

# It's My Home

**Enter and View Report on  
eight specialist care homes**

Feedback from residents and family/friends  
**April 2026**



# Contents

Background	3
Methodology	5
Findings	6
Belgrave Terrace	6
Dean View Villas	8
Deneside Court	10
Fairholme	12
Harmony House	14
McAnaney	16
North View	18
Wallace Mews	20
Key observations	22
Provider responses	23
South Tyneside Council's Quality Assurance Team	26

# 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. 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 South Tyneside was 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.

Healthwatch was also advised of any communication difficulties and 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.

Individual Enter and View reports were written for each home which will be fed into their quality assurance process, adding an independent aspect to their findings. Each provider was given the opportunity to add their own comments to their report.

This report summarises the findings of the Enter and View visits at all eight homes.

## 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 (E&V) 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](#).



Outdoor recreation space at Deneside Court

# 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.

The questions included asking residents (and family and friends on behalf of the residents) if they were treated well, if they felt safe living there, if they were happy with the care and support which they receive, what activities they liked to do, if they were involved in their care planning and if there were any changes they would like to make with their care and support.

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.



Living room at North View

The visits were carried out between October 2025 and February 2026.

# Findings

## Belgrave Terrace

Managed by Potensial (trading as Potens), Belgrave Terrace provides support to adults with learning disabilities such as autism and additional complex needs, including residents with a dual diagnosis of learning disability and mental health.

It is an old Victorian house near South Shields seafront with four floors, a self-contained basement, small front garden, large back yard and a large spacious communal room. It has eight personal bedrooms as well as communal facilities.

Belgrave Terrace offers permanent care and respite care which is person-centred. The eight residents, each with a single room, range in age from 18 to 65 years.

The Healthwatch E&V team were met at our visit by Registered Service Manager Joy Kerr plus two other staff members, who were all very welcoming and helpful. We were shown the kitchen, dining room, living room and two residents' bedrooms which were spacious and decorated to their choice.

The home was well equipped, clean and bright with some cluttered areas, just like the average home.

Seven residents at Belgrave Terrace took part in the survey and the eighth resident, who had gone on an outing, left a letter for us.

All responded 'yes' when asked if they were treated well and six residents also responded 'yes' when asked if they felt safe living there. One said 'no', citing bedroom issues with another resident and we were told they wanted to live alone.

When asked if they were happy with the care and support which they receive, six residents responded 'yes' and one did not answer.

The residents were then asked what activities they liked to do and answers included going out with staff to the beach, shopping, cinema, bowling and meals. There were mixed responses to the question asking the residents if they were involved in their care planning. Three responded 'yes', two 'no' and two 'not sure'.



Living room at Belgrave Terrace

Asked if there were any changes they would like to make with their care and support, responses ranged from *"No, all is fine"* and *"I am quite happy here"* to *"I would like to more during the day"* and *"All I want to do is move out"*.

When the residents were asked if they wanted to add any other comments, two mentioned a holiday to Egypt with the manager in 2024 and another said they felt "content" and enjoyed the sea view from their bedroom.

There were no responses to a survey for relatives/friends of residents.

With one exception, residents at Belgrave Terrace were very positive about the care they received and the freedom they had. There appeared to be a range of activities, dependent on individual preference and level of independence and the impressive trip to Egypt was clearly a highlight.

Four of the seven respondents were unclear about their own care planning, which may be linked to their learning disabilities, but their care plan should be explained to them in a way they understand.

View the full report [here](#).

## Dean View Villas

Dean View Villas, managed by Community Integrated Care, provides support to adults with challenges including visual and hearing impairment, autism and learning disabilities. Many are wheelchair users and require physical support to be as independent as possible.

The home in John Williamson Street in South Shields comprises two bungalows called Villa One and Villa Two joined by a laundry room and an office. There is a large mature private garden.

Villa One consists of four bedrooms, a sitting room, dining room, kitchen, wet room, separate toilet and a conservatory. Villa Two has four bedrooms, a sitting room, dining room, kitchen and bathroom with adapted bath and separate toilet.

On arrival the E&V team met Manager Christina Kerr who had been in post three months and some of the other staff, who were all welcoming. There is a team of 24 staff, with five working each day and two staff in each villa during the night.

