

‘I would rather be here.’

A review of the Extra Care service provided
across Manchester



July 2023

Contents

1. Introduction	1
2. Background & Rationale	1
3. Methodology	2
4. Key Findings	3
5. Conclusions	3
6. Recommendations	4
Acknowledgements	5
Appendix A: Whitebeck Court Extra Care Report	6
Appendix B: Gorton Mill House Extra Care Report	11
Appendix C: Brunswick Village Extra Care Report	15
Appendix D: Westfields Extra Care Report	20
Appendix E: Elmswood Park Extra Care Report	24
Appendix F: Shore Green Extra Care Report	27

1. Introduction

This report aims to present the findings and recommendations from a qualitative analysis of the experiences of residents in receipt of Manchester's Extra Care service. The report provides an evaluation of feedback from 35 citizens who were interviewed to gain their opinions and suggestions regarding the service.

The audience for the report includes all stakeholders and the report will be used as a live document to hopefully improve service delivery through the adoption of its recommendations by the planners and providers of Manchester's Extra Care service.

2. Background & Rationale

HWM (HWM) enjoys a productive and collaborative partnership with its commissioners and through its commissioning arrangements with Manchester City Council (MCC).

As the independent health and social care champion for Manchester citizens, HWM is at times the go-to organisation when a review of a particular service is required.

In March 2023 the trustee board of HWM met to decide upon the priority areas of focus for the oncoming year April 2023 - March 2024. At the request of MCC commissioners the board approved the review of Manchester's Extra Care service ('the service') and it was included in the annual work plan for the organisation beginning immediately on 1st April 2023.

A questionnaire survey was agreed upon as the most ideal method to conduct the review and it was also agreed that the survey would be deployed through face to face interviews with citizens in receipt of the service.

Working with commissioning, the final draft of the survey was agreed upon and HWM was placed in contact with the providers of the service and/or the managers of each venue. After an introductory meeting with them a schedule of activity was agreed upon and the HWM staff team mobilised to begin the work.

3. Methodology

HWM visited six different Extra Care services between the 14th June - 29th June 2023. Four HWM staff carried out these visits.

The following venues were visited:

- Whitebeck Court
- Gorton Mill House
- Brunswick Village
- Westfields Extra Care Housing
- Elmswood Park
- Shore Green

HWM based its activities in communal area on the ground floor of these venues, inviting residents to come and talk to us regarding their experiences.

HWM spoke with 35 residents in total across our visits which lasted for between 90 minutes - 120 minutes.

A survey of 17 questions were used to guide our discussions with the residents, with the last question asking them to score their opinion of the independent living facility out of 10 (where 1 is poor and 10 is very good).

After our visits were complete, the findings from each venue were collated and recorded for the production of this report.

Our final Extra Care review was conducted in a different manner to the previous reviews. The residents at Shore Green have a diagnosis of organic memory loss with some people having being assessed as not having full capacity. Through a conversation with the Project Manager there, it was agreed that they would conduct the interviews due to their familiarity with residents there and the increased likelihood of gaining constructive feedback. HWM is very grateful for this level of cooperation.



4. Key Findings

1. The majority of respondents reported that the Extra Care service they received was of good quality. This was also evidenced by the overall score for question 17 which was 8/10.
2. There were no significant complaints or concerns regarding the Extra Care service.
3. However, some respondents told HWM that they were not in receipt of in-house dental treatment and/or found difficulty accessing dental care in their locality.
4. The location of the service determined how integrated and active respondents were with their local communities.
5. The majority of residents reported an improvement in their health and wellbeing since entering the Extra Care service.
6. A significant number of respondents reported a firm conviction that their health and wellbeing would have deteriorated had they been residing in full time care.
7. Furthermore, the majority of respondents who reported this to HWM attributed this to maintaining their independence and a more active lifestyle.
8. Respondents at two of the venues reported their appreciation at having a 'stay over' facility on site. This took the form of self-contained flats within the development which family members and friends could rent overnight.



5. Conclusions

1. People in receipt of the Extra Care service are satisfied and appreciative of the service.
2. People using the Extra Care service would benefit from improved access to dental care.
3. The location of the service is a determinant regarding access to local amenities which in turn influences people's ability to integrate with their local communities. Collaborative partnership between Extra Care and the venue managers would enable issues around access to local amenities to be resolved.
4. Recipients of the Extra Care service enjoy an improvement in their health and wellbeing and the Extra Care service provides a means to self-care and prevention around health and wellbeing.
5. The stay-over facility, whilst not included in the Extra Care service itself, is a practical means to improve people's experience of care.

6. Recommendations

- People should continue to receive the Extra Care service. Where possible the service should be made more accessible to a wider number of Manchester citizens.
- Dental care should be taken into consideration as a future integrated element of the Extra Care service.
- A dialogue should be opened within each venue about improving access to local amenities and increased contact with family and loved ones. This needs to include all stakeholders including citizens using the Extra Care service.

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HWM would also like to thank members of our Citizens Reading Panel Janet and Isabelle.

