

It's My Home

Enter and View Report

Harmony House & South View, Hebburn
(Salutem Care & Education)

Feedback from residents and family/friends

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 Harmony House & South View in Hebburn. 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 Harmony House & South View was carried out on November 26 2025.



The living room at Harmony House

Findings

Harmony House is a registered residential location offering 24-hour support which specialises in supporting adults who have social care and mental health needs. It is divided into two separate annexes – Harmony House which supports up to 23 residents and South View which supports up to 11 residents.

The following information is taken from the service guide:

Harmony House is a 24-hour residential home for up to 23 adults, designed to support people with learning disabilities, mental health and other complex needs.

We support people living at Harmony House 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.

The people we support at Harmony House are encouraged to participate in a wide range of activities of their interest. These include leisure, educational and employment opportunities, varying from attending college, day centres, art therapy, music groups, computer skills, health clubs and swimming.

About Harmony House

The home is situated on two floors and can accommodate up to 23 people. There is a large lounge area, games activity area and dining area. It 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 garden area. The home is within easy reach of local amenities including shops. There are public buses and Metro transport close by to access Newcastle and other places within the area.

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 independence of everyone we 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

A copy of the full Service Guide can be downloaded [here](#).



The dining room at Harmony House

Resident survey

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

When asked if they were treated well, all seven responded 'yes' and three left follow up comments:

"I think that the staff are very good at responding to the service users. They are kind and nice."

"Staff can't do enough for you. They are very helpful and on the ball. I can ask any staff and they will help."

"I get everything I ask for. It can be awkward if you need the toilet. It's small and for male and female residents, it can be embarrassing."

Similarly, when asked if they felt safe living there, all seven responded 'yes' and one commented:

"It is a nice bubble. Everyone is friendly and we look after each other."

Again, when asked if they were happy with the care and support they received, all seven responded 'yes'. There was one request in the follow-up comments:

"I wish they would fix the shower. I have to go to the other side of the house."

"I like to be independent so I try to do things for myself."

"I get well fed."

"Without a doubt."

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 seven responded. Comments included:

"I play tennis at Westoe Tennis Club. Football at the Stadium of Light. I have weekly adventure groups and I am hoping to do art. I also like to go out by myself."

"I sometimes go out for coffee and shopping with my niece."

"I used to like extreme sports, mountain biking and bungee jumping. I fill my day pottering on, helping in the home or going out with the staff."

"I sometimes like being by myself in a quiet room to read my paperback books. I read non-fiction, James Patterson. I might treat myself to an atlas."

"I try to get out but it depends how I'm feeling with my meds and Parkinson's. Staff do take me to the shops if I want to go out."

"I do the garden sometimes and go for walks."

When asked if they were involved in their care planning, five responded 'yes', one said 'no' and one replied 'don't know'.

Comments included:

"Yes I am involved."

"I help to do it."

"I know what to do."

"I can't remember. I think I've been here for about a year."

They were then asked if there were any changes they would like to make with their care and support? All seven answered and all indicated they were happy. Comments

included:

"I mentioned counselling and I think that is being sorted."

"No, the support is brilliant and the staff are fab."

"Not really, finding out a little bit more about my plan so I know what's going to happen."

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

"Living here is reasonable."

"The staff help me but I also help myself."

"I spent a lot of time at Fairholme care facility. I went to Tesco, tripped and fell and went to hospital. From hospital I was brought to Harmony House. I like it better here. It's nicer and cleaner."

"I'm home."

Survey for relative/friend of resident

There were three surveys completed by friends or relatives of residents.

All three responded 'yes' to feeling that their relative/friend is treated with dignity and respect, feeling that they are safe and feeling that their needs are being met, with one adding: *"She seems contented and happy."*

All three respondents also said they felt involved with care planning, with one commenting: *"Different family members are involved and kept informed of changes."*