At the time of the visit there were seven residents in the two properties, which are both accessible via a corridor. There was a lovely sensory room, two kitchens and two dining rooms with one laundry. Each resident has their own bedroom with a shared bathroom. Each room was bright and clean. Residents who are able are encouraged to cook. Two residents took part in the survey.

When asked if they were treated well, one responded 'yes' and the other 'no'. This resident told us about an incident with a member of staff which led to police being called. That member of staff is no longer there and the new manager said she was not aware of the incident when asked.

Similarly, when asked if they felt safe living there, one responded 'yes' and the other 'no'. But both respondents said they were happy with the care and support which they received.

The residents were then asked what activities they liked to do. One responded that they

liked to go shopping and that staff went with them for support. The other resident said they did crafts every week and went to a salon to get her nails done.

When asked if they were involved in their care planning, one responded 'yes' and the other 'no' – adding *"I can't read."*



The lounge at Dean View Villas

They were then asked if there were any changes they would like to make with their care and support? Both said 'no', adding that they were happy. One resident made a further comment: *"I like being here, getting looked after and going out."*

There were no responses to a survey for relatives/ friends of residents.

Of the two residents that we met, one was very happy living at the home. The other told us that she didn't like a particular member of staff, but she had now left. She liked going shopping with the support of staff, which made her happy.

The interests of residents were supported by staff such as the availability of arts and crafts or going to a salon to have their nails painted. The manager informed us that they were waiting for the delivery of two new wheelchair accessible cars to assist with taking residents out for appointments, visits and outings.

With only two respondents and somewhat inconsistent answers from one (saying they were not treated well and did not feel safe but did not want to change anything because they were happy), only limited findings were possible.

View the full report [here](#).

## Deneside Court

Deneside Court is a purpose-built registered care home in Jarrow which provides residential and nursing care for men and women.

It has 40 living spaces comprising of bedrooms and apartments with ensuite facilities, split across four units over three floors, along with accessible bathing and showering facilities and ground floor communal lounges with a kitchen area.

Each resident has a personal care and support plan based on a thorough assessment of their individual needs and a named nurse and key worker to co-ordinate the plans of care.

Other services for residents include meals provided by a qualified chef, a personal laundry facility, a hydrotherapy pool and a caddy for excursions.

Nine residents took part in the survey. Eight were positive in their responses about being treated well, feeling safe living there and being happy with the care and support they received – with one negative.

Comments included:

*"Don't like the place. They take my money, the other residents. Staff don't help."*

*"Lack of communication with staff and residents. Staff don't communicate."*

*"Nice staff. Get on well."*

*"I should get 12 hours one-to-one. Staff play on their phones and walk behind me."*

*"Look after me. All lovely."*

*"Staff are caring. Can speak to people."*

All nine responded when asked what activities they liked to do. Comments included:

*"Going to the MetroCentre shopping. Ask staff and they will take me."*

*“Watch films and play board games and bingo. Go to the pond, look after the swans. Go out with my camera and take photos of birds. Good for mental health.”*

*“Look around the shops. Meals out with staff. Can’t stand bingo. Games if I want to take part.”*

When asked if they were involved in their care planning, five responded ‘yes’, two said ‘no’ and the other two replied ‘not sure’.

There was one response to our survey for relatives/friends of residents, which was positive and included this comment:

*“Deneside Court is good for my relative as all the current staff are lovely with him.”*

We experienced two very contrasting visits. During the first no senior staff were available to spend quality time with us, despite the visit being planned well in advance. We thought the home felt disorganised, with staff not really knowing what was going on.

At the second visit the home felt calm, staff were relaxed and we were made to feel very welcome by everyone they met. There is clearly a lot of effort made to provide residents with a wide range of activities both inside and outside of the home, as detailed in the positive survey responses.

However, we would recommend certain improvements to ensure the facility fully lives up to its billing. It did feel during our visits that it lacked a little warmth in communal areas in terms of décor and there were some comments made by residents about lack of communication with staff which may be worth further investigation.

View the full report [here](#).



The hydro pool

## Fairholme

Fairholme is a 24-hour residential home for up to 21 adults, supporting people with mental health needs.

Located within a two-minute walk from South Shields beach, it 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.

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.

In its own grounds with a paved area at the back, Fairholme also has a fully equipped kitchen and laundry facilities, where people supported are encouraged to utilise and develop daily living skills.

