

# It's My Home

**Enter and View Report**  
Belgrave Terrace (Potens)  
South Shields

Feedback from residents

**April 2026**



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Communal lounge at Belgrave Terrace

# Background

A Quality and Market Oversight Manager from the Quality Team at South Tyneside Council contacted Healthwatch South Tyneside to arrange a meeting to discuss the Enter and View process.

She had worked with us previously in 2017, resulting in our first *'It's My Home'* report.

Eight specialist homes in the borough were identified for Healthwatch to visit, including Belgrave Terrace in South Shields. Our reports for each home will be fed into their quality assurance process, adding an independent aspect to their findings.

The Quality Team wanted to have a good understanding of how people were treated and whether they felt they are living a good quality of life.

Healthwatch were given the contact details of the eight homes, with accompanying information including how many residents were living there, type of provision and the profile of residents in terms of learning or physical disability, mental health etc.

We were also advised of any communication difficulties whether family/friends were active in the residents' care.

The Quality Team hoped to receive general feedback; the request for Healthwatch support was not as a result of any specific concerns.

## Enter and View

Healthwatch has a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

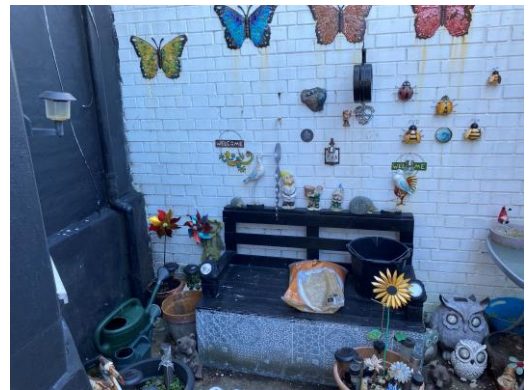
The legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered.

Although Enter and View sometimes gets referred to as an 'inspection', it should not be described as such.

The purpose of an Enter and View visit is to collect evidence of what works well and what could be improved to make people's experiences better. Healthwatch can use this evidence to make recommendations and inform changes both for individual services as well as system-wide.

During the visit, Healthwatch should focus on:

- Observing how people experience the service through watching and listening
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views
- Observing the nature and quality of services
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit.



Outdoor recreation space at Belgrave Terrace

Find out more about the Enter and View process here:

<https://network.healthwatch.co.uk/guidance/2019-04-23/guide-enter-and-view>

# Methodology

The Quality Team shared the questions they asked family/friends and also residents when they carried out the Enter and View visits to each home.

Taking these questions into account, Healthwatch drafted two surveys; one for the residents and one for family and friends. These were shared with the Quality Team for approval.

Enter and View visits were arranged with the managers of the eight homes to enable Healthwatch staff to talk to the residents.

If any residents had communication difficulties, we left the family and friends survey with an envelope which the survey could be sealed once completed. We then went back to collect the envelopes.

The visit to Belgrave Terrace was carried out on February 4, 2026.



Dining room at Belgrave Terrace

# Findings

Belgrave Terrace, managed by Potensial (trading as Potens), provides support to adults with learning disabilities such as autism and additional complex needs, including residents with a dual diagnosis of learning disability and mental health.

The following information is taken from its service guide:

*Our aim is to provide a stimulating environment with an emphasis on outcome-focused support, promoting independent living and community connectedness. We work with individuals to achieve their full independence wherever possible, embracing Just Enough Support and encouraging individuals to rely less on paid support.*

*We see social inclusion as an important aspect in peoples' lives and encourage community participation in as many opportunities as possible.*

*The approach used by staff is person-centred with the service user being central within all their support and decision making. Individuals are encouraged to have as much control in how they are supported, who supports them and all decisions involving themselves.*

*We encourage active participation and support of families, friends and professionals in the life of the individual.*

*Belgrave is an old Victorian house with four floors, a self-contained basement, small front garden, large back yard and a large spacious communal room.*

*Belgrave has eight personal bedrooms, a bathroom, a shower room upstairs and downstairs a separate laundry room and shared lounge, dining area and kitchen.*

*On the ground floor there is a kitchen which can be used by service users or staff at any time, this is situated at the rear of the house, next to the dining area.*

*There is a comfortable communal lounge at the front of the house. There is a flat screen TV which can be used by everyone.*

*You will get the support you need to make choices, try new things and do as much for yourself as you can. Belgrave is in South Shields. The town centre is a short walk away where you will find lots of different and exciting things to do come rain or shine.*



A bedroom at Belgrave Terrace

A copy of the full service guide can be downloaded [here](#).

### Resident survey

Residents at Belgrave Terrace were asked six questions, each with the opportunity to comment further, and seven respondents took part in the survey.

