

**November  
2019**

**Enter and View  
Wave 5  
Care Home Vists**

**“It takes a minute to feedback, but the difference could last a lifetime”**

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## Executive Summary

This is the fourth programme of Enter and View visits to care homes carried out by Healthwatch East Sussex. The reports of the first three enter and view visits are on our website <https://www.healthwatcheastsussex.co.uk/our-work/our-reports/>

We will visit all care homes in East Sussex in subsequent years.

Our intention was to concentrate on care homes for older people. We also concentrated on those services which have been rated by the Care Quality Commission as either good or outstanding. In this way, they were deemed to be at the top end of the care home market. A spread of care homes across East Sussex were identified, including both rural and urban settings. The final number of care homes visited was 44.

The focus of the visits was on choice and independence. These were seen as key issues for people who move into care homes. It is often assumed that people who go into care homes will lose their sense of independence, that they will have no choices and be unable to make their own decisions. A key part of these visits was to assess these assumptions, both from what residents told us and from our observations. We were also keen to find out residents' thoughts on the best thing about being in a care home and any improvements they could suggest. We also deliberately visited in the summer months, so we could assess how much use is made of outdoor areas.

A number of key themes were identified by Authorised Representatives. These are listed below and form the headings of the findings section of the report. Examples are given from the reports from individual care homes as evidence of what we saw or what we were told.

- a) **Enthusiastic and positive managers**
- b) **Enthusiastic and positive activity coordinators**
- c) **Community involvement and community links**
- d) **Residents having 'special roles' such as Resident Ambassadors and Resident Gardener**
- e) **Hotel model of care homes**
- f) **Access and use of gardens and outdoor areas**
- g) **Positive attitude towards Healthwatch and our visits**
- h) **Pets and animals**
- i) **Dementia friendly and positive environments**
- j) **Ability to help in the home**
- k) **Other good practice examples**
- l) **Examples of what is best about the care home**

One of the key outcomes from this programme of visits is the identification of good practice and an endeavour to share these with other providers.

Residents were overwhelmingly positive about living in the care homes. They were able to give a wide range of answers to the question “What is the best thing about being in the care home?” Consistent messages were that they could make choices and decisions, were able to be as independent as they wanted to be and received very good support when they needed it.

Key issues were that residents appreciated the activities provided. Some care homes have been very innovative in their activity programmes. What we thought was particularly good was the way in which some services had stated that as residents could not access the community, they brought the community into the care home. Residents were particularly fond of the range of animals visiting and also the events which included children, of all ages. Many had very good links with the local pre-school nurseries and groups as well as with schools.

All care homes provided access to an outdoor area. Some used these in imaginative ways and also endeavoured to encourage residents to use the gardens. Many services had raised beds, so that residents could help in the garden.

Increasingly, technology is being introduced to many services who are using it constructively to assist residents and to help keep them safe.

Nearly all care homes had some residents who were living with dementia. Care homes had, as a result, identified ways of supporting these residents’ individual needs, particularly around supporting them to navigate around the care home. Some support methods were imaginative and new.

Whilst some residents thought they could not help in the home, others said they could. Some services were better than others at encouraging and enabling residents to help.

Throughout the report, we have identified many innovative and imaginative ways of supporting residents. Most of these have no, or little cost, and so could be introduced into other care homes. These include the following;

1. Producing newsletters to inform people, including residents, what events are being arranged.
2. Developing better links with local groups, including schools and children’s groups.
3. Identifying community transport options and volunteers, to support more people to access the community. This could include dementia screenings at cinemas, as these take place in several locations across East Sussex.
4. Providing set roles for residents, such as ‘resident ambassadors’ and ‘resident gardeners’.
5. Using technology as identified in the main report, such as Skype, Alexa and virtual reality technology.

6. Encouraging residents to get involved in helping in the home and providing equipment to enable them to do so. Raised beds in gardens are useful, so that residents can get involved in growing vegetables and flowers.
7. Consider the dementia signage identified in this report and introducing them into care homes.
8. Consider introducing a welcome pack for new residents.
9. Introducing photo books and use these to show visitors as well as a means of reminiscence for residents.
10. Ways of making the environment as interesting as possible could be explored. Use of tactile and sensory equipment, including in corridors, could be introduced.

These visits identified numerous examples of **very good practice** which we believe should be shared with care home providers and others in order to share knowledge and best practice.

Our recommendations therefore are:

1. The following agencies share the good practice and encourage other services to adopt the best practices identified:
  - East Sussex County Council, Adult Social Care commissioners of health and social care services; and
  - Regulators and scrutiny committee's in East Sussex.
2. Healthwatch East Sussex and partners promote the report as a valuable resource for helping people to know what to look for when choosing a care home (residents, families, carers etc).

This is the fifth programme of enter and view visits to social care services carried out by Healthwatch East Sussex. It is the fourth to care homes, as one programme of visits was solely to extra care services. The reports of the first Enter and View visits are on our website. The intention is to visit all care homes in East Sussex in subsequent years.

The role of Healthwatch is defined in the *'The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013*.

These state:

“Duty of services-providers to allow entry by Local Healthwatch organisations or contractors

- 11.1 In relation to premises that a services-provider owns or controls, that services-provider must allow an authorised representative to:

- (a) enter and view those premises; and
- (b) observe the carrying-on of activities on those premises.”

Therefore, care providers have a duty to allow authorised representatives from Healthwatch to enter and view. No services, as part of this programme, refused to take part and all were very welcoming. We would like to thank the residents, owners, managers and staff at all the care homes for their welcome and assistance in this project.

Healthwatch has a responsibility to seek the views and experiences of people receiving health and social care services. The visits, therefore, concentrated on meeting and talking with residents and observing how they were treated and experienced the service being provided. This project is one aspect of our work.

## Methodology

The intention was to concentrate on care homes for older people. A spread of care homes across East Sussex were identified, including both rural and urban settings.

The Care Quality Commission (CQC) are the regulators of health and social care and they rate each service, following an inspection. The ratings are; inadequate, requires improvement, good and outstanding. Our first programme of visits concentrated on those care homes that were rated as inadequate and require improvement. Another programme of visits had focused on those that provide nursing care. Therefore, it was decided that the focus of this programme of visits would be those care homes rated at the top of the rating system, ie those that were rated as outstanding or good.

*The list of 51 care homes identified for a visit is attached as Appendix 1.*

Of the 51 care homes identified, only 44 were visited. There were a number of factors in not visiting all 51 care homes. One care home had recently closed. The day of our planned visit to another service coincided with the second day of an inspection from CQC and so we cancelled our visit. For the other five services, we could not identify a convenient date for them and ourselves and so we were unable to visit these care homes.

*The list of service visited is attached as Appendix 2.*

Although Sunrise of Eastbourne has two regulated care homes on the same site, we carried out one visit to the premises and so there is one report.

*The process for organising these visits was as follows:*

1. Identify care homes to be visited.
2. Hold a planning meeting for all Authorised Representatives (ARs), who would be carrying out the visits. The documentation to be used on the visits was finalised. These were; prompt sheet/questionnaire to be used with residents, questionnaire for manager/senior staff and an observation prompt sheet. These are attached as Appendices 3 and 4.
3. Contact made with all care services by phone, to introduce the programme of visits and to inform them of Healthwatch East Sussex, along with our responsibilities. It was emphasised that we are not inspectors and our role is to seek the views and experiences of people receiving a service.
4. This was followed up by a letter outlining the above and informing providers that an AR would be contacting them to arrange a suitable and convenient date for the visit.



5. ARs made arrangements for the visits and carried these out.
6. A debrief meeting was held for ARs to discuss how the process worked, whether any improvements could be made to the process and methodology and to highlight any key themes from the visits.
7. Each service received an individual report on the key conclusions of the visit. This was sent with a letter thanking them for their assistance and support. Copies of these reports are made public, as they are on our website. Each health and social care service have a 'page' on our website, and this is where each report has been logged. Copies of the reports have been sent to CQC and to East Sussex Adult Social Care, for their information.
8. This report is the conclusion of the programme of visits and is available on our website.

During each visit, we spent most of our time with residents, but also met with the manager and/or owner and talked with members of staff as we were guided around the care home. Within the time available, we spoke to as many people as possible and who wanted to speak with us. This varied between care homes, often due to the level of dementia of the residents. We also spent time observing staff-resident interactions and care routines in communal areas. This included activities and mealtimes, usually lunch time.

## Focus of the programme of Enter and View visits

The focus of the visits was on choice and independence. These were seen as key issues for people who move into care homes. It is often assumed that people who go into care homes will lose their sense of independence, that they will have no choices and be unable to make their own decisions. A key part of these visits was to assess these assumptions, both from what residents told us but also from our observations.

We particularly looked at how residents were offered choices, such as at mealtimes and where to spend their day. We were also keen to ask residents about the best thing about being in a care home and about any improvements they could suggest.

In our introductory letter to providers we identified the following as our focus for these visits:

1. The degree to which residents were involved in the choice of care home.
2. The level and ways in which residents are actively supported and enabled to make choices and decisions and to be as independent as possible.
3. To obtain information about access to outdoor areas

Previous visits had been carried out in the autumn or spring. Although we had been told that outdoor areas were used by residents, we were unable to ascertain this for ourselves. Therefore, these visits were planned for the summer months in order for us to focus on the outdoor areas and how they are used. The prompt sheets for this programme of visits were revised accordingly; to ask questions about the use of gardens.

## Key themes identified at the debrief meeting for ARs

Several key themes were identified by Authorised Representatives at the debrief meeting and from a review of each care home's report. These are listed below and will form the headings of the findings section of the report. Examples will be given from the reports from individual care homes as evidence of what we saw or what we were told.

