

Dignity in Care Annual Report

Enter & View Visits to Adult Care Homes

April 2017

What was the project about?

We wanted to talk to those who live and work in care homes about whether they felt that dignity was at the forefront of life.

Dignity in care means the kind of care, in any setting, which supports and promotes, and does not undermine, a person's self-respect regardless of any difference. Or, as one person receiving care put it more briefly, 'Being treated like I was somebody'

Policy Research Institute on Ageing and Ethnicity/Help the Aged, 2001

Our project manager, along with a team of volunteers, looked at dignity from a lay person's point of view and observed and listened to what dignity meant to different people and how it could be improved.

Why did we do the project?

Healthwatch Bucks were commissioned by Buckinghamshire County Council to report on the way dignity is considered in Buckinghamshire adult care homes between April 2016 - March 2017. We looked to:

- give service users and their carers a voice about their views and experiences of dignity
- make recommendations for improvements and highlight good practice
- publicly share information to help people make choices about the care they may need

What did we do?

We made 24 unscheduled Enter and View visits to individual care homes looking to evaluate Dignity in Care across 5 categories - how people are treated, personal choice, like being at home, privacy and personal choice.

Each care home received a letter, giving up to 14 days' notice of our intention to visit, but not the date or time. We spent up to 2.5 hours observing what when on and talking to staff, residents and carers about dignity in care. Overall we spoke to 275 individuals and observed nearly 400 residents, staff and visitors; without our visits some of these residents, especially those who receive no visitors, may not have had this opportunity. After the visit, we wrote an individual report on each care home, which normally included a set of recommendations. This

was then sent to the care home manager, who had the opportunity to provide a response to our recommendations prior to publication. The report was then published on our website. At the end of the year we followed up with each care home to find out what had changed as a result of our recommendations.

Individual care home reports can be read here: <http://www.healthwatchbucks.co.uk/dignity-care-reports-0/>. More details about the project can be found in Appendix 1 and a high level summary of each report, individual recommendations and subsequent action by each care home in Appendix 2.

What did we discover?

This section looks at our findings against each of our report categories in turn.

Overall

Our observations were generally positive:

- 70% of the care homes visited were rated 4 and 5 stars, with the rest receiving 3.
- No challenging behaviour was seen or issues raised necessitating any calls to the Adult Safeguarding Board.
- There were some excellent examples of dignity in care which are reflected in the sections below.

We did also find some poor examples - these were often linked to low staff numbers, a high proportion of agency staff who did not know the individuals in the care home, or a lack of knowledge or interest in maintaining individual's independence or self-esteem.

Key findings about how people are treated



- Many staff are relaxed, confident and gentle, knowing residents' names and all about their lives. We heard staff explain what would happen next and ask individual's opinions as well as checking residents were comfortable.
- Many homes have residents' and relatives' meetings with staff and the manager.
- However, sometimes, in certain units, we heard and saw no interaction between residents and staff and in others little interaction.

Key findings about personal choice



- Most care homes allow residents to spend their time wherever they would prefer to be including where they would like to eat their meals.
- Some homes have an extensive range of options especially regarding how individuals can spend their time. Others have few or no options and in several homes, we were told there were meal options but menus either showed no alternatives or residents said there were none. Access to a range of drinks was an issue in some homes.
- Several homes did not display enough pictorial options to empower those living with dementia, acquired brain injury, sight loss or learning disability. For example, written menus were available for relatives to read but did not aid the independence of some of the residents.

Key findings about just like being at home



- Overall, we found homes clean, tidy and well decorated with nice outdoor spaces.
- All allowed relatives and friends to visit when they liked.
- Many residents living with a learning disability often went out of the homes to day care centres. However, in several homes where older people lived, some residents were totally dependent on visitors and/or taxis to take them out. This was often impractical if they needed a wheelchair so the residents became house bound.
- Some care homes embrace the involvement of residents in everyday or past activities like laying the table, baking, gardening etc. whilst others seemed to find this too time consuming or are too risk averse.

Key findings about privacy



- Personal care took place behind closed doors.
- Staff asked residents to accompany them to their rooms if they wanted to discuss something in private.
- Overall, staff remembered to knock on doors and wait for an answer before entering.
- Most residents told us their privacy was respected but some felt they had no privacy.

Key findings about quality of life



- Many homes seem to depend on activity coordinators doing all the activities rather than just coordinating them. This was a problem where the post was empty or only filled part-time. Some care homes had no activities going on when we visited and some seemed to have very little to stimulate individuals on a weekly basis.
- Whilst some residents wanted to keep to their own company and others such as those who were bed-bound could only manage one to one activities, many residents we spoke to wanted more going on. We recommended 11 care homes increase the range of activities on offer.
- However, some care homes are very creative e.g. an impromptu campsite set up in the foyer, wedding day photo noticeboards to encourage conversations amongst residents living with dementia, bringing in local community groups.
- Most care homes had visiting opticians and GPs but accessing NHS dental care for some residents was difficult either because of financial issues such as paying for transport or because they are house bound.

What has been the impact of these visits so far

Over the last 12 months, change has already occurred because of our recommendations.

