

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

B & M Investments Ltd
Amersham Rd, Chesham, HP5 1NE
04.09.17 – 10.30am
Liz Baker, Joy Johns

Summary of findings



- Chesham Bois Manor demonstrated good standards of care regarding dignity and respect
- There was praise by residents and visitors for the care which was being delivered.
- The refurbishment taking place to improve facilities appeared to be affecting some aspects of life in the home.

The Visit

Chesham Bois Manor provides care for up to 48 residents who live in 3 units each with their own lounge and dining room. Two of the units are for residents living with higher needs and the other for those with low needs. We talked to 7 residents, 8 members of staff and 2 visitors and observed another 33 residents and 7 members of staff. At the time of the visit the home was undergoing major internal refurbishment.

How people are treated



There was generally a calm, happy and friendly atmosphere in the home. We saw examples of good, caring interaction between staff and residents. Residents were addressed by name, staff made eye-to-eye contact, bent down to engage with seated residents, and exhibited caring gestures such as touch. A blanket was given very quickly to a resident who had said they “were feeling a bit chilly”. Comments made to us by relatives were very positive. They included: “the staff are brilliant”, “very calm”, “caring”, “approachable” and “really helpful”. The overall sentiment they expressed was that their relatives were being well looked after and received good quality care in a positive environment. However, we also saw a staff member being rather unsure and reticent when a resident became agitated during lunch. Also, whilst we were being given a tour of the home by the manager there were no staff present in one lounge when a resident called out that they needed to go to the toilet.

We were told by the manager that there was flexibility for residents to be in different units during the day and night depending on individual needs. A resident could be in the high need unit overnight but be in the low needs area during the day.

Personal Choice



A resident said that they could “come and go as we feel” and “we are our own masters”. Another said they liked to go in the garden and staff encouraged them to do so. The patio areas were very accessible, with chairs and tables. We saw no residents in the library on the ground floor, which was quite cool. We were told by the manager that residents chose not to use the library despite attempts to encourage them to do so. The room they preferred was the smaller, warmer and brighter ground floor lounge, which was a little crowded as a result.

Jugs of squash were available in lounges/kitchens for residents to help themselves during the day. We did not see snacks or hot drinks being offered or made available to residents. At lunch-time two different main course options, fish or pork, were available but no choice of vegetables. Potatoes and green beans were automatically added to each meal, without staff asking residents if this is what they wanted. Some residents were shown two plates of the alternative main course meals, other residents were not but just repeatedly asked “fish” or “pork”. A resident told us that they had a daily newspaper delivered to the home; another commented that they could have “two puddings “. We were told that although most residents were patients at a Chesham surgery, it was possible for residents to select an alternative GP.

Just like Being at Home



Resident’s bedrooms were personalised with their own possessions. Residents walked independently in their units - there were sofas in the corridors to allow them to relax/sit. “We are a happy community” said one resident.

Generally the walls in the home were noticeably bare, both in the units where refurbishment was taking place and in areas where no work was currently being undertaken. The manager explained that items had been removed throughout the home in preparation for subsequent refurbishment. We did not see newspapers, magazines or boxed games in the lounges or any photographs of residents involved in activities within the home.

Privacy



We did not see any instances of lack of privacy. We were told by one resident that in the mornings, staff always knocked on their bedroom door before entering. Outside, the decking had been designed to allow the siting of tables and chairs to provide privacy for residents to meet with visitors and also for residents who needed assisted feeding.

Quality of Life



We saw a singing activity taking place in one of the units. A staff member told us that due to the refurbishment, the Woodland unit could be very noisy, which makes some residents agitated. A visitor commented that at times the home was “noisy”. The information regarding activities in the home was only available in a corridor on the ground floor unit, and took the form of 2 typed A4 sheets of paper. The font was quite small and the presentation difficult to readily understand. The information was out of date and referred to the previous week. There was no information for the current week.

We were told by the Manager of a great variety of events and activities which take place in the home ranging from residents cooking, planting up garden pots, visits by PAT dogs and entertainers. We were told that the home has a car and periodic use of a minibus.

Recommendations

We recommend that Chesham Bois Manor:

- Provides training to staff on how to promote choice of food at mealtimes, consistently presenting the choices of food to residents
- For the benefit of both residents and visitors, provides an Activity Board in each of the 3 units with clear, up to date details of all the activities taking place. Pictorial representations of each activity should be included to help residents living with dementia.
- Considers different ways to encourage residents to use the ground floor library and particularly at the moment to compensate for the absence of facilities elsewhere resulting from the refurbishment. It is quite a large room with potential to be used for activities ranging from gentle exercise to arts and crafts.
- Put in place memory boxes and reminiscent items.

Service Provider Response



PERSONAL CHOICE

Our residents are given the choice to sit in whatever lounge they choose. The library is used by visitors when they come to see their relatives and the main lounge is much bigger and not overcrowded. Jugs of drinks are replenished twice a day and a bowl of fresh fruit is out in all 3 areas for residents to help themselves. The usual tea trolley is out 10 am ish and 3 pm ish. In-between, around 11 am and 2pm, snacks and milkshakes are taken out for residents and those residents who like finger foods are also catered for.

JUST LIKE BEING AT HOME

The walls were bare due to the fact of having renovations in the home bedrooms are having walking showers new courtyard and extension to the dining room. The visitors were shown and informed that:

- all the items taken down that it will be going back in place once completion is done
- explained and shown where we have our reminiscent piano and musical memoirs, the area with dressing table coats and wraps scarves beads hats that the residents use throughout the day
- they were told on how a long standing member of staff has brought in all her wedding items from the 60 and that this is all hung together and is topic of discussion.

There is in all 3 areas of the home a corner that is full of activities and accessible for residents. Newspapers are purchased by individual residents whom like to read they are delivered daily from the local newsagent

QUALITY OF LIFE

Woodlands area is not noisy. We have conservatories at both ends and residents were moved as needed when the main bulk of the work was being carried out. The builders stop working when residents have their meals.

Dignity in Care Enter & View visit to Chesham Bois Manor



RECOMMENDATIONS

New activity boards will be in place when renovation completed meanwhile larger print and posters in place.

The library is used throughout the day and activities are carried out in the library.

Memories boxes and reminiscent items will all be replaced once completion of renovations complete.

Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Chesham Bois Manor 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.
