

It's My Home

Enter and View Report

North View, Jarrow
(St. John of God)

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 North View in Jarrow. 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 visits to North View were carried out on October 22 2025 and February 11 2026.



The living room at North View

Findings

North View is a six-bedroom residential service in Jarrow run by the St John of God charity.

The following information is taken from the service guide:

Five of the bedrooms are for people who want to live here on a permanent basis. One bedroom is a respite room for people who want to have short stays.

All bedrooms have wash basins. The respite room and some of the other rooms have overhead tracking to cater for those people who may require the use of a hoist.

The people who live at North View have decorated their bedroom to their own personal taste. This is also encouraged for future residents.

In the communal area of the house there is a large dining room which can sit up to eight people. The kitchen area is connected to the dining room via an open hatch. There is also a very spacious lounge.

The garden area is very spacious and has a patio area.

Visitors are welcome and there is plenty of parking space.

Who can use the service?

- *The service is registered for adults with learning disabilities, autism, physical disabilities and/or sensory impairment*
- *There are five people that live at North View and there is a sixth bed for people who require a short-term respite stay*
- *Some of the people we support have high care and support needs and require the care from others to meet their needs*

- *We specialise in supporting people that require specialist diets e.g. dysphagia and enteral feeding tubes*
- *We specialise in supporting people that have limited mobility and require the use of specialist equipment for bathing and hoisting*
- *We specialise in supporting people that have varying communication needs, including those that are non-verbal, including people with autism and/or cerebral palsy*
- *We specialise in supporting adults who may present with behaviour that challenges due to finding it hard to process communication or that find communication difficult*

What is provided at North View

- *Support with personal care and appearance*
- *Developing social skills*
- *Administering medication or support to help you to do this safely*
- *Advice and advocacy*
- *General counselling/emotional support*
- *Peer support, befriending and support with maintaining relationships*
- *Support with cleaning your room, if you wish*
- *Accessing the local community and facilities*
- *Shopping*
- *Support with meals and meal preparation*
- *Going to the doctors or to see other healthcare professionals for routine general health checks*
- *Support with some health appointments will require 1-1 support, which will be paid for by the funding authority or the hospital if you are admitted to hospital*
- *Staffing support 24-hours with sleep- in and waking night staff*
- *Emergency out-of-hours on-call system*
- *Bed linen and towels for our respite guests*
- *Each person's bedroom has a lock, if they would like privacy*
- *There is also lockable cabinets within each bedroom for people to secure personal belongings*
- *Lockable medication cabinets are also in bedrooms*

Holidays and outings:

We do not fund holidays, but we will support with the planning, sourcing and arranging of these

Visits to family and friends:

Staff will support people to visit family and friends but will not stay during the visit unless additional 1:1 funding has been agreed. This also applies to overnight support if this is required.

What is not provided at North View

Decorating your bedroom:

For long-term residents, you will be able to choose how you would like your room decorated when you move in. You will be required to pay for future redecoration.

Furniture in your bedroom:

We provide a bed and wardrobe. If you would like additional furniture, you will be required to pay for this

Additional toiletries:

Standard soap and shampoo is supplied by the service. You are required to pay for any additional toiletries that you would like outside of these.

Eating out:

A choice of meals is provided by the service. You will be required to pay for your own food if you would like to eat out.

Electrical items in your room:

A TV and hair dryer are provided for respite guests. All other electrical items are to be purchased or brought to the service for use.

Hairdressers:

We can arrange for hairdressers to come to the service or they can be accessed in the community. You will be required to pay for your hairdresser if you would like one.

Chiroprapist:

We can arrange for chiroprapists to come to the service or they can be accessed in the community. You will be required to pay for chiropody treatment if you require it.

Travel costs

All travel that is not routine should be paid for. This could include travel to visit family members, social/community outings, or healthcare appointments.

SJOG staff will not act as appointee for any person using the service. An appointee is a person chosen to receive welfare benefits or manage someone's affairs if they cannot do it themselves. The registered service manager can signpost you to support services if you require advice/guidance regarding assigning a suitable appointee.

Personal care

All aspects of personal care can be supported by your care and support team unless specialist care is required. This will be discussed as part of the assessment.