What we've done

- We have written and distributed copies of two good practice papers “Deciding for Yourself” (using cues to help care home residents retain independence) <http://www.healthwatchbucks.co.uk/2016/09/deciding-for-yourself/> and “Maintaining Self Esteem” (using meaningful activities to promote the health and wellbeing of care home residents) <http://www.healthwatchbucks.co.uk/2016/11/good-practice-guide-meaningful-activities/>.
- Having been told of activity coordinator posts being empty or staff off sick, we held a networking event on meaningful activities to support care home activity coordinators (Oct 2016). “I am going to encourage & concentrate on care staff moving away from tasks” (attendee)
- We facilitated a workshop for care home staff working with residents who live with complex needs. Attended by 25 staff from 18 care homes, 86% of them said they would make changes because of the workshop. “Thank you for hosting the meaningful activities workshop. I think we all had a great day. We went away with lots to think about and it was nice to meet other people who are like minded”
- Copies of our reports have been sent to 38 GP surgeries across Buckinghamshire. We have also spoken at Carers Bucks Hub meetings and on Wycombe Sound.

What care homes have done

- Most care homes appreciate independent visitors trying to help them improve their service: “We would like to thank Healthwatch for their tactful and respectful approach with our residents and can say that it was not an intrusive process and very helpful.”
- Some have made significant changes because of our reports (Appendix 2), for example:
 - ✓ 4 homes have introduced pictorial menus and 2 others pictorial weekly activity charts to aid those who cannot, or can no longer, read.
 - ✓ 2 care homes have improved access to drinks between meals and 1 has improved the appearance of pureed foods
 - ✓ 4 care homes are now engaged with third party groups such as Bucks Vision to enable residents to lead a more fulfilling life
 - ✓ 4 new activity coordinators have been appointed
 - ✓ 2 care homes are considering ways to finance a minibus
 - ✓ 2 care homes have redecorated parts of their buildings
- Changes are more far reaching than just one year. Avondale care home was visited in July 2015 “Since our visit we have implemented a sit and see service, where once a month one of our relatives, who is a trained sit and see volunteer in the hospital, visits a unit and observes care in relation to dignity and respect; so continues the great work started by Healthwatch Bucks.” (Shaun Canavan, manager)

What others have done

- The Quality in Care team at Buckinghamshire County Council have, this year, added a workshop on Person-Centred Activities and a study day on Sight Loss Awareness to their training directory

- Members of the public have told us how our reports have helped them find suitable care for their loved one. “For me, the experience showed that the Dignity in Care project really is working in the community. The information on the Healthwatch Bucks website was accessed easily by everyone. Also, knowing that volunteers, with no specific care home expertise or agenda, had visited (x care home) and written an informed, but impartial report, was a valuable addition to the more formal CQC reports.”
- “The CQC really appreciate the dignity in care reports produced by Healthwatch Bucks following their visits to local care homes. The reports offer a valuable additional source of information for us, as well as for those looking for care homes, and we make use of them as part of our scheduling and inspection process. The independence and lay perspective brought by the Healthwatch volunteers is important to CQC.” (Daniel Lloyd, Care Quality Commission Inspection Manager)
- More relatives are feeding back their experiences about care homes on our website

What our volunteers say

- “What I like about being part of the DIC project is that it is interesting but also the training is good and there is a real sense that we should be continuing to widen our horizons/learn”
- “In anticipation of my retirement I began to think about what area of meaningful and interesting work I could do. I was struck by the fact that Healthwatch Bucks was going to listen to people, take note of their comments and do something about them. Happily, I was accepted as a volunteer and joined a group of enthusiastic and very supportive staff and volunteers. The projects I have been involved with have been rewarding and interesting and have given me a greater understanding of issues faced by people in all walks of life. It has been and continues to be a role I value and very much hope I can do more in the future.”

Our recommendations

Each care home has been given its own set of recommendations based on what we saw and / or heard. The action taken because of these, can be seen in summary in Appendix 2.

However, there are also some areas where we believe improvements could be made across several care homes. To improve the dignity of those living in adult care homes, we would recommend all care homes:

1. Adopt a culture of collective responsibility for residents living a meaningful life whilst living in any care home. It should not just be the responsibility of the Activity Coordinator to provide meaningful activity within a care home but part of the mindset of all staff.
2. Ensure residents are involved in the care home in small ways such as laying the table but also in more wide reaching ways such as being actively encouraged to lead residents’ meetings and feel their involvement is welcome, needed and helpful in all areas.

We would also recommend that Buckinghamshire County Council:

1. Creates more opportunities for care home staff to network on particular topics in medium size groups. When asked what an activity coordinator was going to do following our meaningful activities workshop, one piece of feedback was “Network more, be less risk averse, be more creative and work with staff to be less helpful”. After our workshop on the same subject another activity coordinator said it was “nice to talk to others who are working

for different companies” Networking enables staff to bounce ideas off others, challenge thought and practice as well as reinforce when they are doing a good job and where they could improve.

2. Compiles a directory of third sector and other groups who can offer support to care homes e.g. Bucks Libraries who lend books and reminiscence boxes, the local Macular Society groups, Bucks Vision etc. as we frequently recommend care homes contact a similar set of community and support groups.
3. Produces a guide for those looking for care, including the process of what to do and what to look for including signposting to our Dignity in Care reports, Age UK, Alzheimer’s Society etc. Independent Age found that “(22%) of all British adults say they wouldn’t know where to look first if they needed to find information on a care home. ... Not knowing where to start can increase the pressure even more at a time when other parts of the health and care system are expecting families to make a speedy decision.”

