



Enter and View Report Howlish Hall Nursing Home

**Tuesday 25th February 2020
(2pm-4pm)**



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Acknowledgements, disclaimer and context

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

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

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

Enter and View are not intended to specifically identify safeguarding issues. However, if they arise they are reported in accordance with Healthwatch safeguarding policies. If an Authorised Representative observes anything they feel uncomfortable about, they need to inform their lead who will inform the service manager, ending the visit.

Purpose of the visit

We ran a successful pilot with GP surgeries in 2017 and 2018, where we used 'appreciative questions' to explore what was working well in surgeries as well as areas for improvement. Key themes that were important to patients were shared with all practices and Enter and View visits were identified by the Clinical Commissioning Groups as a positive way to gather independent patient feedback.

'Your visit has certainly helped us focus our minds not only on what we are doing well, but also on areas where we knew we needed to improve, in addition it has also highlighted further

areas where we need to develop and improve our service to patients.

The whole experience, from the initial approach by Marianne through to our involvement with Claire and then the volunteers on the day has been extremely pleasurable and informative; the staff here on the day have all been extremely complimentary of your approach and methods.

In our opinion the Enter and View visits are a great way to break down barriers, give practices an independent view on the success of their service and help them highlight areas for improvement. We would recommend an Enter and View visit to any practice.'

Brian Woodhouse, Practice Manager

We recognise that Care Home providers are an important area to include in the programme of 'Positive Enter & View' activity so we wanted to offer the same opportunity to those who would like our support in gathering the views of service users and family members. This is supported by Durham County Council who asked HWCD to make the programme available to care homes in a work plan request to the HWCD board, which was welcomed and approved. Care Home providers may have already attended a provider forum where this idea was presented and all were sent a letter inviting them to take part in this activity from Healthwatch, via Durham County Council in April 2018.

Howlish Hall Nursing Home approached us to discuss the programme further, they agreed to host a visit as they were keen to listen to their residents, families and carers and learn from their feedback.

Planning and preparation

Authorised Representatives who had taken part in the pilot were keen to be involved, as were new volunteers. The survey was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, Authorised Representatives and the home manager for comment.

However, we also recognised that service users may struggle to answer questions via a verbal survey and would potentially respond more effectively via observations and involvement in social activity, therefore a specific observation sheet was used to record what we heard and saw, on the day.

We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit so extra surveys were left one week before the visit in the waiting area, on a HWCD display table, with a box for completed surveys to be left in.

Claire Cowell (Volunteer Support) met with Kirsty Enfield (Manager) and Denise McGee (Appendix A), to gain some further background information about the home, including issues such as capacity, communal and other space/layout, potential for residents to have conversations, age ranges, access to family, friends and visitors, staff and resources, type of care offered, and the programme for the visit.

We advertised the visit in advance (Appendix C) and Kirsty Enfield (Home Manager) briefed the staff, before the day.

We carried out a preparation visit one week before the Enter and View to do a risk assessment which considered areas such as layout, introductions, venue space and safety procedures, the process for taking photographs and we agreed use of a private space for conversations if needed.



Information and data

At this Care Home we used three authorised representatives and spoke to 12 individual residents, carers, family members and staff, using a set of appreciative questions to prompt people to describe good practice they had experienced or seen. 3 observation sheets were completed by authorised reps during the visit.

7 surveys were completed prior to the visit.

Representatives observed activity and spoke to people during our two hour visit, to collect their own independent impressions of the home and its services, which they recorded during and after the visit.

A private space was available if residents felt the need to talk in confidence to us.

What people told us

People shared their experience and opinions of the care home, all are noted in Appendix E. Some are unique to individuals but there were particular quotes that either stood out or were repeated by several people, which include:

Effectiveness of the location, physical space and layout

“I’ve only been here a few months, its homely, friendly and comfortable- I’m enjoying being here”

“Keep on decorating-it’s coming along nicely”

“I love the surroundings-there are pheasants in the grounds. I go into the grounds when the weather is nice”

“Once someone got confused and was in my bed”

Service and Positive social interaction

“When the snow was here one of the residents wanted to make a snowman, we couldn’t let him go outside so we brought the snow in. His face lit up when we did that and it made my day, as well as his”

“In my loved ones last days, they let us stay over, every night they brought us refreshments, food, toiletries and gave us a room to stay in”

“Staff think about and respect my history (I lived in Germany in WWII)”