Due to the overwhelming number of positive responses from residents, staff and managers/owners, we have included many of the examples that were shared with us and what we observed. To read about aspects of life in a care home you are interested in, please use the following headings:

- m) Enthusiastic and positive managers - page 13**
- n) Enthusiastic and positive activity coordinators -page 13**
- o) Community involvement and community links - page 19**
- p) Residents having 'special roles' such as resident ambassadors and resident gardeners - page 21**
- q) Hotel model of care homes - page 21**
- r) Access and use of gardens and outdoor areas - page 23**
- s) Positive attitude towards Healthwatch and our visits - page 27**
- t) Pets and animals - page 28**
- u) Dementia friendly and positive environments - page 29**
- v) Ability to help in the home - page 32**
- w) Other good practice examples - page 34**
- x) Examples of what is best about the care home - page 36**

In addition to the above, there were some other themes from our visits. All care homes stated that they held regular residents' meetings. The frequency varied, with some holding them monthly. They are used to obtain feedback from residents about the care home and to seek things they could do better. Some services were more proactive in using these constructively. Some reported that the catering staff attend the meetings, so they can discuss the food and listen to residents' suggestions.

Residents in many of the care homes, particularly where the meetings are held more frequently, confirmed that they attend these meetings. They also confirmed that they put forward ideas and felt they are listened to.

Residents consistently stated that they are able to make their own decisions. Many said that being independent was one of the best things about being in a care home. Residents stated that they received sufficient support, when they need it. They also explained that they were able to make choices; often giving examples of when they get up, when they go to bed and what they do during the day.

Residents were consistently very positive about the carers. They were frequently given as the best thing about being in the care home. Some of the many examples

are given in the section below entitled '*examples of what is best about the care home*'.

One of the key outcomes from this programme of visits is the identification of good practice and an endeavour to share these with other providers.

There are links between some of the headings below and some of the evidence and statements could be included in more than one of the categories. For example, some of the examples given in relation to activities could also be relevant to community links.

## Our Findings

### Enthusiastic and positive managers

Our conclusion is that managers were overwhelmingly positive about their care home and what they were achieving. Most were very keen to inform us of all the positive work they are doing, to meet the needs of residents. They were proud of their care home. This enthusiasm percolated down throughout the care home - to staff, residents and visitors. The atmosphere was positive. One result was that there was a 'can do' attitude. Staff were encouraged to do new things and put forward ideas.

This was not a focus of our visit and was not widely noted in the individual reports. Therefore, there are few examples. However, this was an issue identified at our feedback meeting, when we were able to reflect on our visits and all agreed that managers had been very positive about what they were doing.

- ✓ We only had brief conversations with a number of staff who gave us an insight into the way they provide 1-1 support for residents in their own rooms, the enjoyment of their work and the opportunity to spend time with residents rather than performing the more task related functions. (Prideaux House)
- ✓ We were told that the management are approachable and prepared to listen to suggestions for change. This contributes towards happy residents and being a good place to work. (St Vincent's)

### Enthusiastic and positive activity coordinators

Linked with the above, we found enthusiastic and positive activity coordinators. There were very good activity programmes, some very varied and imaginative. Our conclusion was that the positive attitude by managers, activity coordinators and all staff created an atmosphere that would encourage residents to get involved in activities.

The vast majority of care homes visited had a written activity programme, usually for the week. This was on display in the care home, so that residents and visitors knew what was taking place and when. Often, the programmes were in pictorial format, so that as many residents as possible could make an effective choice. Good use was made of notice boards to advertise events. A few services had taken this a step further and had created a colourful newsletter which included the planned activities.

Nearly all care homes mentioned that they have animals visiting the service, often through organisations such as Pet Pals. These were very popular with residents.

In one service, we were told that residents are involved in the choice of entertainers. If they do not like a particular entertainer, they do not invite the person back.

Many services, confirmed by our observations with residents, arrange regular outings, to enable people to get out and about. Only a few services had the benefit of having their own minibus. Where they did, they used these virtually daily. Some services used community transport whilst others used taxis or volunteers. Other services were near to the seafront and so supported residents to go there, either walking or using a wheelchair.

Throughout our visits, residents consistently stated that they appreciate the range of activities provided. This is a very good way of keeping people active and motivated. This has benefits to their health and welfare. One or two services had exercise bikes or something similar, which particularly helped people's physical wellbeing. Most services provided access to appropriate exercise; some did this via specialist organisations such as Motivation and Co.

Good use is made by some care homes of the dementia screenings in cinemas happening around the county. We were surprised that not all services were taking up these opportunities.

It was good to see mention of residents being supported on a one to one basis where they were unable to access communal areas or group activities. This is particularly important for residents who may be frail and so cannot leave their rooms or where residents have high levels of dementia.

One manager was uncertain whether East Sussex County Council's Adult Social Care provided training on activities. The latter confirmed that such training is provided as part of a dementia specialist course. The course is titled is '*Dementia the 11 hours - occupying and engaging in purposeful activity*'.

- The home also produces the illustrated "Prideaux House News" which is used to welcome new residents, introduce new staff and provide information about forthcoming outside trips. (Prideaux House)
- Many appreciated the activities provided and the outside trips that were offered. (Prideaux House)
- One person we spoke with, after the music group was over, remembered the song he had requested to be played and sang it to us. (Milton Grange)
- Off the large reception and lounge area was a smaller brighter sitting area where two residents were reading a newspaper, and another was doing a jigsaw puzzle. We were shown a model light up village that we were told the residents were creating. From this room was an exercise room with a single exercise bike with a large TV screen. We were told that a wheelchair user could also use the exercise bike and that it was electric which facilitated use for people who have various levels of muscle strength. There was also a choice of music. (Sunrise of Eastbourne)

- The “What’s on Today” poster had eight activities shown for the day including quizzes and games, a minibus outing, a musical recital, carpet bowls and relaxation hour and Namaste. (Sunrise of Eastbourne)
- Residents go out in the minibus every day. This might include going to a National Trust property, the garden centre in Burwash and the Depot cinema in Lewes for the dementia screening show. (Sunrise of Eastbourne)
- Residents stated that there are entertainers coming to the care home and they can choose if they get involved. They particularly enjoy quizzes, exercises and musical entertainers. They also said they can access Holmesdale Day Care next door and do so whenever they have an entertainer. (Holmesdale House)
- The residents spoke well of outings to have a cream tea on the seafront and one was very keen to say that she was free to go out to visit former workmates as often as she wished and another who made regular visits to visit his disabled wife in her own flat because she was unable to visit him. (St Nectan’s)
- There are a number of “seasonal” events throughout the year and these are shown on noticeboards together with a diary of activities and local entertainers who visit. (St Nectan’s)
- Whilst there is an activity programme for group activities, the activity organiser has a timetable of visits to residents who tend to remain in their bedrooms. Therefore, all residents have the opportunity to engage in activities and stimulation. (St Vincent’s)
- There are activities each morning and afternoon. These include games, such as cards and dominoes, table tennis and arts and crafts. Seasonal themes are used as well such as Easter and Christmas. (Barchester Tower)
- We saw a new activity machine being used by residents. This is an OMI machine which beams pictures onto a table so that residents can play games. It was very interesting, and residents were clearly enjoying it. (The Laurels)
- The activity coordinator explained that activities include arts and crafts, baking and film shows. There is a monthly newsletter. Residents are also asked about what they would like to do, and they try to arrange these for them. She gave the example of a resident who used to be a bowler and so was taken to a local bowling green to see her old friends. (The Laurels)
- An activity was going on in the main lounge, run by the activity coordinator. Some carers were also in the lounge, helping residents and encouraging

them to get involved. This was a very lively session and many of the residents were taking part in the activity. (Whitecliff)

- There is an extensive programme of activities, on a daily basis. This includes a very good range of external entertainers and groups including musicians, Motivation and Co, Pet Pals. There are also armchair exercises. (Elizabeth Court)
- Residents told us that there is a very good range of activities which they enjoy such as quizzes, bingo and pets, and the singers. They enjoy going out in the minibus, on trips. (Sandhurst)
- Activities are mostly centred on external entertainers because residents express a preference for this. They have been actively involved in deciding what activities they want. For example, a variety of musicians and singers come to the care home. If residents do not like the person, they decide that they would rather they do not return. Residents really liked one entertainer and so this person now comes more often. This shows that residents are effectively involved in making decisions about the care home. (Lennox Lodge)
- A range of activities are provided, and residents encouraged to take part. These include visits from external entertainers and quizzes, games, exercises, Pet Pals and Pat Dog. (Aaron Manor)
- There is a sense of a community between the residents and the staff, particularly Activities Co-ordinator who manages to get everybody involved by a wide range of activities and providing the choices made by the residents. (Roselands)
- We saw three communal areas which are used slightly differently. The dining room is used sometimes for activities which require a table, such as arts and crafts and making lavender bags. A lounge is used for more active pursuits such as armchair exercises. A third room is used for television, radios and reading. (Saxonwood)
- There are two activity coordinators which means that activities can take place every day of the week. Activities include morning exercises and Pet Pals. Outings are also arranged to local places of interest and to the shops. (Wadhurst Manor)
- We watched a group of residents who were involved in an activity. The activity organiser was very enthusiastic, and this rubbed off on others including residents and staff. (Cross Lane House)



- We saw an activity programme for the month of July, which was on display. This meant that residents could see what was taking place each day. There were at least two activities each day, one in the morning and another in the afternoon. These included; exercises and carpet boules, card games and word searches, art club, bingo, quizzes, skittles and dominoes. External entertainers were also included in the programme. (Berry Pomeroy)
- Carers spend one to one time with individual residents, to provide activities and stimulation. This can be whatever the resident would like such as chatting, playing games, reading or general tidying up of their room and their clothes. (Felix Holme)
- The activity coordinator plans a programme of activities for each day. This includes external people and entertainers. Musicians and singers are very popular. External entertainers include Pet Pals and Pat Dog. YMCA come and provide exercises. They also have the Daily Sparkle and use this to chat with residents. (Elm Lodge)
- There are two activity members of staff who cover seven days each week. This means that there will be at least one activity each day. For those residents who remain in their bedrooms, staff provide one to one support and activities. (Caroline House)
- One resident explained that there is a very good range of activities which they enjoy. These include a 'Young at Heart' group, church services, bereavement group and various outings. (Dalling House)
- We observed an activity session with the coordinator leading a discussion about the day's news. This was very informal and chatty, and many residents were actively involved in this. (Millcroft)
- The service has two activity coordinators who organise a programme of events and activities. These include a range of people from outside the care home including Pat Dog, Pet Pals and a community singing group. There is a church service twice each month. (Oaklands)
- There are two activity coordinators, both part time to make one full time equivalent person. They organise a weekly programme which is put on display and also given to each resident. This includes both group activities as well as time for one to one support with individual residents. A particular carer also has additional responsibility for 'Focused Enrichment' which means she spends time more with individual residents, who, due to frailty, or their dementia needs, require more focus. (Copper Beech)

- On the ground floor the residents waiting for lunch and generally socialising, were in one lounge on one side of the building, and on the first floor a number of residents were in the lounge on the opposite side of the building playing skittles with an activity member of staff (title Motivation and Occupation staff). The activities person was enthusiastic and successfully engaged with all the residents in encouraging them to actively participate in the game. (Parris Lawn)
- The home employs three members of staff to do activities (in addition to the care staff). The activities staff will follow the residents rather than expecting the residents to come to the activity. (Blatchington Manor)
- One carer explained the activity programme. There is an activity each morning and another in the afternoon. The latter tends to be music and dance. There is another activity after tea, in the early evening. A set programme is followed but with flexibility when necessary. She confirmed that the pictorial activity programme is used and taken to residents to show them what is taking place that day. (Fairlight Manor)
- Activities take place daily and a programme is put together and circulated to all residents. It is also put on display in the care home. The options vary regularly, and some are quite innovative. For example, they have arranged for a cocktail making afternoon and have a Zumba class. An art and crafts teacher visits regularly and there are bingo sessions, pamper times and musical entertainers. (Roclyns)

## Community involvement and community links

Many of the services had developed very good links with the local community. They were looking at how they could be a community resource. This provided fresh ideas and opportunities for residents to access other groups and interests.

