



Dignity in Care Enter & View Summary Findings

Cotswold Cottage

Grange Road, Hazlemere, Buckinghamshire HP15 7QZ

Details about the Care Provider:

Provider:	Freemantle Trust
Manager:	Diane Bryant
Description:	Registered to provide accommodation for people with learning disabilities
Type of service:	Residential care home service without nursing
Capacity:	8 single bedrooms
Visited:	6 March 2015

Summary of Findings:

People using this service had learning disabilities and those present were unable to communicate. The Enter and View visit used observation and information provided from the members of staff to draw their conclusions. During the visit, the evidence showed that the home was operating at a high standard of care with regard to Dignity and Respect.

Dignity in care points for celebration:

- There was a positive relationship between a member of staff on duty and service users, and staff with staff.
- There was a feeling of a relaxed home environment.
- Individual service user needs were understood, planned for and addressed with dignity and respect.
- The home and garden was clean, decorated with personalised items and safe for the service users.

Dignity in care points for future consideration:

- It would be beneficial to employ a male member of staff but appreciate that this has been difficult to achieve.