

It's My Home

Enter and View Report
Fairholme, South Shields
(Salutem Care & Education)

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 Fairholme 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 Fairholme was carried out on February 17 2026.



The living room at Fairholme

Findings

Fairholme is a registered residential location offering 24-hour support which specialises in supporting adults who have social care and mental health needs.

The following information is taken from its service guide:

Fairholme is a 24-hour residential home for up to 21 adults, supporting people with mental health needs. We can offer support to people who may have spent an extended period of time in hospital, supporting discharge back into their community.

We support people living at Fairholme to lead active lives in which their individuality, independence, dignity and respect are maintained. We fully embrace person centred planning ensuring the person we support is at the centre in the delivery of our high-quality care and support.

People we support who choose to live at Fairholme are encouraged to participate in a wide range of activities of their interest. These include leisure activities such as trips out to places of interest, shopping and cinema.

About Fairholme

- *The home is located within a two-minute walk from South Shields beach*
- *The home is situated across four floors and can accommodate up to 21 people*
- *The accommodation includes four flatlets, with some rooms benefiting from ensuite facilities*
- *The home has a large lounge area, games activity area, dining area and quiet room*
- *Fairholme has a fully equipped kitchen and laundry facilities, where people supported are encouraged to utilise and develop daily living skills*
- *The home is situated in its own grounds with a paved area at the back*
- *The home is within easy reach of local amenities including shops*

- *There are public buses and other transport close by to access Newcastle city and other local areas*

Our services

- *Are outcome-focused and highly person-centred*
- *Provide 24/7 residential care*
- *Provide activities tailored to the interest of the individuals we support both in and out of the home*
- *Are holistic, with person-centred care and support developed in collaboration with the people we support, their families and a multidisciplinary team of health care professionals*

The team

The home is managed by a dedicated and experienced manager. The staff are committed and focused on maximising the potential of every person they support.

At a time that is right, we are able to offer a pathway to further independent living. This might include accessing one of our Supported Living or Outreach services. We strongly believe that every person we support should receive the right level of care in an environment that meets their needs wants and wishes. Please talk to us about how we can work with you to develop a transitions package.

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

Resident survey

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

When asked if they were treated well, all nine responded 'yes' but follow up comments were mixed. They included:

"Not sure. A bit. Get gyp from some residents. Nothing done about it. They take things out on me. Don't listen to me. Getting worse."

"Yes I am. Staff and residents go to the shops for me."

"Get well looked after. Staff are always here for me. They are all good people. Plenty of tea and coffee. Good meals here."

"Yes I am. Staff are kind and friendly."

"Most of the time. A bit erratic. Staff can be a bit offhand."

"Get well looked after. Get on well with the chef. I help out when I can."

"No problems. Staff are very good."

Similarly, when asked if they felt safe living there, all nine responded 'yes' and comments were positive:

"This place makes me feel safe. Got my own room."

"Yes I do. Have my own room. I have support because I am nervous. People pick on me outside."

"I had fear of getting murdered before I moved here. The staff are great."

"I'm in good hands."

Again, when asked if they were happy with the care and support they received, all nine responded 'yes'. Comments included:

"No concerns. If I did I would talk to staff."

"Staff are approachable."

"Staff help me."

"Good staff."

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?

All nine responded. Comments included:

"No activities happen here. I can come and go. I go to McDonalds for breakfast. Walk Sunderland way, go to the café."

"Walk all the time. Go around the park."

"I go to the pub for a pint."

"Go out with dad to the MetroCentre and other places. Go out with my son at times. Go shopping and go for something to eat. If the staff are free they can go with me."

"I do online courses – languages especially – and go walking."

When asked if they were involved in their care planning, eight responded 'yes' and the other said 'no'.

Comments included:

"They look after my medication. Staff talk to me."

"Staff give me my tablets at night and in the morning."

"Feel I need a medication review, will speak with the manager."

"Been helped to lose weight. All residents meet to chat."

They were then asked if there were any changes they would like to make with their care and support? All nine answered and all indicated they were happy, although two indicated they wanted to move on as they wanted their own place.

Comments included:

"No, I'm happy the way it is."

"I like it the way it is; they look after me."

"No – none; I'm happy."

Finally, the residents were asked if they wanted to add any other comments. All nine responded and comments included:

"Get on well with the staff."