A couple of services explained that residents tend to have difficulties in accessing the community, often due to frailty. Care services talked about bringing the community into the home. Some of the examples below show where care homes have tried to do this.

What was surprising was the extent to which outside groups, especially pre-school and school aged children, were visiting care homes. Whilst for some this is generally just at Christmas period, others have more frequent visits, even some being weekly. Residents spoke positively about this.

Some services were quite imaginative in how they liaised with the community such as linking up with a local angling club to enable a couple of residents to go fishing. It was also good to see that a local children's football team practiced in the grounds of the care home, so that residents could watch them.

- The home has a strong relationship with a local primary school and the pupils visit regularly - to the obvious mutual benefit of both parties. (Prideaux House)

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*As part of this programme, children from a local primary school and a local nursery join in with activities once a week. "It's amazing to see an elderly patient who otherwise has little mobility, lifting an arm up, being motivated by a child who keeps saying: "You can do, you can do it!" (Milton Grange)*

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- The café trains people with learning disability to become cooks or café workers. (Milton Grange)
- The care home has developed good links with the local community. For example, the church visits regularly, as do the local primary school. (St Vincent's)
- Much was said about a recent trip, by taxi, to Hastings pier for tea and ice cream and were looking forward to a repeat visit. (Crest House)
- Residents can be supported to go to local shops, cafes and to the park. (Barchester Tower)
- A resident stated that she had enjoyed a trip out to Hastings Pier the day before our visit and she had fish and chips, as well. She was supported by two staff on their day off. (The Laurels)

- A clothes show is held regularly, as most residents are unable to go to the shops themselves. They bring a range of featured items for sale into the care home, for this reason. (The Park Beck)
- The care provider has a caravan at a local caravan park. This can be used for a group or individual residents, either for the day or for longer. They can use the on-site facilities and entertainment. (Whitecliff)
- Outings are arranged regularly. These include events such as Airborne in Eastbourne, visits to Cooden Beach Hotel and afternoon teas. Good use is made of the special events at De La Warr Pavilion for people with dementia such as the dementia friendly screening of films. Residents can be supported to go out individually to such places as shops and the bank. (Prideaux Lodge)
- Very good links have been developed with the local community. There are many examples. Links have been made with an angling club and it is anticipated that a couple of the male residents may go fishing. Links have been made with the local nursery school and another nursery. Children from these nurseries visit the care home, and this is much enjoyed by the residents. Some residents also visit the nurseries. Recently, residents at the care home were involved in a dementia arts project at the De La Warr Pavilion. The project involved artwork completed by residents being on display. The local newspaper reported on it, as did local television. The De La Warr has special film sessions for people living with dementia. (Thornwood)
- Good links are maintained with local schools and the nursery school, who visit regularly. (Aaron Manor)
- Some residents go out regularly including four people who go to the Ninfield Working Men's Club. Some visit Bexhill College, which is next door to the care home. (Aaron Manor)
- External visitors and entertainers are also involved. For example, children from the school at Northiam join in some activities. There is a coffee morning each month and this is open to people from outside the care home. (Peasmarsh Place)
- There is a cafe area on the ground floor, by the reception area. This can be used by residents, but also by the community. (Copper Beech)
- Very good links have been made with the local community, to bring the community into the care home. For example, a group of young mums visit weekly with their young children. They also attend special events when all their family will be involved. During school holiday times, they bring their older children with them. Residents really like these visits. A young person

doing their Duke of Edinburgh Award visits the care home and another teenager from a local school also spends time with the residents regularly. (Copper Beech)

- We were told that cream teas were sometimes held in the garden and that the garden was used by an Under 7s boys' football team for skills training, which the residents enjoyed watching. (Blatchington Court)
- We were told about "golden hour". A carer is paid to stay on after work to take a person out somewhere, eg to feed the ducks. Recently a resident went out using the Cycle Without Age bike project. (Blatchington Court)
- A Tiddlers and Toddlers group come to Lime Tree House with the children and a nursery from Brighton also visits the home with five children. (Lime Tree House)

### Residents having 'special roles' such as Resident Ambassadors and resident gardener

One of the issues for people who move into residential care is the fear that they will lose their identity. Most would have led interesting and fulfilling lives. Having a new role within the care home provides some status and also some meaning to their lives. Examples are also given in other sections of this report, where residents assisted in the care home. *Two examples are given from individual reports.*

- ✓ Residents are encouraged to be involved in the care home. For example, some residents assist in the garden regularly. They have a name and title badge to show that they are helping in the garden. (Heather View)
- ✓ The three Resident Ambassadors were met with. They explained that their role is to assist new residents, such as showing them where things are and looking out for them to make sure they do not get lost. (Old Hastings House)

### Hotel model of care homes

A few care homes, predominantly newly and purpose built and generally larger care homes, aim to be based on a hotel model. For example, they will have a large entrance area, with a receptionist/concierge. There may be a café nearby and other communal facilities.

There are some benefits to presenting as a hotel. This will be something that people will be comfortable with and they reduce the sense of the place being a care home. However, this will reduce the homeliness of the building. There may be a more institutional feel to the style of care home compared to one that is based in a traditional house and so the latter offer a sense of being a home.

*Below are a couple of examples.*

- Through the front door you enter into a large open reception area with a reception desk with a concierge. In reception are various sitting areas with

chairs and sofas and coffee tables and a grand piano. We saw residents with family having coffee. There is no lock or keypad for the front door and we saw people coming and going freely. Off the main reception is a bistro room with a bar from which residents can have drinks and snacks - including fruit. (Sunrise of Eastbourne)

- The home met its objective of providing accommodation to the standard of a hotel - it was immaculate. (Parris Lawn)

### Positive use of technology

An increasing number of care homes were found to be using on-line systems for care planning and for the daily notes. There are benefits to these, as they are easier and quicker to carry out and are legible.

Greater use is being made of social media to keep people informed of events at care homes. One or two stated that they use Skype to assist residents to keep in touch with their family.

New technology is being used by a few services to keep people safe. One service has a system of staff being alerted if a resident leaves the premises, so they can monitor and support them, particularly where they have been assessed as being at risk of harm if they left unsupervised.

This is a constantly developing area and one that care providers need to monitor closely to see what benefits these developments can provide for them and for residents.

- When a patient has a risk of fall, a motion sensor in the room is activated. That sets off an alarm at the nursing station. If the risk is severe, an additional sensor mat is fitted beside the bed. (Milton Court)
- Emergency bells could be triggered from a wired button, as well as from a wireless pendant worn around the neck. (Milton Court)
- We were told that the home had an app which could allow virtual tours anywhere in the world and which the home had had added routes around Eastbourne. (Sunrise of Eastbourne)

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*The front door is not locked but those who are not able to go out alone can wear a 'wanderguard' which is like a wristwatch which locks the door and prevents them leaving the building alone and alerts the care staff. (Sunrise of Eastbourne)*

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- Events are shared on Facebook and other social media outlets. (Chaseley)
- The care home is working with another organisation to introduce a virtual tour. This could be through specialist glasses so that these could be taken to

a person for them to see where they are going prior to moving in. (Prideaux Lodge)

- Some residents are supported to use Skype as a means of keeping in touch with their family. (Prideaux Lodge)
- We were very struck by the animated discussion taking place to ask the “Alexa” virtual assistant to select the choice of songs and when, once decided, how everybody joined in. (Roselands)
- All care staff have handheld devices for doing their records. This assists them to complete the daily notes when they occur. (Cross Lane House)
- Residents can move around the care home. There is an alarm mat by the main entrance to alert staff if residents are about to leave unsupported. This is used to ensure residents are safe. (Orchardown)

### Access and use of gardens and outdoor areas

All care homes had access to an external area. We saw some being used during our visits, whilst others were not used so much. The latter was usually due to weather conditions, either being too hot or raining. The response from residents was mixed. Some clearly enjoyed going in the garden, with a few saying they go out daily. Others stated that they never go out. Whilst most care homes enable free access to the gardens, a few had to support residents to go out. Some residents explained that carers assist them to go out when they request this, as they are wheelchair users.

It was good to see that some care homes make active use of external areas. For example, many arrange tea outside or activities. Some residents explained that they help in the garden, and a few care homes had ‘gardening groups’ as an activity. Flower and vegetable beds at an appropriate height were in many gardens, to enable residents to get involved.

