

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

Mandeville Care Services
 201-203 Wendover Rd, Aylesbury, HP21 9BP
 18.11.15 – 10.40 am
 Alison Holloway, Diane Kerwood

Summary of findings



- Care staff spend a lot of time moving residents around and less time interacting more positively with them
- The activities we were told about were appreciated

The Visit

Mandeville Grange provides nursing care for 31 residents, some of whom live with dementia. We talked to 3 visitors and 4 residents and observed another 10 residents and 8 staff.

How people are treated



Staff all addressed the residents personally although occasionally ‘my sweet’ or ‘darling’ was used when trying to persuade individuals to do something. Although, there was little conversation, staff were very cheery and said ‘morning’ or ‘how are you’ as they brought residents into the communal areas from the bedrooms. One staff member patiently asked a resident whether she’d like toast and the chef chatted to them and another resident when he brought it through into the lounge. We were told “they are good to us here” by one resident whilst another said “they do their best”. One visitor said they felt their relative received “really individual care”. However, we were also told by one person that they didn’t feel they could ever complain.

Eight out of the fourteen residents we observed were hoisted into lounge chairs during our visit. This process was done as quickly as safely possible but did not look very dignified. Only one hoist also seemed to be available. At one point, a resident was just left in the middle of the room in a wheelchair and two staff stood nearby. They neither spoke to the resident nor to each other. A visitor told us that her mother didn’t like being hoisted at all but had no choice. We were told that one person had arrived semi-mobile but very quickly became incapable of walking because they were not encouraged to do so. We did, however, see staff being very positive with one resident, who used a walker, as she moved to sit in a chair.

Personal Choice



Although we saw no menu, we saw the chef ask one resident what they would like for lunch and go through the options of scampi, cottage pie or curry. Another resident told us that they didn’t like soup or a sandwich in the evening and so a jacket potato was cooked for them instead. Residents do eat though in the lounge areas, off individual small tables, because there is no dining area. Although everyone was given a drink some were given two at once and many were not asked what kind of drink they would prefer. All drinks were served in plastic containers although residents were free to help themselves to cold drinks from a fridge in the lounge where there was also a basket of apples.

Just like Being at Home



The home was personalised with pictures, silk flowers, photos of residents “Magic Moments”, and coordinating furniture. However, the internal lounge was quite cool. A blanket was brought for one resident when she confirmed she was cold. We saw a staff member stop and encourage a resident to help herself to move her feet rather than be dependent on someone else. The former was patient and reassuring. Although in one lounge, residents were all sitting around the room, in the conservatory, we could see individuals were taking control of what they were doing e.g. one resident was looking after the remote control, 3 were reading newspapers or magazines and another was on an I-pad. One resident also told us that they had “a lovely bedroom”.

Privacy



We did note that the bedroom doors either side of the front door were fully open, with residents still in bed, when we arrived. When we left the residents were up and their beds had been made but their doors were still wide open allowing anyone to see into their room. In addition, clothes were not always well adjusted when individuals were being hoisted in the lounge.

Quality of Life



Residents were moved out of wheelchairs into lounge chairs as quickly as staff were able to do this and the TV was on in each lounge area. Several residents had recently been on a boat trip in Henley. There was also a sign up for a Christmas party although no activity board that we were able to see. A visitor said that floor basketball takes place, quizzes were organised, and whilst we were there, Pets for Therapy visited. The conversation flowed and eyes shone at the appearance of the two dogs.

One visitor told us that they knew their relative was well cared for and that their relative knew this too which gave them a sense of comfort and reassurance. When a resident became distressed following a fall, staff appeared quickly saying “don’t worry, we’re going to get you up”. They asked the resident whether they were in pain several times using different expressions to check understanding. They were given some painkillers (a staff member ensured the medication had been taken) and helped back into a chair. They were told not to worry, as they started to cry, and that they would call their daughter.

Recommendations

We recommend that Mandeville Grange:

- manages the temperature of the lounges in line with the weather outside
- ensures residents maintain their independence and mobility as much as possible whilst ensuring staff and residents remain safe and healthy
- obtains another hoist if so many residents are dependant being moved in this way

Service Provider Response

Thank you for your recent visit and subsequent report on Mandeville Grange. We operate an open door policy at our home and pride ourselves on providing the highest quality care to all our residents. Thank you for recognising our efforts with your four star rating.

It was a shame that you were unable to meet with me at the end of your visit for a feedback session, as it would have been helpful to discuss your findings in more detail. Many of our residents' choose to have their door open even when they are in bed. This is in keeping with our home's policy on individual choice. This is also reflected in the way that the residents choose to be addressed. Residents, who are referred to in affectionate terms, have previously indicated to staff that this is their preference.

Here at Mandeville Grange we are proud to have created a real home from home environment where the residents are part of a family, as such we will of course discuss your recommendations. We look forward to seeing your report and our response on your website.

Acknowledgements

Healthwatch Bucks would like to thank Mandeville Grange 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.
