

Dignity in Care Enter & View visit to Woodland Manor

Care Home Provider:	Porthaven Care Homes LLP
Care Home Address:	Micholls Ave, Chalfont St Peter, SL9 0RJ
Date and Time of Visit:	27.09.16 – 10.45 am
Authorised Representatives:	Alison Holloway, Liz Baker, Joy Johns, Judith Vivis

Summary of findings



- Residents are “cared for appropriately” although staffing levels could be improved
- There was a lot of praise for the activities coordinator and staff openness to change
- Excellent modern facilities have potential for supporting good care and personal choice

The Visit

Only having opened in January 2016, Woodlands Manor is in a “learning and development phase” (the manager) and currently provides nursing care for 31 people, although there are 60 bedrooms. We talked to 3 members of staff, 1 paid companion, 3 visitors and 7 residents and observed another 3 residents, 1 visitor and 3 staff .

How people are treated



A couple of residents told us that their care is excellent. However, one did say “staffing levels could improve”. Although there were not many care staff around, those we did see took time to interact well with those we saw in one lounge. We heard them ask residents whether they would like to take part in an activity and spoke to them at eye level. However, we did see an “office” staff member speak rather abruptly to a resident, living with dementia, when asked about an item that the resident had found in the lounge. The resident asked “what’s this?” and the staff member replied with “I don’t know” and then shut the door without offering any reassurance. Another resident told us that “two members of staff can be quite rough”. However, someone else said they felt very reassured by the familiar faces on night duty. They said that wherever possible, those working nights were permanent members of staff and agency staff were used more during the day.

There were no care staff around on the top floor on our tour of the premises where we saw a resident alone in a lounge saying she didn’t feel very well. We also saw no staff except at the nurse’s station in the time we spent in another unit. However, a resident here told us that staff come quickly if they press their bell and would always come to find them if they didn’t turn up for a meal. They attend residents’ meetings and said they were happy to talk any time to the manager.

Personal Choice



We saw that there was a choice of meal at breakfast and lunch from a menu outside each restaurant. Residents told us the food is very good and that “the spread for the Queen’s birthday would have made any hotel proud”. There was also finger food available between meals for those who only snacked and whose weight needed building up. However, there was no pictorial menu to

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assist those living with dementia. There were, however, pictures on doors such as the toilets. We saw that bedroom doors could be left open or shut and that many rooms were personalised with pictures and furniture. We were told that some of the memory boxes did not contain any items because the relatives did not want anything put in the one next to their relation’s door.

We spoke to residents who participated in the organised activities and those who said they preferred the outings and others who enjoyed the quieter spaces in the home to skype or read. However, a resident, who had become upset at the Kiddley Divey music session and put their hands over their ears, was only given an option to go their bedroom and not to a quieter area.

Just like Being at Home

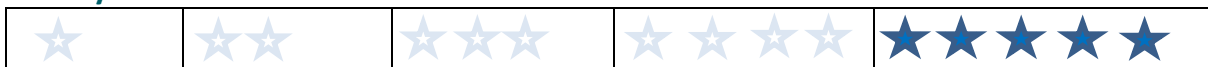


The home is new, clean and bright with communal balconies upstairs, well-tended gardens, a greenhouse, raised beds and a patio all on one level. Inside, each unit is self-contained, with its own restaurant, lounge and quiet area and the home benefits from a communal hairdresser, cinema and a café where residents and visitors can help themselves to tea and coffee any time. The activities room is designed to enable residents to attend art and cooking classes amongst others.

As well as memory boxes which recognise past life history, we saw two visiting dogs and were told visitors can turn up at any time. Residents told us they are encouraged to keep as mobile as they can. One told us “I was in a wheelchair when I arrived (from another care home) in April but I can now walk on my own (with a walking frame)”. They also told us that they can tell the chef they’d like to lose some weight and the former will reduce the portion size without reducing the choice of food.

The music and movement activity taking place during our visit seemed very loud. A staff member had to move a resident out of the lounge when they became agitated and put their hands over their ears “too noisy”. One resident who was very enthusiastic at the beginning of the session, looked much less interested after 30 mins and the session still had 15 mins left. A resident did tell us they found the home too loud, because of a lot of hard surfaces, although we found it very quiet apart from the Kiddley Divey session.

Privacy



A resident told us that staff always knocked on doors and another person said there were no problems with privacy. Windows had net curtains and personal care occurred behind closed doors. One resident said they liked their bedroom door to be always closed and the staff respected this.

Quality of Life



We read the weekly activity schedule and saw Kiddley Divey doing a music session in the lounge in the dementia unit. Activities take place 7 days a week. Several residents told us how much they benefitted from the meditation sessions. However, one told us that they had not attended the art class because it had been cancelled as there were not enough people interested. The home is linked

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to three GP surgeries, and has a visiting optician, hairdresser, manicurist and podiatrist. We also saw a minister enter the home and was told that a church group visit and /or service occurs at least twice a month.

We were told several times by residents and visitors that they find that the staff team are proactive and open to change. Residents are encouraged to make suggestions especially regarding the weekly outings. Recently they had been to a garden centre, local pub for a meal, and the fish and chip shop although no outings had occurred when the minibus had not been available for a month.

Recommendations

We recommend that Woodlands Manor:

- introduces pictorial menus in those areas of the home where residents live with dementia
- creates a weekly pictorial activity schedule pamphlet or board for those residents living with dementia
- increases the number of staff to facilitate greater interaction between staff and residents
- involves more volunteers, once Porthaven policies and procedures are in place, in roles such as befriending, specific activity assistants etc.
- looks to building relationships with local schools such as Robertswood and Newland College, The Scouts and Girl Guiding Associations, Duke of Edinburgh etc. to facilitate regular intergenerational activities such as visits by pupils or some residents going to dress rehearsals at the school for example.

Service Provider Response

- We were quite concerned to read about the incident with the resident on the dementia unit doing the music activity, so have spoken to their private carer. They have informed me that they offered for the resident to go and sit in the dining room which was a more peaceful environment and this is what happened.
- The staffing levels, at the time of the Healthwatch Bucks visit, were correct for the number of residents.

Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Woodlands Manor 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.