

## Enter and View Report: Marine View Rest Home

Service address:	Marine View Rest Home, 279 Kingsway, Hove, BN3 4LJ
Service Provider:	Brighton & Hove City Council
Date and Time:	Thursday 26 <sup>th</sup> February, 9am - 12 midday
Authorised Representatives:	Farida Gallagher and Paul Wilson
Contact details:	Healthwatch Brighton and Hove Community Base, 113 Queens Road, Brighton, East Sussex BN1 3XG

### Acknowledgements

Healthwatch Brighton and Hove would like to thank the service provider, service users, visitors and staff for their contribution to the Enter and View programme.

### 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.

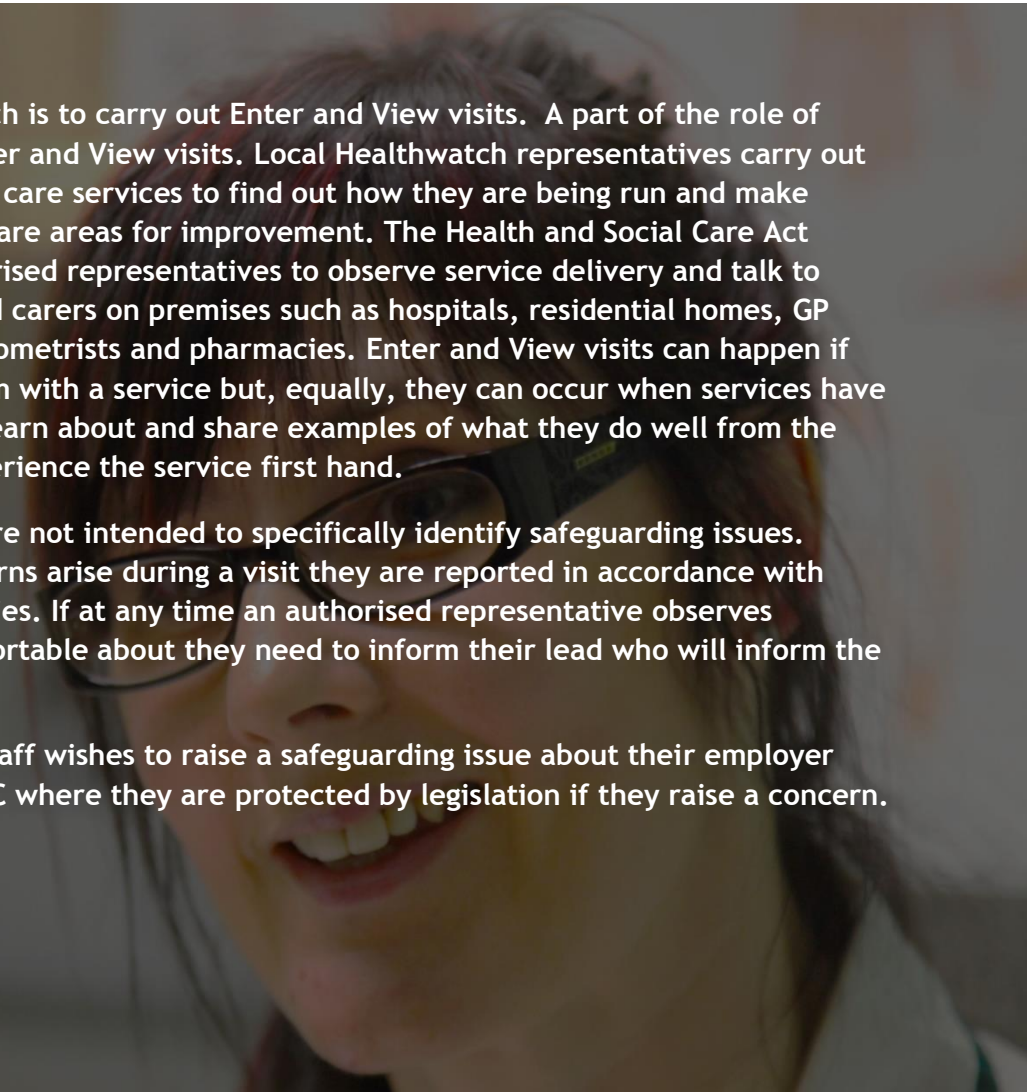


### What is Enter and View?

A part of the role of Healthwatch is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.





## Purpose of the visit

Healthwatch Brighton and Hove decided to conduct six Enter and View Visits between October 2014 and March 2015 to social care services including day centres and care homes.

As a result of evidence gathered by Healthwatch's predecessor Brighton and Hove LINK, the theme chosen was occupation and social activity.

The establishments were chosen based on a range of criteria. The type of service that is provided was taken into account to ensure we were talking to a range of service users and residents. We also wanted to make sure we visited people from all over the city, so the location of the service was also taken into account. Finally, we talked to colleagues in Brighton & Hove City Council and Brighton & Hove Clinical Commissioning Group about potential services to visit.

