

Enter and View Visit to Haven Court - South Shields

31st August 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:	Haven Court
Named Manager:	Lesley Dawson
Date of Visit:	31st August 2017
Announced/Unannounced:	Announced
Visit Team:	Graeme Wetherall and Linda Gibson
Most Recent CQC Inspection:	14th March 2017

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

This Enter and View visit was slightly different to the previous visit as the Local Authority Commissioner accompanied us. The manager was not available but we were greeted by a member of her staff team who made us very welcome and was happy to answer any questions we had.

Our visit was predominately with residents with dementia living on the first floor though we were able to talk to residents, relatives and staff. Haven Court is a relatively new building offering many areas to relax in comfortable surroundings; however we considered that it was lacking in reminiscence photos, pictures and memorabilia to which residents could relate. The activities programme which was placed on both floors would have, we thought, benefited from being in colour with pictures to enable residents to associate with what was on offer. During our visit we did not see any activities taking place. Following discussions we had with staff and residents about activities delivered the commissioner challenged some of these responses in relation to meeting individual needs.

Staff and relatives liked that a local GP visits every week, this, they considered, provided some continuity of care to residents.

We were disappointed to observe that many areas of the unit that were available to residents did not appear to be used; with residents staying in one or two areas of the home. We were told that this was to enable staff to monitor and keep a closer eye on what residents were “doing”.

During the visit an ‘artist’ was in discussion with staff about a piece of work due to be created on one of the walls in the home. We were told this was to be a tree where residents could have messages placed on it.

As we wandered around the home we observed very little in the way of objects and memorabilia that residents could interact with.



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. One lady was not quite sure what to say and was happy to sit and watch what was happening. We were told by the other four residents they were happy with what was provided for them.

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

Other residents we spoke to told us they enjoyed living at Haven Court but did not respond to our questions. One lady chatted about her travels around the world as her husband had been a seafarer.

What kind of activities / interests do you have?

One resident we spoke to told us she enjoyed looking after her 'baby' (this was a doll which she was nursing throughout our conversation). A gentleman told us he enjoyed watching TV and reading newspapers. Another resident told us she liked to help the staff tidy up whilst she was waiting to go home.

Families and carer responses to questions:

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

We spoke to two relatives that told us they would get involved with activities if asked.



Are you happy with the activities on offer?

Relatives we spoke to informed us they were happy with what was being offered to their relatives. They told us the staff were friendly and worked very hard to make the residents comfortable at Haven Court.

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

Staff informed us that family meetings are held every month and are well attended. We were told this is an opportunity to share ideas and raise any issues. We were told by staff that the home operates a protective meal time where families and friends are not allowed to visit.

Manager and staff responses to questions:

Does the home display an activities programme?

We observed an activities programme but only when it was pointed out to us. It was A4 in black and white on the door in a timetable format.

Is there an activities co-ordinator at the home?

Yes supported by eight active volunteers (Activity Champions) working Monday to Friday 10.30 - 12.30 and 2.30 - 4.30 It is up to staff on duty to provide activities over a weekend.

Are residents asked what they would like to do?

Care staff hold a daily meeting to discuss activities for the day with the Activities Co-ordinator. We were told a monthly review takes place with residents "it's like a friends and family test; we have been rated five stars by residents for the care we deliver".

Do residents have individual activity plans?

The resident's interests are documented in their care plans. We were told residents completed a 'my life story' when they first arrive at Haven Court to enable staff to understand what interests residents have. We were informed 'person centred reports' had just been introduced and was a work in progress to capture what the individual had been involved in and how they were feeling.

General Observations:

Is there a garden?

There is a garden on the ground floor which we were told residents can access to relax in. A rooftop garden is currently waiting to be safety checked. We were told



that a resident had tried to climb over the wall resulting in the area being closed off until the safety check had been completed.

Are residents encouraged to use it?

Residents can use the area to sit in with relatives / carers; sometimes Karaoke is held in the garden for residents to be involved in. We were told residents can with support from staff or carers help to maintain the garden.

Is there a memory room?

We were told Haven Court doesn't have a memory room but an area within one of the sitting areas has various memorabilia. This we observed was a glass cabinet with items neatly arranged inside which would be difficult for residents to access. Memory boxes were mounted outside resident's bedrooms, we noticed that some were nicely filled with personal items, and others remained empty.

Do they have social events? i.e. Christmas Carols or Tea Dances?

A Christmas party had been arranged the year before and a summer event had recently taken place. We were told 'I'm sure we will be doing some more things, nothing actually planned yet'

Are outside entertainers invited to the home?

Singers have been to entertain residents and we were told South Tyneside College were due to deliver music sessions. Visits from local schools we were told are also popular with the residents. A weekly hairdresser / beautician visit the home for residents to have their hair or nails done.

We were told a GP visits every week and all but one resident is signed up with this GP.

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

Staff will get involved and support the Activities Co-ordinator when they can. We were told the ratio between residents and staff was not high therefore staff could be more involved.

Service Provider Response

No response received.



L. Srivastava

Enter and View Lead

Final Report taken to Healthwatch South Tyneside Board on: 29th September 2017

Board Comments:

With an Activities Co-ordinator plus eight volunteers it would appear the programme of activities was weak but could be improved with the extra support of families and friends if they are asked to participate with activities or events. We hope in the future more events or activities take place within Haven Court including the outside areas but we acknowledge in the report there seems to be a design issue with the roof top garden that needs to be resolved. We would like to see more engagement from the staff to understand what the residents interests are and how that is presented and delivered within their care / activities plan.

Residents, family and friends appeared happy but the report implies a lot more could be done to engage and stimulate the residents of Haven Court. However, the report states that staff were friendly and worked very hard to make residents comfortable.

