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| <b>Care Home Provider:</b>         | B&M Care Ltd  |
| <b>Care Home Address:</b>          | Keep Hill Rd, High Wycombe, HP11 1DW                    |
| <b>Date and Time of Visit:</b>     | 13.12.16 – 10.20am                                      |
| <b>Authorised Representatives:</b> | Alison Holloway, Judith Young, Jenny Cassidy, Liz Baker |

### Summary of findings



- Relaxed confident staff with good interaction in the dementia units although many staff we saw in the residential areas were completing paperwork
- Creative décor and activities in the dementia area

### The Visit

Ryevlew Manor provides residential care for 94 people. We talked to 4 members of staff, 8 visitors and 12 residents and observed another 13 residents and 6 staff.

### How people are treated



Staff seemed confident and very welcoming and we were told by all the residents we spoke to how friendly they were. Visitors said they themselves are “made to feel at home” and told us their relatives are very content at Ryevlew Manor; “a happy atmosphere”. We observed an administrator take time to admire a card a resident was showing them. One resident did, however, say that they did not feel there were enough staff. One resident said their friend has had to wait over 30 mins. in the morning before they received help to get up. The manager said all the staff employed are permanent. We saw almost no interaction between residents and staff in the residential units. The staff in these areas were mainly sitting down in the lounges completing paperwork. In the dementia units, however, staff were engaging with residents making jigsaws, chatting and washing up. Staff did tell us that they received good training and support.

One resident said they’d completed a questionnaire on a recent mixed floor activity and the manager told us about quarterly residents and relatives meetings. Yet, one relative was not aware of the latter. They had been pleased, however, with the communication back and forth between the home and themselves. Another relative said that if their loved one had any ‘niggles’ they were soon resolved by staff.

### Personal Choice



One resident told us they could have breakfast anywhere they wished. The chef would make them a full English breakfast even if it wasn’t on the menu. Comments on the meal choices ranged from “it’s okay” to “marvellous”. We saw platters of fruit, salad items and crackers out for residents to snack on. The chef talks about the menu choices with groups of residents each week before a meal plan is put together. We also saw both lunch time options being shown by him or the care staff to each resident individually in the dementia units. Each resident could then see before they select and change their mind about what they’d like to eat even at the last minute. The chef also explained how

he would puree food for those on a specific diet. There were two squash drinks offered with this meal although we saw no water. In the morning, we saw tea and biscuits offered but no other drink option was given. We saw some bedroom doors were closed whilst others were half or fully open. Bedrooms were personalised with photos and other belongings and most doors showed a photo of the resident whose room it was. One resident told us “we can do what we like here”.

### Just like Being at Home



Ryevieview Manor seemed very homely with ornaments and books and a central garden. Several visitors said how nice it was to sit out there in the summer. The manager also told us that in spring a woodland walk area, next to a stream, would be open. In the dementia units, wall displays had been created with tactile elements and photos. In order to recognise past lives and reminisce, all relatives of those living in one dementia unit had been asked for a wedding photo of their loved one for the wedding display. Six were already framed on the wall and we were told of those who stop and chat about their photo. On another wall, was a board of tools and workbench items. There was also a chest of drawers with jewellery and clothes and residents encouraged to help themselves. In the large conservatory area, we saw one resident help lay a table and another helped dry up whilst a member of staff washed up. We were also told about another individual who likes to play darts and comes alive when the dartboard is produced. In the other lounge on this floor, we also saw a staff member handing out simple musical instruments to the residents there. However, we did not see any activities taking place on either of the residential floors.

In the residential areas, we saw residents watching TV, reading or sleeping in their rooms and a few dozed in the lounges. Others were in quiet areas. Visitors told us they can come and go as they please. There is a small chapel on site and services take place every week. There is also a sensory room although we did not see anyone make use of this. Although there are no computers in use by residents, there is a PlayStation which some residents enjoy.

### Privacy



A resident told us that staff always knocked on their door and “are polite”. In another area, we witnessed a door being closed to protect an individual’s privacy as staff heard us approach.

### Quality of Life



We saw that the hairdresser was very popular on the day we visited. The residents were well dressed and many ladies had their nails painted. One resident told us about the scrabble, painting and card games that occur in the activities room. There were exercise groups three times a week and seasonal activities too. One lady told us about a recent gingerbread house building competition which had made her laugh. We saw a choir from a local high school singing in the large conservatory after lunch and heard about the tea dance and ballroom dance demonstrations which had occurred the previous week. A resident had “felt rejuvenated” as they were invited to dance. The activities

white board showed something occurring seven days a week. However, we only saw one of these boards and only in one unit. Also, the activities we did see did not match up with this schedule.

The care home have their own minibus and in summer some residents had gone for a boat trip on the Thames and recently some had gone to the theatre and a garden centre. However, we were told that the minibus “only takes few people” and “we don’t go out much”.

### Recommendations

#### We recommend that Ryeview Manor:

- ensures the picture menus are up outside the dining room in each dementia unit and either puts written menus on every table in the residential units or puts up a menu on the wall outside the dining room
- considers a picture and/or large type menu for those living with reduced vision in the residential units
- ensures water is always offered alongside juice at mealtimes as well as coffee with tea
- contacts Bucks Libraries to borrow their reminiscence resources and looks into adding, to their resources, specifically designed board games for those living with dementia
- looks at taking on an allotment next door to the home if there are gardeners amongst the residents. This would involve them with like-minded individuals with the local community.
- makes sure that staff interact with residents in the lounges rather than all staff completing paperwork at the same time
- puts activity schedules in all units ensuring that those in the dementia areas display pictures
- considers how they could use their computer tablet with residents perhaps more on a one-to-one basis whether that might be reminiscing about an individual interest or [Skyping](#) loved ones.
- develops the tool board further and considers tray boards of smaller but similar design that could be used on residents laps.

### Service Provider Response



Thank you very much for the review of the home. There are some comments that we would like to add. I understand and appreciate your visit only shows a short snapshot of what happens in the home on a day to day basis – so we have written some comments on things that are done, which may of course be understandably missed. All comments and suggestions are very thankfully received as we continue to strive on improving the service we provide.

In regards to staffing levels: the Rhys Hearne Staff Tool is used on a weekly basis to ensure that we are adequately staff in relation to resident's changing needs.

Each day staff speak to residents in regards to plans for the day, on the day of the visit the residents were happy to have a quiet morning in preparation for the big Christmas party in the afternoon.

We encourage staff to complete paperwork in the communal areas to ensure they are available should residents require them, also this encourage more interaction between staff and residents during these times. All staff members carry around a pager which will alert to any call-bells or residents requiring assistance.

Regular in-house audits are carried out to ensure that choices are available to drinks.

A computer is available in the activities room for residents to use should they require to use it.

Following your visit and the chat we had we are now looking for more innovative ways to use the Ipad we have on site to further engage our residents.

Whilst we have activities boards on every unit which have a guideline of what activities will occur on a day to day basis, however this is used only as a guide – we seek opinions each day to see if there is anything else the residents would particularly like to do instead.

Further to your recommendations written menus will placed on all tables on the dementia unit. The chef is now exploring large print and picture based menus for residents who have reduced vision.

We have contacted Bucks Library who are now offering a service within the home.

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### **Acknowledgements**

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