“Mam is included -a former landlady so cleaning etc. is natural to her, she is encouraged to join in and is never lonely. At Christmas she was keen to come back to the home”

“It’s much better than when other managers were here-we can get up when we want, it feels more like my own home now”

“Staff-they always look after mam and include her. They meet her where she is in her mind”

Activities/Refreshments

“Mr. Motivator is great-good activities here”

“Please build us a greenhouse so we can grow our own plants (cost about £300ish)”

“The meals are nice- you have a choice”

“A mini bus would be good so we could take the residents out more”

“I miss baking I would like to still do that sometimes”



What we observed

The residents we observed in Howlish Hall Nursing Home appeared to be very happy with the services overall

Observations considered the physical space and how it was managed, as well as service, social interaction and activities

Key areas of observation were:

Effectiveness of the physical space and layout

We noted that the home is some way from a main road and can be difficult to access depending on road conditions.

Old building so difficult to adapt and maintain, though it was very clean. Access is affected by this and layout would be difficult to adapt.

Large lounge and activities can take place which includes everyone.

We were asked to sign in at the reception area, where there were also items showing activities and other things that went on in the home.

Although the décor in places may be considered dated, the home was warm and comfortable with plenty of chairs and seating. We were informed of an ongoing maintenance programme to upgrade rooms and general decoration (5 rooms presently being refurbished)

The home sits in lovely maintained garden/grounds, where we heard the owner sometimes does some gardening, and likes to interact with residents.

One resident indicated her love of poetry to us and showed us some of her work and also told us of how she loves to go into the gardens when the weather is good (particularly to see the Pheasant).

Missing some environmental factors that would make the home more dementia friendly: e.g. different colour doors/frames to identify individual rooms. However the main entrance/exit is ideal because it is so unobtrusive-not tempting for anyone likely to unknowingly leave.

There is a new technology system installed which is in all bedrooms (alarms), in toilets and in communal areas/rooms (this is activated by vibration instead of ringing-as this was seen to be too loud and disturbing)

Service and Positive social interaction

Staff engaged with enthusiasm, came across as endearing and sensitive.

Bereaved relatives who were visiting spoke movingly about the extraordinary lengths all staff went to, to meet their physical, emotional and spiritual needs.

We witnessed moments of joy and fun in the lounge which were unforced and genuine. It was clear that everyone knew each other very well.

Bereaved family, visiting today, described how the staff accommodated and supported them in the final days-attending to every physical and emotional need. Food, drinks, toiletries and linen, bathroom and bedroom to use. Flowers and cards to comfort the widow, attendance at funeral and are hosting a memorial tea next week in memory.

We understand that the home runs a 4 weekly menu and provides food and activity overnight (wide awake club) where some residents sleep during the day time and are awake during the night hours.

Residents are asked in the morning what they would like for breakfast.

We were informed that sometimes pets came into the home with visitors but it is not home policy to allow pets to reside with owners.

We were reassured to hear how the home translated all documents (menus etc.) in German for a resident who lived in Germany in her earlier life.

During the 'Mr Motivator' activity that we witnessed we saw residents and staff singing and dancing together. We witnessed staff actively trying to involve people. There seemed really positive social interaction between staff and residents, getting involved together.

We noted that people call each other by first names.

We witnessed staff asking people to join in and residents talking to other residents and mingling where they were able and mobile.

We saw several family members/visitors coming and going during the visit, who were very happy and keen to talk to us.

There were cards and flowers and references to individuals in the home.

Activities

We were informed beforehand and saw on the day how popular the 'Mr Motivator' session was (even where particular residents didn't like to leave their own room-they were keen to take part in this visit).

Residents we spoke to told us that they really liked the setting of the home and liked to get out in the garden when the weather permitted. The possibility of growing plants in a greenhouse, was suggested.

There were some comments about having a closer link to a bus route and having a mini bus to enable residents to go out more. One resident mentioned to us that she would love to be able to do some baking again.

We were told about a sensory room being developed where residents could go and listen to therapeutic music and experience different smells (i.e. lavender) which created an interesting outcome. Sometimes with residents who are normally loud-they were quiet and calm and vice versa.