- Outside the home, the garden has a large decked area with a number of artificial colourful plants and a large grassed area with large trees to provide shade. There is also a garden shed and raised beds which are used by residents with support by staff, if required. (Prideaux House)
- Good use is made of the gardens, with most residents spoken with said they go to the gardens. One person said they tend not to go into the garden, preferring to stay indoors and look at the “lovely” garden from there. (Chaseley)
- There is a pleasant courtyard immediately outside the conservatory. In addition, there is a larger grassed area and a vegetable patch. The courtyard is very welcoming and colourful, having seating areas and a range of flowers to brighten the area. (Holmesdale House)

- Residents could go into the gardens when they wanted to. Our view was that the gardens are in good order, attractive and inviting. (St Vincent's)
- There is easy access to the garden and some residents use this regularly. (St Vincent's)
- There is easy access to the outside and we did observe a number of residents who took advantage to sit for a while and a number of residents were playing a "parlour" game with staff or reading newspapers. (Crest House)
- Residents were observed to be sitting outside on the patio. There was plenty of patio furniture and umbrellas, to provide shade. Drinks were available outside. Residents were either chatting, reading or dozing. (The Laurels)
- There is a garden to the rear of the building with level access from the quiet lounge. The doors were open so that residents could go out without having to ask a member of staff, so people have free access to the garden. A sensory area has been developed. There were seats for residents to use, with an area of shade. (The Park Beck)
- Residents use the rear garden. Activities can sometimes take place out there and sometimes tea is served outside. (Whitecliff)

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*The garden is used imaginatively. There is a summer house which is used as café. Some residents chose to have their meals here, but it can also be used as place for residents to have afternoon tea. It tries to provide a sense of being out of the home and at a café. There is a sensory garden, including a raised pond which is covered in the gardens as well. (Elizabeth Court).*

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- The patio and garden areas were flat and very well maintained with patio furniture, neat flower beds and a bird bath/feeder visible from indoors. There was a greenhouse. (Lennox Lodge)
- There is a very good-sized garden to the rear of the building. This includes a decking area immediately outside the Beech Room, which provides access to the garden. It is enclosed and so is a safe area. (Prideaux Lodge)
- There is level access to the garden. This has paths and borders, as well as a vegetable growing area. There are seats for residents to rest and umbrellas are available to provide shade. (Thornwood)
- There is a very good and well stocked garden which residents can access. (Saxonwood)



- Residents confirmed that they can go into the garden when they want. One resident explained that they call a carer who takes them out, as they are a wheelchair user. (Peasmarsh Place)
- They said that they could go out in the garden when they wanted. One person said they go out “regularly, when nice”. Another said they also go out “frequently” but not on the day of our visit, as it was a little windy. (Cross Lane House)
- There is a good-sized garden to the rear of the premises with access from the conservatory and also from the lounge. Residents could choose to go out. (Shandon House)
- They also confirmed that they go into the garden. Two said they go there regularly, others said they go when the sun is shining. One person said they did not use the garden because “I’m too old - I’m 96”. (Orchardown)
- Residents confirmed that they can go into the garden when they want, and many said they go out there often. One resident said that they enjoy gardening and so use the garden very regularly. (Berry Pomeroy)
- Residents have direct access to an outdoor area, with a veranda at the front of the care home as well as gardens. One resident spent some time in the garden, with a relative who was visiting them at the time of our visit. (Felix Holme)
- There is a small garden directly outside the main lounge, so that residents can choose to go outside if they want to. It has some seats. There is a vegetable area and also some raised beds, so that residents could assist in the planting, as it would be at a good height for them. (Elm Lodge)
- There is a large garden to the rear of the building with this including a grassed area and a veranda with decking. This is accessible directly from the conservatory. There is level access. It was a beautiful and well-kept garden. We saw that the garden was used by nearly all residents. There are chairs, gazebos and umbrellas to provide shade. (Millcroft)
- There is level access from the lounge on the ground floor to the gardens. The garden has recently been improved, to make access easier, with wider paths. This is a very pleasant area with seats and shade as well as borders. Some of the latter are in raised areas so that residents can get involved in the planting. (Copper Beech)
- There was a step out of the lounge onto a small terrace. There was a portable ramp for use by those unable to manage the step. The small

terrace had a wall side with an in-built bed stocked with a range of flowers. On the terrace was a sofa, table and chairs. There was a large garden with a central flower bed with flowers in bloom and beds around the edge.

(Blatchington Court)

- We saw the garden. It has a raised deck area with a number of chairs, tables and benches arranged in a social configuration. There was a small raised flower bed which we were told that the residents had planted up. Around the edges of the decking area were plant pots. From the decked area there was a ramp down to the main garden. The flower beds were neatly tended and well planted. There was a bird table in the garden. Later during our visit more residents went to sit in the garden. (Lime Tree House)
- People also confirmed that they can go out if they want to. Some said they go out regularly, with their family whilst others stated that they prefer to stay indoors. They confirmed that they can access the garden, if they want to. One person said they prefer not to go out to the garden and others said they need assistance from staff, which they get. A couple of residents said they make their own way outside. (Nova House)
- Leading from these lounges was a covered glass walkway leading to a conservatory. From the walkway it is possible to access a garden on one side and a patio area on the other side of the walkway. The garden was large with a table tennis table and games of skittles set up. There was an inviting choice of sitting areas. The patio on the other side of the walkway had tables and chairs as well. There were also raised flower beds which were looked after by the residents and which were well stocked with flowers and vegetables. One resident was busy with this. From the patio area the woodland walk could be accessed through a door that was open but could be locked. (Blatchington Manor)
- The garden is to the rear of the premises and is mostly laid to lawn. There are seats and umbrellas, to provide shade. Two residents were sitting outside when we arrived, although one came inside at some stage. The other resident stayed out for most of the morning. (Roclyns).

## Positive attitude towards Healthwatch and our visits

Managers were able to add their own comments to the report. Many provided positive feedback about our visits, as reported below. They saw our visits as an opportunity rather than a challenge. They saw the benefits of an independent perspective on their service.

Interestingly, most managers were unaware of Healthwatch prior to our visits. However, once they were informed of who we are and what we do, they fully embraced our visits. This reflects positively on these services, as it shows that they are open to outside scrutiny, are transparent and keen to identify ways in which they can improve the quality of their service.

- I am very happy with the feedback provided as it is an honest reflection of the views of Residents at Chaseley. I feel the views expressed is a testament to the dedicated way the staff here deliver good quality person centred care and support to all Residents. (Chaseley)
- I would like to thank the two volunteers from Healthwatch for their time and sharing their experience and knowledge with me. I much appreciated them putting me in touch with a Registered Manager Forum. I found the visit to be beneficial and would happily invite Healthwatch back in the future. (St Nectan's)

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*We think Healthwatch is a brilliant way of making sure that we, and homes across the country, are demonstrating that we put our residents needs at the forefront of all we do. (St Vincent's)*

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- Thank you, Healthwatch, for coming to Crest House. We all enjoyed the visit and we were eager to show you what Crest House is all about. (Crest House)
- I would just like to say Park Beck very much enjoyed your visit to our home and that it was a very positive experience. I am very happy with the report and the constructive comments that were given. It is always good to get a different perspective and we can learn and ultimately improve the lives of the people we care for. (The Park Beck)
- Myself and my staff found the inspection really positive and enjoyed being able to show the team what we do as a Home and how we stimulate and encourage our residents to have quality of life. (Whitecliff)
- We were privileged to welcome Healthwatch into our service to see what we do here. We believe it's very important to work with outside agencies so that we can identify areas for improvement that we might've missed. (Elizabeth Court)

- It was a pleasure meeting with you both and you made me feel very comfortable alongside all the residents you spoke with. Thank you for your feedback and advice. (Lennox Lodge)
- We thank the Healthwatch team for their kind words and professionalism in capturing the ethos of Cross Lane House. (Cross Lane House)
- Many thanks for the positive experience. The visit has given us a valuable opinion of our performance from an external professional. It was good to hear the positive comments made to your team during their visit, particularly about our care staff who are very committed and long serving. We look forward to the next time. (Berry Pomeroy)
- We would like to thank Healthwatch for coming and the positive feedback that we received. This gave all the staff confidence that we all on the right track and doing the best we can for our residents. (Millcroft)
- The whole procedure was very positive and realistic. Nice friendly visitors and positive exchange of information. (Oaklands)
- The people who came to the home and talked to our residents have done really a good job. They made the residents feel important and be a part of the community by asking their views and experiences of the services they are receiving. (Lime Tree House)
- We were very happy to receive the visit from Healthwatch, and the comments they made in their report, and felt that it was an accurate description of our Home. From our perspective we welcome outside organisations and are always keen to co-operate. (Blatchington Court)

## Pets and animals

As stated above, most services included visits from animals, such as through Pet Pals and similar organisations. In addition, some had very positive attitudes to residents bringing with them their pets when they moved in. One care home is a member of The Cinnamon Trust, which specialises in supporting care homes to have pets. Residents spoke positively of the visits from animals. Where they had them at the care home, a few residents were involved in looking after them, such as feeding them.

- They can accept pets and one person came with their cat. (The Park Beck)
- Pets are welcome and some residents in the past have brought in cats and dogs. (Whitecliff)

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*Recently, residents indicated that they would like a cat or dog for the house. They voted on which they wanted and decided on cat. Residents were also involved in choosing which cat. (Whitecliff)*

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- Other sections of the garden are used for various animals including rabbits and hens. (Elizabeth Court)
- The care home is a member of the Cinnamon Trust. This is a national charity for the elderly and their pets. This means that the care home is able to cater for people who need residential care and can also cater for their pets. This means it is a pet friendly care home. They currently have three dogs and several cats. They also have a range of other animals including rabbits and hens. They are linked with an organisation called 'Hen Power'. (Elizabeth Court)
- The care home is pet friendly and so people can bring their pets with them, such as cats and dogs. Two cats currently live at the care home. One ex-resident brought their budgie with them. Although the resident has moved on and the original budgie has died, they have continued to have a budgie. The residents really like this. (Roclyns)

### Dementia friendly and positive environments

All services were aware of the need to support people with dementia to make choices and decisions as well as to assist them to be oriented to the care home. Nearly all care homes visited had residents with an element of dementia and forgetfulness. Some of the services specialised in supporting people with dementia. These had developed a great deal of dementia friendly activities and signage.

Some made very good use of photos and pictures, including pictorial menus and activity programmes. Some care homes had named corridors with familiar street names, as another means to assist residents to remember which was their corridor. Signs, usually with arrows to show the way, from communal areas to toilets were seen in a few care homes.

The vast majority of care homes had very bright and welcoming environments. Some had very interesting displays on walls and had used imaginative ways of making the care homes positive. Displays with different textures were evident in a few care homes.