All responded 'yes' when asked if they were treated well. Follow-up comments included:

*"Staff are good"*

*"Yes happy. Staff okay."*

*"Yes I like it. Staff are supportive."*

*"Staff treat me well."*

Six residents also responded 'yes' when asked if they felt safe living there, but one said 'no' and followed this up by saying: *"Because they won't let me go to the shops on my own, need someone with me. Bedroom issues with other resident."*

When asked if they were happy with the care and support which they receive, six residents responded 'yes' and one (who had also said they did not feel safe living there) did not answer. Positive comments included:

*"If I need anything just ask staff."*

*"Staff are nice."*

*"I get anything I want; I just let the staff know."*

The residents were then asked what activities they liked to do, with the examples given swimming and going to the cinema, and if they got the chance to do them or any others?

Responses included:

*"Go out with staff to beach."*

*"Like to go shopping, cinema and bowling when I can."*

*"I go bowling, out for meals and shopping."*

There were mixed responses in relation to activities in the home. One resident said *"like to play board games and skittles in the home"* but another wrote *"staff should do more, encourage me to do cooking and get independent"* and a third said *"no activities in the home, keep myself to myself"*.

There were also mixed responses to the next question asking the residents if they were involved in their care planning. Three responded 'yes', two 'no' and two 'not sure'.

Comments included:

*"I think I have a care plan. Sit with staff to make sure things are going well. Had a social worker a long time ago."*

*“Not sure if I have a care plan. I've got a social worker but haven't seen her for over a year.”*

*“Not seen my care plan. Not the best social worker. They are off sick at the moment.”*

*“Father is not involved in care plan. He is not aware what drugs his son is on.”*

They were then asked if there were any changes they would like to make with their care and support? Again there were mixed responses:

*“No changes. I am quite happy here.”*

*“No, all is fine.”*

*“Not to the care. I would like to more during the day.”*

*“All I want to do is move out.”*



The kitchen at Belgrave Terrace

Finally, the residents were asked if they wanted to add any other comments. These included:

*“Went on holiday to Egypt with manager and another resident. Can do what I want to and get on well with other residents.”*

*“Went on holiday November 2024 to Egypt with the manager. Saw dolphins. Did lots of stuff. Had a fab time. Happy here.”*

*“I feel content. My bedroom has a sea view. Like looking at the ships.”*

### Survey for relative/friend of resident

There were no responses to a survey for relatives/friends of residents at Belgrave Terrace.

# Key observations

We were met at our visit by Registered Service Manager Joy Kerr plus two other staff members, who were all very welcoming and helpful. The manager is responsible for two care homes.

Belgrave Terrace offers permanent care and respite care which is person-centred. There are eight residents, each with a single room, with ages ranging from 18 to 65 years.

We were able to chat with seven residents, two of whom had a learning disability and had staff support and another accompanied by his father. The eighth resident, who had gone on an outing, left a letter for us.

The home was well equipped, clean and bright with some cluttered areas, just like the average home.

We were shown the kitchen, dining room, living room and two residents' bedrooms – which were very spacious and decorated to their choice. Those whose room had a sea view were very proud to tell us.

Two residents based on the ground floor share a bathroom and front door.

We were shown photographs of a holiday in Egypt which two residents and the manager went on in autumn 2024.

There was one particular boisterous resident who seemed to upset many of the others. Another resident helped with gardening and keeping the home in good repair.

Residents who have capacity are able to sleep out at family or friends' houses; however there are strict rules for keeping staff notified which residents were aware of.

The resident who was unable to be present on the day to take part in the survey wrote a letter which included the following comments:

*"I love living at Belgrave Terrace as the house is warm and welcoming and you feel safe, that you are accepted, as not always in a lot of places. You can be how you want to be.*

*"The day I moved into Belgrave Terrace was such a nice day as I finally found somewhere I can call home. The staff are the most amazing people, as they really care about the residents that live here and they accept you no matter your condition you may have."*

With one exception, residents at Belgrave Terrace were very positive about the care they received and the freedom they had. Those lucky enough to have 'sea view' bedrooms were particularly pleased with their accommodation.

There appeared to be a range of activities, dependent on individual preference and level of independence and the impressive trip to Egypt was clearly a highlight.

Four of the seven respondents were unclear about their own care planning, which may be linked to their learning disabilities, but their care plan should be explained to them in a way they understand.

We would like to thank the survey respondents and staff at Belgrave Terrace who assisted us to carry out this research.

# Provider response

*“The person who we support who is unhappy with the care that they receive wants to live on their own. We are striving to achieve this outcome with the help of the local authority, family and advocate.*

*“The nominated key workers will go through the care plans with the people that we support to ensure that they understand in full.*

*“We will also continue to strive to achieve the best possible outcomes for all of the people that we support, ensuring that they all reach their goals and aspirations, focusing on strengths, personal goals and community participation.*

*“We welcomed the visit by Healthwatch and your valuable insights. Having an independent view is always useful, and we really value the way Healthwatch helps bring residents’ voices to the front.”*



**Joy Kerr**

Service Manager - Belgrave Terrace & Kensington Hall



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