

Care Home Provider:
Care Home Address:
Date and Time of Visit:
Authorised Representatives:

Barbara (Aylesbury) Ltd
 Brambling, Watermead, Aylesbury, HP19 0WH
 24.09.15 – 10 am
 Alison Holloway, Barbara Poole, Sharon Gurney,
 Diane Kerwood

Summary of findings



- Confident staff who provide care whilst also supporting residents to be independent
- A lovely environment where choice is encouraged

The Visit

Nursing or residential care at Lakeside is provided for up to 59 residents aged between 50-105. We talked to 5 members of staff and 7 residents and observed another 5 residents and 3 staff. At the end of our visit we also met a relative in the garden.

How people are treated



The staff addressed all residents by name, in an appropriate tone and at eye level. We heard banter between staff and them talking with residents as equals. When one resident mentioned that they hadn't sat next to the person they normally did, at diner the previous evening, they were told "don't get upset, I'll sort it out". Staff were confident and very welcoming and one personally introduced themselves as they came to sit with an individual. We also saw a resident have a chat to the window cleaner who later told us he visited several care homes in the area. He said Lakeside was "really cheery; the residents are chatty and it has a lovely feel".

Staff seemed to have the time to positively engage with the residents. We saw one lady receive a kiss on the cheek and touch was also used to reassure and connect.

Personal Choice



When we arrived, no residents were seated in the lounge. Breakfast is served in bedrooms and residents take their time to get up. The menu showed a choice of lunch and a resident told us "the food here is exactly what you want". We saw coffee or tea being served in cups and saucers, plastic cups or sippy cups as appropriate to individuals' needs. We saw younger residents propelling themselves in wheelchairs onto the balcony and outside the home. The location, and wheelchair friendly path, allows residents to go around the adjacent lake and to the pub if they so wish. One person often went in a taxi into Aylesbury, when she wanted to, to meet her granddaughter to play bingo or go shopping.



Dignity in Care Enter & View visit to Lakeside

Just like Being at Home



We saw and heard examples of staff encouraging residents to retain their independence. One person was practising his walking rather than just sitting in his wheelchair. "Here are your crutches. Don't forget to move your footplates back... I'm over here by the door". An elderly person confirmed that they had struggled to walk when they first moved to Lakeside. Through gentle practise they had become much more mobile. We heard another staff member say to a resident "We'll make a list together". That resident then told us she enjoyed shopping for clothes. Staff help her think about what she might like to buy so she can plan and ask her husband to bring "enough money".

On the day of our visit, a staff member's dog was present and he brought a smile to staff and residents' faces. One took him for a short walk on a lead and another resident was stroking him on his lap later. Several residents smoke and take themselves, or are helped, outside either onto the balcony or to the front of the home. Carers knew the times of day this was likely to happen.

Privacy



A resident indicated she wanted to go to the toilet and her walker was immediately wheeled into place. She was helped up and was then able to leave the room independently. We were told by one man that staff always knock on his door before entering. A relative also told us that their mother much preferred the ensuite room she had now as she had not enjoyed sharing a bathroom previously.

Quality of Life



Several ladies had been to the hairdresser ("I've just had it washed") before they came into the lounge. Many also wore necklaces and were dressed very nicely. Some people were able to walk in whilst others were in wheelchairs. Although the latter were brought to join the group, we did not hear anyone asked if they would like to sit on a seat rather than in their chair, or where they would like to go in the room. The home was well furnished with playing cards, books and personal photos on tables in the lounge. Music was being played at one end of the open lounge whilst the TV was also put on later at the far end. Activities were advertised although we did not see any undertaken. This week we were told 22 of them had, when a visiting entertainer had let them down, started a spontaneous sing song one afternoon. One resident said they enjoyed the bingo played whilst another was looking forward to a clothes sale next week.

Recommendations

We recommend that Lakeside:

- Encourages residents to smoke in the garden or outside the front of home rather than on the balcony when the balcony doors are open and food is being served.
- Encourages elderly residents who use wheelchairs to sit in some of the chairs in the communal areas rather than just in their wheelchairs.



Service Provider Response

No formal response has been provided by the service provider.

Acknowledgements

Healthwatch Bucks would like to thank Lakeside residents, their visitors and staff for their contribution to the Enter and View visit as part of the Dignity in Care project.

Disclaimer

Please note that this report, on dignity in care, relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was seen and heard at the time.

Methodology

This was an unscheduled Enter and View visit in that the care home were given up to 2 weeks' notice of our intention to visit but not the time and date. Authorised representatives noted what they observed and were told.
