

<b>Care Home Provider:</b>	Abbeyfield Haddenham Society Ltd
<b>Care Home Address:</b>	Stonehill House 106 Churchway, Haddenham, HP178DT
<b>Date and Time of Visit:</b>	19.07.17 – 11 am
<b>Authorised Representatives:</b>	Alison Holloway, Susan de Kersaint-Seal

### Summary of findings



- Residents are encouraged to remain as independent as they can be
- A relaxed atmosphere with most residents spending a lot of time in their rooms reading

### The Visit

Stonehill House (Abbeyfield Haddenham Society Ltd) provides residential care for 11 people. One room was vacant on our visit. We talked to 4 residents, 2 members of staff and 1 visitor and observed another 5 residents and 2 staff .

### How people are treated



All staff except the manager were in a training session during the morning so we only saw the manager talk with residents for the vast proportion of our visit. She obviously knew the latter well and talked about their past lives as she introduced us. Residents seemed very at ease talking with her. We were told many staff had worked at Stonehill House a long time. We saw brief interaction between 2 other members of staff over lunch and saw staff eating their lunch in the kitchen. The residents ate their lunch in the dining room without much chatter between themselves or between them and the staff who served them. Residents told us they were content living in the home and staff responded quickly to call bells. "I have all my needs met." After lunch, one resident was watching the TV and others went to their rooms. The staff on duty were with the manager in the office upstairs having a meeting. Residents did say there were residents' meetings and said they thought changes would be made if issues were raised.

### Personal Choice



Residents told us that they could get up and go to bed when they liked although their wake-up call was always between 7-7.30am. Sometimes, they said, this seemed a little early if they were not having breakfast until 9am. Most ate in the dining room but some had breakfast or supper in their bedrooms. Although there was an option of a cooked breakfast, it was not on the menu. Some residents didn't remember being asked whether they would like this. Each weekend, everyone is given a menu to choose their meals for the next seven days. The menu had a reasonable range of food across the week. We saw spaghetti Bolognese or bacon, beans and hash browns being served although no vegetables. Dessert was ice cream or peaches and cream. Residents said food was "good some days, not so good others" but we were told portion sizes were good. There was a range of drinks served in a variety of receptacles at lunch and residents were free to have a glass of wine if

they wanted. The home is also fully accessible with a lift and push button electric doors on all bedrooms and those in the corridors. This allows residents with walkers to move around very easily. Most residents seemed to prefer to stay in their rooms although some said they joined in with some of the activities.

### Just like Being at Home



Stonehill House was clean, homely and tidy. Although no one was using the garden, it was well stocked, had several bird feeders, a resident cat and was fully accessible. Bedrooms were personalised and the four we saw all had a sink, mini fridge and a kettle, like a studio flat. Several residents said they enjoyed being able to make themselves a hot drink when they liked. Another preferred to wait for one to be brought to them. One resident had just made themselves a coffee when we sat down to talk to them. The bathrooms also had coloured grab rails which would be a help particularly to those with any sight loss to help them retain their independence. The home seemed to be keen to support their residents do as they wish. Visitors could come when they liked and we saw one push a resident, in a wheelchair, to the dentist and another take two ladies shopping. The manager knew how to access the local community transport schemes for trips out or to medical appointments.

### Privacy



We saw the manager always knock on individuals' bedroom doors and wait before entering. All bedroom doors were closed in the home. Residents told us that staff always knock on their doors and felt their privacy was respected. However, when a resident wanted to tell the manager something of a private nature we were left to take the initiative and absentee ourselves from the room to ensure we did not hear the individual's information.

### Quality of Life



Although we did not see any activities taking place, the lounge was being used in the morning as a location for fire safety staff training. The activities whiteboard showed exercises took place twice a week which residents confirmed. There was also a Pets as Therapy dog visiting on Friday and crafts being undertaken on Monday. We were told a sixth former comes to play Scrabble every Thursday after school although this was not on the board. We were also told that brownies visit twice a year and occasionally a local community vehicle is used to take a few residents to the local garden centre. We were not told of any forthcoming events in the home, or outside, although celebrations occur at Christmas, Halloween and Easter. After lunch, all residents retired to their room except one who was watching TV in the lounge.

Whilst most residents had 4 wheel walkers, some only had 3 wheel ones. One resident told us that they would, following several falls, feel more able to go outside, if they had a 4 wheel walker. They believe there is not enough room for more 4 wheel walkers in the home but had really enjoyed being pushed around the garden once in a wheelchair.

### Recommendations

#### We recommend that Abbeyfield Haddenham Society Ltd:

- finds ways of asking residents if they would prefer something other than 'their norm' to confirm they are not just being polite and would prefer an alternative
- looks to create more person-led activities involving residents and/or volunteers to design and possibly deliver these e.g. talks, planting seeds, poetry recital or reading books out loud
- contacts the local Macular Society for practical advice on how to enhance the lives of individual residents with sight loss e.g. put appropriate subtitles on TVs and customise computers/tablet screens, use audio clocks and suitable light fittings
- puts out Scrabble, cards, dominoes or other Board games in the dining room/lounge and encourages residents to play amongst themselves not just when the volunteer visits
- creates more links with some of the many community groups and primary schools in Haddenham and invite them to visit
- as the home seems to have several visitors, involves these in events like summer tea parties or BBQs
- have staff eat their meals alongside residents, rather than in the kitchen, to encourage talk and a more family atmosphere
- ensures those using three wheeled walkers, who might feel more safe with four wheeled ones, are reassessed

### Service Provider Response

Thank you for your report and for giving us the opportunity to respond. We were pleased to read that you found Stonehill House to be "just like being at home". That is very important to us.

It was unfortunate that you visited on a day that staff training was being held in the lounge in the morning. You would normally see one or two of our residents in there reading their paper and/or watching television in the morning. They like to sit there, so they can see who is coming and going and the staff are able to chat with them more freely than if they were in their own room.

We note your comment regarding wake up calls. Our residents are free to get up at whatever time suits them. It is however our policy for the wakeover staff to do a quiet check at around 7 – 7.30 am before handing over to the next shift. The majority of our residents have breakfast in their own room; however some choose to sit in the dining room. It is their own personal choice. We do not have a breakfast menu; however, we cater for individual requests.

We have noted your recommendations, the majority we already do. We have been trying to bring in further volunteers, to help with activities, however this has not been an easy process but it is one that we continue to work on. Whilst our residents all love our 6<sup>th</sup> former coming in, they can and do play scrabble amongst themselves.



In respect of your comment on privacy, I am sorry that you misunderstood my intention, which was to introduce you to the resident as you were already in the room, and then to ask you to give me some time to speak to the resident. We take privacy very seriously.

The comments regarding 3 and 4 wheel walkers, as I discussed with you on the day, that particular resident had never made reference to her walker in this way and has always given another medical reason for not wishing to join in outdoor activities. We have now followed up her request.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Stonehill House (Abbeyfield Haddenham Society Ltd) 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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