What is personal care? Here are some examples:

- *Assistance with washing and dressing*
- *Assistance with oral hygiene/cleaning teeth*
- *Assistance with toileting needs (all people using the service will have the opportunity to have a commode available in their bedroom if they wish)*
- *Removal of hair (where staff are unable to carry this task out a professional will be sought)*
- *Assistance with supporting you to clean your nails and access a chiroprapist*

All personal care will be done in a manner that promotes the charity's values and ensures each person's personal beliefs and dignity are at the centre of the support being provided

Each person will have a section within their support plan that has been agreed by them, their key people, the staff team and if needed, by other healthcare professionals.

This plan will ensure that the wishes and preferences of each person are known and done in a way that promotes independence.

All new staff will be appropriately trained before carrying out any personal care tasks. Staffing levels reflect the needs of the people using the service in relation to their personal care needs. The service provides safe staffing levels at all times.

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



The garden at North View

Resident survey

Residents at North View 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 and also if they felt safe living there, both responded 'yes'.

When asked if they were happy with the care and support they received, both responded 'yes'.

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?

Both responded:

"Going to London for my birthday. I like the disco, go to Sunderland and Newcastle for drinks and walks. Go out for lunch on a Friday."

"Going to the Metro Centre, swimming at Hebburn Central, bowling, going to the Day Centre. I like going to the disco each week, going out for coffee and baking. Go out with mam."

When asked if they were involved in their care planning, both responded 'no', making the following comments (presumably with support of staff):

"The manager reviews care plans and the resident's sister is called when any big changes are necessary."

"The centre manager reviews the care plan. The resident's mam is consulted if there are any big changes."

They were then asked if there were any changes they would like to make with their care and support? One answered 'no' and the other was unable to answer.

Finally, the residents were asked if they wanted to add any other comments. Both responded (again with support of staff), saying:

"I like doing the dishes and cleaning my bedroom. The carer joked with the resident as she said he often tried to talk her into doing it. The resident's family lives in America and visits two to three times per year."

"Yes, very happy. Having a Valentine's party. Chose the food. Going to have wine. Carer said that the resident is making a corned beef pie for the party. Resident very sociable and loves to party."

Survey for relative/friend of resident

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

Both 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.

Both respondents also said they felt involved with care planning and also said any concerns or complaints raised had been dealt with appropriately, although one clarified to say that they had never made a complaint or raised a concern.

Again, both respondents said they were happy with the care and support that their relative/friend received with one commenting:

"I am quite happy with the care and support my relative gets from the management and all the staff. They are so good with her."

Finally, in the 'any other comments' section there were no additional comments left.

Key observations

At our first visit in October we met the registered service manager Bernice Holohan and a colleague – both of whom were very welcoming.

There were four long-term residents; three were out for the day and one was at Sunderland Royal Hospital.

The home was well equipped, clean and bright and had recently undergone an internal repaint.

We were shown the kitchen, dining room and a resident's bedroom. This was very spacious and residents can use their own colour scheme and decoration, really making it their own.

We also saw the respite room, staff sleeping area, manager's office, living room, bathroom and specialist bathroom. There was ample parking and a pleasant outdoor area.

Most areas were equipped with some form of sensory equipment and all rooms had specialist equipment such as hoists and specialist beds.

There were black and white photos nicely framed in the corridor of current and past residents.

Each resident also has a painted picture of themselves outside their bedroom door, painted by a sister of a current resident who has now sadly passed away.

We were disappointed that there were no residents home, even though the visit had been pre-arranged. Surveys were left with the manager to be completed by residents and family/friends, to be picked up when completed.

We returned for a second visit in February, when we spoke with two residents who were accompanied by a carer.

The carer knew their routines and their likes and dislikes off by heart and laughed and joked with both residents. She was very patient and kind. It was a lovely visit.

The manager was unavailable during this second visit.

North View is a small facility and with responses from only two residents and two relatives/friends of the four currently residing there, the feedback we could obtain was limited.

However, it was clear that there was a caring and friendly relationship between both residents and the carer we met and that the residents' loved ones were very happy with the care they received.

We would like to thank both survey respondents and staff at North View/St John of God who assisted us to carry out this research.

