

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

Centurion Healthcare Ltd
69 Chartridge Lane, Chesham, HP5 2RG
23.01.18 – 5.30pm
Alison Holloway, Gloria Haynes

Summary of findings



- We saw residents treated as individuals and empowered to make their own choices
- Staff seemed caring, and involved residents in the running of their home

The Visit

69 Chartridge Lane provides residential care for 6 people who live with a learning disability. We talked with 5 residents and 4 members of staff.

How people are treated



Staff were calm, patient and caring and knew the daily habits of each resident. Everyone interacted frequently with each other as they went about their evening routines. Communication was good and residents did not become frustrated if they were not immediately understood. We saw one resident take us to the kitchen cupboards with a member of staff. The resident wanted to show us the cocoa pops when a staff member had not understood what “pop pop pop” meant. Residents showed confidence in the staff present. We also heard banter and laughter between residents “you’re cheeky”. On arrival, two residents shook our hands and one thanked us for coming as we left.

We saw one resident washing up after diner and another writing up their daily diary. Staff write down what happened during the day and then the resident copies this into their own diary. Although one resident had become distressed just before we arrived, two members of staff were with them upstairs. When an agency staff member was about to take a pile of clean towels upstairs a permanent staff member asked them to do this later so there were no unnecessary distractions. Staff encouraged residents to talk to us and we also saw one engage in imaginary dinosaur role play.

Personal Choice



One resident told us how they enjoyed a bath at 6.30pm as they liked to watch certain TV programmes in bed afterwards. A staff member told us about one resident who stays up until the night staff come on duty. The latter will then read a bedtime story and the resident will then go to bed. On Sunday evenings, picture cards are put out on the table and residents help to plan the next week’s menu. Different residents and staff take a taxi to a local supermarket to buy what is needed. Residents were part way through dinner when we arrived and we saw most eating together at a dining room table with one eating in their room. Some told us that they had enjoyed the meal. Staff told us they try to incorporate healthy options and dietary requirements into the meal planning.

All the residents seem to have a huge amount of choice of what to do with their time. Planning of weekly/daily activities is personalised: one person has a plan on the bedroom wall with a selection of stickers used to identify the day's activities. Another person has an A4 plan which identifies what happens on each day.

Just like Being at Home



The home is clean and tidy and very comfortable. Residents proudly showed us their bedrooms which were very personalised. Staff knew about the life histories of residents and about when relatives visited and where they lived. We were told about one resident who goes to church every Sunday. Residents were encouraged to help run the home and be as independent as they could be. There were easy read notices on the bathroom door and above the sink reminding people to turn off taps and close the door. One resident told us how they keep their bedroom tidy whilst another we saw sweeping the kitchen/diner floor. Another resident was dancing in their room whilst another was asking questions on and off about news stories on the TV in the lounge.

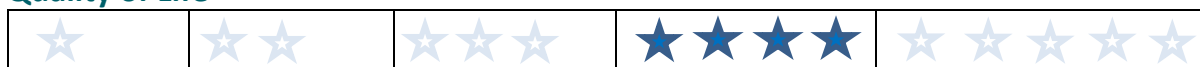
There were also simple word and picture signs up near the front door explaining what to do in the event of a fire. This was supported by a similar sign on the lounge window saying, 'fire exit'. When asked, a resident knew exactly what to do and where to go. Staff photos were placed on the side of the fridge, so that residents knew who was on duty for the next 7 days.

Privacy



One person was assisted to have a bath just as we were leaving. The bathroom door was closed to protect the individual's privacy. Another member of staff also quietly asked a resident "would you like to come with me" when they were talking with several of us in the lounge. The resident asked why and only then did the staff member say it was so they could take their medication. The resident quite happily got up and followed her out of the room.

Quality of Life



One resident told us they enjoy painting and colouring as well as doing puzzles. Another likes to go shopping and have "a Guinness at the pub". We were also told about another who prefers to shut themselves in the quiet room and play with the selection of musical instruments there. Although they had some days at home, most residents seemed to be out doing activities on many days including weekends. They go to college in both Amersham and Chesham, a theatre group, one has membership of the local Women's Institute, and two had volunteer roles at a charity shop and at Workaid. We were told about the Pets as Therapy dogs that visit twice a week and one resident confirmed they bake cakes at the home.

Although there is no minibus, taxis seemed to be in frequent use to enable residents to go out. However, the opportunity to go on holidays seemed to be few with one resident not having had a

Dignity in Care Enter & View visit to 69 Chartridge Lane

holiday last year. We were told that the intention was for one resident go to Bognor in summer because the location was close to a relative.

Recommendations

We recommend that 69 Chartridge Lane:

- looks to develop staff knowledge of basic BSL or Makaton words such as breakfast or other contextual words to develop freer flowing two-way conversation with some residents.
- tries to get some residents to walk some days to the local supermarket and town rather than get a taxi both ways (when the weather is reasonable)
- explores holiday opportunities for all residents

Service Provider Response



No response was received from the service provider.

Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at 69 Chartridge Lane 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.