

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

Voyage Care
Oving Rd, Whitchurch, HP22 3ER
03.08.15 – 4pm
Alison Holloway, Jean Button

Summary of findings



- Chiltern View is a calm and relaxed home where residents seemed very comfortable
- The staff we talked to were able to communicate well with the residents and had some time to sit and talk to them.

The Visit

There were 8 (though we saw only 6) individuals with learning and/or physical disabilities receiving residential care at Chiltern View on the date of our visit. We talked to 3 members of staff and 1 resident. We were told that only 2 residents were able to verbalise. We were aware of 4 other members of staff, though they did not make themselves known to us. It was unclear what role 2 of them were carrying out as we did not see them interacting with residents.

How people are treated



Most staff were happy to engage with us. We talked, in the main, to two staff members, and they appeared to interact very well with the residents. One said she wouldn't want to work elsewhere but if she had to then she would come back to visit. We were told that an ex-member of staff volunteers to take one resident out on a regular basis. We saw staff talk to individuals at eye level using speech, touch and clapping to engage them. One staff member communicated with a resident, who cannot verbalise, so that we saw her get their co-operation, or her understand what they wanted as an alternative. She always explained clearly what was happening next.

Personal Choice



We saw diner being served during our visit. This was mustard pasta carbonara with ham and carrots served with broccoli and dessert was fruit salad and cream. The residents ate heartily. We were told that everyone is served the same meal unless they don't like something when an alternative will be provided. Drinks ranged from beer, water and fruit juice. Some residents ate at small tables in the dining room whilst another ate in the lounge. The latter didn't want to move to the dining room but was quite happy to be spoon fed in the lounge. The carer talked to them as they helped them eat and we saw they could interpret their non-verbal communication. One resident liked to wander around inside and outside which they were free to do and staff kept an eye on where they were. We were also told that some residents preferred to stay in their rooms.



Just like Being at Home



The home has a very relaxed feeling although there were not many ornaments or pictures on the walls. The TV was being watched by one resident. Another was going through his photo album with a staff member when we arrived. They confirmed that their dad visits frequently. They asked to go to see a dog show so staff talked about where they might go. We were also told that they go on holiday with family but other residents don't, so efforts were being made to arrange day trips out in August for these individuals as well as a possible overnight stay in a local Centre Parcs. They have previously been on trips to Whipsnade zoo and on picnics. We were also told that there are regular trips to a local pub for lunch. Arrangements are made with the pub to have a table booked and food liquidised where necessary.

Privacy



We observed three different members of staff after diner explain to three residents that they needed to go to their rooms to get changed for various reasons. They were quietly helped to their rooms.

Quality of Life



Two residents attended day centres during term time but our visit coincided with the summer academic holidays. One resident, when asked what he'd done today, said "watch TV". None of the staff told us anyone had been anywhere that day. On Tuesdays, there are cookery lessons and from time to time music groups visit and the residents are encouraged to sing and dance. We did observe one resident being given a stacking puzzle for a short time.

Recommendations

We recommend that Chiltern View:

- consider what other suitable meaningful activities, for those who are interested, might be available when the day centres are closed for academic holidays, especially in the six week summer holidays.

Dignity in Care Enter & View visit to Chiltern View



Service Provider Response

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

Acknowledgements

Healthwatch Bucks would like to thank Chiltern View 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, 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.
