



Dignity in Care Enter & View Summary Findings

Kent House

1 Haslerig Close, Aylesbury, Buckinghamshire HP21 9PH

Details about the Care Provider:

Provider:	Brain Injury Rehabilitation Trust
Manager:	Jo Smith
Description:	Registered to provide care and accommodation for up to 22 residents
Type of service:	Slow streamed rehabilitation for brain injury
Capacity:	22 residents
Visited:	30 th January 2015

Summary of Findings:

In general there were positive interactions observed between service users and carers. The personal preferences and hobbies of service users were encouraged and supported eg painting and football and carers were matched in order to support these personal choices. Concern was raised that some residents were locked-in but later clarification reflected the Deprivation of Liberty Safeguards were in place to optimise resident and carer safeguards.

Dignity in care points for celebration:

- Weekly church service was arranged for those requiring it;
- Personal items were encouraged in bedrooms. One resident enjoyed painting and attended college and a work-placement weekly. She had art around her room and materials for painting.
- A multidisciplinary approach was used to provide care, combining psychologist, occupational therapist and physiotherapist.
- Positive interactions were observed between carers and service-users; staff spoke kindly and at eye level.
- Carers are matched, where possible according to service-users interests and hobbies.

Dignity in care points for future consideration:

- Whilst the food looked appetising there seemed limited choice on the occasion of the visit due to the presence of an agency chef.
- Some residents were locked-into their rooms for safeguarding purposes. The Enter and View team would urge regular review of this and seek alternative methods of keeping people safe where possible.