage or having a nap. Those we spoke to were full of excitement about the new Activities Co-ordinator. His enthusiasm we were told has lifted the home with many residents engaging because he adapts things so they can take part.

The staff and manager appeared very excited about what the co-ordinator has achieved in a couple of weeks and look forward to seeing his plans up on the wall.

As we were leaving a lady who looked like she was asleep suddenly sat up in excitement as the co-ordinator walked into the room because he was going to talk to her about decorating her Zimmer frame!

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 five residents during our visit three of them told us they enjoyed playing bingo and painting. One resident told us they liked going out with their family, another told us they don't like getting involved in anything.

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

One resident told us they had but enjoyed doing their own thing, not feeling pressured to get involved.

What kind of activities / interests do you have?

One resident told us she liked chatting to people and she loves living at The Meadows.

Families and carer responses to questions:

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

One relative told us The Meadows encourage relatives to get involved with activities and the new co-ordinator has helped her father to engage with some painting. Another relative told us they enjoyed the sing-along, watching movies and the Christmas Party they attended with their father.

Are you happy with the activities on offer?

One relative told us "especially now the newly appointed co-ordinator is in post" We were told by another relative the staff work very hard to keep things right.

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

One relative told us they had and informed the home her father enjoyed gardening and outside activities. The new co-ordinator has been asking the residents what they enjoy doing and what their interests are.

Manager and staff responses to questions:

Does the home display an activities programme?

We were told it is in the process of being devised due to new appointment of staff.

Is there an activities co-ordinator at the home?

The Activities Co-ordinator has just been appointed two weeks ago, with another co-ordinator due to start in next week. Between them they will cover 56hrs with an overlap on a Wednesday. A budget of £50 per month is allocated for activities,



but the co-ordinator told us he is quite creative in utilising the resources he has to work with “nothing goes to waste”.

Are residents asked what they would like to do?

The Activities Co-ordinator was full of enthusiasm with a notebook full of plans and ideas. He told us he has been talking and getting to know the residents and what they like and dislike. He showed us some of the work he has been doing making a ‘Laurel and Hardy’ photo booth. He also showed us how he adapted a cardboard tube to enable a stroke sufferer to take part in one of the games. He went on to tell us that he plays the guitar and has some music groups planned with sing-along.

Do residents have individual activity plans?

Each resident we were told has a ‘My Journal’ within their care plan to help staff know what they enjoy doing. The co-ordinator is currently talking to relatives and updating these.

General Observations:

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

There is a court yard and small garden at the back which is due to be revamped we were told. Staff hope the residents will use it in the better weather. The Activities Co-ordinator has had plans passed to bring a rabbit hutch and run with some Dwarf Netherland Rabbits into the garden for residents to engage with.

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

There is a ‘40’s style reminiscence room upstairs for residents to use. Memorabilia and memory boxes fill the room. A piano is in working order for residents and relatives to use in the room.

Are outside entertainers invited to the home?

We were told school children and music entertainers had been invited in the past.

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

A ‘2pm drop’ is due to start very soon we were told. Staff will stop what they are doing at 2pm to chat to residents for 15mins. All staff try to get involved with things going on in the home when they can.

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

The Activities Co-ordinator is currently pulling a new programme together.



Service Provider Response

Signed:



Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 9th March 2017

Board Comments:

The board acknowledged the new activities coordinator is breathing new life into this home, and feel confident the residents and staff will benefit from his enthusiasm. The board were pleased to read the positive comments that were made. All vibes are good and the man's enthusiasm, adaptability and multi talents bode well; School children coming in seems to be a common theme with the schools across South Tyneside.

The board welcomed the use of journals to capture what each resident enjoyed doing and what they participated in. Interesting that one resident did not feel pressurised to join in, the board felt this was a positive response to an individual's request and there seemed plenty of opportunities for families to engage in activities around the home.

The 40s style memory room gives residents something to relate to and an area that can be shared with relatives and friends. The board liked the theme of music, song and instruments running through the report.

We hope the two co-ordinators work well together when the second one starts, so the home is not relying too much on one person to deliver an effective activities plan.