What are we doing to ensure these are delivered?

We will:

- Follow up with care homes we have visited recently by 30th June, to see what action has been taken because of our reports.
- Continue to write good practice papers and organise networking events and training opportunities where we identify a need
- Send our recommendations to Buckinghamshire County Council and work with them to ensure actions are taken

Appendix 1 - More details about the project

We visited 24 adult care homes across the county, which provide care for individuals with learning disabilities and/or epilepsy (5), acquired brain injury (1), and others providing residential (6), or nursing (12) care for older people including those living with dementia. Over the year we spoke to 137 residents, 32 visitors and 106 staff and observed further 262 residents, 13 visitors and 112 staff.

On arrival, we asked to see the person in charge before we spoke to anyone and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons. Between 2-4 authorised representatives observed and talked to residents, visitors and staff and at the end of the visit, we asked any questions if a senior member of staff was available. We have ensured that views have been reported anonymously and where this was not possible we have not included the response in any report. We only report what we see or hear during the time of our visit and no CQC or other reports are read prior to any visit. Following the visit, the draft report was sent to each provider and their comments included in the final report. For all homes visited in 2016, we have also asked for further feedback to highlight what changes have been made subsequently.

Out of the 24 care homes visited, we found:

| | 3 star | | 4 star | | 5 star | |
|-------------------------------|--------|-------|--------|-------|--------|-------|
| How People are Treated | 6 | 25% | 12 | 50% | 6 | 25% |
| Personal Choice | 10 | 41.5% | 10 | 41.5% | 4 | 17% |
| Just Like Home | 10 | 41.5% | 12 | 50% | 2 | 8.5% |
| Privacy | 3 | 12.5% | 11 | 46% | 10 | 41.5% |
| Quality of Life | 9 | 37% | 11 | 46% | 4 | 17% |

- The best performing categories, we found, were Privacy and How People are treated
- However, there are opportunities for improvement in Personal Choice, Just Like Home and Quality of Life. Sometimes there was little evidence seen that individuals were being encouraged to participate in the life of the home and little thought was being put into how to improve the self-esteem or independence of individuals.

Acknowledgements

We would like to thank all the residents, their visitors and staff in every care home we visited for sharing their experiences of care with us and allowing us into their home. Our thanks also extends to the 13 Enter and View volunteers for their time, thought and all their hard work on this Dignity in Care project.

Appendix 2 - Summary of Findings, Recommendations and Action Taken to Date by Care Homes

| Care Home & date visited | Findings | Recommendations | Immediate Impact (Manager's response often précised) | Further Impact 6 months on (Manager's response often précised) |
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| Ashley Drive 01.08 & 19.08.16 | ★★★★ -empathetic staff and good eye contact -good range of activities in the community and a sensory room in the care home | -encourage visits from organisation such as Pets as Therapy -explore ways of attracting more permanent staff and reduce the use of agency staff | "... have successfully recruited two full time staff ... and will continue to actively recruit candidates with the right attitude and skills ... We had not previously considered 'Pets as Therapy' or similar ... but are happy to trial this ..." | "We discussed Pets as Therapy at a families meeting and ... are now on the waiting list. We have recruited 2 full time support workers and are waiting for their recruitment checks to be completed so that we can arrange a start date. One of them is already doing bank shifts with us." |
| Burnham Lodge 26.05.16 | ★★★★★ - long term staff interested in working as a team with each other and the residents -extensive activities which were integrated into the fabric of the day | - recruit volunteers to help residents go out more - contact groups that are knowledgeable about visual impairment e.g. Bucks Vision, the Macular Calibre Audio Library etc. - switch on speaking subtitles on TVs in bedrooms where residents have any visual impairment | "Thank you very much for the fantastic report we received from Healthwatch. The staff are well pleased about the report and we will continue to work hard to preserve and maintain the dignity, individuality and privacy of all our residents. Once again, thank you so very much!" | "Someone (from Bucks Vision) will be visiting the home within 2- 4 weeks ... to see what support and equipment is needed... We have (put) subtitles on TV's of the residents who agreed to have this done. I have also contacted RNIB for products that we can purchase for our residents who are visually impaired and have purchased a liquid level indicator that is attached to the resident cups of tea. We have recruited another activities coordinator..." |
| Ceeley Road 25.07.16 | ★★★★ -good variety of opportunities at the weekend and at the MacIntyre Lifelong Learning Centre -only one staff member left to look after four residents | - has more staff on duty to enable more one-to-one interaction with those residents not out at the Lifelong Learning Centre - recruits volunteers to help free up staff time -have a pictorial weekly menu | "The people we support have been assessed for their support needs and funding agreed to support the assessment... We shall explore the use of volunteers as suggested." | "...MacIntyre has worked closely with local agencies to ensure that we support vacancies with consistent agency staff in order to lessen any anxiety... Senior staff ensures that staff are engaging with the people they support to involve them in daily tasks therefore improving group interaction and |

