

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

Kingfisher Carehome Ltd
Fieldhead Gardens, Bourne End, SL8 5RA
09.10.17 – 11.15 am
Alison Holloway, Diane Rutter

Summary of findings



- Lots of praise for both the care staff and the quality of the food
- The residents we spoke to could not think of any improvements whilst visitors often had different opinions

The Visit

Kingfishers provides nursing care for 34 people, some of whom live with dementia. We talked to 5 residents, 7 members of staff and 2 visitors and observed another 18 residents and 6 staff.

How people are treated



Staff seemed to know the residents well and addressed them by first name. We heard them ask questions and gain the resident’s approval before doing something. One staff member talked in Polish to reassure a resident who went into the quiet lounge. Touch was used positively to engage, and one carer received a kiss from a resident in the lounge. There was also some laughter and banter. One resident said they weren’t going into the dining room yet and when asked why not, grinned and said, “it might be nearly 12.30 but the food doesn’t come until ten to”. The staff member let them be and laughed but did persuade the resident to move soon afterwards.

In the hallway, there were feedback forms and a CareAware helpline number. A resident told us about the residents’ committee which meets every four months and felt staff were open to change. Another resident told us they would have no issues complaining to staff if they needed to. “It’s a very happy home”. Everyone we talked to praised the staff saying they “are all very good” and hard working. One said they “hadn’t got time to stand and talk but they’re always cheerful”. Whilst we saw a lot of staff during our visit, a visitor did say they felt there were insufficient staff at the weekend, or else the staff on duty at that time did not know the residents well enough. One of the residents though told us they were treated exactly at weekends as during the week.

Personal Choice



There were jugs of squash in one lounge and a tea trolley in another. Cake and a hot drink is served mid-afternoon. The menus on the dining room tables showed the different options for the lunch which we saw served. When a resident in the lounge and another in the dining room said they didn’t want their cooked dinner, staff were quick to offer soup or a sandwich. Residents and visitors did all praise the food including the puree option; “it’s all fresh”. “The new chef is great.” Residents, who are able, are encouraged to eat in the dining room and some do eat in their rooms. Although we were told the lounge is where ‘high dependency’ residents eat their lunch, there was only one staff

member helping in a room of about ten residents. We saw one resident eat her cooked meal with her fingers, chasing food around the plate and tray, which resulted in some of it going on the new lounge floor carpet.

Whilst the activity coordinator talked to every resident as they entered they lounge encouraging them to join in, she respected their view if they did not want to. We spoke to one resident who prefers to stay in their bedroom reading and spending time online. Another resident told us they liked to go for a walk but couldn't always go out as much as they'd like to as they needed to be accompanied "I think it's the insurance".

Just like Being at Home



Kingfishers is homely with lots of books, flowers, ornaments and large picture frames containing photos of residents throughout the communal areas. The TV was on in both lounges although we saw no one watching either. A music CD was also on in the lounge where skittles was being played. Residents had personal belongings, such as teddies and newspapers, on the small tables near them in the lounge. The only bedroom we entered was clean and tidy with personal belongings on show. Visitors did say though they had seen carpets and net curtains in bedrooms which were dirty and had complained to the manager; "its shabby". The lounge carpet was new and the communal areas we saw appeared clean.

The home seemed very accessible with a ramp to the lovely garden which contained a fish pond and raised beds. There were no grab rails however, in the toilet in the hallway and signage was in quite small lettering. We were also told that the lift often breaks down which means residents on the first floor cannot get down to the communal living areas easily.

Privacy



We saw staff knock on bedroom doors and wait for an answer before entering. Another staff member also suggested to a resident they put a spare battery away. The resident was handed their bag by the care assistant who then held it whilst encouraging them to open it and put the item away themselves; "you can do it".

Quality of Life



The activity coordinator was running a skittles session in the lounge when we arrived and six residents were quite involved; one helping run the activity at one point. The coordinator was encouraging and took residents by the hands to move along with the music as she danced. Another resident joined in singing with the song playing on the CD. One resident said they were "going to play cards with one of the girls later". We observed one resident using a fidget cushion and another read the paper over lunch. In the quiet room, one resident, newly arrived in the room, did visibly brighten when a staff member suggested painting their nails. The list on the noticeboard showed a range of activities on throughout the day and week. A church service takes place in the home on a Tues afternoon and those who wish to go to a catholic mass are taken. We were told that visitors

take their relatives out but did not hear about any other outings. We were told about a garden party in summer and that “relatives all come”.

One visitor told us their relative didn't always have sufficient fluid intake. Often sugar was not put into tea and so the relative would not drink it. We also heard one staff member remind another that they needed to encourage residents to drink as she cleared away half-drunk tea. There were also concerns expressed by another visitor about the lack of knowledge about hearing aids by some staff. Both visitors commented on the lack of baths their relatives received. They felt that a bath was a relaxing experience to be enjoyed as well as a hygienic one. We were not able to find out what their relatives wishes were.

Recommendations

We recommend that Kingfishers:

- switch off the TV in the lounge when activities are taking place
- install grab rails in the hallway toilet and improve signage with either a bigger 'Toilet' sign or else a picture.
- invest in a range of cutlery to assist those with different needs to help themselves to eat
- ensure all staff have training on hearing aids and hearing loss
- ensure residents have more opportunities to have full baths rather than just bed baths
- accommodate personal tastes and so encourage residents to drink sufficient fluid

Service Provider Response

We are delighted with the outcome of our Healthwatch report. It demonstrates the positive effect of resident care from the work we have put in place. We will continue to invest in all areas to ensure that we improve in making Kingfishers a place where residents want to come to be cared for, relatives are secure in the knowledge that we provide excellent care in a safe environment and staff find the home a rewarding place to work

Acknowledgements

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