The outcomes of all six visits will be combined into one over-arching report focused on activities for services users. This will then be shared with Brighton & Hove City Council and Brighton and Hove Clinical Commissioning Group.

This report focusses on the visit to Marine View Rest Home.





## Methodology

Two trained and DBS checked Enter and View volunteers visited **Marine View Rest Home** on Thursday 26th February 2015. They talked with seven residents and some members of staff. The volunteers had a set of open questions which they used to ask the service users about the service they were using at the time, as well as any other services they had recently used.

The volunteers also conducted an observation, using a specially prepared checklist, on activities and social occupation within the service. This involved the volunteers walking around the public and communal areas in order to gain an understanding of how the home was operated and how the residents and service users engaged both with staff members and the facilities.

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## Results of Visit

### Environment

A notice board in a communal area had some photographs of residents on it, and a poetry award was displayed. There were also pictures on the wall of completed drawings from a colouring book.

### Spending time with other people

The majority of residents reported that staff were friendly towards them and knew them well personally, although one person felt that the staff did not come and talk to them often, and another said that certain staff members talked more regularly to some residents than others. Volunteers observed that, in general, the relationship between staff and residents appeared warm and friendly. It appeared that some residents and staff members had been at the care home for a number of years, allowing relationships to form over time.



## They are not a very talkative lot



- A resident regarding other residents

Most residents said that they did not talk to anyone else in the home, which was observed by the volunteers on the day of the visit. Some residents described themselves as ‘loners’ and were happy to keep themselves to themselves. The Healthwatch volunteers felt that residents would like to engage more with each other than the current opportunities allowed.

Some residents only came into communal spaces for meal times, whilst those that were in communal spaces were observed doing activities individually. On the day of the visit there were three residents watching TV, and one resident completing a jigsaw puzzle within the communal areas.

## Things to do

On the day of the visit books, DVDs and videos were available for residents to use, and a number of residents reported that they enjoyed reading. Colouring equipment and skittles were also available, which volunteers noted appeared to be more appropriate for children. Residents talked about previous activities, which had included visits from musicians and poetry writing. Resident’s birthdays were celebrated with cakes and at Christmas decorations were put up, and festive events arranged; such as choirs coming in to sing Christmas songs.



Residents were not aware of an official Activities Co-ordinator at Marine View, and there was no visible activities plan available on the day of the visit. An activities log shown to our volunteers recorded that there was one activity in October, one in November and two in December: it had not been filled in since that date.

Some residents told our volunteers that they went out regularly with family or on their own to visit friends. Some said that they did not enjoy going out, or no longer felt safe doing so. Some expressed an interest in going out more often, for example to go into Brighton town centre for a change of scenery. Staff told our volunteers that residents are taken out in wheelchairs in summer, and that there is also a 7 seat car available to take people out on trips in summer.

## Rating

Residents were asked to rate the home on a scale from 1 to 10, where 1 is low and 10 is excellent. Those residents that rated the home gave it an average of 9 out of 10.

## Overall

In general the volunteers felt that residents and staff appeared to be unmotivated about the idea of doing activities at the home. It was felt that a clear and structured plan of activities would be beneficial, particularly for those residents who are less independent or do not have regular visits from their family.

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## Recommendations

1. Review all activities and social occupation with residents, to find out what they enjoy doing, what they would like to do, and how often they would like things to take place.
2. Put together a large print activities plan, and encourage staff to refer to this and encourage participation.
3. Consider how to review residents' engagement with activities in a timely and

proportionate way, when they have previously expressed that they are uninterested in taking part.

4. A number of residents reported that they enjoyed reading. Consider asking residents if they would like to form a small book group to encourage conversation and activity amongst residents.
5. Consider trips outside the home which can take place in winter as well as summer, for example to indoor venues such as local museums and garden centres.

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## Service Provider Responses

The following points summarise the responses to this report and its recommendations from Marine View Rest Home and Brighton and Hove City Council.

- 1. Review all activities and social occupation with residents, to find out what they enjoy doing, what they would like to do, and how often they would like things to take place.**

We review all activities at residents meetings and talk to them individually about what they would like to do or take part in.

- 2. Put together a large print activities plan, and encourage staff to refer to this and encourage participation.**

For the benefit of the residents, the assistant manager and activities co-ordinator are going to design and plan a diary for the board weekly.

- 3. Consider how to review residents' engagement with activities in a timely and proportionate way, when they have previously expressed that they are uninterested in taking part.**

It is a resident's choice if they wish to join in with the home's activities; a few of our residents are independent and choose to do their own activities.

- 4. A number of residents reported that they enjoy reading. Consider asking residents if they would like to form a small book group to encourage conversation and activity between residents**

We have put this to our residents and this is work in progress.

- 5. Consider trips outside the home which can take place in winter as well as summer, for example to indoor venues such as local museums and garden centres.**

We do take our residents out for day trips in the summer months but during the winter our residents decline to do this as they say it is too cold and they are happy stay at home in the warm.