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| | as well as prepare food, amongst other tasks. | | | increasing independence skills.... We are working with our Interaction team to identify a range of methods that will aid the people we support to choose and recognise daily/weekly meals and menus.” |
| Chandos Lodge 28.02.17 | ★★★ -well meaning, busy staff who seemed to have little time to interact with residents beyond their physical needs - few activities | -ensures new staff are quickly aware of the wide-ranging needs of their residents to avoid upset -shows a lunch menu (inc. pictorial one) with more than one option. -serves tea in china cups / mugs wherever possible -invests in fiddle muffs and boards ... as well as reminiscence boxes and other activities for those living with dementia -encourages all staff to engage with residents in activities such as dominoes, board games or cards -encompasses the community more in the home | No comments received | |
| Freemantle Court 19.01.17 | ★★★★ - in most areas, staff treated residents as equals although we observed no interaction initially in the dementia nursing unit -very relaxed, friendly atmosphere and a willingness to help -a range of activities in the home but limited | - in the dementia nursing unit, ensure staff interact with residents, appropriate activities occur (borrowing reminiscence boxes from Bucks Libraries, getting more fiddle cuffs and fiddle boards and more exercises and singing) and drinks are easily accessible | “We ... intend to buy some more coffee tables ... so that drinks are more easily accessible. We will also be getting some more activity items that are suitable for (those living with dementia). Also we have taken up a place on the Healthwatch training in meaningful activity provision and 2 of our activity staff will be starting the BTech in Activity | |

opportunities to go into the community

- reduces the room temperature
- schedules more activities on 1st floor & ensures residents are aware that they can move floors using a walker and don't always need to be moved by wheelchair.
- books the minibus on a regular basis more trips into the community

Provision in March. We have also just taken on a 3rd activity organiser and we plan to reorganise activity provision which will mean that more is available on the first floor. However it is worth noting that all residents are offered and encouraged to attend activities where ever they are provided and on the day that Healthwatch visited there were 5 residents from the dementia care nursing wing in the activity downstairs...Our activity organisers also visit people in their bedrooms in between activities ... When we now book an entertainer in they do their act both downstairs and upstairs ...

The temperature may seem too warm for visitors but there are individual thermostats on every radiator so people may choose to have the temperature they prefer in their own rooms...Considering the frailty of most of our residents, it is not always practical to take people out into the community so we encourage the community to come into the home ...Our residents are consulted regularly, both individually and through meetings, about all aspects of their daily lives and we strive to act on their wishes. If outings are requested we will do our best to accommodate this. We

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| | | | would like to thank Healthwatch for there tactful and respectful approach with our residents and can say that it was not an intrusive process and very helpful. | |
| Greene House 30.08.16 | ★★★★ - a relaxed staff who interacted well with residents -support was given where needed but independence was also encouraged | -gives additional dignity and respect training to agency staff -clean the easy chairs in the lounge / diner and replace any torn tablecloths -encourage more of the residents to participate in activities | No comments received | In-house dignity in training was attended by two staff identified as dignity champions... New tables cloths bought in Sept. For one resident, whose relatives live a long way away, staff arranged to share the drive to enable them to spend Christmas away from Greene House. At the beginning of 2017, each resident will be asked what they would like to achieve in the year, and staff will identify how they can support them to achieve this. |
| Hamilton House 25.04.16 | ★★★★ -a generally pleasant care home where residents said they were happy to be -whilst residents were encouraged to be mobile, there seemed to be little to maintain independence in other ways. -a limited range of activities and food which appealed to some but not all | - ensures the lift is more reliable to allow residents to access services easily - looks at resident's hobbies & aligns activities with these - looks into arranging baking sessions, planting seeds indoors, etc, so residents might feel more involved in the life of the home - recruits volunteers in Buckingham to befriend residents - reminds residents on a periodic basis of activities such as worship, exercise etc. | "Thank you for our Dignity in Care report ... It is always helpful to have another pair of eye looking at our home to help us improve... Our residents will certainly be involved in the garden and we have plans to start a herb garden in the conservatory.... We do have a mini bus and trips have been arranged.... our activities co-ordinator ... takes them into the town centre for tea, just a look around, bit of shopping. With regards to the lift. We had problems with the lift in Jan /Feb. These have all been resolved. We had a temporary stair lift for emergencies which | No response received |

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| | | <ul style="list-style-type: none"> - ensures leg bags and the like are discretely hidden when individuals are seated | <p>the residents didn't like; understandable..."</p> | |
| <p>Hampden Hall 20.12.16</p> | <p>★★★★</p> <ul style="list-style-type: none"> -a good number of staff present who seemed to have a good rapport with residents -many of the more able residents really enjoyed the activities they had done when they were young e.g. cooking, shopping etc. -the absence of a minibus restricts residents' ability to leave the home | <ul style="list-style-type: none"> -encourages more staff interaction with residents -ensures chilled water is available in the lounges as well as squash -encourages those who are able to participate more in their home and maintain their independence. -contacts Bucks Libraries about borrowing reminiscence boxes -supplements their dementia resources with 'fiddle trays' & specifically designed board games to stimulate conversation with those living with dementia -invests in a minibus to enable more residents to go out. -phones CIB about community transport schemes -replaces written menus with pictorial ones where residents live with dementia & puts up pictorial weekly activity schedules on the two lower floors. -continues to build their relationships with local Scouts, Girl Guides, to enhance local community involvement | <ul style="list-style-type: none"> -staff were helping residents wash & dress at 10.30am but were engaged with residents 2 hours later - we have reminded staff to offer water alongside squash - ground floor residents have responded well to participating in simple domestic activities. - we are enquiring about reminiscence boxes - mini bus provision will be discussed with the directors of Westgate Healthcare - Transport schemes - email from Community Impact Bucks say only RVS could help with transportation in volunteers' cars. -pictorial folders of menus are held on each floor & pictorial weekly activities schedules are now used on all units -we will continue to build on relationships with the community, and act upon relatives and visitors suggestions -there are singing activities weekly on the ground floor. We will explore more movement and musical options. | |

