

St Mark's Court Care Home

Enter and View Report
March 2026

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Acknowledgements

Healthwatch Gateshead Enter and View team, also referred to as Authorised Representatives, would like to thank the management team, service users, carers, and staff for their cooperation, and for sharing their views and experiences of the service with us. This report highlights the views and experiences of staff members, relatives and captures the experiences of service users who were staying at the setting at the time that the Enter and View visit took place. Please note that it is not a representative portrayal of the experiences of all service users, staff, and relatives.

Healthwatch Gateshead have a legal power to visit publicly funded health and social care services and to see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of our statutory functions and allows us to identify what works well and where things can be improved. Please note that Enter and View is not a formal inspection.

The legislative framework for Healthwatch Gateshead is split between what Healthwatch Gateshead must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public Involvement in Health Act 2007 and Part 4 of the Local Authorities Regulations 2013 to carry out Enter and View visits.

The legislation allows Healthwatch Authorised Representatives to visit publicly funded health and social care settings and speak to the people who are using and working within the service. This direct feedback allows us to identify areas of improvement, recognise good practice, and to champion the voices of the people using health and social care services.

Enter and View visits can be carried out in a range of publicly funded services such as, Doctors surgeries, Hospitals and Clinics, Day centres, Care homes, Dentists, Opticians and Pharmacies. Enter and View visits are not intended to specifically identify safeguarding issues. However, if they arise, they are reported in accordance with Healthwatch safeguarding policies.

Purpose of the visit

The last Care Quality Commission (CQC) inspection at St Mark's Court Care Home (St Mark's Court) took place in 2022. The service was rated "Good" overall but received a "Requires Improvement" rating for being well led. The report noted that the leadership and culture did not always support high-quality, person-centred care.

For this reason, Healthwatch Gateshead chose St Mark's Court for an Enter and View visit. Collecting direct feedback and views from service users, staff, and relatives, can therefore add value to the service in preparation for the next CQC inspection they receive. As an independent organisation, operating separately from the CQC and other regulatory bodies, Healthwatch Gateshead may encourage more individuals to share their experiences more openly. The feedback gathered will be used constructively to develop recommendations to support service improvement.

The visit was planned with St Mark's Court management team to ensure that it will not affect the provision of care, or the privacy and dignity of people using the service.

In addition, Healthwatch Gateshead will use alternative ways to gather information such as communicating with the management team prior to the visit, and using information from previous CQC reports to contribute to any suggested areas of improvement.

Planning and Preparation

Healthwatch Gateshead's Enter and View Officer had a meeting with St Mark's Court management team in June 2025 to introduce Enter and View and explain the processes involved. The manager was very keen for the setting to receive a visit. Healthwatch Gateshead was already in the process of carrying out another visit at a different setting, so it was agreed that a follow up meeting was to take place at a later date to discuss when the Enter and View visit could take place.

Following this, another in-person meeting was arranged and held in October 2025. St Mark's Court was in the process of recruiting a new manager, and so the meeting was arranged between the deputy manager and Healthwatch Gateshead's Enter and View Officer. The purpose of an Enter and View visit was discussed in the meeting along with provisional dates to carry out a visit, and to outline the agenda for the day. During this meeting further information was collected to inform us, the Enter and View team, on the facilities and services offered at the care home.

Service users had a range of medical conditions with dementia diagnosis being the most apparent. The building contained three floors which were for service users with a range of health care needs. The first floor was a residential floor for service users who required 24/7 care and help with daily tasks. The second floor was a nursing floor for service users who required nursing care and had more complex needs, and the third floor was an EMI floor (Elderly Mentally Infirm). This floor was for service users who were diagnosed with advanced dementia. It was agreed that on the day of the visit the Authorised Representatives would be provided with a desk register of the service users from each floor to help identify which service users had sufficient mental capacity to be able to provide feedback.

Once the planning was finalised a letter announcing the official date for the Enter and View visit was sent to St Mark's Court management team. (Appendix A).

Three versions of the survey were then designed, one for service users, one for staff and another for carers, which were then taken with the Authorised Representatives. (Appendix B). The survey questions were designed to be open and balanced to encourage transparent engagement.

Prior to the visit, Healthwatch Gateshead's Enter and View Officer left staff surveys at reception along with freepost envelopes. In addition, St Mark's management emailed the survey to all staff notifying them that paper surveys were also available at reception. The email also outlined Healthwatch Gateshead's Enter and View Officer contact details if staff wished to feedback directly, a description of who Healthwatch Gateshead are, what Enter and View is, dates Authorised Representatives were visiting the setting, along with allocated time slots for engagement where staff has the opportunity to feedback privately in person.

