

Dignity in Care Enter & View visit to Birchwood

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

Scope
Fullers Close, Chesham, Bucks, HP5 1DP
02.07.15 – 3pm
Alison Holloway, Jean Button

Summary of findings



- Birchwood demonstrated high standards of care with regard to dignity and respect,
- staff were patient and treated each resident as an individual, and
- there is a wide range of group and singular activities going on.

The Visit

Birchwood provides care currently for 14 residents, with cerebral palsy, living in 3 interconnected bungalows and a flat. We spoke to three members of staff and five residents.

How people are treated



All staff said hello to us, unprompted, during our visit. We saw them taking time to talk and listen to residents using personalised letterboards, speech, touch and electronic communication aids. Conversation was relaxed and friendly, including jokes, whilst opinions were listened to and explanations given. The staff and residents we observed appeared to know each other well.

We did see one member of staff bend down and maintain constant eye contact with one resident asking about what they would like for dinner although no conversation was made with the other resident in the room. When asked about this, the manager said that was because the resident had been out already in the morning and was relaxing. Members of staff would periodically check that they were alright.

Personal Choice



A resident told us that they can choose to eat together or separately and they get to choose what they would like to eat. One resident was being assisted to eat lunch late because they had not felt well enough to eat earlier whilst another was carrying a lidded drink around with her.

One conversation revolved about a trip out for a celebration. The resident was asked what they would like to do and where they would like to go. Options were discussed and as another member of staff joined in, evidence showed that the residents are taken out individually on a frequent basis. "I like to go shopping". Residents were observed watching Wimbledon in communal areas and in their rooms whilst others were having a rest or sitting outside.



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Just like Being at Home



Residents have the technology to switch on lights, and open automatic doors which gives those in electric wheelchairs a great deal of independence. One resident showed us round and another joined us at certain points going in and out of the units and into the patio area as they pleased. We were invited into individuals' rooms and could see they were all personalised. We were told "I can have my room decorated how I like". Communal lounges and kitchens are open plan and easily accessible and are also painted as the residents in each unit have designed. When asking whether meals were chosen from a menu, a resident explained that they can have what they want. "I help to order food online."

Privacy



One resident had asked to talk to us and was in their room as we went into their bungalow. The manager politely asked whether she could enter and asked whether they would still like to talk to us, which they did. Another resident talked about personal matters freely in front of other residents and staff as you would in a family home. When talk moved onto a non-present resident, a staff member moved the conversation away saying 'we shouldn't be talking about them, let's talk about your...'

Quality of Life



Residents had recently enjoyed helping at a stall at Chesham carnival and this week had participated in a party and had been to Wendover Woods. One person talked about how she enjoyed phoning her friends and we admired paintings by another. We saw medals for boccia and talked to another resident who was looking to volunteer representing disabled people. Staff have supported residents with sponsored events in the past as well as establishing regular art sessions which have resulted in participation in Bucks Open Studios every June. We were told "I am happy here" and it's "great".

Additional Findings

One resident was realistic about their medical needs and was looking for a nursing facility to cater for these. However, they didn't want to leave Birchwood.

Recommendations

We recommend that Birchwood:

- contacts Kim Arnold at Choice Support (07894 566845) who helps the Care Quality Commission recruit, train and manage individuals as Experts By Experience. This would be of interest to those residents expressing an interest in accompanying inspectors on their visits.



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Service Provider Response

Birchwood said they found the report fair and objective. Those who live at Birchwood were positive about the visit and “this is because of the open culture developed at Scope. The principles of person centred care underpin everything we do here and dignity is at the heart of our care. We strive to keep getting feedback and pride ourselves on improving as a result of it.”

Acknowledgements

Healthwatch Bucks would like to thank Birchwood residents 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, looking at 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.