

Dignity in Care Enter & View visit to Hazlemere Lodge

| | |
|------------------------------------|---|
| Care Home Provider: | Heritage Care |
| Care Home Address: | 4 Old Barn Close, Hazlemere, HP15 7BQ |
| Date and Time of Visit: | 29.11.16 – 11.15 am |
| Authorised Representatives: | Alison Holloway, Diane Rutter, Alison Lewis, Judy Vivis |

Summary of findings



- Experiences of dignity in care seemed to be inconsistent across units
- Wide range of meaningful activities available although not everyone seemed to know about all of them

The Visit

Hazlemere Lodge provides residential and nursing care for 64 people some of whom live with dementia. We talked to 8 members of staff, 3 visitors and 9 residents and observed another 15 residents, 2 visitors and 8 staff .

How people are treated



We observed an activity coordinator interact very personably with two residents who were talking to her as she was completing a monthly whiteboard. We also saw that visitors knew the residents in two lounges by name. Residents included each other in their conversation with us in one lounge whilst elsewhere we were told by one individual how they and their friend swap papers they buy. A resident also told us that staff “look after us very well”. However, we did not see many staff interacting with residents. Many were in twos in dining rooms whilst residents slept in front of the TV in the lounges. One staff member escorted a resident to a table, got them a drink and some toast but did not talk to any other resident or ask anyone else in the room whether they might like a drink. In another lounge, a blanket and clothing needed adjusting because the individuals had slid down in their chairs. In two units, we were told there was no continuity of care, and a lot of agency staff were employed. As a result, it was felt that some carers did not know the likes and dislikes of the individuals they were looking after.

Personal Choice



One resident said they could get up when they liked and gave an example of another resident who got up later. Someone else told us that they could have breakfast in bed or in the dining room and that there was a choice of food at every meal time. The chef asks each resident what their preference would be 24 hours beforehand. There is always an omelette or something similar if you didn't like the two options. We were told by one person that the food “is disgusting” whilst another said the food is good. There was no menu up for us to see. One person said they rarely go into the garden whilst another told us they went for a short walk in it most days when it was dry. They said that in summer, activities like craft, bingo and Oomph! (chair-based exercises) are moved outside. We did not see many residents with drinks and were not present at any mealtime.

Dignity in Care Enter & View visit to Hazlemere Lodge

Just like Being at Home



There was an unpleasant smell in one ground floor residential unit although not elsewhere in the home. In this area, most of the seat cushions were standing up on end. We saw potted plants and lots of pictures on walls in communal areas and there were bookcases in the entrance hall as well as in at least one lounge. Names were on some doors and pictures, for example, of flowers, on others to help residents identify their bedrooms. Some memory boxes contained personal belongings but others were empty. There were different programmes on each TV in each lounge and most residents are free to move between units although most do not. Two residents told us that they would like to go out of the home more often but that visitors can come at any time. We did not see any of the residents involved in any independent activity such as helping to set the table or fold napkins for lunch.

A choir visit every Saturday to sing hymns and a minister takes Songs of Praise once a month. In the run up to Xmas there will also be visiting singers each week and some residents will go to see the local school nativity.

Privacy



A resident told us that although they like to keep their bedroom door open, staff always knock before coming in. They also said they felt reassured that staff checked on them every hour at night. We also observed a member of staff quietly slip out of a lounge to talk to a relative in the corridor away from everyone else. It was noted that one communal toilet we saw did not seem to have any pull cord available if anyone fell on the floor in that room.

Quality of Life



We did not see any activities occurring but there was a large monthly activity chart up in each unit and activities were scheduled every day. As we left, we met the second activity coordinator taking a craft cart with salt dough reindeers and cinnamon sticks to individuals' rooms for "some one to one". One resident said she was being taught to knit which is why she had wool and needles next to her. Another showed us their "fidget muff". Someone else was looking forward to a new poetry group starting that afternoon and said they also enjoyed "bingo on a Wednesday". They had also enjoyed the annual BBQ where they'd all eaten hotdogs and strawberries. A resident told us how loved the two guinea pigs were and that the cage is wheeled around to the lounges as well as to visit individuals in their rooms. There were birds in a cage upstairs and small dogs were frequent visitors. A hairdresser, podiatrist, optician and GP are scheduled to visit on a regular basis.