The Good Old Days

We met and married a long time ago
We worked for long hours when wages were low
No TV, no Wireless, no bath-times were hard
Just a cold water tap and a walk up the yard
No holidays abroad, no posh carpets on the floor
But we had coal in the fire and we didn't lock doors
Our children arrived, no pill in those days
And we brought them up without state aid
They were quite safe to go and play in the park
The old folks could go for a walk in the after dark
No Valium, no drugs and no L.S.D.
We cured our ills with a good cup of tea

But if you were sick, you were treated at once
Not fill in a form and come back in six months
No vandals, no muggings, there was nothing to rob
We were quite rich with a couple of bob
People were happier in those far off days
Kinder and caring in so many ways
Milkmen and paperboys use to whistle and sing
A night at the pictures was our mad fling

We all get our share of trouble and strife
We just have to face it, that's the pattern of life
But now I'm alone, I look back through the years
I don't think of the bad times, the trouble the tears;
I remember the blessings, our home and our love
And that we shared them together...I thank God above.

Recommendations for Howlish Hall Nursing Home

We have listed the recommendations below based on what we were told and what we saw and heard, during the visit.

1. Staff, Commitment and friendliness

One of the most conveyed messages from the people we spoke to on the day, was how good they feel about the staff. Residents, carers, family members and staff themselves clearly very much appreciated the good relationships, talked about staff being 'amazing'-always happy to help. Several people mentioned staff commitment-in recent bad weather staff either stayed overnight or walked in to work. Also further information about how the owner takes an interest in the home and tends the garden sometimes. We were made aware that staff will pull together to make things happen and some mentioned how staff take time to understand individuals requirements from day to day (as this changes).

Many people conveyed to us the friendliness that is generated for residents and visitors, even to the extent where families continue to visit after they no longer have a resident relative.

There was also a definite acknowledgement of the clear improvement since the change of managers at the home. Staff themselves remarked about the family feel and that the home is very enjoyable to work in. Clearly there is great confidence in the staff. This way of working, staff behaviours and culture is to be celebrated and retained here, for the future.

2. Social interaction, Activities and choice

Residents told us that the manager makes a point of talking to lots of people and that staff are happy to talk, never too busy to stop for this. Residents felt that they were now free to do what they wanted at the home, whether that be because they were supported to take part in activities or they were more free to choose how and when to take part-i.e.- to get up when they wanted to.

One resident had snow brought indoors for him as it was not possible for him to go out to experience it, which delighted him. Lots of residents talked about how much they enjoyed the exercise session (even if just to watch).

Several residents talked about being lonely beforehand but this home created a family for them and much more 'like my own home'. The Saturday afternoon bar, Christmas was fantastic, memorial tea planned and resident telling us about her love of poetry (see page 11), were all mentioned to us. Clearly a respect for meeting individual preferences-for example taking on board residents prior working life and adapting involvement, in line with this and translation for resident who had previously lived in Germany. There were some further ideas

from residents in this area such as one lady saying she really enjoyed baking and would love to do this, more singers as they enjoyed this, an activity room where residents could enjoy music and old memorabilia (maybe themed days), access to a minibus to go out more and to have a Greenhouse in the grounds to grow plants.

Maybe the home could explore these suggestions, in order to further the scope of activities already on offer. This clearly demonstrated that residents feel they have free choice in the home, great social interaction and really enjoy the activities.



3. Setting, surroundings and environment

People told us that the position of the home made it easy for their family to visit, others told us that it would be good to have a nearer bus route to get here more easily. Several residents shared with us how much they loved the setting, good

for the walking paths (old railway line) and that they see pheasants in the grounds.

Within the home, residents told us that their bedrooms were nice and they had what they needed, one person suggested it could be noisy first thing in the morning but there had never been any unpleasant smells. Whilst someone mentioned that the décor could be improved, residents recognised how difficult and how much time it would take because of the age and layout of the home, suggesting it was 'coming along nicely'.

One resident told us she had gone back to her room one day to find that someone had mistakenly got into her bed. With this in mind we picked up that the home might benefit from some simple 'Dementia friendly' tips with regard to décor around colour, texture, shape etc. and would be happy to assist with this. The setting, surroundings and environment adds to the "Howlish Family" feeling.

This is clearly adding to the importance of residents having what they like, and are used to, around them in their own space- which cannot be underestimated in creating a happy and familiar atmosphere. The surroundings and environment should continue to be used and developed, in line with the above points, if possible.

4. Service , Care and Confidence

People we spoke to suggested that the home has a high standard of, and genuine, care, stating that the staff and management made them (residents, carers, family, visitors and other staff), feel very welcome. 'They took care of all the little details'. We were told that knowing that a loved one is 'safe' and that there are people on hand during the night, was very 'reassuring' in that relatives were in good hands.

