



What is it like to live in a care
home for older people in
Stockton on Tees?



WHAT IS HEALTHWATCH

We are:

- The independent champion for people who use health & social care services

We help people to:

- Shape health and social care delivery
- Influence services they receive
- Hold services to account

We achieve this by:

- Listening to people to help us understand what matters most to them
- Influencing those who have power to change services




Enter and View

There is a statutory duty on the providers of publically funded health and social care services to allow authorised Healthwatch representatives to enter their premises to:

- See and hear first hand experiences about the service.
- Observe how the service is delivered.
- Collect the views of service users at point of service delivery.
- Collect views of carers, relatives and staff members.
- Observe nature and quality of services.
- Report back to providers, CQC, Local Authority, Commissioners etc.



Purpose of our engagement

- To look at what was working well but also consider areas for improvement.
 - Ageing population
 - Increase in number of people living with dementia
 - Locally, a significant increase in people aged over 85 living with dementia
“for whom carefully designed services are critical in delivering the best quality of life and safety possible”
 - Increased dependency level of care home residents
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Methodology

- 34 care homes were invited to participate in our work
- Enter & View visits were made to 28 care homes
- Questionnaires were left at 2 care homes
- 4 services chose not to participate (Reuben Manor - Ayresome Court
Church View - Elton Hall)
- On-line survey




8 Quality Indicators

A good home should have

- Strong , visible management
 - Ensure residents' can regularly see health professionals such as GP's dentists, opticians and chiropodists
- Staff with the time and skills to do their job
 - Accommodate residents' personal, cultural and lifestyle needs
- Good knowledge of each individual resident and how their needs may be changing
 - Be an open environment where feedback is actively sought and used
- Offer a varied programme of activities
 - Offer quality, choice and flexibility around food and mealtimes




Recommendations

1. Care homes should ensure activities are provided for residents 7 days a week. These activities should be personalised to meet the needs of all residents. Care homes should have adequate resources and staff/lifestyle co-ordinators should be trained appropriately.
 2. All care staff should understand the importance of engaging with residents. Care staff should look at opportunities to incorporate this into their day to day work i.e. read a newspaper/book with a resident.
 3. All care home staff should make time to chat with residents on a daily basis.
 4. All services should provide -or have regular access to- accessible transport for the benefit of residents in order that they are able to enjoy a greater range of activities within their local community.
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5. All staff should receive Equality and Diversity training to ensure they take fully into account residents cultural, religious and lifestyle needs.
6. All care homes should ensure that greater priority is given to the implementation of resident and relative meetings and that residents and relatives are encouraged and, where necessary, supported to attend.
7. Care homes should ensure that all areas of the service accommodating residents living with dementia make the best possible use of dementia friendly features, and are maintained and decorated to the same standard as other areas of the home.



8. Care homes should ensure that all residents are well supported to enjoy their dining room experience. If necessary staggered mealtimes could be given some consideration, as well as greater use of adapted cutlery and plate guards.
 9. With increasing numbers of beds being registered for people living with dementia, care homes should recognise the impact this may have on other residents in the home. Support and safeguards should be in place to ensure the well-being and safety of all residents.
 10. Staff should be encouraged to take up training opportunities and should not be expected to do this in their own time.
 11. Care home Managers should be fully supported by the provider and should have the necessary resources to carry out their role.
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12. Care homes should explore the use of technology to help reduce high levels of paperwork and improve service delivery
13. Wi-fi throughout the home would bring benefits for residents in terms of being able to remain in contact with the world outside of their immediate environment.
14. Although all homes had a formal procedure for dealing with complaints further efforts should be made to ensure that everyone, including staff, residents and relatives are aware of this.



Recommendation for Regulators and Commissioners

Regulators and Commissioners of services should work more collaboratively with care providers in order to determine what they require in terms of information as part of a more joined up process of assessing care. This would help to minimise duplication of information in different formats for different audiences and free up staff time.

- a) An agreement between regulator (CQC) and safeguarding boards on the acceptance of one form for incident reporting.
- b) An alignment between CQC, the NHS and local commissioners about which areas are currently inspected and the paperwork generated by care homes against these areas.
- c) Closer working between regulators, commissioners and care providers to identify some “quick wins” at local levels to reduce unnecessary paperwork

Next Steps

- Report circulated to providers, with some providing a response to recommendations made.
- Report more widely circulated including to CCG, CQC, SBC and Healthwatch England.
- Presentations given to SBC Adult Social Care
- Presentation given at SBC care home provider meeting.
- Some services have requested further advice on how to become more dementia friendly.
- Some services will receive a follow up visit to see if they have implemented any of the recommendations made.



healthwatch
Stockton-on-Tees



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