Appendix A: Whitebeck Court Extra Care Report

HWM visited Whitebeck Court at 11am on Wednesday 14th June 2023. Four HWM staff carried out the visit.

HWM based its activities in a communal area on the ground floor, inviting residents to come and talk to us about their experience at Whitebeck Court.

HWM spoke with nine residents in total and one member of staff during our visit which lasted for one and a half hours.

A survey of 17 questions was used to guide our discussions with the residents; the last question asked the residents to score the independent living facility out of 10.

After our visit was complete, the findings from Whitebeck Courts resident interviews were collated and recorded for the production of this report.

Whitebeck Court Key Findings

How long have you lived here?

6 of the residents we interviewed have lived here for more than 10 years.

The other 3 residents have all lived here for less than 6 years.

What makes you feel settled in here?

Two residents told us that having a care team here if they need serious help is comforting and helps them to feel settled.

Another resident told us that the home has a family feel to it.

A further resident told us that opportunities to socialise have reduced since the social committee was disbanded and there are now fewer social events such as parties organised.

Moreover, one resident told us they feel safe but, due to many of her friends passing away, it now feels like a care home.

What makes you feel like you belong here?

Numerous residents told us they felt a community feel in Whitebeck Court and that they have the choice to be either in a social area or by themselves when they want.

Other residents told us that they prefer to be in private rather than socialize which has made it hard to feel part of the family.

Finally, a further resident told us that they feel like they belong here due to all the residents being in a similar age group.

What ways are you able to maintain your independence here?

A resident mentioned that they are able to get involved with gardening which helps them stay active.

Other residents mentioned the benefit of having a mobility scooter which enables them to travel outside the building, to the shops for example.

A resident said that they have all their amenities available in their flat which makes it feel like their own home.

Having their own room and keys, the ability to cook for themselves and the ability to move around independently really makes residents feel as though they are independent.

Finally, a resident informed us that residents can do as they please, especially if they have access to a car to travel.

Do you feel as though you are more independent than you were before you moved in? Why is this?

Numerous residents mentioned that they feel less independent however that is due to their physical capabilities more than anything else. One resident told us that she does as much as she can, given her physical condition and age.

One resident told us that they would have struggled in their old living situation due to its size so living in Whitebeck Court has helped maintain their independence by having less to look after and maintain.

A resident told us she felt it was important to have a key to her own flat, to maintain her independence.

A resident told us they felt restricted by having to ask the staff for permission to do certain things and that the activities promoted by the staff are not tailored to the individual or age group.

What difference does having a door that can lock make for you?

The majority of residents we spoke to informed us that they felt safe in Whitebeck Court and having a lock on their door helped with that.

One resident told us he felt safe knowing there was only 'one way in and one way out' of his flat.

Moreover, a resident liked the idea of having a locked door as it felt like 'Having my own front door'.

A further resident informed us she was mugged in her previous accommodation and believes she is much safer here when she compares them.

Finally, a resident said that they felt safe as they don't have to let anyone into their flat and it makes it feel more like 'their space'.

In what ways can you express yourself here? Do you feel you can be yourself?

A resident told us that nobody is stopped from being themselves at all, even with physical limitations they still are encouraged to express themselves. For example, another resident said he openly supports his favourite football team and nobody has any problems with it. It has actually helped him make friends in the care facility.

Other residents said they are able to 'Say it how it is' and have friends who they can be themselves around.

Residents described being able to have alcoholic drinks on the lawn with picnics and trips out having happened in the past.

What is it like trying to access healthcare services around here such as Dentists and GPs?

Most of the residents interviewed informed us that accessing a dentist was not a major problem for them.

However, numerous residents did tell us that they find it very difficult trying to access GP and doctors' appointments.

Other residents said that their family members help them to access medical services but another resident raised the issue of transportation as a major barrier preventing them from accessing healthcare providers.

Finally, a resident told us that they would like the GP to visit the facility more regularly to check their bloods.

What's the food like here, do you have a good choice of options?

Most of the residents we spoke to informed us that they don't eat the food offered at the café, instead opting to cook themselves in their flats.

Comments about the food were varied, ranging from good food options to the menu is basic and the feeling of 'sameness' to it with the same food being made consistently.

A resident commented that although they appreciate that the café serves vegetarian food however this is always the same food with little to no changes in the options available.

One resident noted that the cafe was expensive and so they preferred to cook with their wife in their own flat.

Finally, a resident informed HWM staff that the meal times were not suitable. The resident told us that breakfast is served too late and meal times are too close together for their liking.

Have you been to any nearby shops, are they within walking distance?

Overall, the feedback was that there were no shops within walking distance and this makes it difficult for residents to get shopping themselves, many rely on children or other family members to get their shopping for them.

The residents told HWM that there were no shops within walking distance from their flats however there was a small shop on site which had convenience items in stock.

Some residents informed HWM that shops such as Sainsbury's were accessible by car however not all residents had access to this.

Moreover, a resident informed us she solely relies on internet shopping and currently helps other residents in the home to do this.

Do you have any friends here or access to friends via social activities?

The residents mostly answered this question by informing HWM staff that they use the café and Sky lounge as places to meet up with the other residents at Whitebeck Court.