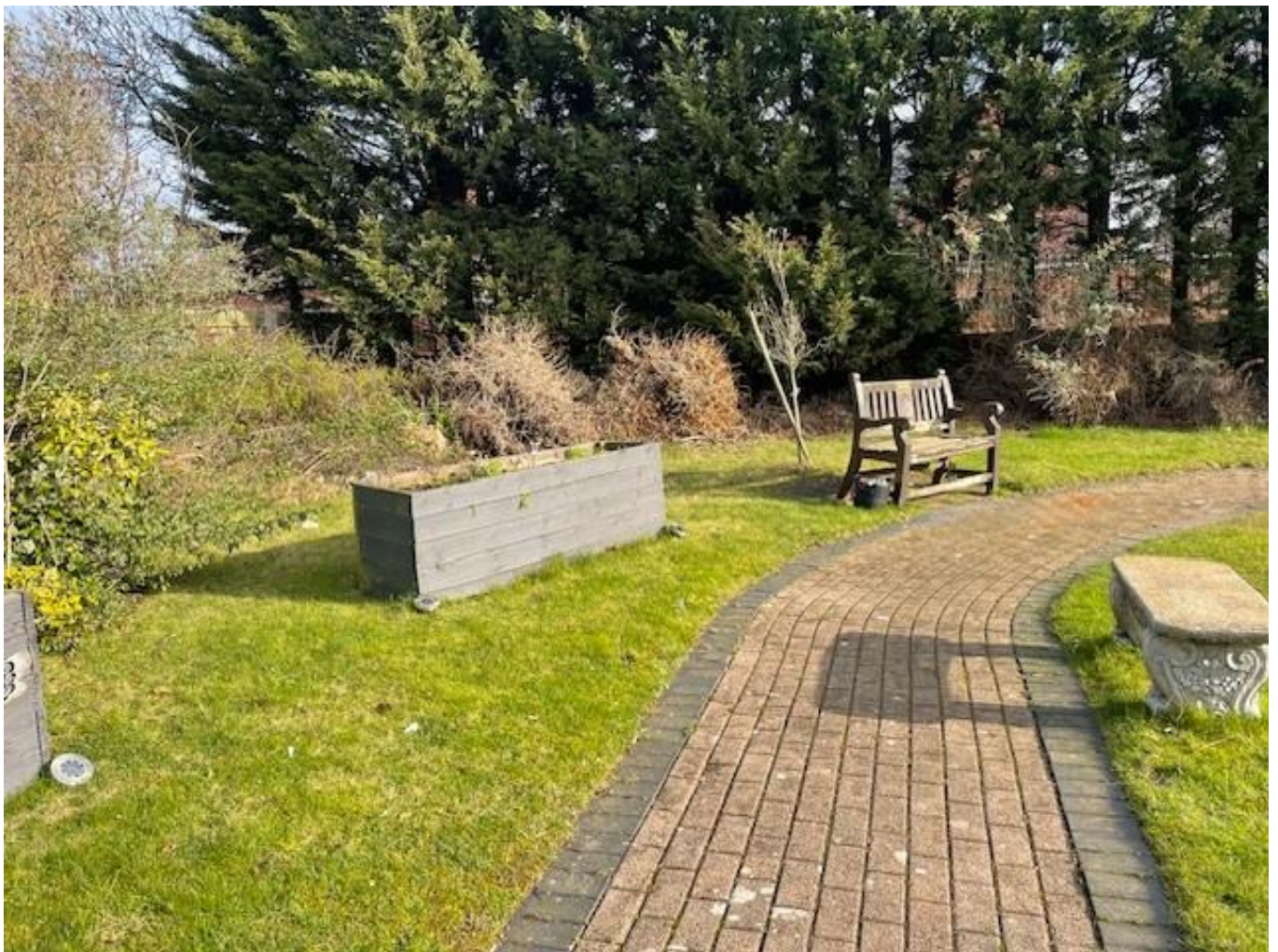
All three also said any concerns or complaints raised had been dealt with appropriately, with one comment: *“Very quickly and always helpful.”*

Again, all three respondents said they were happy with the care and support that their relative/friend received with one commenting: *“It is a lovely place. Staff are very caring and supportive.”*

Finally, in the ‘any other comments’ section there were two comments:

“Staff are always willing to help. They are very friendly and always keep me informed of any changes.”

“Harmony House has saved my daughter, along with the staff’s working ethos.”



The garden at Harmony House

Key observations

On arrival we met the manager Lynn McMillian, who has worked at Harmony House for five years and had recently been promoted.

The facility is separated into two separate annexes. Staffing is structured so that there are two staff members at all times in each annex.

There were 21 residents at Harmony House and eight residents at South View when we visited. The seven residents we spoke with had a mixed range of communication abilities.

Many residents were able to come and go from the facility as they wished whilst others who needed the support to venture out were supported to do so. The ladies particularly enjoy shopping trips.

Harmony House is set up so that all areas could be seen, ensuring safety for everyone.

There is a lovely, large garden which some residents tend to during the warmer months.

We were shown the skills kitchen where residents are shown how to be self-sufficient. They are encouraged to make their own breakfast when they are ready to have it.

Lunch and tea are provided. It was discussed how the lunch is usually a hot meal and tea a cold light meal. The manager, via consultation with the residents, is changing mealtimes to cold at lunchtime and a hot meal at teatime because residents who venture out during the day can miss out on a hot meal.

Each resident has their own bedroom with shared washing and toilet facilities.

There is a laundry room where staff support residents to do their own laundry on particular days.

There is an outside shed for smokers and a large games room. Christmas decorations were on display and beautifully decorated Christmas tree.

There was no longer a monthly activities plan. Due to the residents' interests a variety of activities take place when they want to do them. These included, art, playing cards and sewing.

The residents living at Harmony House we spoke to were all very happy.

South View had more of a homely feel because it was smaller. It boasts a comfy living room. Again, the residents seem very happy.

It was evident that residents are given a lot of engagement to be independent and forward thinking because of the support and education which they receive.

The manager told us that Saludem use a system called Blink which offers support and advice e.g. menopause info and stated that they are a good company to work for.

Both premises were clean and tidy. Harmony House is planned for redecoration following a big expenditure after a water pipe leak.

From the survey responses from both residents and their loved ones, it is clear they are all very happy with both the accommodation and care offered at Harmony House and there could well be some best practice to share with other specialist homes in the borough whose residents did not appear as content as here.

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

Provider response

"We are encouraged by the overwhelmingly positive feedback from both residents and their families, particularly comments describing the service as 'home' and recognising the difference the support has made to people's lives.

"We remain committed to continuous improvement and will use this feedback to further enhance the quality of care provided at Harmony House and South View.

"Once again, we thank Healthwatch for their valuable insights and for recognising the dedication of our team."



Lynn McMillan

Manager, Harmony House (Salutem Care & Education)



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