

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

Burnham Lodge Ltd
Parliament Lane, Burnham, SL1 8NU
26.05.16 – 10.30am
Alison Holloway, Graham Faulkner, Jean Button

Summary of findings



- Long term staff interested in working as a team with each other and the residents
- Extensive activities which were integrated into the fabric of the day

The Visit

Burnham Lodge provides nursing and residential care for 48 people. We talked to 6 residents and 3 members of staff and observed another 11 residents and 4 staff. We were not aware of any visitors.

How people are treated



One resident told us they had felt very supported when they had gone to hospital following a fall as they had been accompanied by a member of staff the whole time. They told us that staff are always very ready to help and they got a kiss every morning which they were very pleased about. “Anyone who comes to live here is very, very lucky”. Another resident was grateful that staff help them monitor certain aspects of their health and reminded them to take their medication. Residents also said that staff did have time to chat “although you can always have more staff”. We were told that several staff have been working at the home for over ten years. All the staff we met were very cheerful, open and welcoming. They and residents worked as a team, for example, interviewing potential staff and planning menus.

We were told that some residents attend training courses e.g. dignity in care alongside the staff and receive their certificates, and thus add a different viewpoint to each session.

Personal Choice



Different residents told us about the diverse times they all got up. We were told that “the food is excellent”. There are two meal choices but one resident said that, as they didn’t like either of today’s lunch options, they had asked for a plain omelette. This individual chooses to eat their lunch in the dining room but not their other meals. Another resident told us that they prefer to eat all their meals in their room. Staff told us they also setup small tables in the lounges for meals if requested. Although there was a lot of activity in one lounge, and many residents were there, one resident told us they enjoyed reading or watching TV alone in their bedroom. They only like to take part in bingo sessions which occur on Thursday afternoons. Their relatives collect library books and order magazines and papers for them. Another resident told us they were happy sitting in another lounge on their own with a paper and a coffee. We saw them later walk around the grounds. We were told that some residents choose not to participate in the home much despite an extensive range of activities. Some people make use of online shopping and packages frequently are delivered.

Just like Being at Home



The home is clean and very tidy with personal touches such as fresh flowers on tables in the communal rooms. The bedrooms we saw were personalised with ornaments and photos on the walls. Music was playing from one TV in a lounge but there were no TVs on in the other lounges. Many residents told us how much they enjoy the garden and some were outside sitting in the sunshine. We saw staff put out the awning to create some shade on the patio. Another resident was being pushed around in a wheelchair by a care worker. Although we saw no visitors, residents told us that many come to take them out. Although, religious services did take place in the home, individuals did tell us that they would like to go to church occasionally.

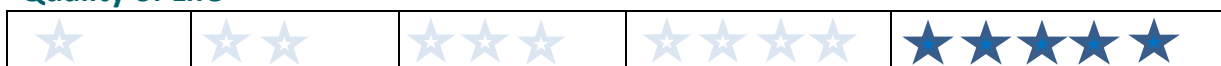
One resident helps staff run a bingo session, another grows seeds for the garden whilst another acts as a welcome point for new residents to try to make them feel more at home. The home seemed to actively encourage this involvement and recognised the feeling of worth it brought to some residents. However, some of the newer residents were finding it was taking time to settle in, especially those with varying levels of visual impairment. “I’ve not done a thing since I got here”.

Privacy



We were told that staff respect the rules and everyone’s privacy. Residents we spoke to, told us that staff always knocked on doors and waited before entering and we saw this for ourselves. Bedroom doors have an ‘engaged’ or knock and enter’ sign which can be altered to indicate whether residents wish to be left alone. Another resident was happy with the way they were hoisted when they needed to be moved.

Quality of Life



Everyone seemed very well dressed. We were told that the hairdresser visits and there are pamper sessions. “You hear lots of stories about other homes but there are no problems here.” During our visit, an activity coordinator was running a games session in one lounge which went on for at least two hours. This consisted of word games, crosswords and cards. Six people were actively participating but others had chosen to join the company in this lounge and observe, snooze, read or play dominoes. This coordinator took time out to ensure that residents who seemed to need help, but not involved in the activity, received some attention too. There was an activity schedule for every day including weekends. A volunteer comes into sing with residents on a Sunday and there is also keep fit at least once a week. Although there is no minibus, one is hired for trips e.g. to a garden centre two months ago and for a boat trip this summer. Staff use their cars to take residents out.

On the wall in reception, there were two photo frames showing feedback from residents and what had been done about this. So we saw that “You said” (residents) would like the evening sandwiches kept in a fridge rather than being left out, and “We did” (the care home) had bought a fridge for the kitchenette for this purpose.

Recommendations

We recommend that Burnham Lodge:

- Look to engage with the local community to recruit more volunteers to help residents go out more e.g. a minibus driver would give some flexibility to arrange more trips for the residents.
- Contact groups that are knowledgeable about visual impairment e.g. Bucks Vision, the Macular Society (local groups in Beaconsfield and Maidenhead), Calibre Audio Library etc.
- Look to switch on speaking subtitles on TVs in bedrooms where residents have any visual impairment and investigate low vision aids and technology for those with macular degeneration in particular.

Service Provider Response

Thank you very much for the fantastic report we received from Healthwatch. The staff are well pleased about the report and we will continue to work hard to preserve and maintain the dignity, individuality and privacy of all our residents. Once again, thank you so very much!

Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at Burnham 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.
