

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

**B&M Care**  
**Penn Rd, Knotty Green, Beaconsfield, HP9 2TN**  
**11 April 2017– 10.30am**  
**Elizabeth Abbott, Liz Baker**

**Summary of findings**



- Residents seem comfortable, physically and emotionally, and have an opportunity to participate in a wide range of activities
- Bury Lodge demonstrated good standards of care regarding dignity and respect
- The variety of food and its quality need attention

**The Visit**

Bury Lodge provides residential care for 20 people, some of whom live with dementia, and can accommodate up to 31 residents. We talked to 4 members of staff, 2 visitors and 4 residents. We observed another 12 residents in different locations within the Home and 18 residents in the dining room having lunch which included the residents we spoke with on this visit. We observed 8 staff.

**How people are treated**



We saw a number of occasions when staff interacted with residents, smiling cheerfully, holding hands, and helping those with walking aids. During lunchtime, we saw 2 members of staff sitting at 2 of the tables having the same lunch with the residents. We were told by the residents that staff addressed them politely, and all staff knew residents by name. One resident told us “they respect me”; another said “there is always someone there for you”. The residents we spoke with all said they were happy with the way staff communicated with them and enjoyed their company. Two residents told us about their key worker assigned to them and how much this helped them to adjust and feel more comfortable in the home.

**Personal Choice**



We were told by the residents that they have a choice of where they have meals, either in the dining room or in their own room. We observed several residents being asked what sort of drinks they preferred, tea, coffee or juice. There were jugs of water or juice available in the lounge and in the annexes. The annexes are small kitchenette areas where staff, visitors and residents can make drinks, or use the microwave. A resident told us the newspaper was delivered every day to her. Another said there were no restrictions about going to sit in the garden, or staying in the lounge, or staying in their room. Two residents said that they would have liked fresh fruit available during the day, as the meals lacked fresh fruit. We did not see any evidence of snacks or fruit in the communal areas. We were told the menus were repetitive, “the same thing again and again”, “not appetizing” “very bland”, “lacked imagination or any variety”.



### Just like Being at Home



Bury Lodge is a bright, clean, tidy purpose built home. The gardens are well maintained with flowers and comfortable seating. There are 2 large covered areas to provide shade to allow residents choice. The building is new but the internal decoration in the communal areas lacks some character or warmth. The pictures on the walls are mostly sepia prints of the area. We saw framed photo collections of residents enjoying activities. We saw one vase with flowers in the seating area in the dining room and a handful of books and games in the lounge and dining room. We saw individual bedrooms which were personalised and the residents seemed very comfortable. Residents can be taken out by relatives or friends at any time and can use the minibus for organised events. However, since the bus is shared with another home the number of residents who can participate are limited. One resident said a carer took her out for walks, which were always enjoyable.

### Privacy



All residents were addressed by name in a courteous manner. We saw staff knock on the bedroom door and wait for a response before entering bedrooms. We observed a number of bedrooms with residents in the rooms with staff chatting with them in a relaxed and cheerful manner. Several residents said they were very satisfied with the way staff treated them.

### Quality of Life



Everyone was well dressed and residents said they could visit the hairdresser. The home has a purpose-built salon providing chiropody and manicures. Residents said that if they asked for a doctor, they would visit them "straight away". Several residents said they did not always want to take part in activities and were happy to stay in their room. Staff help a resident with sight impairment by reading books and articles to them. The activities coordinator personally distributes a weekly activities list by hand to each of the residents. We saw residents making pompoms in the lounge and the Bury Lodge March newsletter also showed photos of residents enjoying science week and a Grand National event. The notice boards show the dates for church services conducted in the home's chapel. We were told by residents they enjoyed the singer and Pets As Therapy who both came once a week. Residents also enjoyed events such as tea at the garden centre and sitting exercise sessions. We were told that there were future events planned such as a ballet school coming to give a performance. The residents can also put post-it notes on a Communication Tree on one of the communal walls with their thoughts on what dignity means to them.

### Recommendations

#### We recommend that Bury Lodge:

- Look at their menus in light of residents concerns about the quality and variety of food
- Address the limitations of restricted access to transport so as to provide more opportunities for residents to engage in activities outside the home

## Service Provider Response

### Personal Choice

Fruit has always been available in the Home, but is stored in the kitchen as it is the coolest place. We have taken on board your comments and placed notices in photo frames on all floors advising residents they can ask for fruit at any time (the notices also include a picture of various fruits). We also now place a bowl of fresh fruit on our trolleys that come up at lunch and supper time and offer it as an additional choice, not instead of the day's menu choices.

We hold monthly Resident Meetings and always include menu choices as part of the agenda. The main meals are freshly prepared by our chefs each day and they often also make homemade desserts rather than relying on pre-prepared ones. Our main chef has spoken with every resident since your visit to gain individual comments and these are being taken into consideration as we prepare to transition over to our summer menus. We will be introducing a rolling 5 week menu choice rather than the current 4 weeks to further extend the variety and lessen the frequency of repetition.

### Just like Being at Home

We always have three vases of flowers in the communal areas: the reception area as you come into the building, the front lounge (Cosy Corner) and the Garden Lounge (conservatory area). We do have our own company car on site at all times and this is used fairly frequently to take residents to appointments etc when family are unable to take them. We also "share" a minibus with two other homes in our area and can book this whenever necessary provided it is not already in use with one of the other homes. As the warmer weather approaches we will be offering more outings, as we did last summer. These are normally to garden centres/cafes/local beauty spots/pubs/ restaurants/ horse sanctuary etc. We have found that the residents are very reluctant to go out during winter due to both the cold and the risk of falling from wet or icy conditions.

### Quality of Life

We have regular deliveries from the mobile library service and these include Talking Books.

---

## Acknowledgements

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

---