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| | | -increases activities e.g. singing, chair based exercise and walking | | |
| Hazlemere Lodge 29.11.16 | ★★★ -experiences of dignity in care seemed to be inconsistent across units -wide range of meaningful activities available although not everyone seemed to know about all of them | <ul style="list-style-type: none"> - puts up written menus in every unit and picture menus where residents live with dementia -ensures lounge chair cushions, perhaps cleaned by night staff, are put straight first thing in the morning - remind residents about activities close to when they are about to occur and which floor - encourages all staff to interact actively, not just reactively, with residents - ensures all toilets have accessible emergency pull cords - makes use of the reminiscence resources at Bucks Libraries - reminds those who have difficulty with their sight that they might be able to read on a tablet where print can be enlarged, subscribe to Talking papers and/or Calibre Audio Library or borrow audio books from Bucks libraries | <ul style="list-style-type: none"> -we have reintroduced weekly written menus on dining tables but have found pictorial menus were not very successful in the past - we will distribute monthly activity programmes ... along with the monthly Hazlemere newsletter - night staff are now placing cushions back on the chairs when dry - staff have been asked to be extra vigilante regarding drinks being available day and night -pull cords are in place for all communal toilets - residents are invited to discuss any concerns, (including menus,) at residents' forums and are allocated individual keyworkers - we have discussed with staff the importance of positive interaction with residents and have reminded them of the "Butterfly Approach" (dementia training). - we will encourage staff to seek further resources from the Bucks libraries | |
| Hillside 20.09.16 | ★★★ - some residents are very independent and involved in the home but others seemed disengaged | - reinforces training about privacy and involving residents in any decisions made about them | - Chiltern dial a ride stated that they do not cover Aylesbury; (CIB) also stated they could not support us | The home ... are looking in to fundraising options for (a minibus)... Since December, 3 full time & 1 part time nurse have been recruited, 9 full time care assistants |

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| | <p>-good ratio of staff to residents and we found them very welcoming -a wide range of activities were occurring but no outings, organised by the home, especially for those needing wheelchair assistance</p> | <p>- purchases a minibus and trains volunteer drivers to enable trips outside the home to occur on a more frequent basis - investigates hiring Chiltern Dial-a-Ride minibus and driver at weekends for trips and Community Impact Bucks regarding any community transport schemes in Aylesbury -ensures the home's PC's can access the internet and encourage wider usage of I-pads and other computer tablets - ensures everyone is aware of wifi access across the home - looks to all avenues to advertise volunteer opportunities e.g. for befrienders</p> | <p>- Residents' meetings are advertised in advance and minutes shared with those unable to attend - staff have been reminded about the importance of appropriate communication and demonstration of dignity and respect - we do not force residents to go back to bed, we appreciate that not everyone enjoys care being provided but often understand the need for it. - The home's WIFI is accessed by a range of people and residents are made aware of this on admission.</p> | <p>and 1 bank care assistant are at varying stages of background checks... (Many) residents have previously (declined to) sit on interview panels... Residents remain involved in the staff probation reviews. Communication ... remains at the forefront of any staff meetings and is raised as a regular point with senior staff to share within supervision. Residents continue to be offered a choice, staff are reminded that ... if a resident declines a particular element of their care then staff honour that request ...and return later in the day to offer the same choices again... The chef team are now using a piping method to present (puree) food on the plate. This makes it more appealing visually and feedback has been very positive. ... Staff continue to assist residents with IT access where possible.</p> |
| <p>Keep Hill 21.09.16</p> | <p>★★★ – Small, friendly home where long term staff are able to offer continuity of care --Residents and visitors could not tell us of any activities that had taken place in the home recently</p> | <p>- increases choice of activities and entertainment e.g. singing / activities to assist with mobility and health - makes more use of pictures to help non-verbal residents make choices, for example, with food preferences</p> | <p>No response received from care home</p> | <p>No response received from care home</p> |