On the morning of Thursday 27th November 2025, an announced Enter and View visit was carried out by two of the Authorised Representatives; the Healthwatch Gateshead Enter and View Officer and a Healthwatch Gateshead Committee Member.

Information gathering

St Mark's Court has three floors and capacity to accommodate up to 60 residents. The home provides a range of care and support including residential care, nursing care, care for those living with dementia and palliative care, to name a few.

During the tour Authorised Representatives made internal observations, monitored staff interactions, and identified which communal areas were available and suitable to proceed with engagement.

On the day of the visit Authorised Representatives met with 5 staff members in person in the conservatory to collect feedback. The conservatory was reserved so staff members were able to feedback in a private space. Following this, both Authorised Representatives split off to collect direct feedback from service users.

As most of the service users were living with dementia, it was paramount that a suitable quiet private space was offered to provide feedback. This was to ensure that distraction was minimised and if service users wished to feed back in a less busy environment, they would have the opportunity to do so. Some chose to feed back in the communal lounge area close to other service users, who were having cups of tea and chatting, while others requested to talk privately in a quiet space. Residents on the upper two floors of St Mark's Court, who had more advanced dementia, were interviewed in their rooms.

The management team confirmed that on the day of the visit they had 29 service users residing at the setting and 34 staff members employed at the time of the visit.

In total, Healthwatch Gateshead collected feedback from 14 members of staff – 5 of which that were collected in person and 9 of which that were left sealed in an envelope at St Mark's Court reception for pick up. Feedback was also collected from 11 service users, and 12 carers, 2 of which were collected on the day of the visit and the rest via telephone.

What people told us

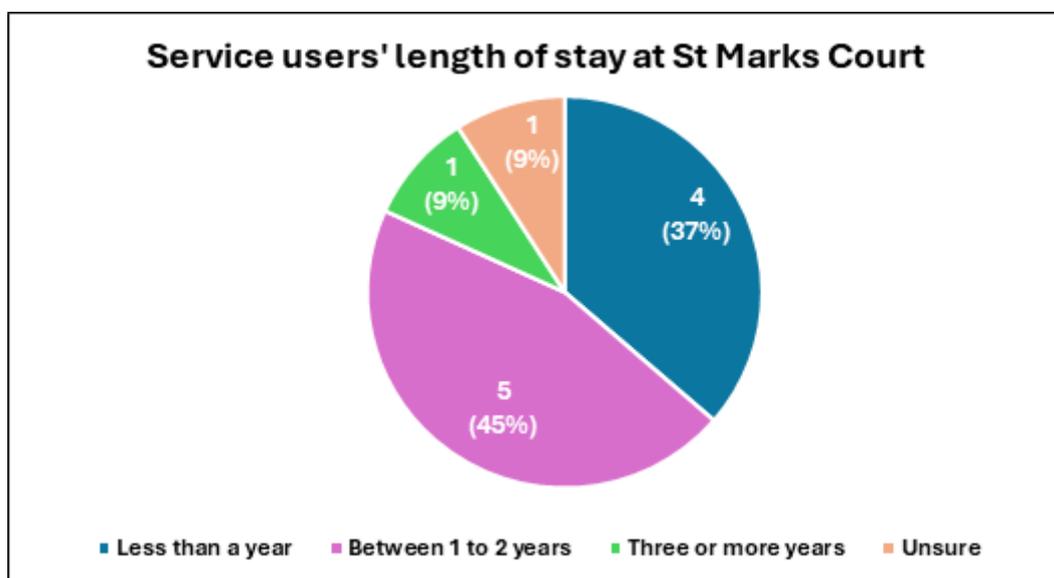
Service Users and Relatives

We spoke to 11 service users during the Enter and View visit to explore their views and experiences of St Mark’s Court. We also received feedback from four relatives who have a loved one that was staying at St Mark’s Court.

Overall experience:

We asked service users how long they have been staying at St Mark’s Court and their overall experience of the care home. The length of stay typically ranged from a couple of months to three or more years.

Four service users (37%) had been staying at St Mark’s Court for less than a year. Five (45%) service users had been staying between one to two years, and one service user had been staying for three years. One service user was not sure of their length of stay at St Mark’s Court.



Four out of the 11 service users commented on their overall experience of St Mark’s Court. Two shared that they get on well with the staff at St Mark’s Court. One service user shared that they find no problem at the care home and like the view from their room.

Another service user said that that they were satisfied as their room has its own bathroom which is important to them due have having limited mobility.

We then asked service users and relatives if there was anything positive about St Mark's Court that they would like to share. Seven out of the 11 (63.3%) service users directed positive experiences with the staff that work at St Mark's Court. These included that the staff are kind and accommodating to families who visit service users.

