

## Dignity in Care Enter & View visit to Windsor Lodge

<b>Care Home Provider:</b>	Windsor Lodge Care Home
<b>Care Home Address:</b>	Windsor Lane, Gerrards Cross, SL9 8SS
<b>Date and Time of Visit:</b>	11.05.16 11.00am
<b>Authorised Representatives:</b>	Joy Johns, Janice Milsom

### Summary of findings



- Comfortable, family-run home for 8 residents in beautiful, well kept grounds
- Relaxed atmosphere with good level of personal choice
- Staff sometimes seemed too busy for high level of personal interaction with residents
- Would benefit from investment in and updating of decor and furnishings

### The Visit

Windsor Lodge provides residential care for 8 people (all currently female), the oldest being over 100. We talked to 2 members of staff (including manager), 1 visitor (briefly) and 3 residents and observed another 5 residents, 0 visitors and 2 staff. We were told there is a total of 10 day staff employed and 2 night staff.

### How people are treated



All residents were spoken to by staff in a kind, courteous way by first name, using with eye contact. One long term resident told us 'the staff are very nice', another said this is a family-oriented home and another said 'the staff do their best. We observed a resident having a coughing/sneezing episode. The staff member knelt down, gently comforting her, holding her hand and providing care. Staff were in and out of the lounge area, so later when this same resident needed assistance it was a short, but a distinct time before someone came. At this point, the resident was again well and kindly helped.

Staff seemed busy but seemed to work well together. We were not able to observe personal interaction between them and residents over a period of time. One resident said 'They are always rather rushed and when the buzzer rings (from another room), they say they will be back in a minute but are not always able to.' Some of the staff have been employed for many years. We spoke to one, fairly new, staff member who said she loves working there, that it is friendly and she gets on well with all other staff and 'would let my mum live here.'

### Personal Choice



There seems to be a good level of personal choice for residents. All residents that we spoke to said that they were able to get up and go to bed as they chose. One resident said she was always awake early – and a staff member said (without prompting from us) that they always go to give this resident personal care first. At lunchtime, one resident had opted for a glass of red wine. Several people said that you can always have a drink and or cup of tea and we noted that every resident had

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a drink of tea, water or juice in front of them during the morning. The lunch listed on a board was limited to one choice. However, we were told that each morning someone goes to each resident to check what they would like. We saw the home cottage pie meal with fresh vegetables, one resident had opted for a vegetarian option, and two had an alternative main course. Two of the residents told us that they were always being encouraged to eat healthily.

Residents are able to go into the beautiful gardens and ‘just have to ask to be taken’ or helped out. One resident said she would like to get ‘out in the fresh air more’ with someone to stay with her. Another resident was hoping to have help going to the local church, and was waiting for that to be arranged but said that in the meantime a vicar came to the home every week.

**Just like Being at Home**



The home has a relaxed and cosy feel to it, although it could benefit from some investment in updating and redecoration. While some of the rooms seem quite small, they are furnished with personal items and mementos. Some of the residents have been there for many years (in one case 11 years) and are well known to the staff. A newer resident said that a staff member came to talk to her about her past career and experiences. Another resident came to live at Windsor Lodge because she ‘used to visit a friend there and liked it very much’.

Residents are able to continue with past interests such as playing the piano, knitting and can have visitors when they wish. The temperature was comfortable and the views from the windows were lovely.

**Privacy**



We saw residents in their rooms with the doors open, but noted that staff members asked people if they wanted their doors open or closed. We saw at least one resident with a private phone in their room.

**Quality of Life**



The home is located in extensive grounds which are beautifully kept. The large, light and airy lounge/dining room overlooks the garden with a pond and several well-stocked bird feeders visible. Residents are able to take part in activities such as bingo, singing, physiotherapy/exercise (this class had just finished when we arrived). One mentioned an arranged outing to Bekonscot, and to the local shops in Gerrards Cross which included a visit to a coffee shop, another resident told us they go to the monthly lunch at a local church. There was a list of activities on the board. People who needed to buy small items said they could ask the manager. Hairdressers come to the home to assist residents. A large television in the lounge was on throughout our visit. This was turned down when we talked to one of the residents. Three of the residents were in the lounge all the time we were there and were having lunch in these chairs at small tables.

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### Recommendations

We recommend that Windsor Lodge:

- Consider updating the interior decorations and furnishing
- Consider increasing staffing levels or consider involving local organisations/other charities to provide more personal interaction with residents, such as visits to the garden.

### Service Provider Response

As a residential home, some of our residents have periods of non-intervention to enjoy their daily lives, but we will continue to focus on dignity within the care we provide. Our staff/resident ratio will remain 3:8 as this is a very high level of support for older people in care.

### Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Windsor Lodge 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.