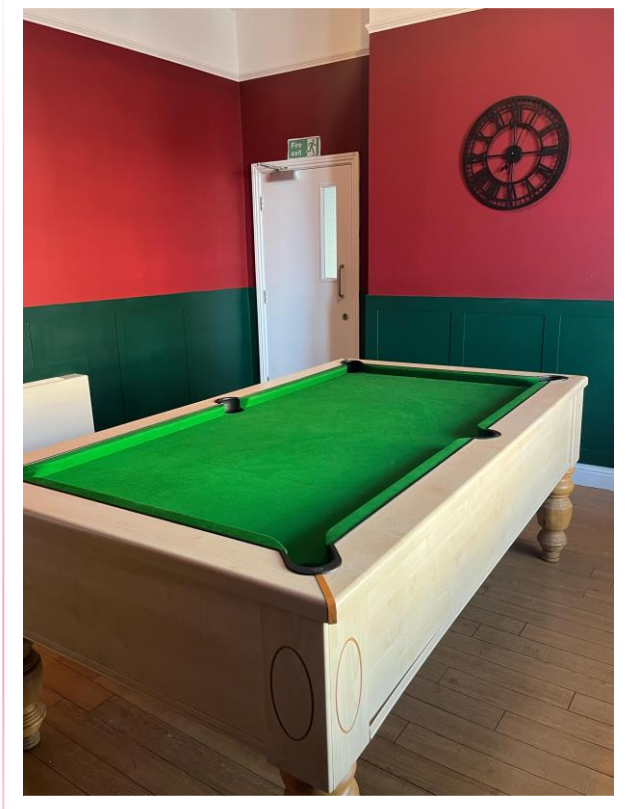
"It's great, I get all my meals."

"I'm living in a good place. Feel safe here."

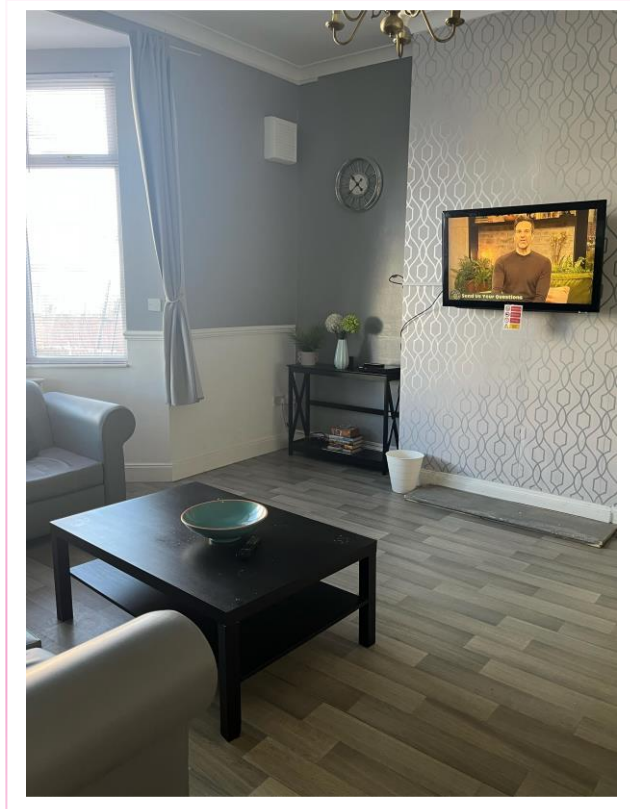
"The chef is a lovely man – lovely meals and lovely cakes. We have a menu and can choose our meals. Do my own washing and do my room too. My room is nice and warm. I can go to sleep when I want."

Survey for relative/friend of resident

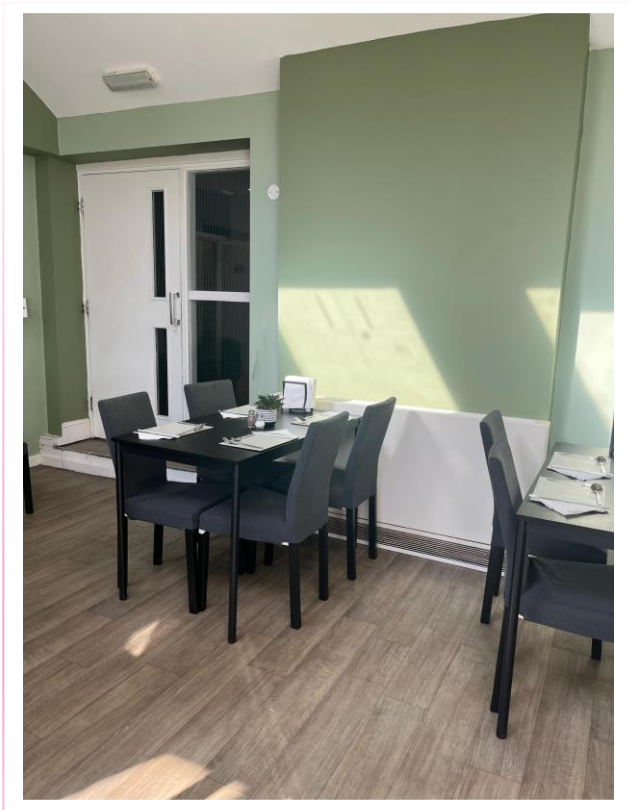
There were no surveys completed by friends or relatives of residents.