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| <p>Kent House 17.11.16</p> | <p>★★★★</p> <ul style="list-style-type: none"> - a relaxed atmosphere with a good ratio of staff present - no weekly schedule of activities in the home | <ul style="list-style-type: none"> -ensures a daily picture menu is always available near to where residents eat to assist those who have difficulty reading -makes sure activity schedules for inside the home and in the community are again available in picture format to enable residents to access this information themselves -ensures there is a range of activities on offer to residents inside the home -serves some vegetables or salad with evening meals to add colour and obvious health benefits | <p>... disappointed that my catering staff had failed to highlight choice of all meals ... We have spent a great deal of time devising some splendid coloured menus, but acknowledge that this still requires further work.... new chef starting ... 28th December. ... We pride ourselves on our family atmosphere, which we were pleased you identified... New Activities Co-ordinator starting 12th December Many thanks for the feedback you have given us, which we really appreciate and for the relaxed fashion in which you conducted your visit, thereby putting both service users and staff at ease.</p> | <p>All service users have access to a daily picture menu showing meal choices ... (we) have been working together ...on a new spring menu ... based on service user feedback... (Our) new chef who has over 5 years of experience ... in settings where needs of the service users and their diets are very complex. We regularly review what is on the menu in the evening and portions of fruit and veg ... (We will as of today be aiming for the 10!!)... Our new Activities Co-ordinator has attended a couple of courses locally lately on Dementia and also a course looking at activities on offer within and outside the home. We have service users enjoying floristry, painting groups, reminiscence groups, brain gyms, falls prevention groups, cookery groups. Externally, we hold walking groups, voluntary work placements in charity shops... others attend Lindengate, Singing for the Brain</p> |
| <p>Mulberry Court 24.06.16</p> | <p>★★★★★</p> <ul style="list-style-type: none"> -Caring staff who, we were told, 'go above and beyond' -A bright care home which is very aware of the needs of those living with dementia | <ul style="list-style-type: none"> - Replace the white grab rails in the toilets to ones of a contrasting colour and ensure pull cords can be reached from the floor if a resident fell. -Lower some of the hallway pictures so those using a wheelchair, walking frame or stick can better see them. | <p>Personal Choice: You arrived at 12.30 pm so missed (a pampering morning), as we were getting ready for lunch. The afternoon was for a sing song also on the schedule. ... The residents and staff are pleased to receive such a positive report. A plan has been activated to address the recommendations raised in the report.</p> | <p>The pictures are being lowered as we redecorate as it looked untidy when we simply moved them down and left holes in the wall. We have the new coloured grab rails and are just waiting for these to be changed over.</p> |

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| <p>Oakmead 08.02 .17</p> | <p>★★★★ - everyone treated each other as equals and staff and residents have good rapport. - staff seemed to encourage residents to be as independent as they could be. -activities were scheduled in the evenings as well as during the day</p> | <p>- uses picture cards to enhance communication with those residents less verbally able -ensures there are activities, in addition to watching TV, for all residents to do together in the evening or rainy days when they can't go out -increases the range of meals served; perhaps try themed evening meals such as Mexican where several communal dishes could be served for residents to try -invests in the greenhouse mentioned; look at adding more interest in the large garden e.g. a bird table, BBQ, coloured pots to extend the range of use</p> | <p>Staff ...build a relationship with (residents) and ...see that they can clearly communicate what they need, want or desire. One resident ... uses Makaton... Every Service User has activities every day, ... (they) do not want the evenings that are free (Monday and Thursday evening are already booked with activities) to be filled with other activities. ... The Service Users are aware of/and offered, cards and a choice of boards games, for group relaxing time ... Any meals offered are gauged around a list of likes and dislikes that has been built up over the years and added to when Service Users try something new and like it... all choices are wide and varied... A greenhouse has been allocated into the budget ... There are already two bird boxes ... an extremely large BBQ in the shed. Coloured pots ... are round the front of the house.</p> | |
| <p>Russell House 20.07.16</p> | <p>★★★ -most permanent staff seemed to know residents but Russell House didn't seem to maximise the presence of agency staff -some residents' noticeboards were out-of-date and not much information was in pictorial format</p> | <p>- ensures all noticeboards are kept up-to-date and that staff know what activities are available and encourage residents to participate in these -introduces pictorial menus and post them for example on the kitchen wall so they are easily accessible and could be</p> | <p>Communication ... is a key focus ... Although for some residents a verbal exchange is their preferred or chosen method of communication staff need to develop a greater understanding of meaningful interactions. ... RH has one trained 'communication link worker', and one undertaking the training at present... Where possible residents will also be</p> | <p>We have made some progress in the overall approach, and have recruited some fantastic new staff including a new team leader who brings with him a wealth of experience and enthusiasm for moving us forward in every aspect, especially those areas where we currently have gaps and weaknesses.</p> |

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| | | <p>discussed more easily and frequently with residents -give some staff more training on personalised care especially in terms of actively engaging with individual residents on a day to day basis</p> | <p>encouraged to take an active part in (staff) induction, i.e. showing them the notice boards, to ensure they understand the purpose. The staff boards in the entrance of each flat were implemented at the request of family feedback, there are also boards in each kitchen designed for a pictorial reference for residents describing who is on duty, day of the week, weather ...</p> | <p>For example, the house recently won a society wide competition for producing a communication profile, we devised a very simple profile for one of our residents who is non verbal, so a huge achievement for the service and a step in the right direction.</p> |
| <p>Ryevew Manor 13.12.16</p> | <p>★★★★ - Relaxed confident staff with good interaction in the dementia units although many staff we saw in the residential areas were completing paperwork -Creative décor and activities in the dementia area</p> | <p>-ensures the picture menus are up outside the dining room in each dementia unit and either written menus on the wall or on dining tables in the residential units -considers picture and/or large type menu for those living with reduced vision -ensures water is always offered alongside juice at mealtimes as well as coffee with tea -contacts Bucks Libraries to borrow their reminiscence resources and adds to their resources, specifically designed board games for those living with dementia -looks at taking on an allotment next door to the home to involve them with the local community. -makes sure that staff interact with residents in the lounges rather than all staff</p> | <p>The Rhys Hearne Staff Tool is used on a weekly basis to ensure that we are adequately staff in relation to resident's changing needs. Each day staff speak to residents in regards to plans for the day, on the day of the visit the residents were happy to have a quiet morning in preparation for the big Christmas party in the afternoon. We encourage to staff to complete paperwork in the communal areas to ensure they are available should residents require them... Regular in-house audits are carried out to ensure that choices are available to drinks. A computer is available in the activities room for residents to use ... Following your visit, we are looking for more innovative ways to use the Ipad. (The) activity board ...is only as a guide - we seek opinions each day to see if there is anything else the</p> | |