'Staff, manager and deputy made me feel very welcome-I felt like I'd worked here for years' (new staff member).

We were informed that the service received was very good and that nothing was ever too much trouble, for example if hungry through the night-they would make something to eat. A family member told us how the service went over and above during their loved ones last days, (a room to stay in, refreshments, toiletries and refreshments provided). Staff had attended the funeral and a memorial tea was being planned.

We were informed by one family that since their mother had come to the home she had avoided having any further falls (she had several beforehand)

The service and care should be monitored so that this standard can continue to develop and can pick up where improvements can be made, especially so this reflects when there are new residents to cater for. This will further improve the confidence and reputation in the home.

Service provider response

Thank you for such a positive report, the staff and residents read it with joy. We are thrilled with the outcome of the visit. The whole experience was a positive one; it gave staff and residents the chance to show others the care home that we have come to be proud to be a part of and especially to listen to, and understand, what the users say about the service

Since taking over the home in July 2019 it has been our vision to turn Howlish Hall into a place of love and laughter, a family. A place where residents would love to live and staff would be proud to work. The report highlights the work that we have done and the achievements that have been made during the past year. We as a team strive to be the best and provide a positive experience for all who live, work and visit here. We pride ourselves on forming excellent relationships with the multidisciplinary teams, families and the local community.

Howlish Hall is set in 2.7 acres of land. The scenery is stunning and we are glad that our residents enjoy living in such a setting. The pheasant does indeed visit every day at 7pm.

The house itself is a 17th century listed building. This limits the work that can be undertaken within the home. We are working tirelessly to redecorate and keep the character of this beautiful building. This is not a purpose built care home and we feel the charm lies in the imperfections. Our residents are having full input into all choices of colour scheme during the upgrade through the resident committee.

We are working extremely hard to improve the activities here at Howlish Hall. A new activities co-ordinator has been appointed and activities will be a large part of our home improvement plan for the coming year. We have recently invested in technology such as an Alexa, a tablet, amazon prime, virtual reality goggles; we have also joined golden carers which gives activity ideas. Our aim is to fund raise and take more trips out over the summer, maybe even a weekend away for some residents. As a small company we cannot afford a mini bus but we do hire buses for excursions. We have had 4 singers since Christmas. We also bake once a week, I have asked that this be reviewed to take place more regularly. The conservatory area near the laundry is currently being used as a greenhouse by the gardening club to pot plants. The request for a green house has been passed to the provider. Mr Motivator is the highlight of the week and residents get excited knowing he is due to visit. We also open the Howlish Arms at the weekend for those residents who fancy a tipple or like to socialise in a different surrounding. The small lounge has been decorated and is now the designated activities area, although we do move activities around the building to suit the need.

The comment - "Once someone got confused and got in my bed" - Since this incident we have put dementia signage near the resident's room and on her door. This has

not occurred since. We would be happy to take further advice on possible improvements in this area.

We pride ourselves on our end of life care. We feel that there is only one chance to get this right for the resident and the family. We like to ensure that we take care of every detail for the family so that they can be with their loved one in a stress free environment. The needs of both resident and family are of utmost importance to us, we are also losing a family member. We welcome families back for a memorial tea in the weeks after the funeral to acknowledge the love that we have for them. Many families continue to visit us after a loved one has died. Being part of our family does not end when their loved one passes.

The home welcomes pets to visit and would review accommodating a pet if the need arose, we have previously had a residents whose cat lived in her room. The home has a resident dog, 'Pom-Pom', who is on site most days and will visit with all of the residents. We feel that interaction with animals benefits the residents emotionally.

2020 will be a busy year for us; we will continue to move forward bringing our beautiful home into the light and to experience happy family times together filled with love and laughter! Feel free to join us!

Kind regards

The Howlish Hall family

Appendices

Appendix A: Letter



Tuesday 14th January 2020

Kirsty Enfield
Howlish Hall Care and Residential Home
Coundon,
Bishop Auckland,
County Durham
DL14 8ED

Dear Kirsty

Positive Enter and View Visit -Howlish Hall Care and Residential Home

Healthwatch County Durham is the statutory, independent consumer champion for health and social care. It makes sure the views of patients and service users are heard by those who run, plan and regulate health and social care services.

Healthwatch County Durham may, under certain circumstances, enter and view premises where publicly funded health and social care services are provided. As we discussed at our recent meeting, the purpose of this visit is to observe good practice and hear the patient stories and views about services.