Some care homes had made bedroom doors individual, to assist residents to identify which bedroom is theirs. Making bedroom doors look like front doors was evidenced in a few homes, with some about to introduce these. One care home was introducing actual photos of the interiors of the room, such as a bathroom, to put on the door, so that it showed exactly what was in the room. This was felt to be very innovative.

- The premises are light, airy, clean, well maintained and the communal areas are imaginatively decorated, with a selection of flowers on windowsills. (Prideaux House)

- We were shown an empty bedroom. When a new resident moves in, the bed and the furniture can be repositioned around the room, so they match, if possible, the configuration of their bedroom at home. (Milton Grange)
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*The corridors had many points of possible interest to residents including a bus stop, stocked shop, post box, hat stands, manikin, an old-style typewriter, pictures and photos, a nursery area with dolls and fluffy animals and a pram. (Milton Grange)*

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- On one wall were displayed textile artwork created by local secondary school children reflecting residents' memories and lives. (Sunrise of Eastbourne)
- Dementia friendly signage is in place, such as words and pictures for toilets. There were also some direction signs from communal areas to the nearest toilet. (Barchester Tower)
- Memory boxes are fitted outside each bedroom door, so that each resident can put small items in them which have special meaning for them. (The Laurels)
- There is some dementia friendly signage around the care home. For example, bathroom and toilet doors have both the words and a picture to explain what the room is used for. Bedroom doors have a photo of the resident. Usefully, there are direction signs, including an arrow, to show the way to the nearest toilet from the lounges. (The Park Beck)
- Bedroom doors have been painted different colours, to assist residents to identify which is their bedroom. (Thornwood)

#### Whitecliff

- The walls throughout the communal areas and corridors are covered with artwork by the residents, reminiscence photos of key landmarks and sensory equipment. There was a mural of a seascape. A large artwork is on one wall in the main lounge. This has been entitled a wishing well, where any wishes of residents can be displayed.
- The main corridor on the ground floor, towards the garden, has a number of pieces of sensory equipment on the wall, to provide interest and stimulation to residents. This included sensory lighting, numerous fiddle boards made of different textiles/ribbons and one with door furniture. Large sensory wall decorations are changed through the year. The "London" hallway shows a map of the underground, street signs and the black door of number 10.

Therefore, the whole environment on the ground floor is very stimulating and full of interest.

- Transfers of front doors are being introduced for all bedroom doors. They will be different colours. Bathrooms and shower rooms will have large prints of these on the doors to assist residents to know what the room is used for.

#### Elizabeth Court

- Dementia friendly signage was very evident, to assist residents and to guide them around the care home. These include arrows to show the direction to different areas, such as to toilets and bathrooms. Sensory equipment is fitted to various walls in corridors.
- Bedroom doors had been made to look like real front doors, with letter boxes and a door knocker.
- Different parts of the accommodation have street names and are different colours. This helps residents to know which is their part of the building.

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*One bedroom had a luminous strip to assist the resident to see the way to the toilet at night. The en-suite facility had a coloured toilet seat to assist the resident (Elizabeth Court)*

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- Corridors have road names to help residents identify which is their bedroom. (Saxonwood)
- Corridors in the dementia unit, called Memory Lane, had been imaginatively decorated to depict the seaside. (Wadhurst Manor)

#### Prideaux Lodge

- The walls throughout the care home have been imaginatively decorated, many with large pictures/murals of windows with views, books and other scenes. There is also 'fidget' equipment fitted to many walls, to provide additional stimulation for residents. There are paper flowers in some corridors which add to the colourfulness of these areas.
- Bedroom doors have been decorated to look like real front doors. They include the name of the person and a photo of them, where the resident has agreed to this.
- Toilet doors have all been painted red so that they stand out. (Elm Lodge)

- Some toilets have blue toilet seats to enable residents to more clearly identify them. Some dementia signage is in use. The corridors in the dementia unit have names, such as Abbey Road, Hyde Park and Covent Garden. (Copper Beech)
- As we walked along the corridors, we saw that all the doors had dementia signs on them and there were handrails on both sides. Next to each bedroom door was a memory box with things that would trigger the memory of the resident. These were well done with obvious care taken in the choice of items. (Blatchington Manor)
- Bedroom doors are all a different colour to provide individualisation but also to assist people to know which is their bedroom. Each has a door knocker; which staff were observed to use.

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*Wardrobes have 'see through' doors. This means that residents can see clearly what the cupboard is used for and see their clothes. This assists them to be able to choose their own clothes independently (Fairlight Manor)*

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- Dementia friendly signage is in use. For example, there are pictures and words on toilet and bathroom doors, to assist people to know what the rooms are used for. (Roclyns)

### Ability to help in the home

There was a mixed response from residents when they were asked whether they could help in the home. Some people said they did not think they could do anything, whilst others, often in the same care home, said they could, if they wanted to.

Some services had gone the extra mile to encourage residents to get involved. For example, one care home had purchased a carpet sweeper as a resident wanted to clean the floors.

The most popular way in which residents are supported to be involved in the care home is by assisting in the garden. Raised beds are in place, so that they are at the correct height. Some residents had their own small area of the garden.

- The garden had sunny and shaded areas and in one corner was a vegetable patch where we were told residents gardened. (Sunrise of Eastbourne).
- A couple of residents said that they can help in the home. One person said that they had been involved in a promotional video for the care home. Another resident stated that they help tidy things away. (Chaseley).



- Residents stated that they decide what the menu is and so are fully involved in this process. (Holmesdale House).
- Two residents stated that they can help around the house if they want to. One likes to lay the tables ready for meals. (Holmesdale House).
- Residents confirmed that they give feedback about anything at mealtimes, as there is a member of staff on their dining table. (St Vincent's).
- There is also a raised bed so that residents can plant out their own vegetables and flowers. (Barchester Tower).
- A couple of residents stated that they help in the home. For example, one person stated that they do everything in the garden. They even went with the owner to a garden centre and chose the plants for the garden. One resident said that she likes to help staff by preparing tables prior to meals - folding napkins, setting out water jugs etc. (Lennox Lodge).
- Activities are mostly centred on external entertainers according to the preference of most residents who have been actively involved in deciding what activities they want. For example, a variety of musicians and singers come to the care home. If residents do not like the person, they decide against a return visit. Residents really liked one entertainer and so this person now comes more often. This shows that residents are effectively involved in making decisions about the care home. (Lennox Lodge).
- One resident likes to plant flowers in a small garden area outside her room. (Sandhurst).
- There is a raised bed, at a convenient height, so that residents can plant out vegetables. This is part of the gardening club. (Prideaux Lodge).
- Some residents have been involved in the recruitment of new staff as they have been asked for their opinion on any new applicants. (Thornwood).
- Some residents said that they help in the home with small tasks such as clearing and washing up. (Aaron Manor).
- One resident stated that they help at the home in a variety of ways including doing some gardening, preparing menus and calling bingo numbers. Another resident said that they feed the birds. One person makes their own bed. (Saxonwood).

- One resident explained that they have a little area to grow some vegetables, which they like. (Peasmarsh Place).
- In addition to the above person who helps in the garden, two other residents said they help in the home. One said that she likes to fold the washing and the other said they do “odd jobs”. (Elm Lodge).
- Residents confirmed that they go out to the garden but with a member of staff. One person said they can help in the garden and have done some planting of flowers. (Caroline House).
- Residents are supported to assist in the home if they would like to.

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*For example, one person wanted to Hoover and so a manual carpet sweeper was purchased for her to clear up crumbs after meals. Another like to fold napkins and help set the dining tables. Some model sheep and pigs are in the garden area. Residents were recently involved in washing and repainting these, an event they loved doing. (Copper Beech)*

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- We saw residents doing ‘odd jobs’ like polishing cutlery. (Parris Lawn)
- A number of residents were observed to help take the washing off the line. One took the clothes into the house and gave them to a member of staff. (Fairlight Manor)
- Residents confirmed that they can help in the care home. For example, one resident said that they had helped with the planting in the garden. (Roclyns)

### Other good practice examples

Some examples of good practice did not fit neatly into any of the core areas identified above. Two services had introduced a welcome pack for new residents. One service had a system of a member of staff sitting on each table, with residents at lunchtime. Residents liked this as it gave them an opportunity to provide feedback. Some very good examples where services had gone the extra mile for residents have been given below. For example, one care home provided a very special event for a couple.

Two services had buildings separate to the main house, which they used imaginatively, to provide residents with somewhere to go. One had developed a café and the other a shop and hairdressers. This created a sense of leaving the home to go somewhere else and so replicated what people would have done before coming into the care home.

- A “welcome pack” of toiletry items is provided to all new residents and the home attempts to redecorate each bedroom before a new resident arrives. (Prideaux House).
- If the residents feel hungry between meals there is a very well supplied snack trolley in the dining room where they can find chocolate bars, biscuits, crisps, peanuts, “things that anyone would have in the cupboard at home”. (Milton Grange).
- Staff engaged and interacted positively with residents throughout our visit. This was particularly noticeable at lunch time, when a member of staff sat at each table, with the residents. This was used as a productive time to chat with the residents and made the lunch time experience very sociable. (St Vincent’s).
- The manager showed us the care home’s service user guide. This is well presented. It has a range of pictures and photos to break up the text and so was in a user-friendly format. It is given to prospective residents who visit, or to relatives if they visit on someone’s behalf. (The Park Beck).
- Special events and birthdays are celebrated. For example, one resident recently had a birthday. She is originally from Jamaica and so they organised a Jamaican party, with special food and music. (Whitecliff).
- One conservatory was set up for lunch, as four residents have chosen to have their meals there. All dining tables were very well presented and set up for meals. The table in the conservatory had name places for the four residents. (Lennox Lodge).
- A welcome pack, of various items, such as toothpaste, toothbrush and toiletries, is provided for all new residents. (Prideaux Lodge).
- We saw a document entitled ‘taste testing questionnaire’. This is in an easy read format and is the way in which the care home gets feedback from residents about the food. It asks about individual choices of food but also asks what their favourite meal was, what they did not like and what they would like on the menu. (Caroline House).

