

Environment

Residential and nursing homes

Good practice in residential
and nursing homes



At Healthwatch Somerset we have identified from our enter and view visits some examples of good practice which can assist you in your planning.

General good practice identified during our visits

- Where possible, ensure there is a range of comfortable seating areas. This will ensure that residents have a choice of where - and with whom - to sit. Residents should also have a choice regarding where they receive visitors.



- Make regular checks to help ensure there is easy access around the home including seats in long corridors for resting.
 - Consider offering residents an in-house post box and an option to purchase items such as toiletries, snacks and newspapers.
- Where possible it is good practice to ensure hand rails continue across doors leading into staff offices and broom cupboards. This helps to ensure that residents can confidently navigate around the home while minimising the risk of them wandering into unfamiliar or unsafe areas.
 - For homes registered to provide care for those who have dementia, use yellow and red paint in communal areas where residents can safely wander - research shows these are the most recognisable colours for people with Alzheimer's.
 - Personalise doors and walls outside people's rooms.
 - It is recommended that dementia care homes provide tactile wall hangings and boxes containing tactile objects in corridors which can reduce anxiety and stimulate the senses.

- Ensure provision for double rooms or adjacent single rooms where possible so that couples can stay together.
- Make broadband Wi-Fi available for residents to use in the home. The enter and view team have spoken to several computer literate residents and it is likely that computer literacy will increase in the future.
- Encourage residents to bring their own furniture or personal items to the home, space permitting. One home visited was able to accommodate a resident's piano in a communal area.
- Install a board showing information such as activities for the day, the date, the weather forecast and which staff are working.
- Apply for a 'Get Connected' grant to install specially adapted and simplified computers www.scie.org.uk/workforce/getconnected/faq.asp
- Ensure designated male and female toilets are available.
- Ensure there is a private area where residents can make and receive phone calls and include an option for residents to have their own phone line in their room.
- Ensure residents have the option to lock their room and have a place to lock away valuables - unless this has been assessed as unsafe.
- Ensure that commodes are provided for residents who do not have en suite rooms, where needed.
- Hearing loops should be installed in communal areas and a portable hearing loop should be available for residents, visitors and staff as needed. All staff should know how to use this equipment. Advice can be sought from Action for Hearing Loss.
- Contact 'Somerset You Can Do' on 01278 664 180 or email: enquiries@somersetyoucando.org or find out more online at <http://www.somersetactiveliving.org.uk>





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the care forum

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