Healthwatch County Durham's Enter & View Authorised Representatives, as agreed, will visit on Tuesday 25th February between 2pm and 4pm. There will be two authorized representatives (I am awaiting confirmation on who these will be) attending along with myself -Claire Cowell (Volunteer Support Lead)-we will all have ID badges.

During the visit we would like to speak to residents, family, friends and staff, using a standard set of questions as prompts. We will provide a display stand and information prior to and during the visit. We are happy to provide brief verbal feedback to you on the day if you are available. We will then write a report that will include examples of good practice that we have observed and heard about. You will receive this report 20 days before it is published on our website and shared with CCGs.

I would be grateful if you could display the enclosed poster and promote the visit to staff and patients.

Thank you for agreeing to be part of this pilot. We look forward to working with you.

Yours sincerely

Claire Cowell (Volunteer Support Lead)

Appendix B: Questions

Enter and View Questions for Care Homes in County Durham thank you for your time today. Healthwatch are here to speak to people about the service and to hear the stories behind your views. We will share that learning with other service providers, make recommendations about how others could achieve better results.

Please can you tell me about a good experience that you have had at this care home
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What is the best thing about this care home?
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If you could make sure this care home kept one thing, what would it be?

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If this care home could do one thing to make it even better, what would that be?
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Appendix C: Programme

25.2.20

Howlish Hall Nursing Home

Enter and View Programme

1.45pm	Photographs/Brief/Programme
2.00-2.55pm	Observation/Survey where possible (Claire/Denise/Andrea)
2.55-3.05pm	Break/thoughts
3.05-4.00pm	Observation/Survey where possible (Claire/Denise/Andrea)
4.00pm	Debrief

Appendix D: Poster



Tell us about Howlish Hall Nursing Home!

Tuesday 25th February 2020

2pm - 4pm

Howlish Hall Nursing Home

Healthwatch County Durham is your local, independent health and social care champion. We are visiting Howlish Hall to find out what you think about the services it offers and would like to hear from residents, visitors and staff about your experiences.

Come and tell us what you think is so good about Howlish Hall Nursing Home

www.healthwatchcountydurham.co.uk

Tel: 0191 3787695, Text: 07756 654218

**Healthwatch County Durham
Whitfield House
Meadowfield Industrial estate
Durham, DH7 8XL**

Appendix E: Notes

Enter and View Notes (Howlish Hall Nursing Home) - 25.2.20

Preparation/before the day

- Survey used was carefully put together beforehand to reflect the 'positive approach' to be taken. This was circulated to staff, volunteer reps and care home manager for comment.
- Surveys were left one week before the visit in the waiting area with a box for completed surveys to be deposited in. We realised that there might be people who would like to make a comment about the services who were not going to be around on the day of the visit.
- Posters were displayed in the Care home two weeks before the visit
- The manager (Kirsty Enfield and Denise McGee) briefed the staff before the day
- Volunteer Support Lead (Claire Cowell) visited the home one week before, to consider areas such as layout, Introductions, venue space and safety procedures (CC carried out Risk Assessment), procedures for taking photographs and agreed use of a private space.

Information gathering

- How we collected information, comments and observed!
- All three jointly collected surveys and observed on the day

Numbers/Data

- 12 written Surveys were completed on the day
- 7 written surveys were completed prior to us arriving
- Observation notes were taken by all reps.
- Photographs were taken where consent was given in writing (GDPR compliant)

On the day

Volunteers were briefed on:

- The physical/available space
- How to introduce what we were doing
- How the programme would work
- Refreshments and toilets
- The use of photographs
- Introduced to staff
- Sensitivity on when and when not to approach a person/user

Results/what people said/what we saw

Survey

Good Experience:

