

Care Home Provider:

White Leaf Support Ltd

Care Home Address:

8 -10 Priory Ave, High Wycombe, HP13 6SH

Date and Time of Visit:

02.02.18 – 3.45 pm

Authorised Representatives:

Alison Holloway, Judith Young

Summary of findings



- Residents participate in a range of activities which seemed to be very individualised.
- Some staff certainly seemed to know the residents well although all communication seen was verbal.

The Visit

On the date of our visit, White Leaf Support was providing residential care for 4 high functioning individuals in one house and 7 people who live with a learning disability next door. Some residents are non-verbal. Some were quite new whilst others had lived at the home for over 5 years. We talked to 5 residents and 6 members of staff and observed one other member of staff.

How people are treated



In one house, residents were happy to talk to us and some of the staff facilitated the conversation. All communication was via speech although we were told two residents often tell staff what they want by writing it down. A staff member said some residents would also take them to locations to show them items to try to explain what they wanted. We were told that one resident can communicate using Makaton but none of the three staff we asked could use this. Although we were told the resident was teaching them as they went along, we did not see any signing used. When we asked about picture communication, we were told this was used but again did not see it in any conversation. In the other house, the two residents at home, both were asked and agreed to talk with us. However, they soon became uncomfortable and asked us to leave. The manager and other member of staff managed this in a very calm, respectful way and as a result the residents also remained calm. We were told about the work that was underway to enable these individuals build up their confidence.

The more experienced staff demonstrated they knew the residents very well. Residents also appeared quite relaxed and comfortable in their home. However, in the larger house, there seemed to be little interaction between the newer staff and residents. The former were sitting, on their own, in the dining room, with the TV on for a lot of the time we were there.

Personal Choice



The manager told us that staff and residents sit down at the beginning of the week and plan the weekly menus. Staff did say it was difficult to get residents to make healthy food options. One resident told us he ate frosted flakes for breakfast and a hot dog and wedges for lunch. Shopping is delivered following an online order, although we were told staff and residents will go out together to

get any top-up shopping. A staff member went out to get food for the evening meal during our visit but did not take any resident out with them. The manager told us that residents are more inclined to help if cooking involves sweet things like cakes rather than preparing main meals. There was a pictorial menu up in one kitchen showing all the weekly meals. The manager told us that whilst everyone is encouraged to eat round the table in this house, one resident often ate in their room whilst others might choose to eat at a different time.

In the one bedroom we saw, there were pictures up showing what the resident was going to do each day. The activity chart in the kitchen was only partly completed. However, from the conversations we had, residents seemed to have a huge range of activities available to them.

Just like Being at Home



Both properties were clean and homely with good sized communal spaces. There was artwork on the walls created by some residents and the bedroom we saw was quite personalised. A TV was on in every communal area. Staff were not seen interacting much with residents. We saw no other types of activity in the home apart from TVs or computers. We were told some residents help do their clothes washing but did not see any resident participating in the running of the home.

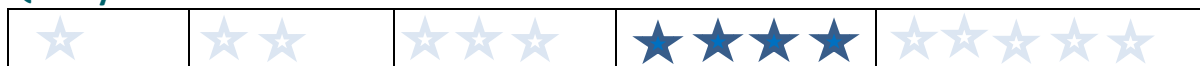
We were told of weekly and monthly visits by relatives. Visits home for some residents also seemed frequent. One resident had been picked up that morning to spend the weekend with their grandparents whilst another was in the process of being driven home by a member of staff. We were told how a resident had written their CV and staff had then helped them get a role in a charity shop. Staff are trying to develop this individual so that, longer term, they might move into a supported living residence.

Privacy



We saw staff always knock on doors and ask if they could enter a bedroom before doing so. Residents also had the ability to lock their bedroom doors. However, in one house, lots of files with residents' names on were left in a loose pile in the middle of the dining room table during the whole of our visit. No one was visibly working with these whenever we entered the room but neither was this possible confidential information moved to safer storage.

Quality of Life



Residents and staff told us about recent holidays they had been on to Turkey and to London. One resident told us that they had just returned from a visit to High Wycombe town. Three had played badminton that day and we heard about two residents who liked to go to the gym and swimming. For one resident, this had helped them lose weight. One told us about their new Nintendo whilst another happily took photos of everyone. There is Wi-Fi. However, the resident we saw using a computer in his bedroom, didn't have access to it because of the age of his PC. The manager said they would talk to the relatives involved about a possible upgrade. This resident showed us how

they could draw, from memory, quite detailed pictures using an app. Another resident has a passion for music and was accompanied by staff to concerts and musical events. In the evenings, residents frequently went to the cinema, bowling and to FADE; a monthly dance party evening for those living with a learning disability. The home is on the waiting list for Pets as Therapy dogs.

Recommendations

We recommend that White Leaf Support:

- trains staff in basic Makaton / BSL to improve communication with at least one resident
- makes better use of all types of communication tools at their disposal
- encourages staff to interact more with residents
- ensures residents have access to meaningful activities at home such as books, jigsaws and games and a broad range of activities within the home
- continues to work to make the meals healthy with more fruit and vegetables
- ensures residents files are not left lying about for periods of time
- keeps the activity chart in the kitchen up-to-date
- looks at enabling a resident to get access to an app. to animate his drawings

Service Provider Response

We would like to thank Alison and Judith for their visit and to see a snapshot into the lives of the people we support.

Dignity is at the heart of our values and it is a pleasure to see this report reflect positively on key areas of the support we provide. It was very important for our teams to be involved in the report and they have taken pride in comments made about their calmness in complex situations and the respect they show to the people they support.

It was disappointing not to excel as expected within certain areas of the report. We do understand however that it is a 'snapshot' view of the service at the time of visiting and not all aspects of the support we provide 24 hours a day can be reflected in such a short space of time. Some aspects of the report we feel do not accurately reflect the service we offer, the visit was short and we don't think in a service as complex as that at Priory Avenue can truly be reflected within the time spent at the service.

We are very proud of the people we support for coping so well with the visit, as sometimes this can be difficult. They were supported carefully by the team to understand why Alison and Judith were visiting them and held a brief conversation. It is lovely to see such profound changes in these individuals in such a short space of time living with White Leaf Support; a huge testament to the support staff.

Finally we'd like to add that since the visit we have positioned a PC in the communal area for our service users to use, great feedback thanks. One of the people that Alison and Judith met is now in employment with support – a great achievement. Thanks again for taking the time to visit us.

Dignity in Care Enter & View visit to White Leaf Support



Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at White Leaf Support 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.
