

Care Home Provider:

REACH Limited

Care Home Address:

46 Wendover Road, Aylesbury, HP21 9LB

Date and Time of Visit:

06.12.17 – 3.30pm

Authorised Representatives:

Alison Holloway, Gloria Haynes

Summary of findings



- Staff seem caring although there appeared varying levels of interaction with residents. Communication styles were respectful and friendly.
- Residents had various opportunities to go out of the home. However, more involvement in the running of the home, and regular activities on site, was not very apparent

The Visit

46 Wendover Road currently provides residential care for 8 people who live with a learning disability. We talked to 4 staff and 3 residents and observed another 2 residents. The manager was not present during the visit.

How people are treated



Staff seemed to know the residents. They called residents by name and knew about their preferences. Staff were friendly, seemed caring and residents appeared very comfortable with them. We saw one resident move to hug their key worker and everyone we spoke to knew their keyworker's name. The home felt open and relaxed. Staff had the confidence to ask us to move when we were unknowingly in the way of one resident. Residents also had the confidence to say No when asked if they'd like to take a different member of staff to the cinema or whether they liked to cook. Although residents were often asked questions and staff waited for replies, some of the instructions we heard were short, although not impatient, "Come comecome (x)."

Personal Choice



Staff told us the manager chooses the menus which run on a three-week rota. The paper ones pinned up in the kitchen showed very small pictures and writing. The evening meal, Cornish pasty, chips and beans, was written on the white board in the dining room. A staff member told us they knew what each resident liked. For example, they knew to ask one resident what alternative they would like to rice before starting to cook. This staff member also was heard to ask whether a resident would like tea or orange to drink. They returned with a mug of blackcurrant squash explaining "I'm sorry (x), we've run out of orange, is blackcurrant ok?" The resident said "Yes". Another resident had a bowl of sweets, a chocolate mousse and a mug on a nearby table. One staff member told us that residents eat across the dining room and two lounges but that staff do not eat with them. However, another member of staff told us that everyone sits down to eat together.

One resident was having a nap when we arrived and another was out at a dance class. Someone else was writing and another we were told was watching cartoons, with their keyworker. They were in

the quiet lounge because they preferred to be away from other residents. When they came out into the communal area they seemed very happy to talk to us and showed us their room, which was personalised. They also showed us their I-pad which staff said they used to play games. When asked, they said they didn't use anything like skype although there was Wi-Fi in the home.

Just like Being at Home



46 Wendover Road is spacious, bright and has a large paved area leading to grass in the back garden. We found the home to be clean and tidy. Staff were folding laundry in front of the TV in the lounge on our arrival. We asked whether residents helped with this sort of activity and were told that some do. However, we didn't see anyone help whilst we were there. When we asked one resident whether they helped cook, they said "I get staff to do that." Although, a film was on the TV, we were not sure any resident was watching this. Staff told us that they had decorated the two Christmas trees but had tried to get residents to help; "(X) helped put the star on that tree, didn't you". One resident told us about their birthday cake and the panto their parents had taken them to last week. Another told us they were going to go to the cinema later. However, the keyworker explained that they had forgotten to ask for any money for this so were waiting for the manager to return in the evening. A staff member did not give us an answer when we asked how residents might buy presents for relatives.

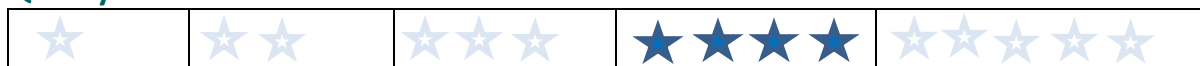
Photos of staff were up on the noticeboard although this did not indicate which ones were on duty. Also on this noticeboard, were head and shoulder photos of some, but not all, of the residents. We were not asked to sign a visitor's book on arrival.

Privacy



Most doors in the home were shut including all but one bedroom door and the door to the quiet lounge. A staff member briefly knocked on a bedroom door before opening it. When they saw the resident was asleep they closed it again. They explained another resident would be asleep in another room so did not knock on that door. They also explained how one resident preferred their own company and they respected their wish to stay in their room. However, we did see a member of staff walk through the lounge from a bedroom carrying a disposable container and other items whilst wearing disposable gloves.

Quality of Life



Personal presentation was good and residents were clearly helped to remain clean and tidy. One person talked to us about the highlights in their hair they'd had done at the hairdressers and their nail varnish. Another we saw patiently helped into a chair and a foam barrier put on the edge of the table to protect their chest. We were told another resident was out with their key worker and we could see various resident's initials against a written weekly activity schedule on the noticeboard. This showed where individuals went on regular activities away from the home including arts and crafts, a theatre group and Sees the Day. There was also a notice up about the annual REACH

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Christmas party. Staff told us that, as with the recent Halloween party, residents from all the local homes get together in Slough for seasonal celebrations.

