

## Dignity in Care Enter & View visit to Greene House

<b>Care Home Provider:</b>	Epilepsy Society
<b>Care Home Address:</b>	Chesham Lane, Chalfont St Peter, SL9 0RJ
<b>Date and Time of Visit:</b>	30.08.16 – 10.30am
<b>Authorised Representatives:</b>	Alison Holloway, Alison Lewis

### Summary of findings



- A relaxed staff who interacted well with residents
- Support was given where needed but independence was also encouraged

### The Visit

Greene House provides care for 11 people at present. We talked to 4 members of staff and 3 residents and observed another 4 residents and 3 staff .

### How people are treated



We saw staff joke with residents and there was a great deal of banter with two in particular. There were 4 permanent staff on duty as well as at least two agency staff. Staff seemed to know the residents well and everyone was quite relaxed including the cleaning staff who chatted to one resident. Some residents were also talking with each other. We did overhear one agency staff reply to a resident as they walked away rather than to them directly and they tended not to interact a great deal with the residents. They also turned the TV volume up when one resident started crying and was being reassured by another member of staff. However, we saw very good interaction from the permanent staff most of the time. Staff patiently waited for answers from those who could not reply as fast as others and one resident was encouraged not to answer on behalf of another. We saw staff find and put a watch on one resident’s wrist when they asked for it and suggestions from staff to make the residents more comfortable were frequent. Staff addressed everyone by name and touch was used to reassure. Any bib used to protect clothes whilst eating was quickly removed when a meal was finished. Care given seemed to be very person-centred.

### Personal Choice



Residents can get up when they want and we saw one had got up late and many were having breakfast as we arrived. Others had already eaten and been out to the coffee shop and another started eating Weetabix at 11.30am. We saw a variety of drinks and we were told residents choose their meals from a menu from an external company who deliver all meals frozen. Sandwiches and omelettes can also be cooked by staff and Sainsbury’s had donated some sausage rolls on the day of our visit.

One resident said, in the absence of a scheduled Physio visit, that they were going “back to the coffee shop” in the afternoon. Another told us they walk round the corner to get a Radio Times each week. However, we did not see anyone encouraged to go outside, to the garden, for example.

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### Just like Being at Home



We observed one resident make their own cup of coffee “how I like it” and another encouraged to put sweetener in their coffee themselves. Gentle support was observed to help one resident to hold a cup and to eat their breakfast but otherwise, residents were treated as equals and encouraged to do what they could by themselves. Residents removed their head protectors themselves when they were seated and they were moved into easy chairs from wheelchairs. One resident asked for their walker to be put back within reach after it was moved to allow someone else to sit down.

The home has large windows which bring light and air into an otherwise old building. Whilst the dining room chairs looked quite new, some of the easy chairs looked shabby and dirty and at least one table cloth was torn. Chairs were around the edge of the room and three dining tables squeezed in too. There were, however, lots of plants and some lovely flowers had been drawn on a white board in the corner of the lounge.

### Privacy



We observed one resident asking for her hankies. Once quickly fetched, the staff member very quietly showed the resident that she had fetched them and placed these in the resident’s pocket. A staff member knelt down to talk to this individual at another point in time. We also observed a resident being given a letter and heard “You have a read and I’ll come back in a minute”. Another staff member then came back later to quietly discuss the contents of the letter and confirm they had noted a date in the diary “so don’t worry”.

### Quality of Life



The site has many activities on offer although we were not made aware of anyone from Greene House doing any when we visited. We also did not see any activity schedule in the lounge but this might have been posted on a noticeboard in the hallway. We were told of a “juice bar” event occurring in Greene House later that week and were told that cooking takes place in one house every Friday. We were also told of volunteers regularly visiting to help residents with IT. One resident had been sailing last week and three had been to Brighton at the weekend. Although we saw a large empty sweet tin on a small table in front on one resident being used to hold several word search books and a TV magazine, we did not see any other books, newspapers or games such as dominoes or cards in the lounge / diner. At least two residents were watching the TV.

A foot technician visits every 6 weeks as does an optician and a dentist visits every 2 months. We were told that no resident has any hearing problems but if any became apparent, staff would refer them firstly to their GP. When one resident became distressed over their breakfast, a staff member rubbed their back, held their hand and reassured them in a very caring manner.



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### Recommendations

#### We recommend that Greene House:

- gives additional dignity and respect training to agency staff
- clean the easy chairs in the lounge / diner and replace any torn tablecloths
- encourage more of the residents to participate in the activities available

### Service Provider Response



No comments have been received from the provider about this report.

### Acknowledgements

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