

## Dignity in Care Enter & View visit to Rayners

<b>Care Home Provider:</b>	Rayners Extra Care
<b>Care Home Address:</b>	Weedon Hill, Hyde Heath, HP6 5RH
<b>Date and Time of Visit:</b>	24.02.16 – 11 am
<b>Authorised Representatives:</b>	Elizabeth Abbott, Barbara Poole

### Summary of findings



- Rayners is a bright cheerful home.
- Residents seem very comfortable, physically and emotionally.

### The Visit

Rayners provides residential care for up to 44 residents. We visited the care home lounge/dining room. We talked to 1 relative, 2 members of staff and 4 residents. We observed 20 residents and staff.

### How people are treated



There was a lot of interaction and humour in the dining room when residents were coming to take their seats, and the chatter continued throughout the meal. Residents looked comfortable in their surroundings. Staff and residents knew and used each other's names and a number of staff had worked in the home for many years. All 4 residents we talked with told us the staff were either very good and kind, or excellent. They confirmed that Rayners did not have agency staff and staff had been there for many years.

### Personal Choice



We were told that residents can choose what they would like from a menu which is circulated daily. Their preferences were catered for. "The food is excellent" and "plenty to eat" were the comments from residents, with one lady telling us she had to be on a diet to lose weight from eating "lovely food". Two of the residents we spoke with had been at Rayners for over 5 years, and both said they were extremely happy with the way they were provided for. They said they had freedom to stay in their rooms, or come to the lounge and chat, or be taken out by their relatives. On occasions they said their relatives could stay for lunch at Rayners. They told us "All we have to do is ask the staff".

### Just like Being at Home



We saw the large lounge and dining area which was well decorated, bright and clean. There were a few potted plants around and some pictures on the walls, but no means of passing the time, e.g. books, puzzles. One resident told us that their newspaper is collected every day, and another told us the big TV in the lounge is on in the evenings, but not during the day. The residents told us they had their own personal TVs in their rooms.

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### Privacy



We did not have opportunity to see any experiences where privacy would be important. The residents were all dressed and had mobility equipment. We saw staff helping residents move from the armchairs to the dining room chairs. The staff we observed were friendly and chatty with the residents and residents appeared comfortable in their company.

### Quality of Life



Everyone was well dressed and residents told us about the visiting hairdresser and chiropodist. Access to doctors and medical help we were told was easy and 2 residents said they were able to keep their existing doctor. We were told by residents that there is entertainment provided such as every last Wednesday in the month there may be a singer or dancer. They said they had a guitar player recently who was "very good" and several afternoons a singer provides entertainment which they enjoyed "enormously". Trips are organised e.g. to the Elgiva, and local churches visit regularly.

### Recommendations

#### We recommend that Rayners:

- provide books, magazines, games in the lounge.

### Service Provider Response



In the section "**Just like being at home**"; you state "but no means of passing the time, e.g. books, puzzles." In fact we do have several board games, jigsaws etc. stored within our library area of our open plan lounge and scrabble matches are a regular afternoon activity with residents, who wish to participate.

Also under the section, "**Quality of Life**"; an individual copy of our Monthly newsletter, which details the activities and events for each month, is issued to each resident and on reception / notice boards each month.

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### **Acknowledgements**

Healthwatch Bucks would like to thank Rayners residents, their visitors 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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