

It's My Home

Enter and View Report

Dean View Villas, South Shields
(Community Integrated Care)

Feedback from residents

April 2026



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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 Dean View Villas 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.

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 Dean View Villas was carried out on December 3, 2025.



A lounge at Dean View Villas

Findings

Dean View Villas, managed by Community Integrated Care, provides support to adults with challenges including visual and hearing impairment, autism and learning disabilities. Many are wheelchair users and require physical support to be as independent as possible.

The following information is taken from its service guide:

Our home is a large bungalow situated in John Williamson Street in South Shields. There are two bungalows that are joined by a laundry room and an office. We call the bungalows Villa One and Villa Two.

There is a large mature private garden with areas for shade and places to sit and move around; just fantastic to use in the summer.

There is shared space in the home where we can eat together and chat which includes the dining room and sitting room. If you choose to dine alone then that's fine too.

There are facilities available for people who need physical support, and the staff team are all trained in moving and handling.

The property is situated on a quiet street at the end of the row. There is a car parking area outside of the building should visitors wish to visit.

Villa One consists of four bedrooms, a sitting room, dining room, kitchen, wet room, separate toilet and a conservatory. Villa Two consists of four bedrooms, a sitting room, dining room, kitchen, bathroom with adapted bath and separate toilet.

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

Resident survey

Residents at Dean View Villas were asked six questions, each with the opportunity to comment further, and two respondents took part in the survey.

When asked if they were treated well, one responded 'yes' and the other 'no'. This resident told us about an incident with a member of staff which led to police being called. That member of staff is no longer there and the new manager said she was not aware of the incident when asked.

Similarly, when asked if they felt safe living there, one responded 'yes' and the other 'no'. But both respondents said they were happy with the care and support which they received.

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?

The two responses were:

"I like to go out shopping. Staff go with me for support."

"On Wednesday I do crafts. I love card making. I go to a salon in Shields to get my nails done."

When asked if they were involved in their care planning, one responded 'yes' and the other 'no' – adding *"I can't read."*

They were then asked if there were any changes they would like to make with their care and support? Both said 'no', adding that they were happy.

Finally, the residents were asked if they wanted to add any other comments. There was one response:

"I like being here, getting looked after and going out. I am not allowed to make a

cuppa or do the ironing. I used to do the ironing for my mam and do little things like make the beds. I miss doing this. I have a walker but I can't walk very far so I need a wheelchair."

Survey for relative/friend of resident

There were no responses to a survey for relatives/friends of residents at Dean View Villas.



A kitchen at Dean View Villas

Key observations

On arrival we met Manager Christina Kerr who had been in post three months and some of the other staff, who were all welcoming. There is a team of 24 staff, with five working each day and two staff in each villa during the night.

At the time of the visit there were seven residents in the two properties, which are both accessible via a corridor. We were able to speak with two and were informed that another resident was visiting a family member accompanied by a member of staff.

There was a lovely sensory room, two kitchens and two dining rooms with one laundry. Each resident has their own bedroom with a shared bathroom. An additional support bathroom is available. Each room was bright and clean. Residents who are able are encouraged to cook.

Of the two residents that we met, one was very happy living at the home. The other told us that she didn't like a particular member of staff, but she had now left. She liked going shopping with the support of staff, which made her happy.

The interests of residents were supported by staff such as the availability of arts and crafts or going to a salon to have their nails painted.

The manager informed us that they were waiting for the delivery of two new wheelchair accessible cars to assist with taking residents out for appointments, visits and outings.

With only two respondents and somewhat inconsistent answers from one (saying they were not treated well and did not feel safe but did not want to change anything because they were happy), only limited findings were possible.

We would like to thank both survey respondents and staff at Dean View Villas who assisted us to carry out this research.

Provider response

"After reading the report, I agree with everything that was stated. Unfortunately, one of the residents wasn't in a great mood that day.

"The visit went very well and was lovely to meet Sheila and her co-worker; they were welcomed by all the residents.

"Dean View Villas is a lovely service and was great to get good feedback from Healthwatch."



Christina Kerr

Service Leader, Community Integrated Care



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