

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

Pressbeau Ltd
 Park Rd, Stoke Poges, SL2 4PJ
 10.10.17 – 11 am
 Jenny Cassidy, Liz Baker

Summary of findings



- Pleasant Victorian building with lovely peaceful gardens
- Well-meaning and caring staff
- Scope to improve the quality of life of residents living with dementia

The Visit

Tithe Farm provides nursing care for 28 people, most of whom are living with dementia. We talked to 2 members of staff, 2 visitors and 2 residents. We observed 12 residents and six members of staff.

How people are treated



The manager was not present but we were warmly welcomed by the senior person on duty. We observed staff chatting with residents whilst helping them, giving them drinks and moving them around. One resident said "Staff are excellent to me. So good and so kind. If I want a cup of tea it appears as soon as possible. The carers are certainly carers". The staff seemed to listen to the residents and respond appropriately. We observed one resident saying that she had too much on her plate for lunch. The plate was taken away and a smaller portion was brought to her. The staff also managed a situation well with a lady who was having a dispute with her lunch companion. The manager, Elaine, was praised by staff and visitors, described as a "very caring lady" and "on the ball all the time".

Personal Choice



From what we could observe, most residents needed a lot of help to move around. Food and drinks were therefore served to them. Some residents used plastic "sippy" cups, whilst others drank from glasses. Tea was served in cups and saucers. We saw wine and beer being offered to residents who ate in the dining room. However, their water glasses were not filled. There was a bowl of fruit in the serving hatch between the dining room and kitchen. This was not in a very obvious position, particularly to those eating in the lounge. There were eleven places set for lunch in the dining room, but only four residents ate in there. We did not see whether other residents were offered this option. One resident described the food as "tasteless", and another said it was "pretty good" and "generous". There was a weekly menu (in very small writing) on each of the tables in the dining room. We understood from staff that choices for that day were made the previous day. However, the food served was not the same as indicated on the menu. A staff member told us that a large variety of food is cooked as residents change their minds. We saw one resident complain that she had to cut her chicken off the bone when everyone else had theirs off the bone. A staff member explained to her that that was because she did not like to have a sauce with her food so she was

given something different. We were told that it was a resident's birthday last week but she did not like to leave her room often, so they took the birthday cake to her as that is what she wanted.

Just like Being at Home



There are two communal lounges, one in the main hallway area of the house, which was very busy with staff moving around. In this lounge there were eight comfortable chairs, seven of which were occupied. In the other room there were more chairs, only two of which were occupied. This room was very hot, much darker and television was on. In the dining room there were collages of photographs of residents which were not positioned in a way in which they were readily accessible to the residents.

The communal areas are comfortable and well decorated, although the dining room appears a little "tired". Residents personalise their rooms with pictures and photos. Visitors regularly visit and are free to come and go. One resident keeps her much loved cats in her bedroom.

Privacy



We saw no instances of lack of privacy.

Quality of Life



The hairdresser visits every Monday. We did not see any activities taking place but one of the residents told us that she enjoys doing yoga, quizzes and singing old songs. There are two activity schedules on display in positions which are not readily accessible to residents. From what we saw of the schedule there appears to be no "outside" people who come in to engage in activities or entertainment. Games, videos and books are stored in a position in the TV room which is inaccessible to any resident who wishes to use them. We only saw one magazine and no newspapers. We saw one resident who had forgotten to put in her hearing aid that morning so she was struggling to hear. There were no pictorial clues as to the use of each room, i.e. the bathrooms and toilets just had written signs on the door.

We were told that residents are taken out in the garden if they wish and that some trips out are arranged, although the carer we spoke to did not know the specifics of any trips. These trips were normally arranged by the activity coordinator who unfortunately was on leave at the time of our visit.

Recommendations

We recommend that Tithe Farm:

- try to incorporate dementia friendly pictorial signage for rooms
- create a simple pictorial menu for residents to choose from

- considers putting fruit on the tables in the communal areas making it more accessible than the position it is in now
- place a large-scale activity board to be in a position where residents can see what activities are upcoming
- make the games and books more accessible so residents can request to use them
- create and/or invest in dementia friendly display boards on walls, fidget cuffs and reminiscence boxes (available to be borrowed from Bucks Libraries)
- encourage staff to engage more in one to one activities with residents and consider bringing in outside organisations to carry out activities, ie Pets as Therapy and community groups who could provide entertainment
- serve water with lunch

Service Provider Response



Just like Being at Home: Photographs are now placed on a wall where residents can see them.

Quality of Life: Outside activities do take part within Tithe Farm such as Yoga, Singers and Production Shows. Residents also go out to Garden Centres, Local Schools to hear children sing and watch cricket at our local club.

Acknowledgements

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