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*A special meal was provided for a resident and their partner. They had requested a candle lit dinner, and this was arranged.  
(Millcroft)*

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- The care home has developed a number of photo books. This is a small book of photos of staff and residents, often at a particular activity. These are available in the entrance area, for residents, staff and visitors to see. This shows the sorts of things residents have done and can be used to assist

residents to remember past events and is a source of conversation with them. We thought this was an innovative idea. (Copper Beech).

- There is a separate building at the rear of the garden. Apart from a staff room, the other rooms can be used by residents. These include a shop, which is also used as office by the manager, and a large room which can be used for activities but also as a hairdresser/barber's shop. This means that residents have to leave the main house (home) and travel to the hairdressers. This replicates what the process they would have done in the past when living at home. (Fairlight Manor).
- The service has developed a 'welcome pack'. This provides key information about the care home. Very good use has been made of pictures to make it more accessible to people. This document is also in black lettering on yellow background. (Fairlight Manor).

### Examples of what is best about the care home

Residents provided us with feedback on what they thought of the care home and what they thought was the best thing about living there. Only one comment has been included from each care home visited, although a wide range of positive comments were received in all care homes. The key themes included; independence, being able make choices and decisions, the quality of the staff and companionship. These comments included: -

- ✓ One said, "they cannot do enough for me" while another said, "nothing is too much trouble for them" while a third said "this place is always very clean". (Prideaux House).
- ✓ When asked what's the best thing of living there most of them mentioned "companionship". (Milton Grange).
- ✓ "Don't need to do anything". (Sunrise of Eastbourne).
- ✓ "We are encouraged to be an individual". (Chaseley).
- ✓ "It's wonderful here". (Holmesdale House).
- ✓ "The staff here make the atmosphere so good". (St Vincent's).
- ✓ The overall comments can be summarised by one lady, full of character, who waylaid us and told us "the home is good", "the staff are good", "the food is good and there is plenty of it", "I have my own room with my own toilet" and "I can do what I want". (Crest House).
- ✓ Another person said that "it's good here". (Barchester Tower).
- ✓ When asked what they like about living at The Laurels, one resident stated that she "looks on it as my home". (The Laurels).

- ✓ One resident stated that “you are your own governor” and “you have your freedom”. (Elizabeth Court).
- ✓ “The good things about living here are the wonderful staff, who are always on hand, excellent food and the level of cleanliness”. (Lennox Lodge).
- ✓ One resident said they thought the best thing is that “Staff are kind and thoughtful “and they are always obliging”. They said, “it’s hard to beat it”. One person said that they like the home because “the staff are friendly, and we have lots of laughs”. (Sandhurst).
- ✓ Another resident was similarly positive about the quality of the care and the carers. She said that the staff are “excellent”. She also commented that “there are always people around to help you”. She stated that the care home is “spotlessly clean”. (Prideaux Lodge).
- ✓ “People and staff are wonderful”. (Thornwood).
- ✓ “The food is excellent, and I enjoy the company”. (Aaron Manor).
- ✓ They were all very positive about the home and the efforts that the manager, care and ancillary staff made to make everybody feel at ease. (Roselands).
- ✓ “The freedom in the home is a great asset”. (Saxonwood).
- ✓ “No worries”. (Peasmarsh Place).
- ✓ “The staff are marvellous”. Wadhurst Manor).
- ✓ “A happy place with smiling staff”. (Cross Lane House).
- ✓ “You are free to do what you want”. (Shandon House).
- ✓ “Independence!”. (Orchardown).
- ✓ “I feel safe”. (Berry Pomeroy).
- ✓ “If you ask for anything, you get it”. (Felix Holme).
- ✓ “Staff are very good”. (Elm Lodge).
- ✓ “Joyfulness of the staff”. (Caroline House).
- ✓ One resident said they thought the best thing is that “I have no worries” and also thought the staff and food were both good. They said, “it’s the best care home”. (Caroline House).
- ✓ “It’s a home of love” (Millcroft).
- ✓ “I like everybody here - a great group”. (Oaklands).

- ✓ “You are treated as an individual”. (Copper Beech).
- ✓ When asking a further resident what she liked about her home she said, ‘lovely people’ and ‘it is really lovely’. (Blatchington Court).
- ✓ One resident we spoke to was enthusiastic about the home as he was receiving physiotherapy there and he was getting back to being mobile. He was looking forward to being able to visit the church and bird watch. (Parris Lawn).
- ✓ “Don’t have to cook or wash. I am comfortable. There is company. Got friends living here”. (Lime Tree House).
- ✓ “I’m treated with great respect”. (Nova House).
- ✓ “Very welcoming place. Everyone has a smile on their face. Food is very good. Gorgeous room - like having a flat, very comfortable”. (Blatchington Manor).
- ✓ One resident stated that the best thing about living at Fairlight Manor is that you are “allowed to do whatever you want” and that you “have your freedom”. (Fairlight Manor).
- ✓ “Good company and food”. (Roclyns).

### Good Practice Examples

Throughout our visits, we identified examples of very good practices. Many of these have been identified above. However, three care home reports have been identified where there were many examples of good practice and these are outlined below. The full reports for these services have not been replicated, but large sections of them have been.

#### Heather View, Crowborough

##### What we saw

- The care home is purpose built and opened about eight years ago.
- The entrance area is quite large and includes a reception desk, with a receptionist, to greet visitors.

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*This area includes a ‘village green’ area. There are some benches and a green carpet and also a signpost with directions to key areas such as the hairdressing salon and café. We thought this was innovative and very welcoming. The post even had two little birds on the top*

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- The care home is divided into three distinct units, one for each floor. Each has its own lounges and dining room. Dining rooms had been sub divided to create smaller areas for seating. This meant that it was more personal and enabled small groups to sit together. We thought this a good development compared to having one large dining room. Cold drinks were available in the communal rooms. One lounge was described as a music room, as it had various instruments in it.
- On the ground floor are some areas that can be used by all units. They include a café, hair salon and cinema room. Being separate to the units, there is a sense that residents are leaving their home to go somewhere specific such as to the cinema or for a haircut. Small details were noted, such as popcorn maker in the cinema room and a hairdresser sign outside the room. Cakes are available for people in the café, as well as tea and coffee making facilities.
- All areas were very clean and well maintained. All had good natural light and the higher levels had very good views. Some lounges were double aspect, to increase the level of natural light. Corridors are wide.
- Memory boxes are positioned by each bedroom. These are used to put small items in them that have significance for the resident. Assistance from relatives is sought to fill these boxes.
- The garden is a courtyard, with paths and borders. Paths do not come to a stop and so residents can walk with purpose. There is level access to the garden from one of the lounges. Some bedrooms on the ground floor also have direct access to the garden.
- We saw a small group of residents enjoying the garden.
- We saw lots of photos and information boards around the care home. These included the weekly activity programme. This showed that there are at least two activities planned each day. These include the Daily Sparkle, Clothes4U, Pat Dog, Alive and Action, coffee morning, afternoon tea, craft sessions and 1-1 music therapy.

**Residents told us:**

- All residents spoken with said they are able to make their own choices and decisions. They gave examples such as when to get up, what to eat, where to spend their day and what time to go to bed.
- Some residents stated that they go into the garden. One person said they ask a member of staff to take them there, as they need a wheelchair to get around.

- Some residents were aware of the resident's meeting held regularly.
- One person stated that they help in the garden and enjoy this.
- When asked about what the best thing is about living at the care home, residents gave the following answers:
  - ✓ Food is excellent
  - ✓ View is brilliant
  - ✓ Everyone is very friendly
  - ✓ Staff are very good and understanding
  - ✓ The comfort and friendliness

### **The manager told us**

- Residents are supported to make their own decisions and choices. For example, residents can be shown two plates of food, so they can see what the options are and then make an effective choice at the point the food is served. There are always two main options and a vegetarian alternative for the main meals of the days. The menu choices are on display.
- Residents are encouraged to be involved in the care home. For example, some residents assist in the garden regularly. They have a name and title badge to show that they are helping in the garden. There are some raised beds which help residents being involved in the gardening.
- The garden is used for some events and activities. For example, a barbecue was held there recently.
- The care home has a Lifestyle Lead and a Lifestyle Coordinator, who plan and carry out activities. They set up a weekly programme. This includes some one to one intervention. They try to link with residents' previous interests and hobbies and make them individually based.
- The care home shares a minibus with another care home from the same provider. Each has the minibus for two weeks. When they have the minibus, they arrange trips out five days each week.
- A wish tree is located in the 'village green'. Residents are encouraged to identify something they would like to do, and the care home tries to achieve these wishes. Photos are taken once they have been achieved and these are added to the photo boards in the care home.



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*A couple of residents were celebrating their wedding anniversary. Their wish was that they could go to Sheffield Park to celebrate. The care home arranged this for them*

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- Two members of staff recently got married. They are redoing this at the care home and residents have been invited. Many are getting exciting by this and are dressing up accordingly, in their best outfits.
- Good links are maintained with healthcare professionals. For example, there is a weekly visit from a GP.

#### **Staff told us:**

- During our tour of the premises, the Customer Service Manager provided some additional information. All bedrooms are for single occupancy and all have wet rooms. There is a training room on the first floor.
- Some external organisations make use of the facilities, as a means of welcoming in the local community and creating positive links. For example, a community counselling service meets in one of the rooms on the ground floor.
- A toddler group visit weekly and spend time with the residents. The service sees this as part of their intergenerational work. Residents enjoy this greatly.
- A clothes shop came today and set themselves up in the ground floor entrance area. They visit about every six months, so that residents who cannot get out are able to buy some new clothes, if they wish.

#### **Conclusions**

Heather View is a well-run care home with an imaginative use of the environment. The creation of the 'village green' on the ground floor, along with the signpost, was an innovative touch. We also felt it was good that there is some separation between the living areas and the cinema room and hairdresser, giving people the sense that they are leaving home to go somewhere. Very good links have been developed with the local community, including a toddlers group visiting regularly. Residents were very positive about the care home. A comprehensive programme of activities is arranged each week. Residents are supported to go out regularly, with the use of the minibus.