We were told that the manager buys food online and gets it delivered so residents don't usually go to the supermarket. However, one resident told us about where they go in Aylesbury to buy their fizzy drinks and chocolate. We were also told that one resident doesn't go out, only into the garden, because they are vulnerable to infection. We didn't see any activity timetable for any regular activities that take place inside the home. However, there were small drums on the lounge table and one resident began drumming and softly singing. Another resident absorbed herself with what appeared to be a file with documents.

Recommendations

We recommend that 46 Wendover Road:

- continues to provide staff training and support, including in dignified care, especially to the new and enthusiastic staff.
- encourages staff to always communicate using requests rather than instructions e.g. 'would you like to come this way' rather than "Come... come"
- encourages residents to be more involved in the home whether that be meal planning, shopping, helping update pictorial activity charts or menus etc.
- produces a user friendly, and accessible, picture and written, weekly menu in the dining area
- creates individual activity schedules, again written and/or pictorial (personalised to each resident), to enable them to easily know what they are doing at any point
- replaces the head and shoulder photos of residents, on the noticeboard, with photos, in frames, showing them at certain places e.g., on an outing, at Christmas etc., as you would find in a family home
- looks to use more online tools such as skype to keep residents involved with their community, relatives and friends
- ensures all visitors sign in and out when they arrive and leave
- enables residents to manage their own money with appropriate risk assessments in place
- reminds staff to dispose of gloves and other items in more suitably placed bins near the bedrooms rather than walking through the lounge for hygiene and dignity reasons
- ensures there are some regular activities in the home such as musical movement or other form of exercise, karaoke etc
- enables staff to sit down and eat alongside residents and create a more family atmosphere whilst ensuring resident have personal choice about where they eat and with whom

Service Provider Response

Please let me start off by saying thank you for your recent feedback from your visit to Wendover Road. It is always good to receive feedback from external companies as this can be a positive aid in supporting us to improve on the service of care we provide.

Summary of findings

At Wendover Road we are always looking to improve on the running of the home and in house activities. I recently implemented achievement/goals and life skills folders for each resident. Within these folders there is photo evidence of the residents regularly participating in in house activities.

Arts and crafts, music sessions, baking. Residents are also encouraged to achieve independent daily living skills which again is document and evidenced with photos in their folders this can vary from helping to load the dish washer, watering the plants, helping to clean the home, putting the shopping away. Residents are also supported to attend regular activity groups; this includes attending gateway club on a weekly basis. Going out to the cinema, attending bowling, going swimming and cooking classes.

How people are treated

In this section you document that you felt some of the instructions and communication were short from staff. As you have kindly documented the phrase you over heard staff saying Come, come I am aware of the resident that the staff would have been communicating to. This particular resident has very limited communication and is only able to process short prompts or indications. The communication method is person centred to this individual as to much information can be overwhelming for them. The individuals support plan is person centred around them and what works for them. This support plan is put together with the involvement of the resident, family and friends and the individuals professional team.

Personal choice

In this section you have made reference to the meal menus and that they are very small pictures in the kitchen. This small pictures are for the staff reference only larger pictures are displayed on the notice board for the residents. I am aware the meal pictures were not on display during your visit which I have addressed with the staff.

You also made reference to staff not eating with the residents. During a shift there are 5 members of staff. Two staff support 2 residents at meal time. Another resident requires member of staff to be with them at all times, another resident choses to eat in a separate room as he prefers to eat alone with just his key worker. On occasions when I am having a meal at Wendover I ensure that I join the residents to eat with them.

In the last paragraph you have documented that a resident has their own I-pad however they do not use skype although there is WI-FI in the home. This particular resident chooses not to use skype as he sees his family on a regular basis and has overnight stays. His I-pad is connected to the Wi-Fi and he does use YouTube. One of our other residents regularly uses Skype on her own lap to keep in regular contact with her mother.

Recommendations

Encourage staff to always communicate using requests rather than instructions e.g. ‘would you like to come this way’ rather than “Come... come”

The communication method is person centred to the individuals

Encourage residents to be more involved in the home whether that be meal planning, shopping, helping update pictorial activity charts or menus etc.

Residents are involved in menu planning and activity suggestions during their resident meetings.

One resident does his own weekly shop in the community with support

Look to use more online tools such as skype to keep residents involved with their community, relatives and friends

Residents who chose to use skype are supported to do so

Enable residents to manage their own money with appropriate risk assessments in place

All residents’ money are managed by financial appointees as they do not have capacity to manged their finances.

Remind staff to dispose of gloves and other items in more suitably placed bins near the bedrooms rather than walking through the lounge for hygiene and dignity reasons

Residents have sangenic bins in their bathrooms or bedrooms. These are regularly emptied by staff to the exterior yellow waste bin.

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Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at 46 Wendover Road 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.