One service user shared that the food offered at St Mark's Court is nice. Two service users shared that people (both staff and other service users) are a positive aspect in their experience staying at St Mark's Court as everyone makes them feel welcome and they have people to talk to. One service user said that they enjoy bingo and that they play once a week along with being able to watch TV at the care home.

All four relatives shared positive experiences, particularly about the staff that work at St Mark's Court. This includes staff being professional and friendly, staff helping their loved one settle into the care home, staff caring for their loved one and responding to their loved ones calls for help during the night.

"It's nice and pleasant, the staff are nice" (quote by service user)

"The people, everyone makes you feel welcome" (quote by service user)

"Some of the staff have been wonderful and have done everything to help my loved one settle in" (quote by relative)

"Very friendly and professional staff" (quote by relative)

We also asked service users and relatives to share any negative experiences of St Mark's Court. Ten out of 11 service users said that there are no negative experiences that they would like to share. However, one service user shared that "some people are 'iffy'" but the staff are very good.

Another service user shared an experience where they described themselves to have "rolled out of bed" and the alarm was raised and staff were there to help them

straight away. This experience demonstrates a positive response by staff members at St Mark's Court. Three of the four relatives said that there have been no negative experiences at St Mark's Court. One relative said that.

"Nightshift staff need to pay more attention to residents".

Change:

Service users and relatives had the opportunity to express what they would like to be improved or implemented in the care home to make the service better. Nine out of 11 (81%) service users said that there was nothing that they would change at St Mark's Court to improve the service. Four service users responded positively to the question by adding that they are happy, they feel that there is a lovely atmosphere and are able to get anything they would like, do what they would like to do along with feeling like they are listened to.

Two service users proposed a change that they would like to be implemented at St Mark's Court to make it better. One service user said that more staff would be better but didn't explain why they think more staff would be needed.

The other service user said, *"not really [anything to be improved], but it can be very quiet, a bit more noise would be good".*

Three of the four relatives proposed changes that they would like to see at St Mark's Court. These included:

- A better laundry system (clothes are labelled but still often get lost)
- Numbers on the lift operating buttons are difficult to see.
- Communication when there is a change in management (the relative was not aware that the previous manager had left the care home)
- More staff members (due to a long wait time for staff to respond to buzzers)

One relative did jokingly say that they would have liked this service to be free of charge.

Communication

Relationship with staff:

We asked service users and relatives as to how they would describe their relationship with staff members who worked at St Mark's Court.

Ten out of the eleven service users shared that they have a positive relationship with staff who work at St Mark's Court. Elements that contributed to a good relationship with staff included sense of humour of staff, staff are like family to service users; staff being available when required and fulfilling their job responsibilities well.

One service user shared that they *"get on fine with some staff but others are reluctant to step forward and say no to requests"*. This appeared for the service users' wish to do physical activities like walking which they found difficult to do independently.

"I have not faulted one of them (staff). If someone isn't doing their bit, I would tell them straight and I've not had to do that. They also check on you before you sleep and are quick to act which I appreciate."

"Good, they are always there for you"

"You can have a laugh with the staff members, if you're doom and gloom, they will pick you up."

All four relatives stated that they have a positive relationship with the staff members that work at St Mark's Court. One relative added that they know most staff member by their first name and get on with them very well.

Concerns:

We asked service users if they have any concerns at St Mark's Court. All service users (100%) said that they have no concerns. Further to this we explored with service users who they would speak to if they did have a concern.

Eight out of the eleven service users (72%) stated that they would know who they could speak to if they did have a concern. Five service users gave examples of who they would go to. This included going to a staff member, the manager or an office staff. One service user said that they wouldn't know who to speak to if they had a concern and another said that they are unsure. One service user did not specify if they knew who they would go to if they did have a concern, however, they did say that they did not know who is in charge at St Mark's Court.

One of the four relatives said that they have a concern that during the night, their loved one is made to lie down by staff on their back rather than their side. This makes it very difficult for their loved one to move around at night. No other relatives said that they have any concerns.

All relatives said that they were aware of who to speak to if they have a concern in the future and gave examples such as members of staff or management.

Choice:

Nine of the eleven service users said that they receive choice and were able to give examples. These examples included service user being able to:

- decorate their rooms how they would like.
- choose the food and drink they would like (reported by four service users)
- go outside.
- tell staff anything that they would like (general choice)

One service user did not respond to the question as they struggled with answering it. One service user did not specify if they do have choice in St Mark's Court as they answered that they would like to have more physical activity.

Relatives were asked if they have much involvement in helping their loved ones making choices at St Mark's Court. Three relatives said that they are able to get involved. One relative said, *"I do get involved but prefer my loved one to make their own choices when possible."* Another relative did not specify their involvement in making choices for their loved one but said that they *"trust the staff to take care"* of their loved one.

