

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

Caring Homes Group
Hailings Lane, Denham, UB9 5DQ
18.11.15 – 10.45 am
Alison Holloway, Judith Young

Summary of findings



- Staff seem to be caring and treat residents with respect
- There are few activities to give residents, who are able, a reason to leave their bedrooms

The Visit

Denham Manor provides residential and nursing care at present for 39 individuals including some of whom are living with dementia. We were told that 33% of these residents are receiving end of life care. We talked to 4 members of staff and 6 residents and observed another 7 residents and staff.

How people are treated



Although we were not able to see much interaction between staff and residents because all except one resident remained in their rooms until lunch time, we did see individuals treated as equals and all addressed by name. Staff talked to residents as they helped individuals at lunch. All residents we spoke to praised the staff and said call bells were answered very quickly. One told us “Staff are friendly. The staff make it”. They told us if they had any problems they would be quite happy to talk directly to the manager and was quite confident that if a change could be made then it would be. We were also told that staff did have enough time for a quick chat when visiting rooms. Staff were also very welcoming to us and took pride in their own appearance.

Personal Choice



We were told that residents choose to stay in their rooms until lunch time. Some choose to eat all their meals in their room and again some choose to remain in bed whilst others are helped to get dressed and sit in a chair in their rooms. We saw 15 residents eating lunch and the food looked appetizing. Support was being given to 3 residents to eat whilst another 2 staff and the chef were serving and delivering meals to each table. Two visitors also arrived to help their relative/friend eat whilst we were there. The menus showed two choice options for each meal and one resident said that their request for scrambled egg on toast was frequently accommodated. A pictorial menu was posted on the wall in reception. One resident, however, did say that they didn't always like the food as they have difficulties swallowing. We saw residents able to use mobile phones and I-pads in their rooms as well as watching individual TVs.



Dignity in Care Enter & View visit to Denham Manor

Just like Being at Home



Individuals bedrooms were all decorated with personal items and were very homely and looked comfortable as did the communal areas. The dining room was light and airy and there was plenty of room to move around the home with walkers or wheelchairs. Corridors were decorated with photos of local well known celebrities and old newspaper articles recounting famous events. The lounge had a TV on showing a film and there were two noisy budgies in cages. This lounge only had one resident in it occasionally during our visit and was otherwise empty.

Privacy



We saw staff knock on doors and wait until entering. One member of staff asked a resident if they would like to talk to us and ensured that the door was shut behind her so the conversation could be private. This resident later told us that their personal care is always given in private and they are very pleased with the extent of personal help they receive. Whilst we were in another bedroom, a different staff member knocked on the door, even though it was open, to ask if she could collect a used tea cup and saucer whilst we were talking to the resident.

Quality of Life



The hairdresser visits twice a week and chiropodist once every six weeks. The residents we spoke to enjoyed these “treats”. The residents we saw at lunchtime seemed well dressed and groomed. The manager told us that in the afternoons chair based exercises and music take place in the lounge. We did not see any activities advertised or being undertaken in the home although the new activity coordinator had only started 3 days before our visit. There had not been any activities coordinator prior to her arrival for at least 3 months. One resident did tell us that “if there wasn’t a TV in my room then I might be more inclined to go downstairs”. They were not aware of any activities going on though. When asked, no resident told us they ever went out of the home except into the garden.

Recommendations

We recommend that Denham Manor:

- expand their range of home based activities and look to bring in groups such as Pets As Therapy to incentivise some of the residents to spend more time out of their bedrooms.
- look at trying to enable certain residents to be involved in the home through simple everyday tasks such as folding napkins, laying the table etc. that might increase their independence in small ways.
- look to invest in a minibus to enable residents, who want to, go on local trips, as the home is quite a distance from even the local shops or a pub.

Service Provider Response

Thank you for your positive report which as a staff team we are delighted with. I accept the comments around activities but as outlined we have now recruited a new activity co-ordinator and hope that the activities will flourish.

Acknowledgements

Healthwatch Bucks would like to thank Denham Manor 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.
