

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

Centurian Healthcare  
Marlow Rd, Stokenchurch, HP14 3UW  
05.11.15 – 3.45 pm  
Alison Holloway, Janice Milsom

**Summary of findings**



- Staff were constantly engaging with residents as you would do in a family situation
- The manager is very creative in her ideas for days out and ideas for sensory stimulation

**The Visit**

Penley Grange is a home at present for 5 residents with a learning disability. We saw all of them and all the staff on duty. We had short conversations with two of the residents, a brief chat with 2 staff but mainly talked to the manager.

**How people are treated**



The staff knew the residents very well and everyone addressed each other by their first name. Staff were able to anticipate behaviour as well as understand the variety of non-verbal communication we saw. This might be finger movements to indicate positive answers or no movement to indicate a negative. One resident did not want talk to us and that was seen, interpreted and respected. Touch, such as holding hands, was utilised a lot to communicate and keep a person’s attention in a positive way. Eye contact was good. Staff were constantly engaging with residents as you would do in a family situation. When one resident got distressed because a tradesman needed to go into a bedroom, a staff member gently distracted them and took them downstairs.

There were different sensory lighting kits mounted in each bedroom as well as a sensory room downstairs. The multiple effects of the benefits of stimulating other senses rather than just speech was very evident in the approach in this home. There was a relaxed, confident air between the staff and residents and between the staff themselves.

**Personal Choice**



We did not see any food or drink being served or taken during our visit. However, we were told that everyone eats together at lunchtime although individuals can choose to eat in their rooms on weekdays. The manager told us that breakfast is staggered to accommodate which resident is going to which day care centre session but that residents go to bed and get up at different times.

When we arrived, two residents took us to their rooms where they were playing music. One became completely absorbed in it once they had put on their headphones. It was clear that each resident had a wide choice of their own music and enjoyed free access to it. Another was batting a balloon back and forth with a staff member in the sensory room downstairs. We were told by the manager that individuals are encouraged to take risks within their capabilities. One resident “was sad” when

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

they were told it wasn't safe for them to do a certain activity but this decision had been taken after much consideration and sensitively explained.

**Just like Being at Home**



On a very wet, dark afternoon we were welcomed into a warm and homely house with lots of space, large bedrooms and very new bathrooms. Each bedroom door had a photo of the resident who lived there and each was nicely decorated and very personalised with a variety of individuals' belongings. Communal areas were well furnished and new chairs were being delivered during our visit. The TV was only put on when a resident was watching it and a member of staff was seen sitting with them. At weekends, special meals are planned with the residents and the staff eat Saturday brunch and Sunday lunch together with them. Meals are planned together and residents are encouraged to try new foods within their dietary restrictions. One resident with gluten intolerance was catered for and another had been actively encouraged to eat more healthily with positive results. Recently, they had tried out cooking venison in the slow cooker.

We saw residents were free to come and go within the home. One resident who likes to move around a lot and seek out company was always patiently talked to by staff and involved in conversations. Two residents have also taken to using an iPad and one now frequently is able to Facetime their relatives. This has empowered them as they are unable to talk on a phone.

**Privacy**



At one point, a staff member was summoned and a bedroom door was closed to respect a resident's privacy when we were on the landing outside the room. Another resident was gently reminded that they should not go into another resident's room. On another occasion, another individual made it clear that they did not want to show us their room and this was respected.

**Quality of Life**



Each resident goes to at least weekly to a day care centre and we saw three returning on the minibus as we arrived. In addition, musicians visit the home weekly to run sessions. We were shown photos of a holiday last month to Blackpool where residents not only visited the zoo, the Illuminations but also IlluminAsia, an indoor internally lit Chinese lantern sculpture park. In the past, specialist drama groups and massage therapists have visited to celebrate birthdays at Penley Grange. In summer, a sports day was held at the home and other care homes invited to join in the fun. This resulted in not only closer ties between staff but also between residents of different homes. Subsequently, a trip to the pub and a BBQ has occurred between different groups. Plans are also being made for a trip to an ice skating rink at Xmas. Best practice is regularly shared with other homes to enhance opportunities.



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### **Service Provider Response**

The care home has not provided us with any comments on this report.

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### **Acknowledgements**

Healthwatch Bucks would like to thank Penley 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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