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| | | <p>completing paperwork at the same time</p> <ul style="list-style-type: none"> -puts activity schedules in all units ensuring that those in the dementia areas display pictures -considers further use of their computer tablet, perhaps more on a one-to-one basis, e.g. reminiscing about an individual interest or Skyping loved ones. -develops tool tray boards based on the wall tool board for chair based residents. | <p>residents would particularly like to do instead.</p> <p>Written menus will placed on all tables on the dementia unit. The chef is now exploring large print and picture based menus for residents who have reduced vision. We have contacted Bucks Library who are now offering a service within the home.</p> | |
| <p>Sir Aubrey Ward 13.04.16</p> | <p>★★★★</p> <ul style="list-style-type: none"> -very calm and relaxed atmosphere -low turnover of staff seems to result in good relationships in the home -extensive and creative range of activities which are, on the whole, very personalised | <ul style="list-style-type: none"> - ensure clothing is returned to residents as quickly as possible and in good condition. -ensure urine odours are eliminated as quickly as possible -reinforce options such as talking books especially those with sight limitations. Talk to groups such as Bucks Vision and the local Macular Society group. -look at the use of tablets such as I-pads as possible alternative forms of entertainment or to maintain interests. | <p>“The service welcomed the visit by Healthwatch to identify dignity in care. I was pleased to receive such a positive report. An action plan has been developed to respond to the four areas that have been raised in the report to ensure that the people living at Sir Aubrey Ward continue to receive a very good service.”</p> | <p>There does appear an improvement to the laundry issue... We are recruiting for additional household support ... also changing suppliers of household cleaning chemicals ... beginning of February. New residents who have sight limitations will be identified on admission and the option of choosing talking books will be offered. I-pads are being considered. We need to resolve wi-fi issues with our IT department to ensure that this available throughout the home. We are also looking at the possibility of visual reality headsets as an alternative form of entertainment ...</p> |
| <p>Stone House 05.07.16</p> | <p>★★★★</p> <ul style="list-style-type: none"> -well maintained, calm and caring home with dedicated staff | <ul style="list-style-type: none"> -more use could be made of befrienders from local schools, churches, or voluntary organisations to | <p>Whilst we of course respect your findings for the time you were here, we must challenge some of the findings on the presumption</p> | <p>Since July, we have employed two fantastic activity organizers ...They have revamped our activity schedule ...</p> |

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| | -variety of activities with flexibility for personal choice | provide more intellectual stimulation. -more use of visual aids be made, including picture menus, to check preferences for meal choices to assist people who cannot talk or read easily. | that the rating should be a balanced reflection of your findings both over the few hours of your visit and in correspondence with users, relatives and staff of the Home, over a sustained period. Having reviewed the common characteristics of published 'five star' ratings we feel the staff and management team genuinely deserve to receive five stars overall. I have collated specific evidence and outcomes regarding personal choice, dignity, technology, resident feedback, staff motivation and ongoing development. These particular items appear prevalent in published five star reports and we are at a minimum on par around these subject areas. | We have recently implemented a relationship with Oxford Brooke's University whereby they periodically send paramedic students... a local school ... often sends some of their students to us for work experience. We have a church service at least monthly ... We have also gone the extra mile for residents who wished to attend church services but were unable to do so independently. ...Notices are written in large font with plenty of imagery and are well presented. There is a clear schedule for the planned activities for the week and month... we have always used picture aids for anyone who needs it. If communication becomes a problem all our staff are trained to intervene in the appropriate way ... |
| The Leonard Pulham 14.06.16 | ★★★★★ -a well-staffed care home where staff know residents' past & have time to chat -a range of activities aimed at those with nursing needs and staff who try to engage residents in these -relatives are made welcome, listened to and supported | None | "Thank you for your report. It will be a huge boost to all the staff as it reminds them of the fantastic work they all do; day in, day out. I do not have anything to add other than to say, thank you for your support on the day as being inspected can be a daunting thing." | n/a |
| The Lindens 24.08.16 | ★★★ -a good number of staff but little verbal interaction | -enhance the training of staff in person-centred care -introduce pictorial menus | I must challenge one item in the report Staff do not ignore calls; the call mentioned in the report is a mystery as I did not hear it (my | As mentioned in my initial response, staff received Person Centred Care training from Bucks CC QiCT. Regrettably they did not impress on |

