

Castle Dene Respite Centre Enter and View Reassessment

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Re-examination in March 2026 of
the Recommendations from the
June 2025 Enter and View Report

Overview

Healthwatch Newcastle produced a report in June 2025 following on from two announced Enter and View visits on the morning of Monday 05th June 2025 and Monday 23rd June 2025.

During the visits two Authorised Representatives collected feedback in total from 4 service users, 7 carers, and 8 staff members. Survey questions were designed to be open and balanced also split into subcategories including, overall experience, change, communication, choice, and care. Healthwatch Newcastle collected written feedback and verbal feedback.

As a part of the visit Authorised Representatives made visual observations. These observations focussed on looking at the external environment, the internal environment, and staff interaction with service users. All feedback and observations were used to inform the nine recommendations put forward by the Authorised Representatives.

During the planning stages of the first Enter and View visit, the Care Quality Commission (CQC) rated the service as “good” for being safe, responsive, caring, and well led. However, the rating for the effectiveness of the service, changed from being “good” to “requires improvement”.

Healthwatch Newcastle’s Enter and View team followed up with Castle Dene Respite Centre management on 04th February 2026 to discuss the previous recommendations and to find out what changes had been made since the previous visit.

Castle Dene Respite Centre management informed Healthwatch Newcastle that since the Enter and View visit, many changes have taken place. This report re-examines the recommendations and outcomes from the June 2025 Enter and View report.

Recommendation:

To ensure all staff members are kept up to date after staff meetings.

Outcome:

Management advised that all employees (particularly those who weren't able to attend the staff meeting) are now informed of decisions made and actions that need to be undertaken following a staff meeting. This is done via group emails and production of staff meeting notes. It is evident that employees are checking emails ensuring cohesion and clear awareness for all. The new communication book within the service further identifies such agreed approaches within the staff meeting. Individual supervision of employees reiterates key messages to employees.

A representative from Healthwatch Newcastle attended Castle Dene Respite Centre and observed the new communication book, which reflects the updated approaches being implemented. However, due to General Data Protection Regulations (GDPR), there is no documentary evidence that can be directly shared in this report.

Recommendation:

Ensure relevant policies and procedures are communicated to carers on arrival.

Outcome:

The service's initial assessment document has been revised, ensuring that all service policies and procedures are clearly accessible and easier to understand for newly referred people and their family carers. The service has improved the protocol in the event of people needing to visit Hospital whilst during their respite stay at Castle Dene Respite Centre. The service has also provided further notice to existing attendees of Castle Dene Respite Centre and their family carers to ensure there is clarity for all.

Recommendation:

Castle Dene Respite Centre staff to continue to provide person centred care and expand on activities and personal interests of service users.

Outcome:

Castle Dene Respite Centre continues to operate a social, sensory based and therapeutic service which is both meaningful and attentive to people's needs, interests and aspirations.

Since the Enter and View visits in June 2025, the service has renovated the garden, ensuring there are constant opportunities to be stimulated by the many features within the garden, and the service continues to source weekly transport from Newcastle City Council's Transport team to provide enriching community outings for people.

