

“The Health and Social Care Champion for East Sussex”
Tel: 0333 101 4007

Name of care home: Chaseley, South Cliff, Eastbourne, East Sussex, BN20 7JH

Date and time of visit: Tuesday 30 July 2019 from 10.30am

1. Introduction

Healthwatch is the independent consumer champion created to gather and represent the views of the public on issues relating to health and social care. We have a legal footing, as we were created under the Health and Social Care Act. Part of our responsibilities is to ‘enter and view’ health and social care establishments and services, to seek the views and experiences of people receiving a service.

The focus of the visit was threefold:

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.

This visit was part of a programme of visits to care homes, numbering in total between 40 and 50 care homes. An overarching report will be written on general conclusions from all these visits and made public on our website.

2. What we did

- We spent time with the manager at the start of the visit, so they could tell us about the care home and complete our questionnaire.
- We had a tour of the premises during which we met with some of the residents and the staff on duty.
- We saw the external areas and grounds.
- We observed lunch routines.
- We met with 12 residents individually.

3. What we saw

- There are a number of different communal areas for residents to use, as well as some therapy rooms on the lower floor.

- Residents were able to make their own choices about how and where they spent their day. The main entrance was open so that residents could come and go as they wish.
- Staff were observed to interact very well with residents, spending time with them and supporting them where necessary. There was a good relationship between residents and care staff. They spent time chatting including at mealtimes and during activities. Staff were always present in the communal areas.
- Residents had easy access to outdoor areas and many were seen to use these areas.

4. What people told us

Residents told us:

- Six residents stated that they visited prior to moving in. A couple came straight from hospital. Two residents stated that they came for a short stay before moving in permanently.
- Nearly all residents stated that they can make their own decisions and choices. For example, one person said in terms of what decisions they can make, they said “everything and anything”. Another person said, “all of them”. Other people gave examples such as what time to get up and choices at mealtimes. However, one person said “very few” in terms of decisions they can make.
- Everybody said they can choose to go out when they want and most do so. For example, one person said they go into the “village” every day. Another person said they go shopping and another said their partner visits and they go out together.
- 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. Residents said they do not have to tell anyone if they go into the gardens, so they can just go there when they want.
- Residents confirmed that they are supported and encouraged to do as much for themselves as possible. However, staff are there when you need them.
- Seven residents said that they had been actively involved in their care plan and so knew what was in it.
- Some people confirmed that there are resident meetings and they attend these. One resident stated that they always get a copy of the minutes.
- 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.
- Five residents said that more outings would be one area for improvement.
- When asked about the best thing about living at The Chaseley, residents gave the following answers:

- ✓ The people
- ✓ The garden
- ✓ They give us our independence and a social life, there are lots of activities
- ✓ Friendly carers
- ✓ Food is good
- ✓ Friendships, staff, residents and the food
- ✓ My room is lovely and I can have a budgie in my room
- ✓ The social activities and the socialising
- ✓ We are encouraged to be an individual
- ✓ They let me do what I want
- ✓ The freedom
- ✓ You have got something to do most of the time

The manager told us:

- The Chaseley is registered for a maximum of 55 residents.
- 19 residents have moved in during the last six months. 15 of these were able to visit themselves prior to moving in and 17 people came with relatives.
- Bedrooms already have beds, wardrobes and cabinets but residents can bring in other possessions and items to make their bedroom as homely as possible. Staff can assist to put up shelves, pictures etc, as directed by the residents.
- Choice and consent are sought from residents for all decisions.
- Very good systems of sharing information are in place. For example, there are posters and notice boards around the care home with information. Posters can be in large print. Events are shared on Facebook and other social media outlets. They have a very wide range of information about local events, to encourage residents to get involved in the local community.
- Staff encourage all resident to come out of their bedrooms and take part in activities and events. Most residents do join in activities.
- Good use is made of volunteers. For example, they can support residents to go shopping into Eastbourne or to events at The Bandstand. The seafront is very nearby and so good use can be made of this area. Residents are often supported to go to the theatre.
- There are large, landscaped gardens and a terrace. All have level access. Events can be held in the gardens, such as a gardening club and barbecues.
- Residents are actively involved in their care plans and they are updated regularly, with the residents. Care plans reflect each person's preferences.

Staff told us:

- We only met with staff briefly and informally.

5. Conclusions

Residents have control over what they do and when. They are supported to make all their own decisions and supported to do as much for themselves as possible. Very good use is made of the local community as well as the gardens and grounds. Residents were very positive about living at The Chaseley. Good use is made of volunteers, particularly to support people to access the community and local events.

6. Response and comments from the care home manager

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.

Whilst I can also accept the feedback in relation to more external trips and outings. At Chaseley we organise a full and extensive Activities programmes. The Activities team bring in a wide variety of musical performers, social groups, sporting opportunities and recreational activities into Chaseley to stimulate and entertain the Residents free of charge. With limited transport facilities to accommodate larger groups of electric wheelchairs users and limited funding to hire accessible transport, it is often a challenge to organise too many trips to external venues. However, Chaseley's location is ideal to access the seafront, town centre and many of the venues the Residents like to enjoy such as the promenade, bandstand, theatres, town centre and the cinema. We actively promote Volunteering and encourage local supporters to get in contact if they could spare any time to help us to support our Residents in accessing these external venues.