

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

Porthaven Care Homes LLP  
Ibstone Road, Stokenchurch, HP14 3GG  
01.12.15 – 2pm  
Alison Holloway, Joyce Davies, Barbara Poole, Janice Milsom

**Summary of findings**



- Residents have access to a wide range of options whether they be meals or activities and are well supported by staff to make different choices.
- Chiltern Grange has a relaxed feel to the home and staff have time to engage positively with residents.

**The Visit**

Chiltern Grange provides residential, nursing and dementia care. We talked to 5 members of staff and 4 residents and observed another 15 residents and 12 staff. We spent most of our time on the floors catering for those residents living with dementia or needing nursing care.

**How people are treated**



Staff worked with an air of confidence and professionalism whilst being approachable and caring. There was a relaxed atmosphere and staff were able to sit and talk to residents as part of their day. Staff interacted with all residents at some point during our visit in different ways, and for different periods of time, using different styles and appropriate touch dependant on the individual resident. All residents were addressed by name and listened to. One resident continually asked to go to bed but staff always patiently talked with them. A variety of answers or options were given; “you can after supper” or “shall we wait until the film has finished?” This resident was very happy and reassured with the responses given each time. Banter was also evident when one resident started to sing and a staff member asked whether they were singing to him. We also saw very good examples of eye contact in particular with one non-verbal resident when assistance was given to drink.

We witnessed a great deal of positive communication between staff and felt that everyone knew what their role was at any one point in time. One staff member told us that they “love working here”.

**Personal Choice**



We spoke to one resident in their room where they chose to spend all of their time. They said staff were “excellent” and they were able to get up and go to bed when they chose. They chose soft food but still had a choice of menus. We were also told that a hostess goes around the home about 1.5 hours before lunch, with a standard and picture menu, taking individual’s requests. They are also still able to subsequently change their mind. Breakfast can be eaten in a bedroom or in the dining room where staff sit and talk with residents to encourage them to eat. We saw an extensive range of

**Dignity in Care Enter & View visit to Chiltern Grange**

drinks and cakes at 3pm and when someone asked for a different option i.e. water, a glass was fetched immediately. Help was given when needed and freely available when requests made.

Whilst we were there, a film was being shown in a lounge on one floor and the radio was on on another floor. When a resident asked for the radio to be turned down, staff immediately responded to this request. We also saw a resident being encouraged to wear her glasses to watch the film.

**Just like Being at Home**



The home is modern with large comfortable communal areas, wide corridors and very tastefully decorated in neutral shades with good lighting. There are double french windows in every lounge overlooking the countryside and these locations proved to be popular sitting areas. Staff told us that the extensive grounds are used a lot in the warmer months. We saw jigsaws and games out in the residential lounge and shelves of a variety of books and reminiscence boxes in two lounges. There was also a board of photos showing residents celebrating a birthday or participating in an art class. Bedroom doors were well signed and those on the first floor also had photos and individual memory boxes next to them. The bedroom we saw had been personalised with the individuals’ belongings and photos and plants on the window sill. We were told that religious services take place at the home or residents can go to church if arranged in advance.

**Privacy**



Bedroom doors were closed or open to varying degrees. We were asked by the resident we visited in their room to “leave the door half open please” when we left. As we walked down this corridor we did hear a staff member ask whether a resident would like assistance to go to the toilet but this was done discretely.

**Quality of Life**



We were told that visitors can come at any time of day and residents are encouraged to join in activities. Every morning, chair based physical exercises takes place in each lounge whilst in the evening a film is put on after super and the lights dimmed to create a calm atmosphere before bed.

On one floor, we saw Xmas paper chains and cards were being made by an enthusiastic group which encouraged lots of chatter. Those who just wanted to watch were also involved in the conversations. In the lounge on the ground floor, we saw a member of staff playing a large Four in a Line game with a resident. Some residents had gone in the minibus to look around the Xmas displays and stalls at Worlds End garden centre during our visit. We were told the minibus is available five days a week for trips out. Children from the local primary school were due to visit to sing carols later in the month.

We saw a staff member talk to a resident and acknowledge that they were in discomfort on one floor and showed them how if they moved gently they could make themselves more relaxed. On another floor, when a resident got distressed, a staff member took her for a little walk, talked to her and she returned calm again. There was a great deal of empathy shown.

### **Service Provider Response**

Thank you for the inspection feedback is always helpful to us and we very much appreciate your work – we have no changes to make

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### **Acknowledgements**

Healthwatch Bucks would like to thank Chiltern Grange residents and staff for their contribution to the Enter and View visit as part of the Dignity in Care project.

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### **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.

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### **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.

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