

Dignity in Care Enter & View visit to Chesham Leys

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

The Freemantle Trust
Cameron Rd, Chesham, HP5 3BP
07.09.15 – 2.30 pm
Alison Holloway, Barbara Poole, Janet Pring, Jean Button

Summary of findings



- Chesham Leys has a high proportion of agency staff
- Staff are not always aware of individual needs and there seems to be minimal social interaction between them and residents

The Visit

Chesham Leys provides nursing care for those over 65 many of whom are living with dementia. We talked to 2 relatives, 3 staff members and 4 residents and observed another 17 residents and staff.

How people are treated



Residents told us that staff were very nice and that everything was pleasant; staff “care for each person”. However, one resident did say that their key worker often did not work on the floor she lived on.

Whilst we saw staff communicate, by name, with many of the residents as tea and cold drinks were served, little other interaction occurred in the lounge on one floor. We did see members of staff come to sit in the lounge but several did not talk to the residents. When we asked for help to understand what a non-verbal resident wanted to communicate, the staff member was gentle and reassuring with the resident but unable to interpret the signals. A relative also told us that staff had struggled to build a relationship with their spouse who lives with dementia and that they felt the home had not communicated this issue with the relative. No staff were present, at all, for the hour we were sat in the lounge on another floor.

The person in charge did confirm that they are dependent on a large proportion of agency staff due to recruitment issues and this is an ongoing problem. The manager has also recently changed.

Personal Choice



The menu showed a good choice of options for each meal and a resident said that breakfast was still available if they were late down in the morning. Also, other alternatives like yoghurts were provided if an individual didn't like the pudding that day. We were, however, told by one relative that meal portions used to be small and sometimes what was advertised on the menu was not served. However, portion sizes had improved after a relatives meeting at the end of August.

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One resident said that they'd prefer a plain biscuit instead of the cake offered. This was promised but we saw the resident have to ask twice more before it was brought. It then arrived with 5 other types of biscuit which were not wanted.

Just like Being at Home



Chesham Leys is purpose built, less than a year old and is clean, light and homely. There was a dementia friendly calendar and weather chart in one lounge but no reading books in any of the lounges we visited. One resident said that their eyesight was no longer good enough to read but they had enjoyed it in the past. They said they were fed up with the TV. "Some afternoons, we don't do anything, just sit here like zombies". A relative did also express concern that there were few outings and no attempts to encourage residents to be as independent as they might be. A resident on another floor did say though that they could make their own tea.

A visitor did say that there had been 'dramatic improvements' since the relatives meeting where a list of complaints had been presented to management.

Privacy



We did not see any bedrooms but did see a resident moved in a lounge as discretely as possible using a hoist. A relative told us they were happy that privacy was maintained in the home.

Quality of Life



On one floor, most residents were seated around the lounge with the TV. The quiet lounge next door was not being used. On the floor above, the lounge which can also be divided in two was set up as one room but as two different areas of seating. Most residents were in the area without the TV though it could still be heard. The only 2 residents that could have sight of the TV were not watching it. Those who participated in a chair Zumba class were seen to be enjoying it and were very animated by the end of the class.

We were told by one resident and a relative that the home does seem to promise more activities than actually take place. However, the weekly activities were listed on the back of the daily menu and were correct for the time of our visit. There were photos in reception of a visit by farm animals and a resident mentioned a quiz and a sing song. Another resident told us that they went out to a day centre and that the "next pub lunch is in a fortnight". Several residents had visited the hairdresser that morning and another had her nails nicely painted "by one of the lads". This was actually the activities coordinator who another resident said was exceptional.

Recommendations

We recommend that Chesham Leys:

- contacts the Home Library Service and Calibre Audio Library to borrow audio books for those with limited or no sight.

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- provides further support and training to improve interaction between staff and residents around person centred care.
- actively tries to recruit volunteer befrienders to visit the home and creates links with local schools to increase social contact for those who would like it.



Service Provider Response

The care home have not provided us with any comments on this report.

Acknowledgements

Healthwatch Bucks would like to thank Chesham Leys 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.