

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

**Keep Hill**  
**17 Keep Hill, High Wycombe, HP11 1DU**  
**20.9.2016 10:00am**  
**Joy Johns, Alison Holloway**

**Summary of findings**



- Small, friendly home where long term staff are able to offer continuity of care
- Visitors and residents told us that the food and care were good
- Residents and visitors could not tell us of any activities that had taken place in the home recently

**The Visit**

Keep Hill is a small home providing residential care for up to 9 people. At the time of our visit there were 8 residents, several with dementia, and staff consisting of a manager, deputy manager, cook and 2 carers. We talked to 2 residents, 3 members of staff (cook, deputy manager and the manager), 2 visitors and a visiting manicurist providing nail care. We observed 4 more residents and 2 members of the care staff. .

**How people are treated**



We heard several positive remarks about the care at the home from residents and visitors. One long term resident expressed satisfaction with the care they receive and the way they are treated, saying ‘lovely, very nice here’. A newer resident said that it is ‘brilliant, staff are helpful, can’t find fault with it’. Two visitors, who regularly see a close friend, said ‘we cannot fault how she is treated, we know that she is in good hands, we know she is safe.’ They stressed that there is a low turnover of staff, and they ‘have built up good rapport with’ their friend and know how to adjust the care given to them. We saw staff members encouraging and skilfully helping two residents to sit in a chair to be weighed, saying such things as ‘you help me; you hold on, that’s it, stand straight’. However, one resident with swollen legs and feet was walking around without shoes and socks. She did not seem to be very steady on her feet and we did not see a walking frame or other aids, although staff were in the room. We also observed a resident ask for something, a staff member said ‘yes, my lovely’ but then walked off with another staff member. We saw that staff seemed to be relaxed and to work well with each other and relate well to residents.

**Personal Choice**



The people we spoke to agreed that there is flexibility in the times residents are able to get up and go to bed. Residents are able to move around the home, sit in the lounge or stay in their bedroom as they wish. We were told by a resident and visitors that ‘food is good’ and that they were happy with the selection. We saw a selection of drinks, hot and cold, and biscuit snacks in mid-morning being given to residents. On the day we visited, the cook told us there was turkey for lunch with a choice of mashed or roast potatoes and two choices for desserts. We did not see a menu, but the

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

manager told us that there are two choices for meals and residents are asked which one they prefer. Relatives are asked when a person is unable to express their preferences clearly. The television which was on most of the time in the lounge and newspapers are provided, but there was no evidence of other activity choice.

**Just like Being at Home**



This small home has a cosy, rather than elegant atmosphere, and is relaxed and friendly. The temperature and noise levels seemed fine, although the television seemed loud. It was odour free and all areas that we saw were clean. A resident said it is ‘comfortable and clean’. There are lamps, ornaments and small tables. Residents eat in a dining area just off the lounge. There were both word and picture signs to show residents the purpose of the rooms. Residents are able to go out with visitors and the latter can visit any time. We did not hear of any outings organised by the home. We did not see anyone go into the garden or hear of anyone being involved in helping around the home e.g. watering any plants or laying the table.

**Privacy 4 star**



We were told by two visitors that bedroom doors were closed when personal care was given, but that at other times their friend’s door was open for safety’s sake. One resident mentioned there was no phone in their room, so we are not sure how personal phone calls are handled.

**Quality of Life**



We saw a manicurist varnishing one resident’s nails and she told us she comes once a month. Visitors and the manager confirmed that a hairdresser, an optician, a doctor, district nurses, church representatives who give communion also visit. We did not observe any organised activities, and none of the residents or visitors that we spoke to mentioned any. The manager said that there is an hour of activities every morning and afternoon, and that he is currently advertising for a new activities coordinator. He told us he brings his dog in to visit residents and we heard that one of the staff members had bought their guinea pig too.

One resident who had swollen legs said they were stinging and the staff member gently reminded her that the doctor had visited and prescribed medicine. This resident also seemed to be concerned about not getting on with two other residents.

**Recommendations**

**We recommend that Keep Hill**

- continues to look for a way of increasing choice of activities and entertainment available to residents, e.g. singing and other activities to assist with mobility and health
- make more use of pictures to help non verbal residents make choices, for example, with food preferences

### **Service Provider Response**

No comments have been provided by the service provider.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Keep Hill 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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