

Care Home Provider:	Freemantle
Care Home Address:	199 Buckingham Rd, Aylesbury, HP19 9QF
Date and Time of Visit:	25.01.16 – 3.45 pm
Authorised Representatives:	Alison Holloway, Jean Button

Summary of findings



- A calm, relaxed environment which felt like a home where individuals have lots of options
- Residents seem to be supported to participate in a wide range of activities both in and out of the home

The Visit

Buckingham Road provides residential care for seven people with learning disabilities. We talked to 4 members of staff and 1 resident and observed another 5 residents.

How people are treated



Staff seemed very relaxed with each other and they, and the residents, seemed to know each other well. Each addressed the other by name and when asked for prompts by a resident, to help answer our questions, the staff member knew the person’s history. When we arrived, two residents were in the lounge with the TV on and we observed staff later interact with them. A resident was encouraged to stand up “you can do it on your own, I think”. There was help given when needed but space given when not. We also saw a resident respectfully ask another to move a magazine on the floor so an electric wheelchair could go past. This was quickly and calmly done.

Personal Choice



We were told that residents and staff meet every Wednesday to plan the following week’s meals and local outings known as ‘home days’. Residents have two ‘home days’ a week. One resident told us he’d been out to Aylesbury that day for lunch. During our visit we observed various residents watching TV in the lounge or in their room, reading a paper in their room or returning from a day care centre.

Each resident chooses what everyone will eat as a main meal one day a week. Laminated photos are used to help in the process and these are then stuck on a board, in the dining room, so everyone can see the weekly menu. We could see each resident’s photo against the meal they had chosen. One resident told us that if they wanted a drink or snack they said they would be comfortable asking for one. Two residents coming in from the day care centre were given cups of tea on their return.



Dignity in Care Enter & View visit to Buckingham Road

Just like Being at Home



The large bungalow was neat and tidy with good furnishings, a variety of decorations on the walls and was warm. However, we did not see any signage anywhere. There is a large patio area across the whole of the back of the property which is wheelchair friendly as well as lawns beyond this. One resident's cat was curled up on a bed and we were told he was much loved by everyone. The two bedrooms we saw were personalised with colour, furniture, photos and ornaments. One resident told us his father visits twice a week and when he visits in the evening they eat dinner together in the lounge. Normally residents all sit around the table to eat every meal together which a resident said they liked. Everyone has their own particular coloured placemat. We saw one resident, on the way to showing us the dining room, help by detouring to close the blinds on the front door as it had gone dark since we had arrived. We were also told that residents help staff bake cakes.

Privacy



When we arrived the person in charge was giving a resident a bath. She carried on and correctly made us wait to see her. Some doors were open, others were closed but we did not see any personal care given in public. One resident was moved in a wheelchair from the lounge with patience and encouragement as they got up from the sofa. Another resident, when showing us the cat, asked a fellow resident whether they might enter their room before they did so.

Quality of Life



The list of who was going where each day was on the notice board as were some pictorial minutes from a meeting. Most residents visit Aylesbury Opportunities Centre several times a week. Here they play bingo, drink coffee and play games. Three residents also go out to a disco on a Monday and Saturday evening. A resident said he loved to see his girlfriend at the discos. One resident also told us the care home had a trip last week to see Mama Mia at the theatre in Bedford. They were also being taken to see Annie at the Waterside theatre by their brother next month. This resident also attends the gym on Saturday mornings at Stoke Mandeville Stadium whilst another resident goes to church every Sunday morning. Another resident, who was flicking through some magazines on our arrival, was encouraged to do some simple jigsaws towards the end of our visit.

Recommendations

We recommend that Buckingham Road:

- Increase the signage internally with perhaps photos of the residents on their bedroom doors and pictures or photos on the doors to the dining room, toilet, office etc.

Service Provider Response



Thank you kindly for your report. With regards to the comments about signage, I fully understand your comments but would just like to say that during your visit we were redecorating our hallway so had removed all signage, including four safety signs just while the paint dried. All of these are now in place. Since your visit though, we have planned a project for the guys to individualise their bedroom doors which we will be undertaking soon. Thank you again for your kind words.

Acknowledgements

Healthwatch Bucks would like to thank Buckingham Road 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.