Most of the residents told us that they had friends in the building however one resident said she prefers company with her husband and doesn't socialize with any of the other residents.

One resident said she was on 'speaking terms' with everyone however there is a cliquy atmosphere among residents. Moreover, now that the social committee has gone, she said there is a lack of social activities and thus it is harder to socialise.

Is this place welcoming to new residents? How so?

Most of the residents we spoke with were happy to tell us that that Whitebeck Court is a welcoming place to new residents with particular emphasis on their initial tour of the facility before they arrived.

Residents mentioned it wasn't as good as being with their own families however they did find it welcoming.

However, one resident informed HWM staff that new people are not generally encouraged to join in with social activities when they first join the home.

Where can your family go when they come to visit, is there a lounge area for example?

The residents mostly answered this question by informing HWM staff that they use the café or their own flat when their families come to visit.

Residents also expressed their enjoyment of the Sky lounge as a place to invite family members to however one resident noted that she doesn't use the Sky lounge as other residents tell her to 'be quiet' because the television is on and that it can only fit 20 people in there.

What are your interests, do the care team know what they are?

One resident mentioned that they like gardening and that there is a gardening committee.

A resident complained saying that the staff team give them activities that they do not want to do. She said that it feels as though because they're older people, it is assumed that they want to do activities like knitting.

Finally, a resident told us that she liked socialising, reading and history. The care team therefore established a book club for residents and know what books the residents like.

If necessary, have you been able to raise any concerns about this place to staff/management?

The residents we spoke to all told us that the staff are approachable when there is an issue.

Furthermore, the residents also mentioned that there is a meeting every three months with staff and residents where concerns can be raised if necessary.

A resident said that she can always speak her mind and she isn't prevented from doing so by the staff.

Is there anything else you would like to tell us about?

There were some comments made by residents regarding complaints they had about the facility. For example, we were told by a resident that vandals had stolen equipment from the building in the past.

We were informed that the staff are not permitted to assist residents if they fall over and so this can lead to the injured person waiting on the ground until an ambulance arrives. A resident told us that in the past she waited for four hours with her friend who had fallen and that this is something that happens frequently.

Furthermore, the toilets on the ground floor are closed from 2pm which means that anyone socialising outside or in the lounge would have to go back upstairs to their flats in order to use the bathroom. This has put off older, less mobile residents from meeting friends in shared areas.

Finally, a resident informed us that a member of the maintenance staff had damaged her flat and that she was unhappy about this. This was a surprising remark as other residents told us that the maintenance team were very good at their job and that they work very hard.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

The majority of the residents we spoke to scored Whitebeck Court a 7 or above out of 10. The lowest mark given was a 5/10.

Overall the residents were happy with their living standards and enjoyed living at Whitebeck Court.

However, comments such as 'There is too much politics' between residents and 'There is too much change' in the community were made to HWM. It is worth noting that these comments were not directed at the staff or care team.

'Without this place, I'd hate to think what could happen to me' - Dot, a resident at Whitebeck for 12 years.

Appendix B: Gorton Mill House Extra Care Report

HWM visited Gorton Mill House at 11am on Thursday 15th June 2023, two HWM staff attended the visit.

HWM based its activities in a communal area on the ground floor, inviting residents to come and talk to us regarding their experience at Gorton Mill House.

HWM spoke with four residents in total on our visit which lasted for one and a half hours.

A survey of 17 questions was used to guide our discussions with the residents and the last question asked the residents to score their opinion of the independent living facility out of 10.

After our visit was complete, the findings from Gorton Mill House resident interviews were collated and recorded for the production of this report.

Gorton Mill House Key Findings

How long have you lived here?

Residents' responses ranged between 4 months -14 months at Gorton Mill House.

What makes you feel settled in here?

A resident told us that Gorton Mill House is home to some nice people.

Other residents said that the staff are brilliant.

What makes you feel like you belong here?

A number of residents said they are similar age to the rest of the people living here which makes them feel welcomed.

Another resident said he felt supported with all of his problems.

What ways are you able to maintain your independence here?

One resident takes another resident out to the shops and for food to help her maintain her independence.

Another resident said he likes the fact that he can come and go as he pleases.

One resident said she goes out once a week to Tesco and that helps her maintain her independence.

Do you feel as though you are more independent than you were before you moved in? Why is this?

One resident said she felt more independent at Gorton Mill House when compared to her former living arrangements. Her physical ability was diminishing and her previous home didn't help her to maintain her independence whereas Gorton Mill House does.

Another resident told us that being fully independent is better than living in an Extra Care facility however he hasn't needed help before like he does now and so that is helpful.

What difference does having a door that can lock make for you?

Residents told HWM staff that they are not allowed to lock their doors and that the staff told other residents to leave flats open to reduce the risk if they have a fall inside.

One resident described having a lockable door as a 'double edged sword' because although he feels safe inside, he can easily lock himself out by mistake due to the deadlock on it.

A resident told us that the staff recommend the residents don't use the dead bolt lock on the inside in case they fall over and are locked in their flat.

In what ways can you express yourself here? Do you feel you can be yourself?

