



# Roseville Care Centre Follow-up Visit Report May 2016

Roseville's Manager also commented that it gave her lots of ideas for improvement and in particular encouraged her to pay closer attention to residents past history with the emphasis on the client's needs.



In 2015, Healthwatch carried out an Enter and View at Roseville Care Centre and made a number of recommendations. The care centre took on board the concerns regarding a need for change in the way the activity programme was coordinated and delivered.

Following recent positive feedback from relatives about these improvements, Healthwatch decided to conduct a follow up visit at the centre to review the changes that had been made and talk to staff and residents about how the changes had impacted on them.

Roseville's Care Centre Manager explained how after initial reservations about Healthwatch investigating the centre, she took on board the recommendations.

**'I focused on some of the advice and when I reflected on Healthwatch's visit I'd learned from it.'**

Roseville Care Centre Manager

**'I started to focus much more on the individual and not the family and I guess that's what Healthwatch helped me do'.**

Roseville Care Centre Manager

The recommendations Healthwatch made in the report included specific training for the coordinators and a wider range of activities to meet the needs of the individuals along with assessments plans and records for each resident. Healthwatch also suggested that the activities timetable should be promoted to residents and relatives to encourage them to influence the plans.

Roseville staff explained to Healthwatch the progress which has been made with the activity programme and the recruitment of an additional Activity Coordinator.

The Care Centre's Manager has expressed her passion to continually improve the service which was evident during Healthwatch's visit. Improvements to date have extended to all areas of the centre from documenting the regular activity coordinator's meetings to encouraging training and mentoring to enable them to develop in their roles.

Roseville's Manager has actively sought to strengthen her professional development by attending and promoting dementia awareness, networking and now regularly signposts to other organisations supporting the residents, their families and friends. A vast display of literature

and information is now available in the reception area and Healthwatch were informed that **‘Communication has totally been improved’**.

Staff also informed Healthwatch that **‘development has come from the service users themselves’**.

The Roseville team found that the improved focus at the point of assessment on an individual’s history and background has had a positive impact on the development of a client’s activity care plan. It was also evident that the residents changing needs were taken in to consideration with regular reviews of the plans.

Healthwatch found that residents now had a full programme of events and activities in addition to their individual tailored activity plan. On the day Healthwatch visited, there were nails being painted, a session of decorating large pebbles from the beach and bingo. One resident told Healthwatch **‘It’s great here’**.

Healthwatch were particularly impressed by decorated corridors which had a variety of themes and sensory development areas attached to the walls. A dementia area has also been developed since Healthwatch’s first visit with a focus currently on sensory activity.

Activity coordinators are now working occasional weekends and Healthwatch were impressed by the management and staff team’s drive to generate new ideas. The recent introduction of utilising community resources, schools, local colleges and churches to engage with residents to provide extended activities is something which Healthwatch found particularly innovative.

Healthwatch spoke to the activity coordinators and asked them how the changes had impacted on the residents and the team. They responded with the following comments:

**‘Like to think we’ve got most things covered between us’**

**‘Everything’s improved in every way’**

**‘Biggest improvement in the last year is the development of our roles’**

**‘We work really well and there’s good communication between the team’**

Activity Co-ordinators, Roseville Care Centre



Healthwatch are hoping to share this good practice to influence positive change throughout care homes in Stockton-on-Tees in the coming year.

## Acknowledgements

Healthwatch Stockton-on-Tees would like to thank Roseville Care Centre's Manager and the staff team for their support throughout the follow up visit. Healthwatch were met with a friendly and professional team who were extremely accommodating and cooperative during our visit.

Healthwatch would also like to thank the residents, family, friends and carers who gave their time to provide information about their experiences at Roseville Care Centre.