The care group minibus is booked in turn with other care homes but some residents didn't think they got to go out enough. Interest was shown in a theatre trip and another resident said they would like more than watching TV to do in the evening. Someone else wanted us to know that they were in no pain. A visitor said they were very happy with the cleanliness and personal care given. People looked well-dressed and comfy if sometimes slouched in chairs.

Dignity in Care Enter & View visit to Hazlemere Lodge

Recommendations

We recommend that Hazlemere Lodge:

- puts up written menus in every unit and picture menus where residents live with dementia
- ensures lounge chair cushions, perhaps cleaned by night staff, are put straight first thing in the morning
- ensures residents are reminded about activities close to when they are about to occur especially if they are to take place in a different unit to the one they live in
- encourages all staff to interact actively, not just reactively, with residents
- ensures all toilets have accessible emergency pull cords
- makes use of the reminiscence resources at Bucks Libraries
- reminds those who have difficulty with their sight that there are other options to paper books and newspapers such as reading on a tablet where print can be enlarged, subscribing to Talking papers and/or Calibre Audio Library or borrowing audio books from Bucks libraries

Service Provider Response



We have discussed the report with residents and staff and asked for their feedback and have agreed to date the following action;

Weekly menus are displayed on the notice boards in each suite but may not always be easily visible to residents. Therefore we are to reintroduce menus which can be displayed on the dining room tables each day.

The activity organisers feel that residents may like to see the month's activity programme not only on the white boards in each suite, as they are at present, but also on the dining room tables each day. We will also ensure copies of these programmes are distributed throughout the Home along with the monthly Hazlemere newsletter.

The night staff clean all armchair seat cushions in the lounges every night but the cushions were inadvertently left standing at the sides of the chair when you visited. Night staff are now placing cushions back on the chairs when dry and prior to residents getting up in the morning.

We have provided picture menus in the past but found that these were not very successful and that residents responded well to being shown the actual food prior to being served and were able to make individual choices.

With regard to drinks we were most concerned that drinks were not evident in some areas as fresh jugs of squash are provided throughout the day in dining rooms and lounges and jugs of squash or water are in all residents' rooms and replenished regularly. We have discussed this in handovers and staff have been asked to be extra vigilante regarding drinks being available day and night. Staff also provide hot and cold drinks of the resident's choice between mealtimes.

Dignity in Care Enter & View visit to Hazlemere Lodge

Rather than working short staffed we do use agency staff but only if the permanent or bank staff are unable to cover shifts. We use only one agency provider who provide regular staff for the Home to help promote continuity for the residents. This also means that agency staff are aware of Heritage Care policies and procedures and our ethos. Agency staff attend handovers to enable them to be aware of resident's care and support requirements. They also have access to resident's care plans, risk assessments and progress notes.

We have checked all communal toilets throughout the Home and all pull cords are in place for each toilet? I am not sure which toilet is referred to in the report as all areas have been double checked.

Our chefs were very disappointed to hear that one resident was very unhappy about the meals that are provided. Unfortunately, neither the staff or the chefs were aware of this. All meals are home cooked each day and the chef will always discuss likes and dislikes with individual residents.

Residents are invited to discuss any concerns at residents' forums and are allocated individual keyworkers who they can share any concerns with. We have an open door policy at Hazlemere Lodge and would encourage residents to discuss any issues that they may have freely. Residents do use these facilities regularly to air and share any concerns.

We have discussed with staff the importance of positive interaction with residents and have reminded them of the "Butterfly Approach" which staff are taught when they attend dementia training. We encourage this approach throughout the Home.

We will encourage staff to seek further resources from the Bucks libraries with regard to residents who have difficulty with their sight.

Thank you again and to your colleagues for your visit. I will forward a copy of your report and my response to to our Regional Manager and will also encourage residents and visitors to feedback their views if they so wish.

Acknowledgements

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