Some residents mentioned that they are grateful to have pets like cats and dogs in their flats which helps them express themselves.

One resident said he is able to be himself in the building however he also noted that he finds it hard to complain even though he finds the staff approachable. Therefore, this isn't necessarily a staff problem but rather a personal issue.

One resident said she likes going on trips out of the venue and so she organises them herself.

What is it like trying to access healthcare services around here such as Dentists and GPs?

Some residents told HWM staff that it is very hard to access GP and Dental services at the moment. Specific mention was made about the difficulty in getting a doctor's appointment.

The resident in question informed HWM staff that they have been given telephone appointments in the past but they do not like to do these as 'they can't see what's wrong with me'.

One resident noted that she can't find a dentist who is available at the moment.

Another resident told us a different story from his personal opinion. He said he doesn't have any problems with getting a doctor's appointment however he frequently forgets to attend them.

What's the food like here, do you have a good choice of options?

The residents informed HWM staff that there used to be a café on site however, due to staff shortages, this was closed. The residents we spoke to told us they cook together.

A further resident said that he cooks his own food and wouldn't be able to afford a coffee from the café even if it was open.

A resident mentioned that the residents are not given any support cooking their food unless they are disabled when staff will provide support.

Have you been to any nearby shops, are they within walking distance?

There are two shops nearby however these are both rather expensive said some of the residents we spoke to.

A resident mentioned that not everyone has access to their family or a car and so has to rely on public transport to get to the shops.

Residents also told us that there is a Morrison's about 10 minutes away when travelling on a mobility scooter or a Tesco roughly 7 minutes away when travelling via bus.

Do you have any friends here or access to friends via social activities?

Some of the residents said that they have some friends here however there is a group of people who harass the residents and are 'nasty people'. The resident then told us that she mainly sticks with her best friend who she cares for due to her physical ability.

Other residents said they have a group of friends to talk to.

Finally, a resident told HWM staff that from their perspective, there is a good network of people at Gorton Mill House and that they have each other's phone numbers.

Is this place welcoming to new residents? How so?

Some residents told us that, initially, they felt welcomed when they came to the Extra Care facility however due to the changes in residents it has become very 'cliquey'.

One resident said she had been brought to tears caused by bullying and harassment from other residents.

One resident said that newcomers are welcomed but they are often scared to approach others at the start. However, the staff are perfect and make people feel welcome.

Where can your family go when they come to visit, is there a lounge area for example?

Some residents like to take their family to the foyer area at the entrance to the building which has many tables and couches or up to their flats for more privacy. One resident noted that due to other residents being 'nasty' to her, she doesn't convene in the communal areas much.

What are your interests, do the care team know what they are?

One resident said she doesn't have any interests anymore aside from her pets and the care team know that.

Another resident told HWM that he enjoys pub games like darts and pool but he has never really discussed this with the staff as he goes outside of the venue for his social activities.

A resident mentioned she likes quizzes, word searches, games, knitting and sewing. She noted that she is able to do all of this at Gorton Mill House. Moreover, she said that the staff put on bingo nights and film nights for the residents.

If necessary, have you been able to raise any concerns about this place to staff/management?

The resident who said she was being harassed told HWM staff that she had told the staff about this issue on numerous occasions however they just told her to avoid the people concerned. She noted that this hasn't worked. However, this resident did mention that the staff are lovely and very approachable - a response echoed by another resident.

Is there anything else you would like to tell us about?

One resident said he thinks there is too much 'back-stabbing' from other residents as they keep on complaining about each other rather than being direct about their problems and addressing them.

One resident said that if it wasn't for her best friend living there, whom she takes care of, then she would not be living in Gorton Mill House.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

The results ranged from 6/10 to 10/10 from all the residents we spoke to.

The residents said they liked the place they lived in and it seemed as though it was the other residents who were causing their complaints rather than the staff or carers.

The residents all noted that the lack of a café here was inconvenient and they wished it was still here.

Appendix C: Brunswick Village Extra Care Report

HWM visited Brunswick Village at 11am on Wednesday 21st June 2023. Two HWM staff carried out the visit.

HWM based its activities in a communal area on the ground floor, inviting residents to come and talk to us regarding their experience at Brunswick Village.

HWM spoke with eight residents in total and one member of staff across our visit which lasted for one and a half hours. Further surveys were completed by residents independently and given to HWM by the manager Lisa.

A survey of 17 questions was used to guide our discussions with the residents and the last question asked the residents to score the independent living facility out of 10.

After our visit was complete, the findings from Brunswick Village resident interviews were collated and recorded for the production of this report.

Brunswick Village Key Findings

How long have you lived here?

The residents we spoke with at Brunswick Village told us they had been living there for a short period of time. Most of the residents had been there 18 months whilst the rest had been there for about 2 years.

What makes you feel settled in here?

Most of the residents told us that they feel settled in Brunswick Village and that is mainly down to the help/support they receive from the staff such as Lisa the manager.

Other residents noted that getting help from their carers in Brunswick Village has also helped them feel settled in.

Finally, most of the residents we spoke with made the point that the community feel is another factor in what makes them feel safe.