Views on food and drink:

The views of service users on the food and drink offered at St Mark's Court was generally positive. Four service users enjoyed the meals that they are offered at the care home. One service user said that the food offered in the care home has started to improve since a new chef has joined.

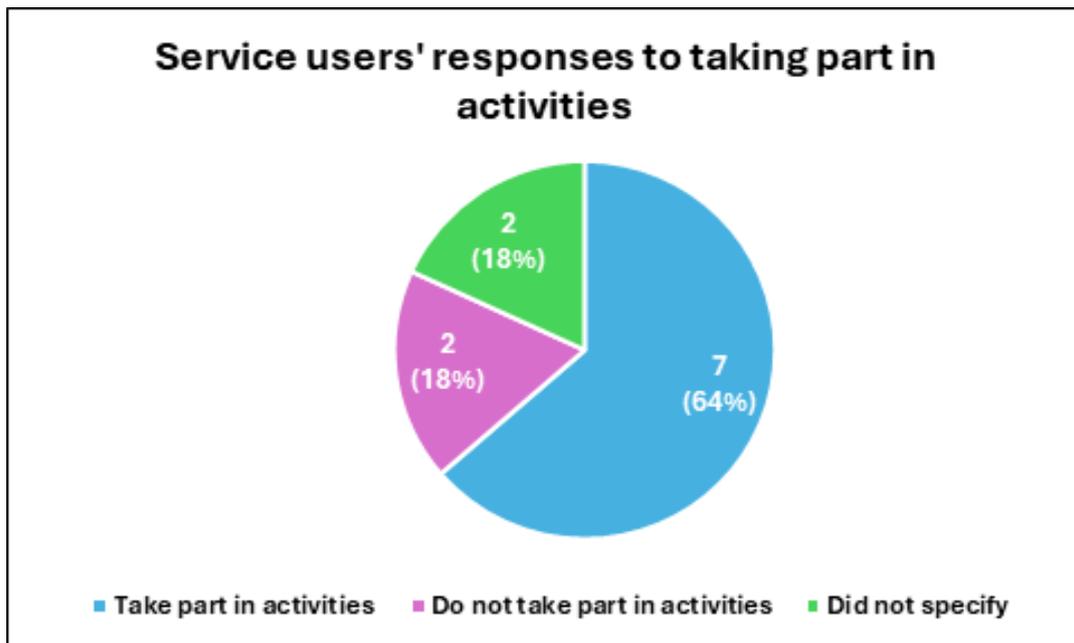
Another four service users described the food and drink offered at St Mark's Court as *"okay"* or *"not bad"*. Two service users did not specify if they liked the food and drink that they are offered but said that they there is a variety that is available on the menu or *"you can tell them [staff] what you like"*. One service user added that the food portions are generous but *"you can't get anything out of set times."*

Between the four relatives, there were varying opinions on the food and drinks offered at St Mark's Court. One relative described the food as *"okay."* Another relative described the food to be *"very nice with a decent variation"*. Two relatives that the food could be better with one of the relatives describing the food as *"very good on some days."*

Activities:

Seven of the 11 service users specified that they take part in activities. This included:

- playing bingo (reported by four service users)
- singing
- dancing
- celebrating birthdays
- Christmas fayre



Two service users did not specify if they take part in activities, however one said that they used to do painting.

Two service users said they do not take part in activities. The reason for this was that the service user has a tremor and a general disinterest in the activities that take place in the care home.

Two relatives said that their loved one has been taking part in activities that take place at St Mark's Court. These activities included playing bingo, quizzes and doing art. One relative said that their loved one takes part sometimes but prefers their own company or being visited by family. Another relative said that their loved one does not take part in any activities as they are bedridden.

Care

We asked service users how satisfied they were with the quality of care that they receive in St Mark's Court and why. Ten out of the 11 service users answered this question and rated the quality of care that they receive as *"satisfied"* or *"very satisfied"*. One service user gave a reason in which they described the care that they receive as *"very reasonable and good"*.