## Hurstwood View, Five Ash Down, Uckfield

### What we saw

- The care home is purpose built, over two floors. The ground floor is designated for people with nursing needs and the first floor is for people living with dementia. Each floor has a different name, with the first-floor dementia unit being called 'Memory Lane'.
- There is a reception area as you enter the building, and someone is there to greet visitors. There is a cafe in this area which is bright and welcoming. Tea, coffee and biscuits are available, which residents and visitors can help themselves to.
- Each floor is self-contained with its own lounges and a dining room.
- All bedrooms doors are designed like a real front door, with a letter box and door knocker.
- There are very good grounds laid out with lawns and flower gardens. These include a sensory area. A courtyard for one area of the garden has recently been refurbished. The gardens are accessible directly from the lounges and so residents on the ground floor have free access to the outdoor areas. They include places for residents to sit, including under shade. There are some raised beds to assist residents to get involved in the gardening.
- We saw that many of the bedrooms on the ground floor have direct access to the gardens. Some residents have created their own small garden areas and are growing flowers and vegetables.
- The first floor has its own mini outdoor area as there is a safe and enclosed covered balcony, called the sun terrace, which gives the sense of being outdoors. This is a thoughtful addition.
- We were shown a couple of bedrooms where residents had brought in their own furniture and personal possessions. All bedrooms seen from corridors were very personalised to each resident.
- There are seating areas in several places on each floor. This enables residents to move around, but also rest when they want to. This is particularly important on the first-floor dementia unit.
- All areas of the care home were very clean and tidy.
- We saw residents on both floors moving around the care home, deciding where they wanted to spend their day.
- On the dementia unit, we observed residents being shown two plates, so they could make an effective choice at the point of being served their lunch.

- We saw notice boards with a variety of key information about what was taking place and when. This included a weekly activity programme. There were also plenty of photos of residents being active.

#### **Residents told us:**

- Residents told us that they are able to make their own choices and decisions. Those spoken with confirmed that they had made the decision to move into the care home. Other choices included what to wear, when to get up and go to bed, what to eat and how to spend their day.
- Residents stated that they use the gardens regularly including eating out there. They confirmed that they can go out to the garden whenever they want as the doors are open.
- People appreciated the range of activities and enjoy getting involved. They also enjoy the outings.
- One person liked the idea that there are plenty of areas to see visitors rather than in her bedroom. She was using a quiet lounge on the day of this visit to meet with her relatives.

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*One person said she has her own garden area and is growing flowers and vegetables*

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- One resident particularly liked the view over the neighbouring countryside.
- Another person said the best thing about living at the care home is “having freedom”.
- Residents spoken with said that staff are very good and they also like the quality of the food.

#### **The manager told us**

- Where appropriate, new residents have a welcome pack which can include chocolates and champagne.
- The organisation also runs and manages an assisted living accommodation next door to the care home. The flats are included on the call bell system and they receive a pop in visit daily. They can choose to have support from carers and also can choose to have some meals in the care home. They are invited to the activities as well.
- People are encouraged to bring in their own possessions and furniture. It is “their room”. Many people have brought in their own furniture.
- An activity planner is given to all residents and families, so they know what is taking place and when.

- People are supported to make choices. Where necessary, additional support is provided so that people can make choices. For example, some residents are shown the two plates of food at lunch time, so they can make an effective choice. Similarly, residents may be shown two possible options of clothing when being supported to get up and ready for the day.
- A varied activity programme is established each week, including external entertainers. Trips out are also regularly organised. There are two activity coordinators. The service has its own minibus. They set up group activities but also do one to one support for those residents who do not get involved in group activities and tend to remain in their bedrooms.
- Good use is made of the outdoor areas. For example, activities may take place outside and some people chose to have their meals outside. Usefully, there is direct access to seating areas outside, directly from the dining room.
- Some residents have brought in their own garden furniture and have a small garden area, so they can grow their own flowers and vegetables.
- A resident with motor neurone disease has specialist communication systems which ensures that his choices and decisions can be known.
- Outside groups are very welcome. For example, the local Brownies visit regularly. There is also a memory cafe held monthly for non-residents.

## **Conclusion**

Hurstwood View is a purpose-built care home with very good facilities including a choice of communal areas and very extensive, and well managed gardens. The latter are safe and secure. Residents were very happy to be at the care home and confirmed that they can make all the choices they want. Very good use is made of the outdoor areas, with many residents being supported and encouraged to have their own little gardens to grow vegetables and flowers. There is an extensive range of activities held daily, including outings using the home's minibus.

## Old Hastings House, Hastings

### What we saw

- Each floor of the building is colour coded, to assist people to orientate themselves.
- A specific part of the building is a specialist unit for people living with dementia. Memory boxes have been set up next to each bedroom in this unit, to assist residents to know which is their bedroom. Residents, and their relatives, are supported to put personal items that have meaning for the person in these boxes. Dementia friendly signage is also in use in this unit such as words and pictures on toilet doors to assist people to know what the room is used for. This unit has a key code lock on the doors, to ensure people's safety. It has its own, safe, outdoor area immediately outside the lounge. There is also an outdoor area directly out from the dining room for this unit.
- There is a very good selection of communal areas for residents to choose where to spend their day. This includes three dining rooms.
- All residents have access to a number of outdoor areas and gardens. These are very well maintained. Most have free access from communal areas, with doors left open to encourage their use. A resident was sitting out in one of the terraces, with a visitor. The views from this terrace were very good, making it a very relaxed and welcoming area.
- All residents were seen to be very active, getting involved in activities, seeing visitors and chatting with each other and with staff. Very few residents were observed to be asleep in communal areas.
- All areas were very clean and tidy. Walls were covered in photos and pictures, making them very colourful and interesting.
- Notice boards for residents and visitors were seen in various locations around the building. These had been used constructively, to provide a range of key information. For example, they include the activity programme for the month of July. This showed that there are at least three activities each day, in different parts of the building. There are also outings at least four times each week. The care home has the benefit of its own minibus. An outing occurred on the day of the visit.
- Notice boards had photos of key members of staff including those staff who have a specific role as a champion for an individual section of care. For example, there is a dignity champion. There is also a dignity tree in the entrance area. This includes quotes from different residents about what they see as important for them in terms of their understanding of dignity.
- The service has a statement of its vision and values. This was on display.
- All communal areas had a choice of cold drink. There are also tea rooms/corners in various parts of the building. This enables residents and visitors to make their own drinks.

**Residents told us:**

- Residents spoken with had been living at the care home for various lengths of time, ranging from one person who has been resident for over 21 years to another person who had arrived the previous day.
- All residents spoken with were very positive about Old Hastings House. They used such words as “marvellous” and “excellent” to describe all the staff. One resident said that “nothing is too much trouble” for the staff and the care home. Another said they feel very reassured about their safety and wellbeing.
- Residents also made it clear that all staff were very good, including those doing the laundry and the administrators office.
- Several people mentioned that the care home does not use agency staff and that staff tend to stay. They liked this consistency of staff and carer.
- One resident made the point that she felt the staff team work well together, despite all having different roles.
- Residents were consistently positive about the quality of the food. They explained that the chef attends the first part of the monthly residents’ meeting. This means residents can provide regular feedback as well as give ideas about what they would like on the menu. One resident said the food was “excellent” and all confirmed that there is always a choice. They explained that if they do not like either of the options, they can ask for something different.
- Several residents said they were very pleased with the laundry service. Items are taken to the laundry in the morning and usually, by lunch time, these items have been washed, dried, ironed, neatly folded and placed in their bedrooms.
- Residents stated that they can make their own choices and decisions. For example, they confirmed that they can choose what time to go to bed and can stay up late if they want to watch television. One person stated that she does this regularly.

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*Another resident, who was celebrating her 103<sup>rd</sup> birthday a few days after this visit, stated that she still goes for a short walk outside every day, to get some exercise and fresh air*

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- Whilst there are set times for meals, including breakfast, they did not see this as an issue. They also confirmed that nearly everyone has their meals in the dining rooms, making it a very sociable occasion. They appreciated this.

- One resident explained that she likes to get her own breakfast and is supplied with the right items for her to do this. She uses the tearoom for this. She also controls her own medication and is supported to do so.
- Residents confirmed that there is a lot going on, including outings several times each week. They can choose which they get involved in.
- They also confirmed that they can access the gardens and different external areas. One resident liked a particular terrace as she could see what is going on outside the care home, especially who is walking by.
- Residents explained that they can get involved in some aspects of the care home, if they want to. Whilst many like to be looked after and do very little, some like to help. For example, residents stated that some like to water the plants, particularly in the conservatory. Others like to help in the garden.
- Residents confirmed that meetings are held for them every month. They said that this gives them the opportunity to make suggestions and put forward ideas. They felt listened to and that action was taken on ideas where possible. They said that they are given minutes of the meeting very quickly.

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*The three Resident Ambassadors were met with. They explained that their role is to assist new residents, such as showing them where things are and looking out for them to make sure they do not get lost. Another resident, who is not an official ambassador, said that this is something that most residents do as well. This was an example of Old Hastings House operating very much as a community, with people looking out for each other.*

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- Residents gave various answers to the question about what the best thing is about living at Old Hastings House. One person said, “no washing up!”. Other answers included “the staff”, “feeling reassured”, “you can do what you want”, “freedom” and “the work experience youngsters”. The latter are from a local college. Residents also liked school children coming to the care home.
- Despite encouragement, no residents could think of anything that they thought could be improved.

**The manager told us:**

- There are three resident ‘ambassadors’. Their role is to be aware of any new residents and be available to assist them. Their photos are on noticeboards, so that new people know who they are.

- There is a very full range of activities with people having free access to a number of outdoor areas. The home's minibus is used frequently, with at least four outings each week.
- The service is integrated into the local community, who are very supportive. For example, they have a regular coffee morning and local people are welcome to attend and do so.
- There are monthly resident meetings. These are used to obtain feedback from residents as well as any suggestions and ideas. The following meeting will provide an update on any suggestions.
- The ethos of Old Hastings House about community, and therefore residents are very much encouraged to play a full part in making it so. There are set times for meals and residents are encouraged to have their meals in the dining rooms. This means that few residents spend much time alone in their bedrooms which reduces social isolation.
- The current vision and values statement was discussed with all staff and residents, so that all played a part in their formulation. These are on the noticeboards in the care home.
- Residents have a care plan. These are reviewed monthly by the person's key worker. They involve the residents in these reviews and discussions, to make sure they are correct and current.