What makes you feel like you belong here?

Residents noted that having friends, activities and group events available helps them to feel like they belong at Brunswick Village.

Other residents noted that having their own space in their flat where they can be themselves away from people helped them to feel like they belonged there.

Some residents noted that their age plays a major part in making them feel at home as other residents are similar age/ability to them.

What ways are you able to maintain your independence here?

Some residents noted that having a door that locks helps them feel independent.

Other residents told HWM that they can keep fit and partake in exercise if they wish which helps them to feel independent.

Moreover, others noted that they can maintain independence through shopping which can be done locally and isn't a far walk away.

Residents also said that they can choose when they want to go out without having to ask permission which helps them to maintain independence.

Some residents do all their own cooking and cleaning but know they have the support there if they need it.

Do you feel as though you are more independent than you were before you moved in? Why is this?

Some residents mentioned the good transport links near to Brunswick Village as a reason they feel more independent now compared to their former living arrangements.

A resident mentioned that she feels more independent at Brunswick Village than in her former home where she was a carer for her husband. She told us 'If I carried on where I was, I wouldn't have been able to cope'.

Another resident mentioned that because the flats in Brunswick are on one floor, it is easier to move around and be independent rather than having to cope with any stairs.

Other residents noted that they feel their independence is the same due to the Brunswick Village staff and facilities not restricting them in any way.

What difference does having a door that can lock make for you?

Security was the main aspect that the residents mentioned. The residents we spoke with highlighted that the feeling of safety and security is provided by having a lockable door.

One resident noted that she had a bad experience in the past when a group of carers walked into her room using a master key. She was not expecting them and it transpired that they had opened the wrong door/flat. This happened three times but has not happened since she put her name on the door.

In what ways can you express yourself here? Do you feel you can be yourself?

One resident mentioned that she is allowed to have her say at residents' meetings and that helps her to express herself.

There are plenty of activities like a book club, knitting, bingo and quizzes to get involved in which helps residents to express themselves and socialise.

Residents like the idea that they can both be social with others in the community spaces doing activities or be on their own in their flats. Brunswick Village provides a good balance to this.

What is it like trying to access healthcare services around here such as Dentists and GPs?

The general consensus among the residents here is that accessing a doctor, pharmacist or GP is relatively good. This is because The Vallance Centre is so close to this Extra Care service.

One resident noted that a doctor still included him in his patient list despite shrinking the catchment area which excluded Brunswick Village.

However, just like the other Extra Care services we have visited, accessing a dentist local to Brunswick Village has proven difficult for the residents.

What's the food like here, do you have a good choice of options?

One resident had mixed feelings about the food menu served at the restaurant on site. They said that whilst the breakfast was good value, the main meals were not.

Most residents go shopping and cook for themselves and use the restaurant occasionally.

Other residents said that the choices are limited and that it is not suitable food for people with dentures.

On the other hand, a resident noted that 'Bernie' and her staff do a great job in the restaurant.

Have you been to any nearby shops, are they within walking distance?

There is a Tesco and another small convenience store a short walk away from Brunswick Village.

Some residents responded to this question by informing HWM that their carers get their food shopping for them.

One resident noted that there are no supermarkets nearby and that in order to get to one, they would have to use public transport.

Do you have any friends here or access to friends via social activities?

The majority of the residents we spoke with told HWM that they had friends at Brunswick Village and that everyone is very friendly.

There are plenty of social activities to do at Brunswick Village which try to cater to everyone's needs such as knitting, playing bingo and an art club.

One resident noted that 'I haven't got a bad word to say' about the rest of the residents in the home.

One resident mentioned that people have the flexibility to stay in their rooms or socialise with others; this means that sometimes he doesn't know some residents if they stay in their room most of the time.

Is this place welcoming to new residents? How so?

The overall feeling in this Extra Care venue was that everyone is very friendly and that it is a welcoming place to come to.

Many of the residents noted that the managers and staff team made them feel very welcome at Brunswick Village when they first arrived - Donna, Lisa and Kevin were all mentioned.

The attentive and welcoming atmosphere that the staff provide was highlighted by a resident who said she was nervous moving here without her partner.

Where can your family go when they come to visit, is there a lounge area for example?

Most of the residents said their family and friends usually spend time in their flats. However, they have got a lot of social space to take them to within Brunswick Village such as the restaurant, garden, veranda and lounge room.

What are your interests, do the care team know what they are?

Resident mostly agreed that there was a variety of activities that are of interest to them and that they like participating in.

One resident noted that she loves books and reading. The staff team had set up a book club for her and other residents to participate in and this was mentioned by many others.

Another resident noted that she is allowed to exercise at Brunswick Village and someone else echoed this, saying he knows that other residents use/walk in the large corridors rather than going outside where it is cold.

On the other hand, one resident sadly noted that as a Chinese person, he felt there were limited activities for him.

If necessary, have you been able to raise any concerns about this place to staff/management?

All residents noted that they would go to the managers Lisa or Donna, if they needed to raise a complaint about something. Some also noted that they can ask the reception desk for support.