Finally, we asked service users if they have any additional comments that they would like to make. Six service users made comments about St Mark's Courts which were all positive and quoted below:

"I love it here; I used to play out around here when I was a kid"

"I like that the Doctor and Nurse come in all the time and that we all get on well"

"I am happy"

"It's good"

"It's good that you can still have a laugh with people"

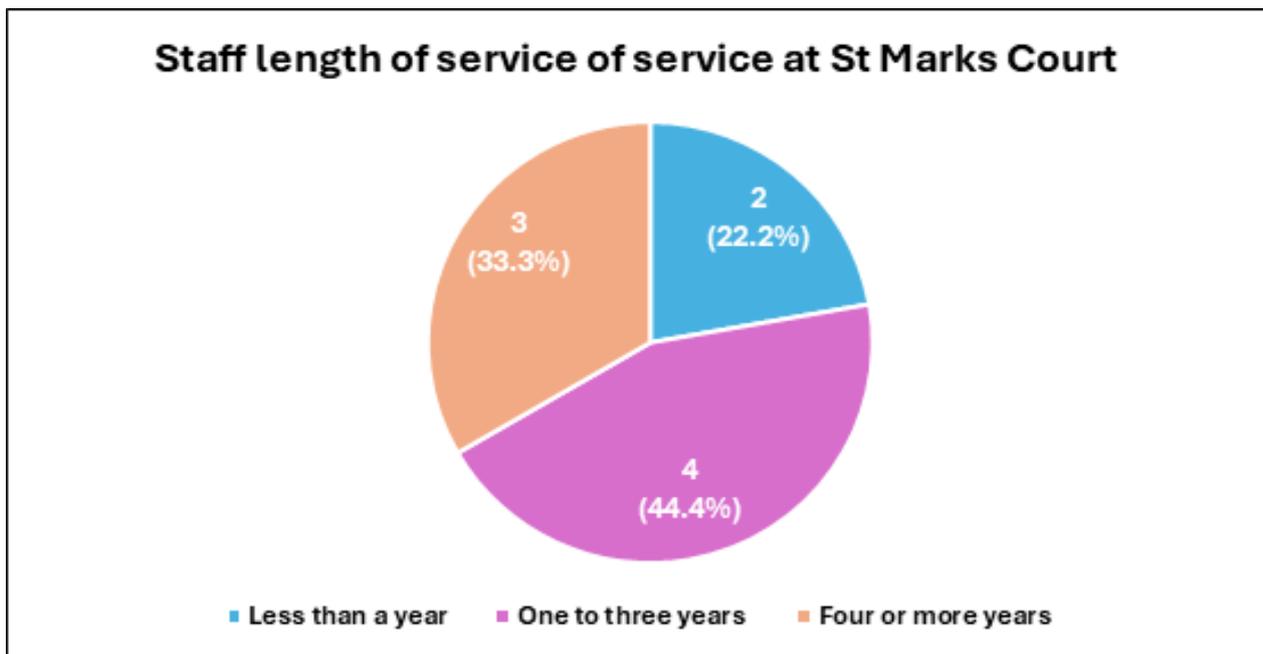
Similarly, relatives were asked how satisfied they are with the care that their loved one receives at St Mark's Court. All four relatives rated the quality of care that they received as *"satisfied"* or *"very satisfied"*. Two relatives gave reasons which are quoted below:

"Satisfied, it would be better if there was more staff and they answered the buzzers more quickly."

"Very satisfied, comfortable around them (staff) and them with me"

Staff

Through the Enter and View engagement period with St Mark's Court, we received responses from nine members of staff that work at the care home. Similarly to service users and relatives, Healthwatch Gateshead explored the experiences and views of staff members that work at St Mark's Court. Staff members who shared their views worked in various roles in the care home such as domestic, carers, activity coordinators and manager.



Responses indicated that staff members had varying lengths of service at the care home with two staff members who have been working at St Mark's Court for less than a year, four staff members working between one to three years and a further three staff members who have worked for over four years and St Mark's Court.

Overall Experience:

We asked staff members to share any positive experiences that they have had while working at St Mark's Court. All staff members were able to share positive experiences which are listed below:

- Lovely colleagues
- Receive support from colleagues during difficult times in personal life.
- Joining in activities
- Offered excellent training.
- Meeting residents

"I enjoy the company of the residents whilst cleaning their rooms, them being happy makes the home a better place".

"Offered really good training and meeting new people".

"Staff have been very helpful and supportive".

"Activities that I have been a part of such as dressing up and singing".

We also asked staff members to share any negative experiences that they have had at St Mark's Court. Six staff members shared various negative experiences that they have encountered at St Mark's Court. Three comments were directed towards management where staff don't feel appreciated or supported by management.

One added that they reported an issue regarding cleaning practices which hasn't resolved and feels as though they can't approach management anymore. One staff said that they have not had a manager at times which makes them feel uneasy.

Please note: Since the engagement with staff members as part of the Enter and View process, a new manager has been appointed at St Mark's Court as of January 2026.

Other negative experiences shared by staff are listed below:

- An unfair rota
- Residents are given a lack of respect by other care staff.
- Need more staff on the nursing floor.

- A formation of clique groups in the care home
- Staff getting into trouble for something which was not their doing.
Example given: “strong staff expected to do more picking up instead of staff who are not as strong”
- Staff members being in a low mood which affects the emotions of residents.