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

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 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. All residents we spoke to were very positive about both the accommodation and staff. They commented on how friendly and approachable staff were.

Nine residents took part in the survey.

All nine agreed they were treated well, felt safe living there and were happy with the care and support they received. Comments included:

*"Get well looked after. Staff are always here for me. They are all good people."*

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

*"Staff are kind and friendly."*

*"I'm in good hands."*

They also all responded when asked what activities they liked to do.

*"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."*

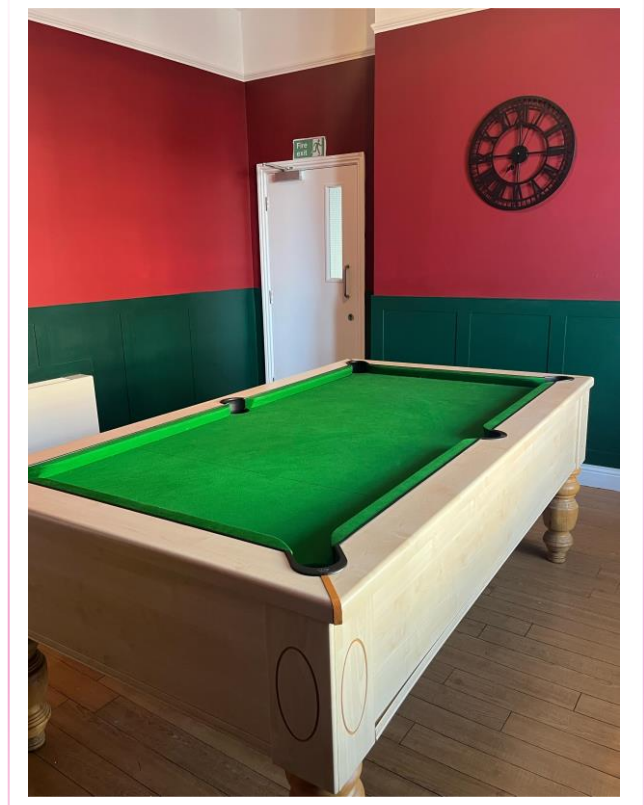
*"Go out with dad to the MetroCentre and other places. Go out with my son at times. Go shopping and go for something to eat. If the staff are free they can go with me."*

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

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.

View the full report [here](#).



The games room at Fairholme

## Harmony House

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.

On arrival we met the manager Lynn McMillian, who has worked at Harmony House for five years and had recently been promoted. Staffing is structured so that there are two staff members at all times in each annex.

There is a large lounge area, games activity area and dining area. Harmony House also has a fully equipped kitchen and laundry facilities, where people supported are encouraged to utilise and develop daily living skills.

Situated in its own grounds with garden area, the home is within easy reach of local amenities including shops.

Seven residents took part in the survey.

All seven responded positively when asked if they were treated well, felt safe living there and were happy with the care and support they received. Comments included:

*"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."*

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

All seven responded when asked about activities they liked to do. 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 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'.



The garden at Harmony House

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:

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

*"I'm home."*

There were three surveys completed by friends or relatives of residents. All three were positive about them being treated well, feeling safe living there and being happy with the care and support they received. Comments included:

*"It is a lovely place. Staff are very caring and supportive."*

*"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."*

We were shown the skills kitchen where residents are shown how to be self-sufficient. 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.

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.

View the full report [here](#).

## Lifeways Community Care – McAnany Avenue

The Lifeways Group provides support to adults with learning disabilities, autism, mental health needs and/or physical disabilities across the UK.

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.

McAnany also has a south facing front garden and garden area to the rear of the property secured by a gated entrance.

Two residents took part in the survey.

Both responded positively when asked if they were treated well, felt safe living there and were happy with the care and support they received. Comments included:

*"I like it here. I have my own room and my music."*

*"It's great. I like Claire."*

Asked about what activities they liked to do, 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."*

Neither wanted any changes to their care and support package.

We received one completed survey for relatives/friends which answered all questions positively but did not add any further comments.

We found the home was spacious and homely.

A new kitchen had 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.



Communal living room at McAnany Avenue

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.

View the full report [here](#).

## North View, Jarrow – St. John of God

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

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

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 spacious lounge and a large garden with a patio area.

The service is registered for adults with learning disabilities, autism, physical disabilities and/or sensory impairment.