- I've only been here a few months, its homely, friendly and comfortable- I'm enjoying being here.
- I enjoy the exercises - it's nice to watch.
- I like living here
- It's a friendly place mostly
- Staff situation/commitment. Some staff either stayed overnight or walked into work in recent bad weather
- Kirsty makes a point of talking to lots of people
- Prior to starting work here I was invited to come along to start to get to know people, everyone has been friendly and kind.
- People are always happy to talk, never too busy to stop and talk
- Nothing is too much trouble (for example if I am hungry during the night- they will make something for me)
- I go for a swim and I can come and go as I please, plenty of people to talk to
- I was living on my own before, coping well but lonely-this is like a family for me
- It's much better than when other managers were here-we can get up when we want, it feels more like my own home now
- When my husband was here we felt confident in everyone's ability to care
- Nothing has been a bother
- We still come here even after our loved one has died a month ago
- In my loved ones last days they let us stay over, every night they brought us refreshments, food, toiletries and gave us a room to stay in
- Mam is included -a former landlady so cleaning etc. is natural to her, she is encouraged to join in and is never lonely. At Christmas she was keen to come back to the home
- I love the surroundings-there are pheasants in the grounds. I go into the grounds when the weather is nice.
- It's easy for my family to come visit me here
- My mother is in here-we got a lovely reception and welcome. We had a good look around and were showed everything (all the rooms)
- It's fun and active for my mum and very clean
- All staff pull together at difficult times to ensure residents needs and care is met-supporting each other
- The Saturday afternoon 'bar' where they can have a drink and socialize
- The Friendly atmosphere-the staff really care
- When the snow was here one of the residents wanted to make a snowman, we couldn't let him go outside so we brought the snow in. His face lit up when we did that and it made my day as well as his!
- Staff are amazing, always happy to help and have good relationships with the residents
- Friendly staff, first class food and always warm

What is the best thing about this care home?

- All the staff and girls are nice, it's very friendly. The meals are nice- you have a choice. My daughter does the hair at this home
- The staff are helpful
- The meals are mostly nice
- Care is of a very high standard-staff manager and deputy manager made me feel very welcome. I felt like I'd worked here for years
- Friendly staff-they look after you.
- I get to live life the way I want-they take me outside for a cigarette
- The people-I wouldn't move from here for anything
- It's good here for the walking paths(the old railway lines)-I love where it is situated
- Very genuine care-they took great care with all the little details
- Christmas was fantastic
- There is a memorial tea planned
- Staff-they always look after mam and include her. They meet her where she is in her mind!
- Got TV in my room-can't get anything else in-I like to write poetry
- Staff are good and very friendly-sometimes funny but I can 'give it back!'
- The Care itself and knowing mam is safe. I couldn't cope with managing anymore (Me and hubby are 75 ourselves)
- The quality of care and the staff
- Staff friendliness, manager's praise the staff. Friendly environment
- The location and the staff team who are very friendly and helpful and you can visit whenever you want
- The new management has changed so much and made things much better
- All the staff put the residents first and all work together as a team
- The Staff
- We know she is in good hands

If you could make sure the Care Home kept one thing, what would it be?

- Relatives can come and go as they please
- The bedroom is nice- it's nice to have friends
- There's always something to do and we can join in
- Staff are there at night and that's very reassuring
- The high standard of care for the residents
- Keep being friendly will keep everyone happy
- Staff think about and respect my history (I lived in Germany in WWII)
- The Lounge and the buzz of the people. The staff are the ones that make the buzz happen
- The 'Howlish Family' feeling!
- Getting out and about
- Mr. Motivator is great-good activities
- Animals are allowed to come with visitors

- Staff as they are very nice-requests are always met-they understand what mam wants and she has a named carer that is responsible for her. Carer will on occasion personally buy what mam needs
- Activities coordinator is great
- French owner takes an interest comes and does gardening
- Mam had had falls before coming here-she has had none since becoming a resident in the home
- The standard of care
- Its friendly environment
- Keep a good staff team and a good care attitude and keep the good relationships with visitors
- Keep the new management
- Keep all the staff
- Friendly, homely atmosphere
- The staff

If this care home could do one thing to make it even better, what would that be?

- No- got entertainment- It is a bit noisy first thing in the morning, it wakes me up.
- Nothing
- The girls sometimes have too much to do- there could be more staff. When I first came here there was a member of staff who did not like me, but she has gone now.
- I miss baking I would like to still do that sometimes
- I don't like mash I would like something different
- Good level of activity-keep the activities and fundraising going
- No complaints-though once someone got confused and was in my bed
- Can't think of anything
- A bus route nearby to get here more easily
- No
- No smell-smells lovely
- More singers as mum loves the entertainment
- The decoration
- An activity room where residents could listen to music and have old time memorabilia away from those residents who don't want to listen to music-make it a few themed days
- Keep on decorating-it's coming along nicely
- A mini bus so we could take the residents out more
- Nothing
- Please build us a greenhouse so we can grow our own plants (about £300ish cost)

We took photographs (where we obtained consent from individuals in writing under GDPR). After the event the managers were given an idea of the main feedback received on the day and were happy to hear that residents had said positive things.