“Negatives are rota is not fair; residents get given lack of respect by other care staff. Management don’t listen and make you feel not appreciated.”

“Sometimes when we have not had a manager it felt a little uneasy.”

“Feel like we are not supported, clique groups, staff levels, skill mix, getting spoken down too, the wrong people getting into trouble for example, strong staff expected to do more pick up after not as strong staff.”

“Went to speak to the management about the way the cleaning was being left and was always told they would resolve things and I feel like now we can’t go to them for things anymore.”

Three of the nine staff members stated that they have no negative experiences to share while working at St Mark’s Court.

Change:

We asked staff members as to what could be changed to improve St Mark’s Court. Eight of the nine staff members stated an improvement which was directed mostly towards management and staff numbers:

- To have more staff (reported by four staff respondents)
- Have a permanent and approachable manager and management team (reported by three staff members)
- Better support for staff, keeping up staff morale and positivity.
- Having the walls painted

Communication – Relationship with staff and service users:

All staff members described having a positive relationship with other staff members and with service users. Reasons for this include:

- Staff and service users are kind.
- Staff team work well together.
- Good communication
- Staff cheer each other up daily

One staff member did describe that they get along with everyone in St Mark's Court but feel as though some staff members should approach service users with more respect when having conversations with them.

Concerns:

Seven out of nine staff members said that they have no concerns at St Mark's Court. One staff member said that their concern is that there is not a good mix of skills in the staff team at times. As well as this, they find it difficult to take time out to do office work.

One staff member said *"sometimes people don't raise their concerns or don't speak up is because nothing changes or gets better with concerns that they have"*.

All staff members said that they would know who to approach if they had a concern and gave examples of staff members and management. However, one staff member added that they find management unapproachable.

Choice – Promoting choice:

All the staff members were able to give examples as to how they promote choice to service users. These included:

- Giving service users choices of meals
- Asking service users to join in activities
- Asking service users if they can come in to clean the service users' room.
- Offer options of clothes to wear.

Food and drink:

Two members of staff said that the food that is offered at St Mark's Court is of good quality and with a variety of choice.

Two staff members described the food as *"okay"* but one added that there is a lack of snacks offered which *"lets the care home down."*

The remaining five staff members made negative remarks about the food offered at St Mark's Court. Three staff members said that the quality and quantity of food need to be improved with one adding that the food is raw and not enough to feed all service users.

"Good quality and taste"

"The food could be improved as its quality and quantity isn't the best".

"It's okay"

"The food and drink are fine, it's the lack of snacks that's available that let the home down"

"Views on the food is that it's shocking. Food comes up raw, not enough to feed all residents. Very little"

Activities:

Seven staff members said that the activities are decided and planned by holding meetings with service users, asking what they would like to do for the upcoming weeks. The activities are then planned and displayed on a board. There is also an activity suggestion box for service users to input their suggestions.

Two staff members did not specify how activities are planned and decided at St Mark's Court but said that the activities are great and have no problems as to how they run. We spoke to 11 service users who have been receiving care at St Mark's Court who had a length of stay at the care home from one month to six years.

What we observed

Key areas of observation were:

External

St Mark's Court is well connected to local transport links, with regular bus routes from Gateshead town centre. The service also benefits from a spacious car park to the rear of the building. The outdoor space includes a garden patio, providing residents with opportunities to spend time outside. During the visit, positive relationships between residents and their relatives were observed, with families supporting residents to access the space.

Internal

On arrival at St Mark's Court, the sign in process for Authorised Representatives was clear and straightforward. A staff identification board was displayed in the lobby allowing visitors to be able to identify and recognise staff upon their arrival to the care home.

The visit took place in the final week of November, and the home had a warm and welcoming atmosphere, enhanced by seasonal decorations and a Christmas tree for residents to enjoy. The temperature throughout the building was comfortable.

Notice boards were visible displaying information about upcoming events, a monthly activities calendar, and the current food menu. A "You said, we did" board highlighted changes made in response to resident feedback and thank you cards from service users were also on display. A resident cat was present and appeared to be well liked by residents.

Communal areas were bright and spacious, with lift access available to all floors.

Overall

The ground floor was a relaxed and engaging environment, with residents participating in a range of activities. Some residents were socialising in communal areas, others were enjoying quiet activities independently, and some were in their private rooms.

The second and third floors were generally quieter, with most residents spending time in their rooms. The atmosphere remained calm and relaxed, with staff present on both floors.

Social interaction

Staff presence was more noticeable on the ground floor, where positive and supportive interactions with residents were observed. For example, staff responded promptly to residents' requests and engaged in friendly conversations, including discussions about Christmas and family. Interactions were respectful and familiar, with staff and residents addressing each other by first names.

