

<b>Care Home Provider:</b>	B&M Care Homes
<b>Care Home Address:</b>	86 Wendover Road, Aylesbury, HP21 9NJ
<b>Date and Time of Visit:</b>	22.07.15 – 11am
<b>Authorised Representatives:</b>	Alison Holloway, Janet Pring, Elizabeth Abbott, Sharon Gurney,

**Summary of findings**



- The staff seemed to have a very good rapport with the residents
- Residents were encouraged to help themselves and be independent

**The Visit**

St Leonards care home has 45 residents living in either a residential area (the Beeches), or one providing care for individuals with dementia (the Willows). No nursing care is provided. We talked to 1 relative, 4 members of staff and 7 residents and observed another 25-30 residents and staff.

**How people are treated**



It appeared that staff and residents knew each other well and there was a comfortable relaxed atmosphere. “You can go to them about anything” one resident told us. Residents were addressed by staff by their names with a smile and when seated the staff bent down to speak at the appropriate eye level.

There was a great deal of humour in the lounge in the Beeches. We observed staff change their tone of voice and stance depending on whether they were talking to someone with a hearing impairment, someone who was not feeling 100% or anyone else in the room. We saw a staff member link arms as a friendly gesture with someone as they brought them back into a lounge although they seemed not to necessarily require physical support. They had time to spend with residents and ensured everyone had a drink no matter when they arrived in the lounge. I “give it 10 out of 10” said a resident living in the Willows.

**Personal Choice**



Fresh fruit, squash and water was available in both lounges and residents could help themselves which they said they did. Residents were encouraged to make a decision about whether they wanted tea or coffee and staff were fine when they changed their minds. We were told that “the food’s smashing” by one individual and “you get a fairly good choice of food” by another. There was a picture menu up outside the dining room showing the day’s meal options. In the Willows, a relative explained that their relative “is not a mixer” and staff try to ensure the resident has time for herself if surrounded by other residents.



**Dignity in Care Enter & View visit to St Leonards**

**Just like Being at Home**



In the Willows memory boxes were present on the doors of resident’s rooms, the corridors were decorated with memorabilia such as 1940s/50s record covers and advertising logos and there was a piano for residents to use. The gardens were well maintained and welcoming and had plenty of seating. We saw evidence that residents were encouraged to be independent. One resident was quite happy to pour his own water from a jug whilst another said “I’m encouraged to do things; I do what I can.” In the Beeches, we observed some residents folding serviettes for lunch. They were also enjoying a conversation about what they’d all done in the war. A staff member said they also encouraged them to help fold towels and other simple tasks.

**Privacy**



When being shown the bedrooms, staff knocked on the door beforehand on all occasions. Another patient, in a lounge, was asked to go with a member of staff to their room to have their bloods taken. In the Willows, a small number of residents were observed to be sitting in discreet quiet areas in pursuit of their own hobby or interest. A resident accompanied by a staff member was seen reading a book in a separate room called the Hobby Room.

**Quality of Life**



When a buzzer went off in a bedroom, we saw a member of staff move quickly to respond. “They look after me well” another told us, although they personally were “not bothered by activities or trips”. There was a weekly activity list pinned on the noticeboard and we did see a flipchart and member of staff in the Beeches lounge after lunch asking about holidays. A relative told us that the GP and hairdresser visited weekly. Staff, in the Willows, were seen to talk quietly to residents asking whether they would individually like tea or coffee and try to wake them if necessary. However, one person was allowed to continue sleeping when it was obvious they didn’t want to wake up. In the Willows, a whiteboard with personal information written on it was also seen in a bedroom. This acted as an aide memoire and helped the resident when talking to us as they referred to what was written on it.

**Recommendations**

**We recommend that St Leonards:**

- posts a standard daily written menu outside the Beeches dining room as well as having the picture version up on the board.

## Dignity in Care Enter & View visit to St Leonards



### Service Provider Response

St Leonards said they were pleased with the content of the report. There is actually a written menu in the dining room itself, on a chalkboard, which Healthwatch Bucks representatives unfortunately did not see.

### Acknowledgements

Healthwatch Bucks would like to thank St Leonards 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.