

It's My Home

Enter and View Report

Wallace Lodge and Wallace Mews,
South Shields
(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 Wallace Lodge and Wallace Mews 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 visits to Wallace Lodge and Wallace Mews were carried out on November 11, 2025.

Findings

Wallace Lodge and Wallace Mews are registered as two separate facilities with CQC but are seen as one joint organisation with the provider Saludem Care & Education.

The following information is taken from the Wallace Mews service guide (both guides are virtually identical):

Wallace Mews is a residential facility in South Shields offering 24-hour support which specialises in supporting people with learning disabilities, physical disabilities and acquired brain injuries.

Wallace Mews is a 24-hour residential home for up to 18 adults in two purpose-built buildings. We support people with learning disabilities, physical disabilities and other complex needs.

We support people living in Wallace Mews to lead active lives in which their individuality, independence, dignity and respect are maintained.

About Wallace Mews

- *There is lift and wheelchair access throughout.*
- *All the rooms are spacious and are ensuite. Each room can be personalised.*
- *The bathrooms are equipped with hoisting throughout.*
- *The home boasts a large garden which is accessible to all.*
- *Within walking distances of shops, restaurants, leisure centres and the local beach.*
- *We have a good programme of in-house and outdoors activities including day trips, bakery classes, bowling, and monthly discos.*
- *Good transport links enabling easy access to further facilities within and around South Tyneside including Newcastle, Sunderland and Durham.*

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.

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 team is led by an experienced manager with many years of supporting people with learning disabilities and complex needs. The staff team are committed and focused on meeting the needs of the people they support.

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

Resident survey

Residents at Wallace Lodge and Wallace Mews were asked six questions, each with the opportunity to comment further, and six residents took part in the survey.

When asked if they were treated well and also if they felt safe living there, all responded 'yes'. Comments included:

"I have my own bedroom, it is nice."

"Me mam comes to see me all the time."

When asked if they were happy with the care and support they received, all six responded 'yes' and one left this comment: **"Some are helpful."**

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?

Comments included:

"I walk in the garden which is big and go to the sea front. I like to visit the garden centre and buy flowers for my sisters. I go the dentist and to the hairdressers. I watch TV, play games sometimes. I like to do puzzles of superheroes."

"No, I don't go out. I wouldn't like to go out because of my knee. I was in hospital for three or four days in August. Resident pushed me. Hairdresser stopped coming in. Staff paint my nails for me."

"I don't go swimming or to the gym. I go to Home Bargains. It's the place I like to go to."

"I go out to the seafront and talk with people."

"I like football, bowling, walking, going out for meals. Invited to join parties and activities in Wallace Mews but I don't want to."

When asked if they were involved in their care planning, five said 'yes' and one responded 'not sure'. Comments included:

"Now and then I am involved but I am happy."

"I tell the staff what I like and need."

"Happy with it."

They were then asked if there were any changes they would like to make with their care and support and comments included:

"The arrangements are ok."

"I like it here."

"A lot, I would like to go out."

"Happy with the staff now. Had issues with another carer who no longer works here."

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

"I like being here. I have visitors."

"Happy with my bedroom. Staff and people are nice. I am happy."

"I lost my dad recently, I like it here."

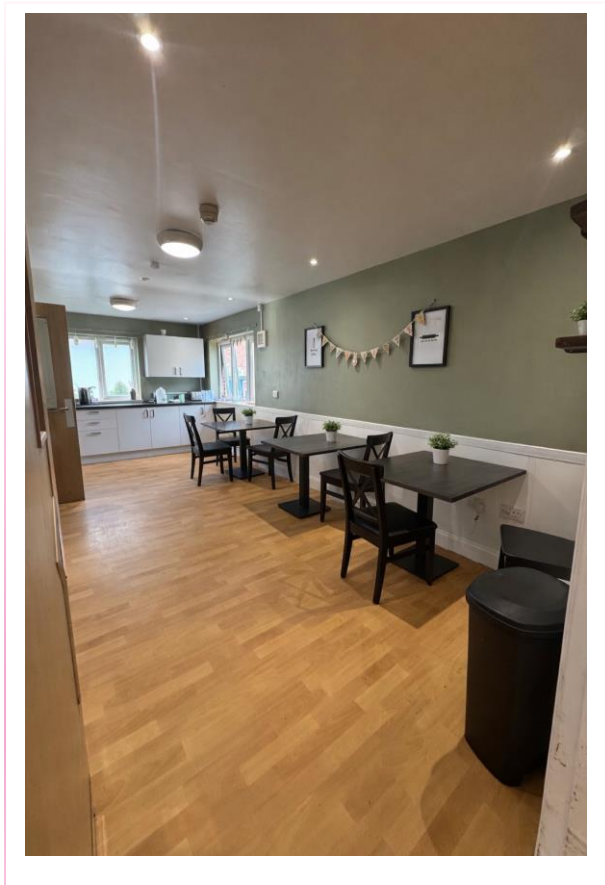
"I have a nice bedroom with a sea view. My sister visits me."