On the middle floor, fewer staff interactions were observed, as most residents were in their rooms resting or watching television. While the environment was peaceful, engagement appeared more limited during this time.

The top floor was also calm, with many residents resting.

Overall, staff appeared committed and supportive in their roles. Increased consistency in management presence may further strengthen staff engagement and service delivery.

Recommendations

The recommendations listed below are based on our observations carried out over one Enter and View visit along with feedback collected from service users, staff, and carers.

Management changes are clearly communicated to everyone

As St Mark's Court has undergone management changes one clear recommendation highlighted by service users, relatives and staff was that any changes to management structure or leadership within the service are clearly and consistently communicated to all staff, residents, and families. This should include information about interim arrangements, lines of accountability, and points of contact. Clear communication around management changes can support continuity of care, reduce uncertainty for staff and residents, and help maintain confidence in the service during periods of transition.

Approachable and personable staff

It is recommended that the service continues to prioritise and promote an approachable, personable staff culture across all areas of the facility. Positive, respectful interactions between staff and residents support trust, wellbeing, and a sense of familiarity. Ongoing training, clear expectations around engagement, and consistent leadership presence can help ensure that this approach is maintained across all shifts and floors, supporting a positive experience for residents and visitors alike.

Actions and follow up investigations on staff concerns

It is recommended that the service ensures there are clear, well-understood procedures for raising, recording, and investigating staff concerns. All concerns should be responded to in a timely manner, with appropriate actions taken and outcomes documented. Where possible, staff should be provided with feedback on the progress and resolution of concerns, while maintaining confidentiality. Regular oversight by management can help ensure consistency in responses, promote transparency, and reinforce a culture where staff feel supported and confident to raise issues without fear of reprisal.

Empowering staff resulting in a better environment

It is recommended that the service continues to empower staff by providing clear guidance, appropriate training, and opportunities to contribute to decision-making within the service. When staff feel confident, supported, and valued in their roles, this can lead to improved engagement, stronger relationships with residents, and a more positive and responsive environment. Regular supervision, opportunities for feedback, and visible leadership support can further reinforce staff confidence and promote consistent, high-quality care across the facility.

Quality and quantity of the food

The quality and quantity of food provided play a vital role in residents' overall health, comfort, and quality of life. Meals should be nutritionally balanced, freshly prepared, and tailored to meet the diverse dietary needs of residents, including cultural preferences and medical requirements. High quality ingredients and appealing presentation can significantly enhance appetite and enjoyment, particularly for residents with reduced interest in food.

In addition to quality, the quantity of food offered should be sufficient to meet residents' daily nutritional needs, with appropriate portion sizes and the flexibility to provide additional servings or snacks when requested. Regular meal schedules, access to nutritious snacks between meals, and adequate hydration should be consistently maintained. Ongoing feedback from residents and families, along with regular reviews of the food by the care home chef, can help ensure that St Mark's Court remains responsive around food quality and quantity and tailoring it to the residents' needs and preferences.

Service provider response

As for all Enter and View reports, a response statement was requested from the service provider to allow them to address, acknowledge, and engage with the findings that have been presented by Healthwatch Gateshead:

Akari Care has chosen not to provide a response statement for this report on St. Mark's Court Care Home.

Appendices

Appendix A – Letter of intended visit

Appendix B – Questions

- B.1. Service User Questions
- B.2. Relative Questions
- B.3. Staff Questions

Appendix A – Letter of Intended Visit

Tell Us North CIC
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Milburn House
19 Dean Street
Newcastle upon Tyne
NE1 1LE



0191 338 5722
www.tellusnorth.org.uk

To whom it may concern

This letter is to advise that Healthwatch Gateshead will be conducting an Enter and View visit to St Mark's Court care home, 73 Split Crow Rd, Deckham, Gateshead NE8 3SA,.

The visit will take place on Thursday 27th November 2025 between 10:00- 13:00

Healthwatch Gateshead 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. As a part of our work, we carry out Enter and View visits.

Enter and View is not an inspection. The purpose of an Enter and View visit is to understand how health and social care services are provided through finding out people's views, making observations, gathering evidence, reporting findings, and making recommendations.

The visit will be conducted by our Authorised Representatives: Nooshin Shabani (Enter and View Officer), and Peter Wilson (Healthwatch Gateshead Committee Member). All of our Authorised Representatives carry identification on them at all times throughout a visit and will present this on arrival. They have also gone through robust training and are fully DBS checked. Please note, a follow up visit maybe required may we wish to gather further evidence to support our findings.

