

<b>Care Home Provider:</b>	<b>Maria Residential Home (EMI) Limited</b>
<b>Care Home Address:</b>	<b>Silver Birches, Kendalls Close, High Wycombe, HP13 7NN</b>
<b>Date and Time of Visit:</b>	<b>23.02.18 – 12.45pm</b>
<b>Authorised Representatives:</b>	<b>Alison Holloway, Elizabeth Abbott</b>

**Summary of findings**



- A small care home with a homely, family atmosphere
- Staff knew how to engage residents in appropriate activities in the home but there were no opportunities away from the home

**The Visit**

On the day of our visit, Maria was providing residential care for 7 people who live with dementia. We talked to 3 members of staff and 1 resident and observed another 6 residents and 1 staff member.

**How people are treated**



Staff were very relaxed, cheerful and welcoming. They appeared very keen to show us around and spend time with us and the residents. Many residents had lived in the home for several years. Although there are several long term permanent staff, we were told there is a turnover of other staff. We saw staff encourage residents to engage with the music and have time for one to one conversations. We were told there is always one member of staff in the lounge with the residents. During our visit, this fluctuated between one to four. We saw that some of the staff knew the residents well and were told by one resident “everyone is very good”. A resident, needing a walker to move, had one at hand, whilst another resident had her feet up on a small footstool.

**Personal Choice**



A staff member told us residents get up when they like and can have breakfast in bed or in the dining area. Other meals tend to be served at a fixed time but residents can either eat at the four-seat dining table or on over bed tables in the lounge. Residents had already finished their lunch, but one told us they had enjoyed their lamb and vegetables, cake and custard. Although no residents had drinks near them in the lounge when we arrived, one did confirm that water had been served with lunch. In the morning, they said they had drunk two cups of tea and a cold drink. Soon afterwards residents were served juice and, later, tea and cake. Although we heard residents being asked whether they’d like the drinks, we did not hear any alternatives being offered. However, staff did tell us how residents were encouraged to choose what they wore each day. Staff offer two options for each item of clothing and watch for a sign that a resident would prefer one over another. We were also told about two residents preferring to go to bed later than others and this was facilitated.



**Just like Being at Home**



The home is family run and was clean and tidy with lots of ornaments, pictures and silk flowers in vases in the communal rooms. As well as the lounge, where everyone was sitting, there is a small dining space and very large conservatory. The latter leads out onto a flat roof area where residents can sit in summer. We were told they often sit here and in the small grassed area to the front of the home. This is fully accessible from the double patio doors in the lounge. The bedroom we saw was personalised with cushions and photos. However, the names on the doors were in very small letters. We were told that there are usually quite a few visitors each afternoon although there were none the day we visited. We did see a community psychiatric nurse arrive. One resident was wandering around as they pleased but another said they were locked in and couldn't ever leave. When asked, a staff member told us that they have authorisation for DoLS (deprivation of liberty safeguards) for all their residents.

**Privacy**



We heard a member of staff lower their voice, to protect the privacy of the resident, when explaining to the individual why they should drink their cranberry juice. We saw no personal care and no files were left lying around.

**Quality of Life**



Although residents were mainly dozing in front of the TV when we arrived, activities soon began to happen. The TV programme, which had shown a standby message on the screen for a while, was changed to music. A staff member did ask a resident if they'd like music on instead and the latter wholeheartedly agreed. Several residents woke up to the music and sang along with the Christmas carols. Previously a staff member had told us that Christmas carols were often played as they were enjoyed by the residents at any time of year. Over the next hour, a series of activities took place. A soft football was brought out and three residents became involved in a game of catch. They really seemed to enjoy this and a fourth's wish not to play was respected. Then, some residents participated in some chair based exercises, one residents' hands were massaged, the singing stopped, the fish were fed and a 'How it works' programme put on the TV. We were also told how staff stream, onto the big TV screen, history programmes and other films from YouTube to stimulate conversation. In the evening, an audiobook will often be played. We also saw a resident encouraged to get out their adult colouring book and become engrossed in that.

Residents spend most of their time in the home or it's grounds. There are no trips out and no minibus. We were told that, in the past, when trips had been organised to see the lights in town at Xmas for example, residents would change their minds at the last minute and say they no longer wished to go. Residents have regular access to a visiting chiropodist and a hairdresser.

**Recommendations**

**We recommend that Maria:**

- plays a range of music, as well as carols, looking particularly at the music enjoyed by residents when they were younger.

## Dignity in Care Enter & View visit to Maria

- offers two alternatives at every opportunity e.g. drinks
- personalises bedroom doors with larger typeface / photos to enable those with dementia to easily identify their own rooms
- looks at opportunities for residents to go out in warmer months
- arranges for groups such as Pets as Therapy to visit

### Service Provider Response



It was a pleasure to have you attend our home on 22nd February and we are happy for you to publish the report attached.

### Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at Maria 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.