One resident mentioned that people can receive support with bill paying and financing by contacting the Housing Team working for Brunswick Village.

It was said by a resident that many of the other residents at Brunswick Village are good at raising their concerns when necessary - this can also be done at the quarterly resident survey meetings.

One resident also mentioned that there is a suggestion box at this venue which residents can use to raise concerns or feedback if necessary.

Is there anything else you would like to tell us about?

A resident noted that he wished the corridors had pictures of art work on them to help improve the internal decoration of the building.

A further suggestion was made regarding the flat doors. A resident mentioned that the front doors to people's flats are very heavy (fire doors) and that he has seen people struggle to open them whilst having a walker/Zimmer frame. He suggested changing the spring in the doors to stop them closing with so much force and speed.

One resident also noted that they would prefer a small entrance and exit at Brunswick Village so "everyone doesn't see residents coming and going".

Aside from these comments, residents have no concerns or negative feedback to leave about Brunswick Village, just compliments to the staff team and facilities.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

When adding up the scores from each resident we interviewed, the average score was 9/10. This is a clear indication that the residents at Brunswick enjoy their living facilities and feel like they are treated fairly and to a good standard by the staff team.

Appendix D: Westfields Extra Care Report

HWM visited Westfields at 11am on Thursday 22nd June 2023. Two HWM staff carried out the visit.

HWM based its activities in a communal area on the ground floor, inviting residents to come and talk to us regarding their experience at Westfields.

HWM spoke with eight residents in total and one member of staff across our visit which lasted for one and a half hours.

A survey of 17 questions was used to guide our discussions with the residents and at the last question asked the residents to score the independent living facility out of 10.

After our visit was complete, the findings from Westfields resident interviews were collated and recorded for the production of this report.

Westfields Key Findings

How long have you lived here?

The majority of the residents at Westfields told HWM that they had been living there for at least 13 years. The average length of occupation based on our interviews was around 6 years.

What makes you feel settled in here?

Most of the residents noted that having numerous people to talk to helped them feel settled in at Westfields. Others said that having their own flat/space helped.

Numerous residents mentioned that they hadn't been living at Westfields for long; one told HWM that she already felt settled whereas another explained they didn't feel settled in just yet.

One resident told HWM she didn't want to live there and was on a list looking for alternative accommodation in a bungalow.

What makes you feel like you belong here?

The majority of residents at Westfields noted that having friends in the building made them feel like they belonged there.

Some residents noted that as they had lived there for so long, they felt like 'part of the furniture' which in turn makes them feel like they belong there.

What ways are you able to maintain your independence here?

Residents noted that their ability to come and go as they please helped them to maintain their independence.

Others noted that they do not need carer support and can therefore look after themselves as a reason why they felt independent.

One residents did say that they didn't feel independent living at Westfields as they were still adjusting to moving there recently.

Do you feel as though you are more independent than you were before you moved in? Why is this?

Numerous residents told HWM that they felt the same level of independence as they did in their previous living situation.

Other residents noted that they had their own homes prior to living at Westfields and so they lost independence to a degree by moving in. One resident used the phrase 'It's like starting all over again'.

What difference does having a door that can lock make for you?

A resident told HWM that having a lock on his door made it feel like his own property.

Most of the residents said they felt safe having a lockable door that allows them to have their own space away from anyone else.

One resident said a lockable door helped them to feel independent and that it was a nice change from full time care homes.

In what ways can you express yourself here? Do you feel you can be yourself?

Numerous residents mentioned that they can listen to their own music in the flats and are allowed to choose the music in the communal lounge area as well.

Other residents noted that they enjoyed being able to support their favourite football team openly with one of their shirts on.

Some residents mentioned that being social and talking to people helped them to express themselves at Westfields.

What is it like trying to access healthcare services around here such as Dentists and GPs?

Overall, there was no suggestion that GP's were hard to access for residents at Westfields although one resident mentioned that she didn't know if her particular practice allowed GP's to visit her at the Extra Care home.

On the other hand, dentists' availability was very different with residents noting that it was much harder to access a dentist than it was accessing a doctor or GP.

What's the food like here, do you have a good choice of options?

Westfields does not have a restaurant/café facility on the premises and so residents are expected to cook for themselves.

Most of the residents mentioned that they cook for themselves in their flats.

Some residents mentioned that other people such as carers, family or friends cook for them as they haven't got the physical ability to do it themselves.

Have you been to any nearby shops, are they within walking distance?

Residents told HWM staff that the closest shop to Westfields was a SPAR which was close enough to the venue that residents could walk to it.

However, some residents did mention that this shop is rather expensive.

Other residents mentioned that there is a Tesco but this shop is further away and so required someone to be able to drive or get public transport - something not all residents have access to.

Do you have any friends here or access to friends via social activities?

None of the residents we spoke to complained about their relationships with any of the other residents; instead it seemed like everyone got on well and that they were happy to talk with each other.

One resident mentioned there is a craft group that she attends at Westfield where she can see and make friends.

There is also a gardening group that a resident mentioned was a good way to make and meet friends in Westfields.

Is this place welcoming to new residents? How so?

