

Dignity in Care Enter & View visit to The Leonard Pulham

Care Home Provider:	Abbeyfield
Care Home Address:	Tring Road, Halton, HP22 5BN
Date and Time of Visit:	14.06.16 - 10 am
Authorised Representatives:	Alison Holloway, Diane Rutter

Summary of findings



- A well-staffed care home where staff know the past of the residents and have time to chat
- A range of activities aimed at those with nursing needs and staff who try to engage residents in these
- Relatives are made welcome, listened to and supported

The Visit

The Leonard Pulham provides nursing care to all its 34 residents many of who are both elderly and frail. We talked to 7 members of staff, 2 visitors and 4 residents and observed another 9 residents, 1 visitor and 5 staff .

How people are treated



There were a lot of staff on duty and a visitor told us that the home is “very well staffed”. They were very welcoming and relaxed and provided us with the tools to communicate with a deaf resident who wanted to talk with us. There are also small dry wipe noticeboards in each bedroom which relatives and staff can leave messages on. All the residents we spoke to said staff were friendly, kind and very helpful, and a visitor told us that they “no longer worry about (their relative)” now they have moved into this care home. Visitors told us that they were involved in decision making with regard to their relatives and any issues that were raised, e.g. a personality clash with a member of staff, were quickly resolved. Staff are very approachable and keep relatives up-to-date with any changes in medication, wellbeing etc. We were told, by a visitor, that the home had offered, when they had gone on holiday, to pick up the resident’s spouse should their relative’s condition become unstable.

Personal Choice



Residents eat their breakfasts either in bed or in a chair in their rooms and whilst many come down to eat their other meals in the dining room, several choose to eat all their meals in their bedrooms. Everyone told us that the food was excellent and they appreciated the choice on offer. We also observed a variety of drinking vessels and actual drinks whether these were nutritional supplements, tea or a cold drink. Two residents told us they were woken in the mornings and a staff member said that several residents had been staying up late to watch Euro 2016 football on TV. Although the residents we spoke to did not all participate in any of the weekly activities on offer they had all been to the Queen’s birthday street party.



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Just like Being at Home



The home is light, airy and very clean with a huge dining room leading into a lounge area and conservatory. The TV was only switched on when residents were present and had subtitles on the screen. There is a patio next to the building and laid paths around a lawn and flower borders so wheelchairs can go around the garden. The residents we spoke to enjoyed the view of the gardens from their bedrooms. One had a peanut bird feeder stuck to the window and we saw a blue tit fly back and forth. Personal belongings were within arm’s reach on adjustable tables. A church service occurs monthly in the home. We were told about another resident who enjoys being taken to a local baker to get a hot sausage roll.

Many staff had been employed at the home a long time and this consistency showed in the way that staff were easily able to talk about the residents’ life histories. We heard a staff member remind one resident about their working life and their job.

Privacy



We observed bedroom doors being closed when personal care was being given. Staff knocked on doors before entering and asked whether doors should be closed to allow residents to talk in private with us when they chatted to us in their bedroom. One visitor said she’d never heard staff talk inappropriately about a resident and that curtains and doors were always closed when they had seen personal care being given to their relative.

Quality of Life



Everyone was very well dressed and we were told that a volunteer comes in to paint nails. A visitor said their relative always smelt beautiful and that the “care is absolutely marvellous”. The hairdresser was setting hair all morning and the activities coordinator was just taking a resident out to the garden centre as we arrived. Because of the nursing needs of many of the residents, they are moved frequently and all have pressure relieving mattresses. Some of the large armchairs also have similarly designed cushions to maximise the time some of the residents are able to spend out of bed. The nutritional support carer is dedicated to helping 12 individuals in particular to eat and drink and has the time to provide this one to one support and company without anyone being rushed.

Structured activities take place for an hour each morning and afternoon although some of the morning ones might be only a one to one activity. There are 15 volunteers who come in to run knitting clubs, chat to residents in their rooms or take them around the garden in their wheelchairs. Everyone told us how they had enjoyed the recent street party downstairs. Other popular activities included bingo, cards and quizzes as well as a memory game. Zumba and musical movement also took place weekly. When the weather is warmer, there are more outings, although there is no minibus.

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Service Provider Response



Thank you for your report. It will be a huge boost to all the staff as it reminds them of the fantastic work they all do; day in, day out.

I do not have anything to add other than to say, thank you for your support on the day as being inspected can be a daunting thing.

Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at The Leonard Pulham 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.