Provider response

"Getting a good sense of how people feel about their quality of life, the support they receive and their day-to-day experiences really matters to us.

"Your surveys and conversations will give us helpful insight into what's going well and where we can keep improving. Having an independent view is always useful, and we really value the way Healthwatch helps bring residents' voices to the front."

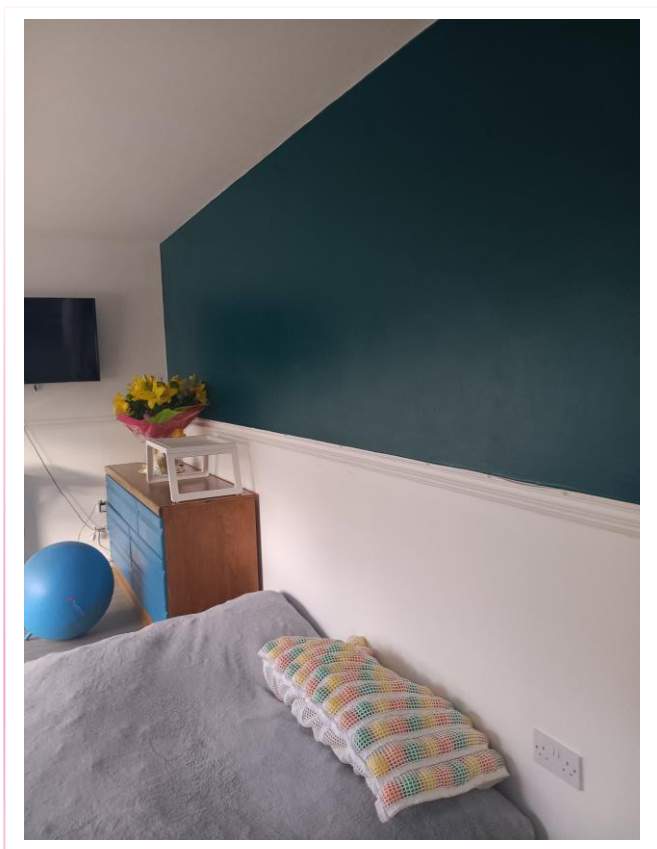
**Bernice Holohan, Registered Service Manager
North View (St John of God)**



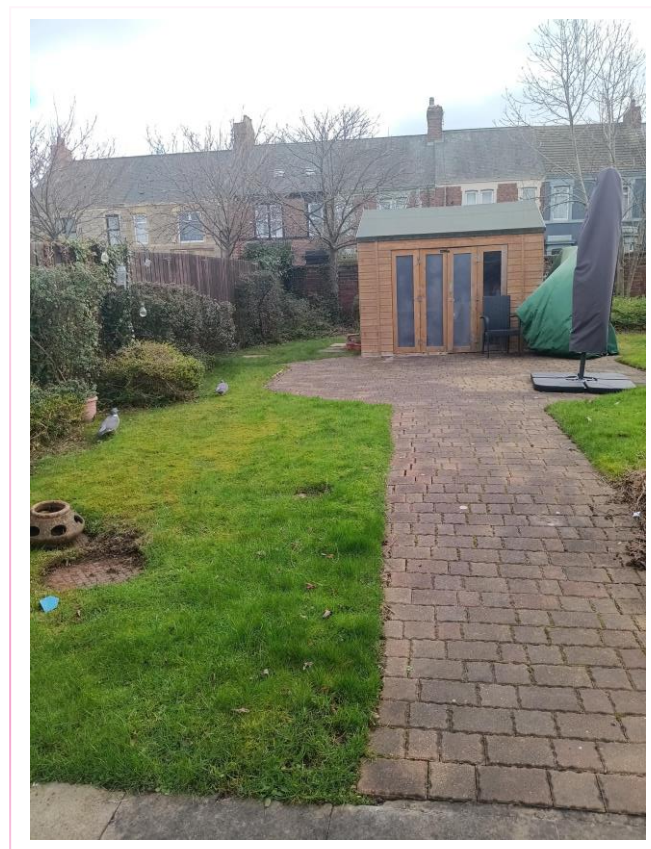
Kitchen at North View



Dining room at North View



A bedroom at North View



The garden at North View




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