

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

Privately Owned
Black Pond Road, Farnham Common, SL2 3ED
28.02.17 – 11 am
Alison Holloway, Jenny Cassidy

Summary of findings



- Well meaning, busy staff who seemed to have little time to interact with residents beyond their physical needs
- We were told of few activities and some residents being “bored”

The Visit

Chandos Lodge provides nursing care for up to 31 people, some of whom live with dementia. We talked to 2 members of staff, 2 visitors and 3 residents and observed another 9 residents and 8 staff.

How people are treated



Staff were very relaxed, calm and friendly. They seemed to know residents well, addressing them by name, and being aware of their reactions in certain situations. One resident shouted a lot whilst another wanted immediate help with their lunch. Staff were patient and talked confidently but gently. They responded in a reasonable time to requests for drinks and were quick to offer cups of tea to visitors. The nurse stopped a colleague, walking with a resident, when realising a resident’s shoes were not on properly. A visitor told us that there is low staff turnover and they “can find no fault” with the home. They visit every day when they can and feel happy to leave their relative when they go on holiday. However, a resident told us that new staff are not always told who has dementia and who does not. Sometimes they get upset and have to tell a new member of staff to remember that they are “normal”.

Personal Choice



As so many residents need assistance to move, we were told that they cannot always go to bed or get up when they would like to. However, one visitor felt their relative was ready to go to bed after tea so had no problem with this. The white board in the lounge showed the menus for the day. Although lunch only showed cod, mash and broccoli, and that is only what we saw served, one person in the lounge was eating a salad. There were no pictorial menus to aid those living with dementia. We saw some residents eating at tables in the conservatory and were told that meals are also served in bedrooms if requested. A visitor said that “the food is lovely”. Another told us that staff try to accommodate individual tastes; they sometimes get a curry which they like on a Sunday. Most drinks were served in plastic sippy cups although we did see cold drinks in metal beakers in the

afternoon. A visitor did say they thought their relative would drink more fluids if offered tea more frequently in a china cup.

Just like Being at Home



The communal areas are quite homely with large fish tanks, pictures and vases of flowers. Whilst the rather dark lounge was large, it was split into different areas with a colourful red telephone box mural at one end. Two TVs were on at either end. We were told that different programmes are watched by different residents in the early evening. After lunch, no one appeared to be watching the larger TV. Before lunch, music was playing as well. Next to the bright conservatory is a large covered outdoor patio. Some of the rooms had photos on the walls but one we saw had furniture left immediately outside the window. Two other bedrooms were very utilitarian with tiny windows; these did seem to be unoccupied. A resident told us that holy communion was sometimes given in the home and visitors could come when they liked. We did not see anyone involved in helping the staff or being involved in the home.

Privacy



Everyone we talked to said that staff always knocked on doors and waited to hear that permission was given before they entered. They were happy that care was given in as private a way as possible. Folding screens were brought out to protect the privacy of a resident every time someone was hoisted in the lounge. Some of the residents were complaining about another resident shouting, saying "I don't know why they go on like that".

Quality of Life



Residents were nicely dressed and several had painted nails. The hairdresser visits fortnightly and cuts and sets hair in the corridor. One resident enjoyed being complimented on her "new curls" whilst another was obviously looking forward to seeing the hairdresser after lunch. We saw staff cleaning down side tables in the lounge after lunch as well as hoovering and mopping floors. Staff helped residents to their feet when there was a need and escorted those using just one stick when they moved from room to room.

We did not see any activities or any activity schedule on a noticeboard or something similar. A resident told us that staff play games with them once a week and another said they occasionally sing. "You get bored" said one resident. One visitor said there were not the activities they had been promised whilst another mentioned some staff spontaneously dancing with the residents. The latter did say staff had helped their relative recently make a valentine's card. We did see clear named boxes of personal belongings under individual chairs but no one accessed them. One lady happily rocked her doll after lunch. Another said they were quite happy with their newspaper, which gets delivered, but hadn't been out of the home in 2 years except to hospital. No one mentioned any exercise class or other stimulation being provided by anyone from the wider community.

Recommendations

We recommend that Chandos Lodge:

- ensures new staff are quickly aware of the wide ranging needs of their residents to avoid upset
- shows a lunch menu with more than one option and puts up a pictorial menu too.
- serves tea in china cups / mugs wherever possible
- invests in fiddle muffs and boards, possibly more dolls and teddies as well as reminiscence boxes (the latter can be borrowed from Bucks Libraries) and other activities for those living with dementia
- encourages all staff to engage with residents in activities such as dominoes, board games or cards
- encompasses the community more in the home e.g. makes contact with local schools, sports clubs and Scouts and Girlguiding
- looks to involve Pets as Therapy or similar groups

Service Provider Response



No comments were provided by the service provider.

Acknowledgements

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