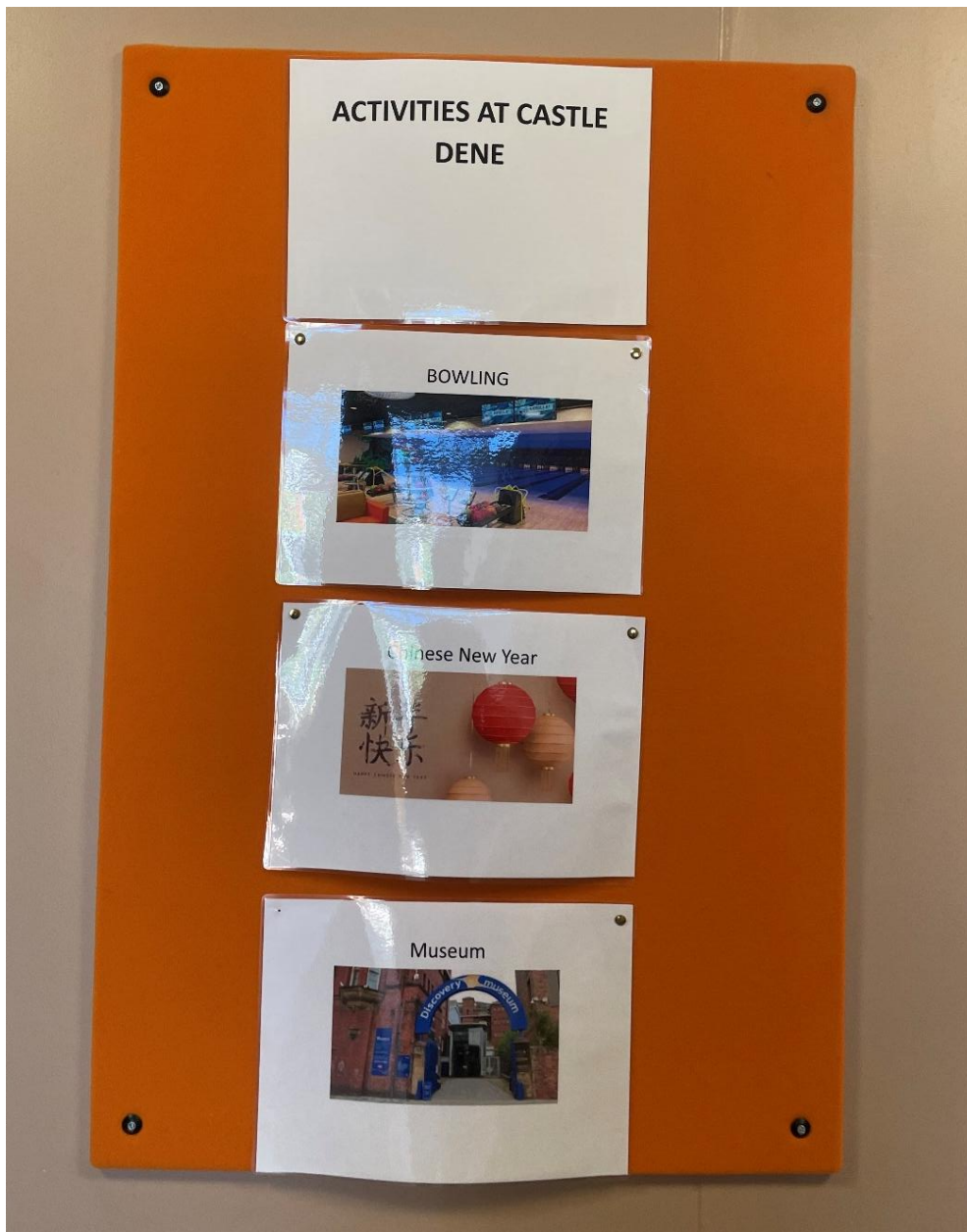
The service is currently working towards developing an artwork display, where every picture and has a narrative which gives credit to the attendee at Castle Dene Respite Centre who produced it. The service has scheduled an Art Show for late Summer / early Autumn 2026, when the service will invite artists, their family carers and key stakeholders into Castle Dene Respite Centre to showcase the artworks.

A representative from Healthwatch Newcastle attended Castle Dene Respite Centre in February 2026 and took the below photos highlighting the refurbished gardens, activities available and the welcoming spaces.









Conclusion

Healthwatch Newcastle are pleased to confirm that Castle Dene Respite Centre management team have acted upon the Enter and View report from June 2025. As a result, all of the recommendations have been met within the 6-month timeframe, which is set by Healthwatch Newcastle to follow up with providers after having undertaken an Enter and View visit.

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