## Conclusions

All residents spoken with were very positive about all aspects of the care home. They were very complimentary about all the staff. There was a real sense of Old Hastings House being a community, with residents playing a full part in it. There are plenty of communal rooms for residents to choose where they spend their day. There is an extensive activity programme and there are at least four outings each week. Having Resident Ambassadors is an innovative way of involving residents in the running of the care home. The grounds are welcoming and there are a number of terraces which are also available for residents. They confirmed that they are used regularly. Residents could not think of anything that could be improved.



## Overall Conclusions

Residents were overwhelmingly positive about living in the care homes. They were able to give a wide range of answers to the question about what is the best thing about being in the care home. Consistent messages were that they could make choices and decisions, were able to be as independent as they wanted to be and received very good support when they needed it.

Key issues were that residents appreciated the activities provided. Some care homes have been very innovative in their activity programmes. What we thought was particularly good was the way in which some services had stated that as residents could not access the community, they brought the community into the care home. Residents were particularly fond of the range of animals visiting and also the events which included children, of all ages. Many had very good links with the local pre-school nurseries and groups as well as with schools.

All care homes provided access to an outdoor area. Some used these in imaginative ways and also endeavoured to encourage residents to use the gardens. Many services had raised beds, so that residents could help in the garden.

Increasingly, technology is being introduced to many services, who are using it constructively to assist residents and also to keep them safe.

Nearly all care homes had a number of residents who were living with dementia, to varying degrees. Care homes had, as a result, identified ways of supporting these residents' special needs, particularly in the way they support them to navigate around the care home. Some of this was imaginative and new.

Whilst some residents thought they could not help in the home, others said they could. Some services were better at encouraging and enabling residents to help.

Throughout the report, we have identified many innovative and imaginative ways of supporting residents. Most of these have no, or little cost, and so could be introduced into other care homes.

*These include the following;*

- ✓ Producing newsletters to inform people, including residents, what events are being arranged.
- ✓ Developing better links with local groups, including schools and children's groups.
- ✓ Identifying community transport options and volunteers, to support more people to access the community. This could include dementia screenings at cinemas, as these are held in several locations across East Sussex.
- ✓ Providing set roles for residents, such as 'resident ambassadors' and 'resident gardeners'.
- ✓ Using technology as identified in the main report, such as Skype, Alexa and virtual reality technology.

- ✓ Encouraging residents to get involved in helping in the home and providing equipment to enable them to do so. Raised beds in gardens are useful, so that residents can get involved in growing vegetables and flowers.
- ✓ Consider the dementia signage identified in this report and introducing them into care homes.
- ✓ Consider introducing a welcome pack for new residents.
- ✓ Introduce photo books and use these to show visitors as well as a means of reminiscence for residents.
- ✓ Ways of making the environment as interesting as possible could be explored. Use of tactile and sensory equipment, including in corridors, could be introduced.

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*Our overall conclusion is that is that residents were positive about living in the care homes, where they felt well supported and cared for, being able to make their own choices and decisions and in positive and lively environments.*

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## Recommendations

The programme of visits identified numerous examples of very good practice which we believe should be shared with care home providers and others in order to share knowledge and best practice.

Our recommendations therefore are:

- ✓ The following agencies share examples of good practice noted in this report and encourage other services to adopt in their own settings:

East Sussex County Council, Adult Social Care commissioners of health and social care services; and

- ✓ Regulators and scrutiny committee's in East Sussex.
- ✓ HWES and partners promote the report as a valuable resource for helping people to know what to look for when choosing a care home (residents, families, carers etc).

## Contact us

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## Disclaimer

This report relates to findings observed on the specific dates set out in the report. 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.

A final version of this report will be publicly available by November 2019 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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## Appendix 1: List of care homes

NB The services in italics were not visited, resulting in 44 care homes receiving a visit.

Registered to provide other services (including older people)	
Name of care home	Address
Prideaux House	21 Prideaux Road, Eastbourne, BN21 2ND
Milton Grange	Milton Road, Eastbourne, BN21 1SL
Sunrise of Eastbourne	6 Upper Kings Drive, Eastbourne, BN20 9AN
As above	As above
Chaseley	South Cliff, Eastbourne, BN20 7JH
Holmesdale House	3 Holmesdale Road, Bexhill, TN39 3QE
<i>High Broom</i>	<i>High Broom Road, Crowborough, TN6 3SL</i>

### Registered to provide services for older people in the Geographical section

St Leonards and Hastings	
St Nectans	3-9 Cantelope Road, Bexhill, TN40 1JG
St Vincents	Down Road, Bexhill, TN39 4HD
Old Hastings House	132 High Street, Hastings, TN34 3ET
Crest House	6-8 St Matthews Road, St Leonards, TN38 0TN
Barchester Tower	31 De Cham Road, St Leonards, TN37 6JA
The Laurels Nursing Home	71 Old London Road, Hastings, TN35 5NB
The Park Beck	21 Upper Maze Hill, St Leonards, TN38 0LG
Whitecliff Care Home	Charles Road, St Leonards, TN38 0JU
<i>Tusker House</i>	<i>57 Pine Avenue, Hastings, TN34 3PP</i>

<b>Bexhill</b>	
Elizabeth Court	4 Hastings Road, Bexhill, TN40 2HH
Lennox Lodge	37 The Highlands, Bexhill, TN39 5HL
Sandhurst	142 Barnhorn Road, Bexhill, TN39 4QL
Prideaux Lodge	148 Barnhorn Road, Bexhill, TN39 4QL
Thornwood Care	Turkey Road, Bexhill, TN39 5HZ
Aaron Manor	26-28 Penland Road, Bexhill, TN40 2JG

<b>Rother District</b>	
Roselands	Cackle Street, Brede, TN31 6EB
Saxonwood	Saxonwood Road, Battle, TN33 0EY
Peasmarsh Place	Church Lane, Peasmarsh, TN31 6XE
Wadhurst Manor Nursing Home	Station Road, Wadhurst, TN5 6RY
Cross Lane House	Cross Lane, Ticehurst, Wadhurst, TN5 7HQ

<b>Eastbourne Borough</b>	
<i>Shalom</i>	<i>8 Carew Road, Eastbourne</i>
Shandon House	3 Mill Road, Eastbourne, BN21 2LY
Orchardown	4-6 Old Orchard Road, Eastbourne, BN21 1DB
Berry Pomeroy	26-28 Compton St, Eastbourne, BN21 4EN
<i>Beeches Retirement</i>	<i>4 De Roos Road, Eastbourne, BN21 2QA</i>
<i>Ingram House</i>	<i>10-12 Carlisle Road, Eastbourne, BN20 7EJ</i>
Felix Holme	15 Arundel Road, Eastbourne, BN21 2EL
Elm Lodge	107-109 Enys Road, Eastbourne, BN21 2ED
<i>Grange House</i>	<i>21 Grange Road, Eastbourne, BN21 4HE</i>
<i>Sunnyhill Residential</i>	<i>14 Selwyn Road, Eastbourne, BN21 2LJ</i>

<b>Wealden District</b>	
Caroline House	7-9 Ersham Road, Hailsham, BN27 3LG
Dalling House	Croft Road, Crowborough, TN6 1HA
Heather View	Beacon Road, Crowborough, TN6 1AS
Hurstwood View	Linum Lane, Five Ash Down, Uckfield, TN22 3FH
Millcroft	Vines Cross Road, Horam, TN21
Oaklands Court Nursing	Vines Cross Road, Horam, TN21 0HD
Copper Beech Care Home	Eastbourne Road, Uckfield, TN22 5ST

<b>Lewes District</b>	
Blatchington Court	13 St Peters Road, Seaford, BN25 2HS
Parris Lawn	39 Harvard Road, Ringmer, BN8 5HH
Lime Tree House	Lewes Road, Ringmer, BN8 5ES
Nova House	Belgrave Road, Seaford, BN25 2EG
Blatchington Manor	Firle Road, Seaford, BN25 2HH
Fairlight Manor	48 Fairlight Ave, Telscombe Cliffs, BN10 7BS
Rocllys	344 South Coast Road, Telscombe Cliffs, BN10 7EW

## Appendix 2: Prompt sheet/questionnaire for residents

**Name of care home:**

1. How long have you lived here?	
2. Who made the decision for you to come here and how were you involved?	
3. Were you able to come and visit before moving in?	
4. What sort of decisions and choices can you make?	
5. Are you able to help in the home in any way?	
6. Are you able to go out as much as you would like, eg into the garden and out of the care home?	
7. How often do you go into the garden and do you have to ask/tell staff before you go out?	
8. Are you helped to do as much for yourself as possible?	
9. What things could be done to help you more?	
10. Are you involved in agreeing your care plan?	
11. How do you contribute to the running of the care home, eg resident meetings?	
12. What's the best thing about living here?	
13. What could be improved?	



## Appendix 3: Prompt sheet/questionnaire for manager and/or staff.

Name of Care Home:

Date:

Names of Authorised Representatives:

1. How many residents have moved in during the last 6 months?	
2. How many visited prior to moving in?	
3. How many relatives visited prior to the person moving in?	
4. What limits are there to what people can bring in with them? Show examples of bedrooms with personal possessions?	
5. In what way do you support and enable residents to make choices, decisions and be independent? Pictorial menu? own GP?	
6. How do you provide 1-1 support for those people in their bedrooms, including activities?	
7. How often do you arrange for residents to go out of the care home? Give examples.	
8. Do residents have free access to an outdoor area and how much use do you make of this?	

## Appendix 4: Observational recording sheet

Name of Care Home:

Date:

Time and location of observation:

Names of Authorised Representatives:

1. Examples where residents were offered a choice and supported to make a decision	
2. Were choices open ended or closed eg offered choices of drink and food?	
3. How did residents respond?	
4. Could residents spend time in their bedrooms if they chose to and if so, how did staff support them to their bedrooms?	
5. Were residents free to walk around the care home or were there any obstacles, eg key pad?	
6. Were residents able to access an outdoor area without asking a member of staff? Were residents seen to use the outdoor area?	
6. Were any residents asleep in communal areas?	
7. Did staff spend time engaging with residents? How?	
8. If relevant, estimated length of time when no staff in communal room. Any reason identified?	