The residents almost unanimously agreed that this was a welcoming place for new residents. Some residents had been there for over a decade whereas others had been there a matter of days however those residents all said that they felt Westfields was a welcoming place.

On the other hand, a resident made the point that Westfields was not a welcoming place for new residents. She said that there was no proper induction for new residents and that this should be done to make new people like herself feel more welcome.

One resident made a comment about the changes over the years they have been living there saying 'It used to be better than it is now'. This resident also told HWM that they have noticed people are leaving Westfield Extra Care Home because they simply do not like it but he did not specify why.

Where can your family go when they come to visit, is there a lounge area for example?

Numerous residents said that if they had family round to visit they would take them to their flats and didn't mention anywhere else.

Whilst other residents agreed with this, they also said they felt comfortable having visitors in the communal areas such as the downstairs lounge or garden depending on the weather.

What are your interests, do the care team know what they are?

Residents mentioned numerous interests/hobbies that they like and more importantly, that they are allowed to participate in such as bingo and listening to music.

However, many residents said they would like it if the staff or Extra Care service providers of Westfields arranged day trips out, such as to Blackpool beach. They said these would be interesting to them.

If necessary, have you been able to raise any concerns about this place to staff/management?

None of the residents said they had any concerns to raise at the time of our interviews however did tell us that they would speak to the care manager if they needed to raise an issue.

Is there anything else you would like to tell us about?

One resident told HWM that she felt as though she was 'In a good place' in terms of her living situation. She also mentioned that the staff are great, especially the manager Becky.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

The majority of the residents of Westfield scored the venue a 7 or higher with one member even jokingly scoring it a '20 out of 10'. This clearly shows the satisfaction from the residents and proof that Westfields is a good Extra Care facility.

One resident told HWM that she didn't want to answer this question whilst another resident scored Westfields a 5 out of 10.

Appendix E: Elmswood Park Extra Care Report

HWM visited Elmswood Park at 11am on Thursday 29th June 2023. Two HWM staff carried out the visit.

HWM based its activities in a communal area on the ground floor, inviting residents to come and talk to us regarding their experience at Elmswood Park.

HWM spoke with three residents in total across our visit which lasted for one and a half hours.

A survey of 17 questions was used to guide our discussions with the residents and the last question asked the residents to score the independent living facility out of 10.

After our visit was complete, the findings from Elmswood Park resident interviews were collated and recorded for the production of this report.

Elmswood Park Key Findings

How long have you lived here?

The three residents had lived at Elmswood Park for between two to four years.

What makes you feel settled in here?

The common consensus was that it is a calm place to live in with residents noting that everyone gets along in the venue and that it is a lot quieter than their former living arrangements.

What makes you feel like you belong here?

All residents told HWM that the staff help them feel like they belong at Elmswood Park.

What ways are you able to maintain your independence here?

The residents of Elmswood Park told HWM staff that having their own fob and access to their own private flat helped to maintain their independence whilst living in an Extra Care facility.

The residents also noted that having the ability to go out whenever they want also helps them to maintain their independence.

Finally, a resident noted that she can have family stay over at her flat due to it having two bedrooms which helped her see her sister more and in turn maintain her independence.

Do you feel as though you are more independent than you were before you moved in? Why is this?

Some residents noted that they were able to do more activities and be more independent such as going fishing however due to their deteriorating health conditions, they can no longer do this as frequently.

Moreover, Elmswood Park have provided one resident with reasonable adjustments made for disabilities and so that has helped them maintain their independence.

One resident told HWM that putting their name down for a flat at Elmswood Park was 'The best thing they ever did'.

What difference does having a door that can lock make for you?

The residents all noted that they feel safe having a lock on their doors that only themselves and the staff can unlock.

In what ways can you express yourself here? Do you feel you can be yourself?

One resident noted that they enjoy gardening and having houseplants in their room, this in turn helps them to express themselves.

All residents agreed that they can be themselves at Elmswood Park.

What is it like trying to access healthcare services around here such as Dentists and GPs?

Residents at Elmswood Park told HWM that their GP comes to visit them at the Extra Care service for which they were grateful for.

One resident said they speak to a member of staff who books their appointments for them.

Other residents mentioned that they had no issues with accessing healthcare at Elmswood Park.

What's the food like here, do you have a good choice of options?

Residents mentioned that they liked the food offered at Elmswood Park with one resident noting that it is a lot better now than it used to be.

Overall there were no complaints about the food options and quality at Elmswood Park.

Have you been to any nearby shops, are they within walking distance?

One resident told HWM staff that she just contacts the reception desk at Elmswood Park if she needs any shopping doing for her; she also noted that she hadn't been out of the venue for 8 months. Other residents said that there were numerous small shops nearby however they would need help from their family (with transport) if they wanted to go to a bigger supermarket.

Do you have any friends here or access to friends via social activities?

Most of the residents told HWM staff that they had made friends at Elmswood Park where they can watch TV with each other in the communal spaces and do knitting together.

Another resident noted that they are able to go to a club in Chorlton with their friends.

Is this place welcoming to new residents? How so?