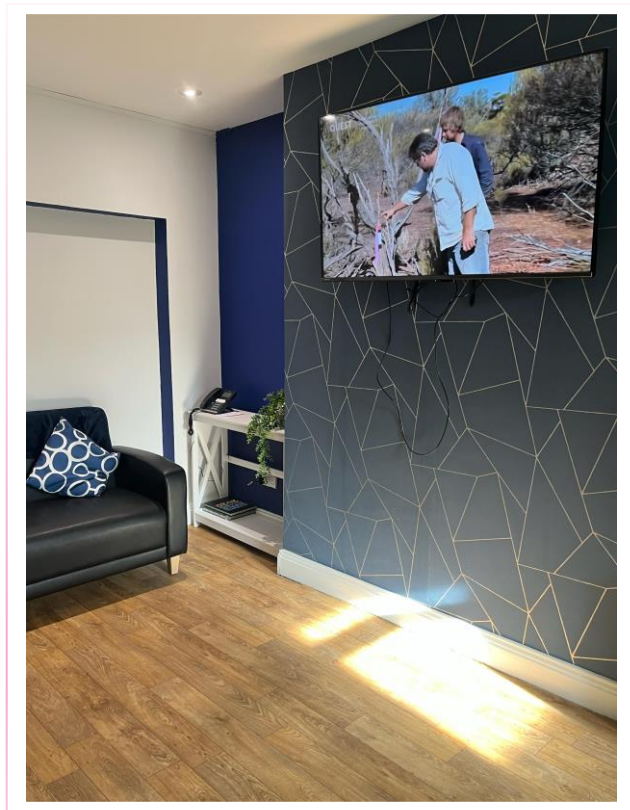
Games room



The living room



The dining room



The lounge

Key observations

We met with the manager Stacey Abdu, who has been in post ten years, during our visit.

She told us Fairholme currently has 20 residents, one of which was in hospital. Three of the residents are women.

We were able to speak with nine residents on the day and staff were very friendly and helpful – 15 staff share the day and night shifts.

The building comprises of two terraced houses knocked into one. The main communal spaces – the living room and games room – are large with high ceilings, which make them feel spacious. There are also some smaller quiet rooms to relax.

The dining room was bright and airy – with a lot of praise for the chef who produced really good cakes and would try to accommodate residents' personal preferences at mealtimes.

The dining room was laid out for lunch when we arrived and the chef was cooking pancakes for those who wanted to celebrate Shrove Tuesday.

Each resident has their own bedroom. One resident told us that he lived in one of the flats on the top floor.

Work was being carried out to the front of the building to keep it in good repair.

All residents we spoke to were very positive about both the accommodation and staff. They commented on how friendly and approachable staff were and particularly complimented the chef for his flexibility, with one describing him as 'a lovely man'.

Activities seemed to be more outside the home, with residents given the freedom to go out walking, shopping and visiting the local pub although one did mention doing online

language courses.

All residents felt safe at Fairholme; their comments were perhaps best summed up by this response: *"I'm in good hands."*

With the continuity afforded by having a highly experienced manager in place for a decade, supported by a clearly committed and caring team, Fairholme presented as a very happy home for the residents it supports.

Staff are to be commended and other specialist residential facilities in the borough could benefit from shared best practice – particularly around staff–resident communication which is notably amenable here.

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

Provider response

"The findings from the report are very encouraging for the staff team and provide reassurance that the people we support feel safe, well cared for and supported at Fairholme. The positive feedback reflects the commitment, compassion and professionalism shown by staff on a daily basis and is something the whole team can feel proud of."

"The service remains committed to building on these strengths by continuing to listen to the people we support, responding to feedback and supporting individuals to maintain choice, independence and wellbeing. We will continue to develop staff practice, promote positive communication and ensure care and support are tailored to each person's needs and aspirations as they grow and progress."



Stacey Abdu

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