"Lunches are lovely. I watch T.V. My brother visits. I get on well with staff."

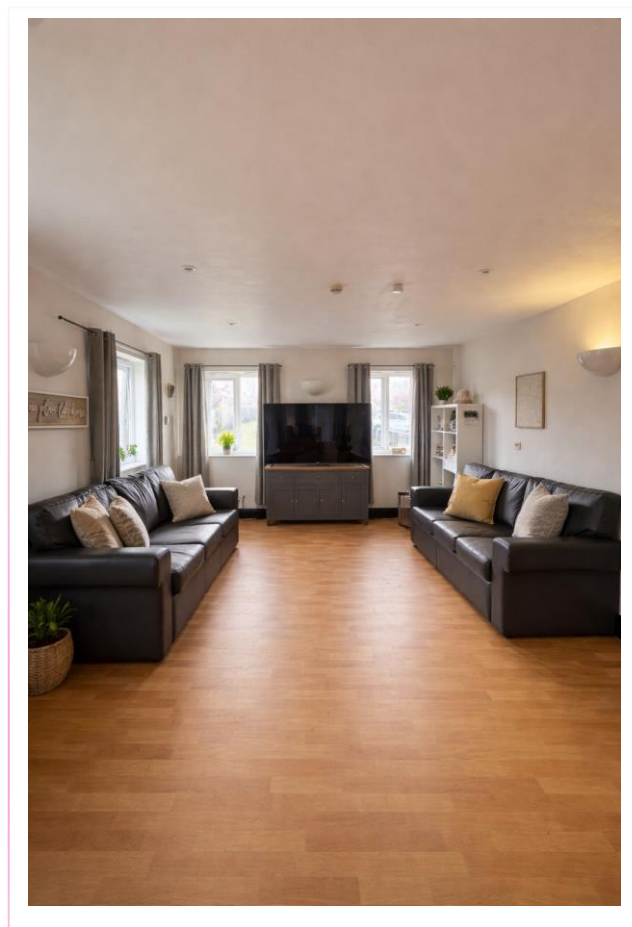
"I was moved from Wallace Mews into the Lodge as it is quieter. Can clash with one of the other residents."

Survey for relative/friend of resident

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



The dining room at Wallace Mews



The lounge at Wallace Mews

Key observations

At our visit to Wallace Mews in November we met the interim manager Abbey Newsome and two colleagues – all of whom were very welcoming and helpful.

They guided residents who were either on foot, in a specialist wheelchair or using a walking frame, one by one from the communal room into the manager's office, which she kindly vacated to enable confidential conversations.

There were 15 long-term residents, with all rooms occupied, with a mixed range of communication abilities.

We were able to chat with four residents; some were out shopping with lunch with staff support.

The home was bright and homely, and currently undergoing a conversion to an old downstairs bathroom to allow for more communal space. Funding has also been received to create a sensory room.

We were shown the kitchen/dining room, manager's office and living room. There is ample parking and a pleasant outdoor area and the facility is well situated for all amenities and nice walks.

The service information brochure states ensuite bathrooms but these were not viewed.

Residents all seemed very happy in this home and very willing to join us for a chat, even though communication was difficult at times. Due to the nature of their learning disabilities, questions on the survey were repeated several times with prompts given to help.

Residents were keen to tell us which family members visit them, forming a big part of their day.

Additional surveys were left with the manager to be completed by residents and family/friends, to be picked up when complete.

We then visited Wallace Lodge, where we met Alan plus a female colleague.

We were able to chat with three residents, with one of these gentlemen only able to answer yes or no. Abbey was emailed after the visit to ask if she could drop off one of the surveys to enable the brother to complete on his behalf.

It is a lovely and clean, spacious home with a huge garden.

Residents are taken out twice per week provided they have access to the bus, which is shared with Wallace Mews. Residents are invited to take part in all activities at Wallace Mews and have the option to attend.

A visit had been arranged for one resident to go to the dentist by taxi.

Again, the service information brochure states ensuite bathrooms, but of the three bedrooms we saw one was ensuite and the other two shared a bathroom.

Residents from both sites have staff support when they go out.

The vision for Salutem is for the care homes to avoid looking like a care home as this is the residents' home.

To give residents a more enriched life, they are taken on outings such as the hairdresser's rather than invite them into the home.

As can be seen from the various comments made, the six residents we spoke to at both homes were happy with the care they received and raised no issues of concern. Unfortunately no relatives/friends responded.

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

Provider response

Response here...




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