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| | <p>between them and residents -limited activities within the home and fewer outside</p> | <ul style="list-style-type: none"> -introduce more personalised activities with an emphasis on ones planned for those living with dementia -publish a weekly activity schedule in word and pictorial format -introduce memory boxes for those living with dementia to help reminiscence -look to invest in a minibus to enable more trips out from the home -ensure residents are given access to regular NHS dental checks -ensure call bells are answered promptly at meal times when most staff may be in the dining room or completing other tasks. -recruit volunteers to help run activities and act as befrienders | <p>office is next to the monitor / station and I always hear any calls ..). I am disappointed with some of the content of this report, which gives a slightly negative view of the home that is, in my view, unjustified and in particular that it takes comments from guests, some of whom are confused, at face value. I would simply add that The Lindens is a very friendly and welcoming home and the relationship between staff and our guests is very warm and staff are very approachable. All of our guests are very content and they are all treated with dignity and respect at all times. Our guests have the freedom to do whatever they want ... My staff have completed Person Centred Care training and they constantly engage with the guests in conversation and chat with them but felt quite uncomfortable during this inspection and, unfortunately, were more minded to watch their Ps & Qs rather than behave normally. I welcome the other recommendations and some of ... are planned to be introduced shortly.</p> | <p>your visit ... Staff are very good and are very aware of and responsive to the needs and preferences of our residents. (Pictorial menus) have been done and there is a benefit for a number of residents. As always there are lots of things going on, regular one to one activities managed by activities coordinator and staff, we are making progress on the projector in our theatre and hopefully film matinees will be introduced shortly, springtime we will have a dedicated garden for residents to tend...(weekly activity schedule in word and pictorial format) is done and displayed prominently on noticeboards. (creation of memory boxes) on to do list...To be discussed in detail with team but my initial thought is to include families to take on board ... (minibus) is still a nice to have... dental checks and appointments being managed but lack of dental surgeries willing to take NHS especially from Care Homes is a concern and proving challenging; being rural doesn't help as there is always a transport issue or charge to carry out domicillary visit. Liaising with surgeries and BPDS</p> |
| <p>White Hill House 02.12.16</p> | <p>★★★ -residents spoke positively of how they are treated by staff</p> | <ul style="list-style-type: none"> -installs a stair lift to improve access for residents unable to walk so diminishing isolation -increases opportunities for activities which aid health, | <ul style="list-style-type: none"> - 2 quotes for stair lift obtained before the Healthwatch visit but awaiting fire officer visit and approval | |

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| | <ul style="list-style-type: none"> -resident areas are in need of updating, particularly with respect to having a stair lift -a more creative use of local resources and an improved range of activities would aid quality of life and health | <ul style="list-style-type: none"> stimulate and interest residents -takes advantage of proximity to Chesham and local community amenities e.g. Movers and Shakers, local church, home library service, talking books... -looks for volunteers to help with running activities in the home for example, singing. -makes more use of non verbal/pictorial prompts for those who are living with increasing levels of dementia - reviews security i.e. ease of opening front door for people living with dementia on busy road | <ul style="list-style-type: none"> - We now distribute Weekly menus and activities lists to residents' rooms and display board in sitting room. - We will redecorate bedrooms between occupation. - We have a new clock showing the time, day and date. - We will continue to hold resident forums to capture individual requirements around personal needs and choices - We recently had CCTV and a door alarm installed to improve the security - Held staff meeting to discuss privacy and dignity and respect as a topic following Healthwatch visit and report. | |
| <p>White Plains 17.06.16</p> | <p>★★★★★</p> <ul style="list-style-type: none"> - a spacious, well managed and maintained, bright and airy care home. - residents appear very comfortable and happy in their surroundings. | <p>None</p> | <p>“Thank you for your email and compliments. I have just read the report to our Residents and staff and we are all delighted to receive such excellent feedback.”</p> | <p>n/a</p> |
| <p>Windsor Lodge 11.05.16</p> | <p>★★★★</p> <ul style="list-style-type: none"> -comfortable, family-run home for 8 residents in beautiful, well kept grounds -relaxed atmosphere with good level of personal choice | <ul style="list-style-type: none"> -consider updating the interior decorations and furnishing -consider increasing staffing levels or consider involving local organisations/other charities to provide more personal interaction with residents, such as visits to the garden. | <p>“As a residential home, some of our residents have periods of non-intervention to enjoy their daily lives, but we will continue to focus on dignity within the care we provide. Our staff/resident ratio will remain 3:8 as this is a very high level of support for older people in care.”</p> | <p>I accept the first comment made by the visitors and we have decorated as appropriate in the home and there is a noticeable change. However, regarding the second point, it was factually incorrect. As I responded to the original report, there were two staff plus myself (RGN) on duty for 8 residents. This is over the</p> |

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| | <p>-staff sometimes seemed too busy for high level of personal interaction with residents</p> | | | <p>recommended ratio... The ladies never asked about the activities in the home... the activity planner shows a variety of activities, visits out, activities outside the home... Of course, I will continue to try and be innovative in the development of the home...</p> |
| <p>Woodland Manor 27.09.16</p> | <p>★★★★ -residents are “cared for appropriately” although staffing levels could be improved -there was a lot of praise for the activities coordinator and staff openness to change -excellent modern facilities have potential for supporting good care and personal choice</p> | <p>-introduces pictorial menus and a weekly pictorial activity schedule pamphlet or board where residents live with dementia -increases the number of staff to facilitate greater interaction between staff and residents -involves more volunteers in roles such as befriending, specific activity assistants etc. -looks to building relationships with local schools, The Scouts and Girlguiding, Duke of Edinburgh etc. to facilitate regular intergenerational activities</p> | <p>We were quite concerned to read about the incident with the resident on the dementia unit doing the music activity, so have spoken to their private carer. They have informed me that they offered for the resident to go and sit in the dining room which was a more peaceful environment and this is what happened. The staffing levels, at the time of the Healthwatch Bucks visit, were correct for the number of residents.</p> | |

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