

<b>Care Home Provider:</b>	Rehabilitation Education and Community Homes Ltd
<b>Care Home Address:</b>	17 Vale Rd, Chesham, HP5 3HH
<b>Date and Time of Visit:</b>	08.05.17 – 4.30pm
<b>Authorised Representatives:</b>	Alison Holloway, Pauline Garmon-Jones

**Summary of findings**



- Staff seemed to know the residents well and treated them as equals
- Residents have lots of activities and options and are encouraged to be involved in their home

**The Visit**

REACH Vale Road provides residential care for 6 people who live with a learning disability. Five of them are non-verbal and half had lived in the home for ten years. We talked to 5 staff members and 4 residents and observed 1 other resident.

**How people are treated**



There were three staff on duty and the manager arrived back from a training course soon after we arrived. We saw 3 residents come to find the latter when they heard her voice and ‘hugged’ her or chose positively to acknowledge her return. We saw her and other staff have quite in depth interactions with residents and saw them reword sentences to confirm they had understood a resident’s point of view. We also heard them ask residents’ opinions or permission rather than making assumptions. We were told that one resident uses cards to communicate and another Makaton. Staff were gentle but firm when residents tried to help themselves to extra snacks from the kitchen cupboard or tried to ‘high five’ too hard. They knew how behaviour might escalate and explained why a resident was asked not to do a something. Staff also knew which resident went where on what day without referring to any paperwork and a resident told us they were correct.

**Personal Choice**



On our arrival, two residents were in their rooms, one listening to music and the other watching TV. Another two residents were in the lounge and dining room with different programmes on each TV. A staff member was with the resident in the lounge. We were told that residents help plan meals using picture cards and then these form the basis of the noticeboard’s pictorial menu. If residents do not want the meal cooked, staff will offer them something like cheese and crackers. In the morning, residents point to cereal packets to tell staff what they’d prefer. When one resident found us in the kitchen with a cup of tea, they indicated they would like one. A staff member verbally clarified this and said “well, get a cup out of the cupboard” whilst they put the kettle on. The resident was then assisted to make themselves a drink. Staff clarified where one resident wished to be by offering two options so that it was very clear they did want the option chosen.

**Just like Being at Home**



The home was large and light with a lounge, dining room (with alternative soft seating) and a kitchen as well as office space on the ground floor. It was all very clean and well decorated with a colourful garden. Bedrooms we saw were cosy and very personally decorated. Although no one was helping cook that evening, we were told residents occasionally help stir or just watch or check up on progress in the kitchen. Food shopping is done online by the manager but at least one resident had been out that morning to the shops with a staff member. We were also told that one resident, who helps with the laundry, is very adept at helping sort the female clothing. Labels on chests of drawers we seen to help residents identify what clothing could be found where.

Visitors come and go when they like as relatives all live very close the home. Staff we spoke to, knew a lot about the families as well as the individual residents.

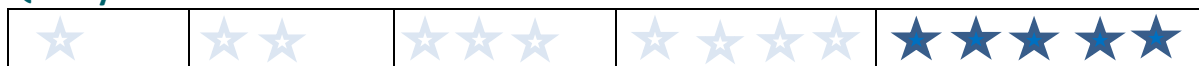
**Privacy**



Some bedroom doors were open and others were closed. One resident showed us how they could lock their own bedroom door at night. They were obviously pleased that they could/had the option to do this; “before they had to do it”. Another was encouraged to keep themselves modestly covered. Staff also told us which residents would not like to show us their rooms and only asked a resident they knew would be happy to do this.



**Quality of Life**



Two residents attend a local college where one is supported by a staff member. One resident explained to us that their football had just finished but that they now go swimming instead. David Walliams audio books had just been bought to see if they would be enjoyed by one resident who spends a lot of time listening to the TV. The choice of book had been made to fit with the individual’s personality. Residents have just restarted their weekly sailing classes at HOAC. The previous day, two residents had gone to the local park and during our visit another was out with their mother. We were told of occasions residents go to Gateway on Thursday evenings, to the cinema and bowling. A staff member said that one resident liked cutting and pasting and others enjoyed painting or dancing in the house. In summer, trips to Chesham Carnival and on a boat on the Thames were being planned.

**Service Provider Response**

We are all very pleased with the very positive report from your visit to Vale House, which we felt reflects the high standard of care and the promotion of our individuals to have choice and involvement in their home and local community and highlighted that the staff knew the individuals well and treated them with dignity and as



equals. We take pride in ensuring that there is a homely atmosphere at Vale House and are delighted that this was noted during your visit. At Vale House we are always happy to receive feedback positive or constructive, to help us to support everyone to achieve their full potential in an empowering, safe, person centred way, ensuring we maintain a high standard of support and care, where everyone is equal and valued. At Vale House we are always striving and working to further develop and improve our service. We are currently in the process of further developing our communication tools, using added pictorial formats and introduction of IT. I would like to thank Alison Holloway and Pauline Garmon-Jones, for the way they conducted this visit, treating the individuals who live at Vale house with dignity and respect, making the individuals and staff feel at ease.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents and staff at REACH Vale Road 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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