Once we have finished gathering all our findings, we will then send you a draft report for your comments within 30 working days. The report will then be changed to include your comments and any recommendations that are agreed. The final report will then be shared within 10 working days of receiving your comments and will be published on our website.

Thank you for agreeing to be a part of our Enter and View work.

With kind regards

Nooshin Shabani (She/her)

Enter and View Officer
Direct 0772 7345148
I work P/T over Mon, Wed, Thu, Fri

Appendix B.1. – Service User Questions

Enter and View Service User Questions – St Marks Court Care Home

Overall experience

We are here today on an Enter and View Visit on behalf of Healthwatch Gateshead. The purpose of an Enter and View visit is to understand how health and social care services are provided through finding out people's views, making observations, gathering evidence, reporting findings, and making recommendations. We aim to put this information into a report which is sent back to the service before being published publicly on our website. We would like to talk to you today to gather your views and experiences of the service. All your feedback will be anonymised.

1. Could you tell me about your experiences so far staying at St Marks Court Care Home, and how long you have stayed here?

2. Are there any positive experiences you would like to share?

3. Are there any negative experiences you would like to share?

Change

4. What would you change about St Marks Court Care Home to make it better?

Communication

5. How would you describe your relationship with staff members? What makes it good/bad?

6. Do you have any concerns? And if you do, have you raised them? And with who? And if you haven't raised them why not?

7. If you did have a concern, would you know what to do and who to speak to?

Choice

8. How much choice do you have in your daily life here?

9. What are your views on the food/drink?

10. Do you take part in the activities? If yes, what activities do you enjoy? If not, then why?

Care

11. How satisfied are you with the quality of care you receive? Could you tell me why? (circle relevant option)

Very Satisfied/Satisfied/Unsatisfied

Any other comments

Observations

External environment (Prompts-is signage clear? is it easy to park? what does the building look like?)

On arrival (Prompts- how are you welcomed? how does the place feel? Is it calm or busy? Is signing in straightforward, what is displayed on the walls? What can you hear around you?)

Internal environment (what is the corridor layout like, narrow or wide? what can you smell? What is displayed on the walls? Are there any other special features? How does it feel? What is in the communal areas?)

Social interaction (how are staff interacting with service users? what can you hear and see?)

Appendix B.2. – Relative Questions

Enter and View Relative Questions – St Marks Court Care Home

We are here today on an Enter and View Visit on behalf of Healthwatch Gateshead. The purpose of an Enter and View visit is to understand how health and social care services are provided through finding out people's views, making observations, gathering evidence, reporting findings, and making recommendations. We aim to put this information into a report which is sent back to the service before being published publicly on our website. We would like to talk to you today to gather your views and experiences of the service. All your feedback will be anonymised.

Overall experience

1. Could you share your experiences of having a relative stay at St Marks Court Care Home?

2. Are there any positive experiences you would like to share?

3. Are there any negative experiences you would like to share?

Change

4. What would you change about St Marks Court Care Home to make it better?

Communication

5. How would you describe your relationship with staff members? What makes it good/bad?

6. Do you have any concerns? And if you do, have you raised them? And with who? And if you haven't raised them why not?

7. If you did have a concern, would you know what to do and who to speak to?

Choice

8. Do you have much involvement in helping your relative make choices at St Marks Court Care Home?

9. What are your views on the food/drink?

10. Does your relative take part in the activities? If yes, what activities do they enjoy? If not, then why?

Care

11. How satisfied are you with the care your relative receives? Could you tell me why? (circle relevant option)

Very Satisfied/ Satisfied/ Unsatisfied

Any other comments

Appendix B.3. – Staff Questions

Enter and View Staff Questions – St Marks Court Care Home

We are here today on an Enter and View Visit on behalf of Healthwatch Gateshead. The purpose of an Enter and View visit is to understand how health and social care services are provided through finding out people's views, making observations, gathering evidence, reporting findings, and making recommendations. We aim to put this information into a report which is sent back to the service before being published publicly on our website. We would like to talk to you today to gather your views and experiences of the service. All your feedback will be anonymised.

Overall experience

1. Could you tell me your job title and your experiences so far working at St Marks Court Care Home, and how long you have worked here?

2. Are there any positive experiences you would like to share?

3. Are there any negative experiences you would like to share?

Change

4. What would you change about St Marks Care Home to make it better?

Communication

5. How would you describe your relationship with other staff members and service users? What makes it good/bad?

6. Do you have any concerns? And if you do, have you raised them? And with who? And if you haven't raised them why not?

7. If you did have a concern, would you know what to do and who to speak to?

Choice

8. Could you tell me in your own words how you promote choice to the service users?

9. What are your views on the food/drink?

10. Could you tell me how the activities are decided and planned?

Any other comments

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