All the residents HWM interviewed said they felt like Elmswood Park was a welcoming place for new residents.

Residents said that they try to make new people feel welcomed here and that upon their own arrival, they were introduced to people and given an induction with the staff who were also described as 'very welcoming' by the residents.

Where can your family go when they come to visit, is there a lounge area for example?

Residents told HWM that they can have visitors in the lounge area and in their own flats. They noted that they enjoyed this flexibility.

Other residents noted that as their flat is a 2-bedroom property, they can have family stay there with them.

Moreover, there are also guest flats available to rent for family to stay around Christmas time and other holidays.

What are your interests, do the care team know what they are?

One residents said they are interested in horticulture and the staff at Elmswood Park are very supportive of this hobby.

Other residents noted that they enjoy knitting, going to church, playing musical instruments and fishing - all of which the manager of Elmswood Park is aware of.

If necessary, have you been able to raise any concerns about this place to staff/management?

All of the residents noted that they know who to speak with if they were to raise a concern and that they felt comfortable speaking with the staff. However, none of the residents said they had any concerns to raise about their time at Elmswood Park.

One resident noted that the boss makes himself available if a resident needs to complain.

Is there anything else you would like to tell us about?

The overall sentiment from residents in this section was positive, residents said they felt happy at Elmswood Park and that they do not have any trouble with neighbours. One resident went as far as to say that this is a beautiful place to live.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

All of the residents HWM spoke to scored Elmswood Park 10/10 on this section.

Appendix F: Shore Green Extra Care Report

HWM contacted Shore Green Extra Care service to conduct interviews with its residents about their experiences at the venue.

HWM received three completed surveys back from Shore Green.

The survey consisted of 17 questions with the last question asking the residents to score the independent living facility out of 10.

The findings from the Shore Green resident surveys were collated and recorded for the production of this report.

Shore Green Key Findings

How long have you lived here?

The residents who answered this section had been living at Shore Green for between 6 months and 2 years.

What makes you feel settled in here?

The residents all responded to this question with positive comments.

Residents described the staff as ‘very nice’ and having the ability to come and go when they wish was a factor in helping them to feel settled in at Shore Green.

What makes you feel like you belong here?

Once again the residents responded in a positive manner to this question. Residents noted that everyone is ‘very nice’ at Shore Green and that they have been able to make friends with people whilst living here. This helps residents to feel as though they belong there.

What ways are you able to maintain your independence here?

All of the residents answered this question by saying that having their own private space (their flats), where they can be alone/independent away from other residents and the staff, helps them to maintain a level of independence at Shore Green.

Do you feel as though you are more independent than you were before you moved in? Why is this?

None of the residents said that they felt more independent in their previous living situation. In fact, the resident’s noted that it is the same if not better at Shore Green than where they used to live.

One resident noted that knowing they have help on hand whenever it is needed helps them to feel more independent.

What difference does having a door that can lock make for you?

The responses on this question varied. One resident noted that they do not lock their door but other residents said that having a lockable door makes them feel safe and independent.

In what ways can you express yourself here? Do you feel you can be yourself?

All residents who answered the survey said that they are able to 'be themselves' at Shore Green.

What is it like trying to access healthcare services around here such as Dentists and GPs?

There were no complaints regarding accessing health care from the residents. One resident noted healthcare services near Shore Green are 'very good'.

What's the food like here, do you have a good choice of options?

The residents informed HWM that they purchase their own food either by going out themselves or asking their family members.

Have you been to any nearby shops, are they within walking distance?

Residents noted that there was a small convenience store near to Shore Green although one resident commented that they cannot walk that far.

Other residents noted that a member of their family takes them to get their shopping.

Do you have any friends here or access to friends via social activities?

Most of the resident who answered our survey said that they had made friends with people at Shore Green. However, one resident mentioned that they didn't have any friends or access to friends via social activities at Shore Green.

Is this place welcoming to new residents? How so?

Despite not all residents having friends at Shore Green, all the respondents agreed that this venue is a welcoming place to new residents with it being described as 'very friendly' and having 'helpful staff'.

Where can your family go when they come to visit, is there a lounge area for example?

There is a guest flat which family members can stay in which a resident noted was used by their sister in the past.

Other than this, there is a communal lounge for visitors to use; the residents can use this space or their own flats for their guests.

What are your interests, do the care team know what they are?

Residents noted their interest in watching television, such as sport games/matches. Another resident answered that they like visiting the day centre, going to church and spending time with their family.

Residents didn't mention if the care team knew about this.

If necessary, have you been able to raise any concerns about this place to staff/management?

One resident told HWM via their survey that they had a problem with other residents entering their flats unannounced/uninvited. The resident wrote that they were advised (presumably by the care team) to keep their door locked in future.

The rest of the residents didn't have any issues to report or any further comments regarding their ability to raise any concerns to the staff/management.

Is there anything else you would like to tell us about?

Residents did not answer this question.

If you had to score living here out of 10, where 10 is great and 1 is poor, what score would you give and why?

Residents scored Shore Green as 10/10, 10/10 and 7/10 on this question. The only negative comment was from a resident who noted that bus services in the area could be improved.



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