

# It's My Home

## Enter and View Report

Lifeways Community Care

McAnany Avenue, South Shields

Feedback from residents and families/friends

**March 2026**



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Communal lounge at Lifeways Community Care

# 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 Lifeways Community Care in McAnany Avenue, 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

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 Lifeways Community Care was carried out on January 28, 2026.



Upstairs landing

# Findings

## Lifeways Community Care – McAnany Avenue, South Shields

The Lifeways Group provides support to adults with learning disabilities, autism, mental health needs and/or physical disabilities across the UK. The following information is taken from its service guide.

*McAnany is a purpose-built home for individuals living with learning disabilities. There are four spacious bedrooms complete with en-suite toilet facilities and a wet room with shower and bath which is shared between two individuals.*

*There are ceiling track hoists in each room which can also be used in the wet room areas. There is a large communal lounge area with seated dining area and conservatory.*

*McAnany also has a south facing front garden and garden area to the rear of the property. The garden area is secured by a gated entrance. There are parking facilities available for residents, staff and visitors but this is restricted where parking is not available then there is local parking on public roads.*

*There is lots to do in the area and residents love going for local walks to parks, the Glass Centre is a short ride away and of course South Shields pier which is always a hit. There are good transport links which enable access to all of the local amenities.*



An ensuite bedroom

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

## Resident survey

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

Both responded 'yes' when asked if they were treated well, and one followed this up by saying: *"It's great. I like Claire."*

Both also responded 'yes' when asked if they felt safe living there, and one followed this up by saying: *"I like it here. I have my own room and my music."*

When asked if they were happy with the care and support which they receive, both responded 'yes'. One followed this up by saying: *"I don't need anything else."*

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?

One resident responded: *"I go to Arts 4 Wellbeing on a Thursday and a Saturday. I go to Newcastle football matches when they are at home. I like all kinds of music."*

The other wrote: *"I don't join in with activities but they do get offered. I like shopping trips to ASDA and when my brother visits."*

The next question asked the residents if they were involved in their care planning? Both responded 'yes'. One followed this up by saying: *"The manager mentioned people support sessions, menus and activity planning where residents are involved."*

They were then asked if there were any changes they would like to make with their care and support? One responded: *"I want it just the same."* The other said: *"No changes."*

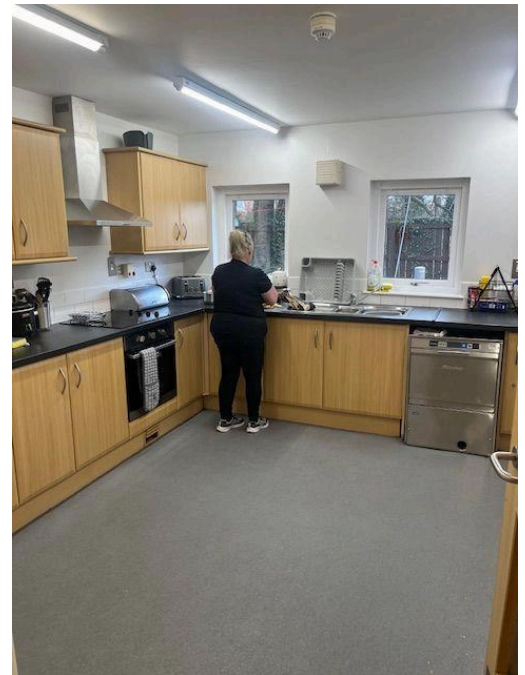
Finally, the residents were asked if they wanted to add any other comments. One respondent skipped this question and the other resident said: *"Been living here nearly a year."*

## Survey for relative/friend of resident

A survey for relatives/friends of residents at Lifeways asked six questions, each with the opportunity to comment further. One response was received.

The respondent did not make any written comments but answered in the affirmative to the following statements or questions:

- I feel that my relative/friend is treated with dignity and respect
- I feel that my relative/friend is safe
- I feel that the needs of my relative/friend are being met
- I feel that I am involved with care planning for our relative/friend
- When you have raised concerns or made a complaint was this dealt with appropriately?
- Overall, are you happy with the care and support that your relative/friend receives at this home?



Newly refitted kitchen

# Key observations

The home is spacious and homely. A new kitchen has recently been fitted, the rest of the home is clean and nicely decorated and there is an area for outdoor recreation.

Bedrooms have ensuite facilities and residents can make their bedrooms feel their own with the help of staff. Activities are available and residents are asked if they would like to participate or what they would like to do.

The two residents who took part in the survey were clearly happy with the care they received at Lifeways. Both responded positively when asked if they were treated well, if they felt safe living there, if they were happy with the care and support which they receive.

They also both said they were invited to take part in activities, were involved in their own care planning and did not wish to change any aspect of their care.

The one relative/friend who took part made no actual comments but responded positively to all the questions asked, as detailed above.

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

## Provider response

*“The Healthwatch visit was a very warm and inviting experience. The people we support rely on professionals working in partnership to ensure their voice matters.*

*The family's next of kin and the people we support found this very supportive, engaging, kind and confidential.*

*“They look forward to future visits, as does the team, who welcome future surveys to reflect the support for those we care for to reach their full potential from their feedback.”*

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