

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

Gracewell Healthcare
 Church Lane, Maids Moreton, MK18 1QE
 18.12.15 – 10.30 am
 Alison Holloway, Steve Baker MP, Judith Young, Jean Button

Summary of findings



- Friendly, confident staff who all readily communicate with everyone giving support and encouragement where needed
- Extensive range of options and activities

The Visit

Gracewell of Maids Moreton provides nursing and residential care to 40 residents, at present, of which 6 are living with dementia in one unit. We talked to 1 relative, 5 members of staff and 4 residents and observed another 9 residents and 3 staff.

How people are treated



Staff and residents interacted as a warm family; familiar but respectful touch, everyone addressed by name and lots of conversation. It was a very relaxed environment and staff engaged with residents regularly but always asked what the resident wanted. A resident said “I feel comfortable here”. At one point, a staff member was overhead explaining what an i-pod was and how it was going to play Christmas carols to everyone. A visitor also commented on how good the staff had been to help their relative regain good habits such as regular baths and eating good meals when they had first arrived with dementia. They believed that the home had given her back some of her independence and pride. They attend the monthly relatives meetings with about 10-15 others and find them very informative as well as supportive; “they are open and constructive (meetings)”.

A member of staff told us they thought the home was “faultless” and that they were “not just a number”. They had received lots of training when they first arrived and continued to feel much supported. Very soon after starting they had suggested that a resident needed a raised toilet seat and it had been installed the following day.

Personal Choice



The home has a wishing tree where individuals can write and pin on leaves with requests. These can be small or large. So when one resident asked to go to Italy, an Italian evening was organised and when another asked to sit on the back of a bronze stag in the garden, it was arranged. We were told by a resident that they are supported to go to church on a Sunday (not the local one) and arrangements had been made to attend the carol service on Christmas Eve at the church opposite.

We were told that the garden is extensively used in summer and noted there was a bench with a height adjustable seat/table. The dining rooms are set with glassware, crockery and glassware and a

Dignity in Care Enter & View visit to Gracewell of Maids Moreton

choice of menus and cooked meals three times a day. We saw staff sitting and eating lunch with residents in the ground floor dining room. We did not see any plastic drink containers on our visit. There were enclosed drink dispensers on each floor where residents had a choice of cold drinks to help themselves to and a tray of glasses. Coffee was constantly on offer from the bar/ bistro area which was very popular.

Just like Being at Home



A visitor told us he can visit any time he likes and that he has also eaten in the private dining room available to residents and their guests. We observed other visitors arrive and meet residents in the bar area for coffee. The bedrooms we saw were personalised and many decorated for Christmas. The home was well signposted and names on all bedroom doors. As well as flowers and pictures, we saw groups of sepia photos of residents at certain events. We were also told that the home encourages relatives to make up photo albums of their past lives so staff can get to know them and understand what they like, and what their past lives have involved. One resident said “I love the garden” and another told us they enjoyed living here.

Privacy



Whilst in the bar area, a nurse came round very discretely to give out medication. We observed her crouch down to each resident’s eye level and talk quietly with a hand reassuringly placed on their shoulder blade. She waited until the medication had been taken before moving to the next resident. We heard her ask one person whether they would prefer to take some medicine in their room or where they were. They were quite happy to take it seated in the bar.

We saw one staff member bring a Christmas card which had just arrived to a resident whose sight is not good. They asked if they would like the card read out and afterwards if they would like it taken to their room. The resident said they’d like to put it in their walker and ‘that’s a good idea’ was heard as a response.

Quality of Life



We saw two residents in the hairdressing salon having their hair done ready for the afternoon Christmas party. The hairdresser visits twice a week, and manicures and hand massages are also regularly offered in this space. There is also a cinema room where films are shown weekly and a baritone was visiting to sing that evening. We were told of an extensive range of activities on offer from book clubs and bridge clubs to bingo and painting. Residents from all areas of the home are included wherever possible. There was a karaoke Christmas Carols session occurring in the dementia unit lounge on our arrival. As there are quite a few different communal areas, there were always quiet rooms to go to if you wanted to.

The activities manager took a lady into Buckingham shopping whilst we were there and then ran a skittles event on her return. The vast majority of residents taking part did so standing up with the support of walkers or sticks and got quite competitive. It generated conversation as well as some exercise and the winner was warmly applauded.

Service Provider Response



It was a pleasure having you visit our family at Maids Moreton.

Acknowledgements

Healthwatch Bucks would like to thank Gracewell of Maids Moreton 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.