We made two visits to North View. At the first in October 2025 no residents were present, although we were able to talk to the registered service manager Bernice Holohan and a colleague.

We found 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.

We returned for a second visit in February 2026, 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.

Both residents responded positively when asked if they were treated well, felt safe living there and were happy with the care and support they received. When asked what activities they liked to do, they responded:

*"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."*



The spacious gardenThe spacious garden at

When asked if they were involved in their care planning, both responded 'no' and 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.

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 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."*

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.

View the full report [here](#).

## Wallace Lodge and Wallace Mews

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

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.

It accommodates up to 18 adults in two purpose-built buildings.

The service guide says the home supports residents to lead active lives in which their individuality, independence, dignity and respect are maintained.

Facilities highlighted include lift and wheelchair access throughout, ensuite bedrooms, bathrooms equipped with hoisting and a large, accessible garden.

The guide also states that the home has “a good programme of in-house and outdoors activities including day trips, bakery classes, bowling, and monthly discos”.

The E&V team visited Wallace Mews in November 2025 and 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.

We then visited Wallace Lodge, where we were able to chat with three residents, with one of these gentlemen only able to answer yes or no.

The four residents who completed the survey all responded positively when asked if

they were treated well, felt safe living there and were happy with the care and support they received.

When asked what activities they liked to do, answers included walking in the garden, going to the sea front, visiting the garden centre and going out for meals. Three said they were involved in their care planning and one responded 'not sure'.

Other comments included:

*"I like being here. I have visitors."*

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

*"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."*

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

The vision for Saludem 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.

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.

As can be seen from the various comments made, the four residents who completed the survey were happy with the care they received and raised no issues of concern.

View the full report [here](#).



The dining room at Wallace Mews

# Key observations

We visited eight specialist care homes and 44 residents and seven relatives/friends took part in the survey.

As the eight individual reports demonstrate, the vast majority of residents and relatives/friends who spoke to our Enter and View team and/or completed the questionnaire were very happy with the care they received.

Staff we met clearly work hard and demonstrate a caring attitude towards the residents they support, who have a wide range of needs.

The efforts made to ensure the people in their care had as fulfilling a life as possible ranged from a holiday to Egypt to a chef described as a 'lovely man' who always tried to accommodate residents' personal preferences at mealtimes.

We saw various examples of good practice which we felt could be shared with other specialist care homes in the borough – nice touches such as photos of current and past residents on display at North View and Wallace Mews taking residents out to hairdressers rather than having them come to the home.

In addition, we felt some homes achieved a particularly good rapport between staff and residents as detailed in the individual reports.

We did encounter one or two issues with pre-arranged visits where either key staff or residents were not available, which necessitated return visits.

Recommendations in individual reports include improved communication with residents, a little more warmth in the décor and ensuring where possible residents have a full understanding of their care plan.

We'd like to thank all staff for their assistance at the visits and all residents and their relatives/friends who completed the survey.

# Provider responses

Six of the eight homes provided written responses included in their reports.

*“The person who we support who is unhappy with the care that they receive wants to live on their own. We are striving to achieve this outcome with the help of the local authority, family and advocate.*

*“The nominated key workers will go through the care plans with the people that we support to ensure that they understand in full.*

*“We will also continue to strive to achieve the best possible outcomes for all of the people that we support, ensuring that they all reach their goals and aspirations, focusing on strengths, personal goals and community participation.*

*“We welcomed the visit by Healthwatch and your valuable insights. Having an independent view is always useful, and we really value the way Healthwatch helps bring residents’ voices to the front.”*

Joy Kerr

Service Manager – Belgrave Terrace & Kensington Hall

*“After reading the report, I agree with everything that was stated. Unfortunately, one of the residents wasn't in a great mood that day. The visit went very well and was lovely to meet Sheila and her co-worker; they were welcomed by all the residents.*

*“Dean View Villas is a lovely service and was great to get good feedback from Healthwatch.”*

Christina Kerr

Service Leader, Community Integrated Care

*“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

Registered Manager, Fairholme (Salutem Care & Education)

*“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)

*“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.”*

*Claire Edmed, Registered Manager Lifeways Group*

*“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)*

We did not receive responses from Deneside Court and Wallace Mews.

# Response from South Tyneside Council's Quality Assurance Team

To follow...




# healthwatch


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