

## Dignity in Care Enter & View visit to White Plains

<b>Care Home Provider:</b>	<b>B&amp;M</b>
<b>Care Home Address:</b>	<b>Tilehouse Lane, Denham, UB9 5DE</b>
<b>Date and Time of Visit:</b>	<b>15.06.16 - 10.30am</b>
<b>Authorised Representatives:</b>	<b>Elizabeth Abbott, Judith Young</b>

### Summary of findings



- White Plains is a spacious, well managed and maintained, bright and airy care home.
- The residents appear very comfortable and happy in their surroundings.

### The Visit

White Plains provides nursing care for 38 people. We visited 2 lounges and a dining room. We talked to 4 members of staff and 4 residents and observed another 20 residents and 4 staff .

### How people are treated



Residents looked comfortable in their surroundings and were chatting and laughing with the staff, who addressed them by their first names. One resident who had been there for over 2 years told us the staff were excellent and respectful of residents and “will do anything to make me comfortable whatever time day or night”. This kind of comment was repeated by all the residents we spoke with. One resident said that if there was a concern about anything, staff would immediately take notice and “do anything to make sure I was alright and happy here”. The lounge for residents with dementia had 2 staff in attendance, and we observed 9 residents. There was a calm and bright atmosphere enhanced by background music.

### Personal Choice



We were told residents can choose what they would like from a menu circulated daily and their preferences catered for, even if they changed their mind afterwards. “The food is excellent” and “plenty to eat” were the comments from residents. 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, “All we have to do is ask the staff”. A notice board in the lounge for residents with dementia had the menu displayed in simple pictures.



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**Just like Being at Home**



The areas we visited were well decorated, bright and clean and the home looked well maintained. We looked into the Quiet Room and saw a resident reading a book in an armchair. We saw books and puzzle games in the lounges. There were TV screens in the lounges, but these are only on if residents wish to watch them. Otherwise, there are TVs in each resident’s bedroom. The residents told us they can have whatever personal items they want in their rooms and are encouraged to do so. We were told that one resident had brought their own double bed.

**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 and offering help to open the doors for them. The staff we observed were friendly and chatty with the residents and residents appeared comfortable in their company.

**Quality of Life**



The residents were well dressed and all staff were well groomed and tidy. We were told that access to doctors and medical help was easy and residents are able to keep their existing doctor. We were told by residents that there is entertainment provided regularly. One resident said a group had gone out to the pub the evening before our visit. Another said they had recently been taken to the Smith Garden Centre and then to Denham Garden Village. They said the activities coordinator was “marvellous” because of all the different things she arranged. The home has large gardens impeccably well maintained, with a resident cat. Two dogs also visit a couple of times a week. There is an aviary in the garden. We observed a squirrel being fed in the patio area of the dementia lounge by one of the residents together with a member of staff. A resident told us that “if I can’t stay at (my) home this is where I want to stay “.

**Service Provider Response**

Thank you for your email and compliments. I have just read the report to our Residents and staff and we are all delighted to receive such excellent feedback.

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### Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at White Plains 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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