

Care Home Provider:	Private ownership
Care Home Address:	Northern Heights, Bourne End, SL85LE
Date and Time of Visit:	12 April 2018 from 10:45am to 2pm
Authorised Representatives:	Joy Johns, Gloria Haynes

Summary of findings



- Many Residents expressed satisfaction with the care received and life at the home
- Cosy, clean and well decorated home with patio and garden;
- Quality of food was praised but no written or pictorial menus were seen;
- There are good intentions and new initiatives have started to improve the home e.g. The Dignity Champions, but all staff need to ensure they put this into practice

The Visit

Chilterns Manor currently provides residential care for 17 people; the majority living with various degrees of dementia. It has accommodation for 22. We talked to 9 residents, 3 members of staff, (plus the Manager and briefly the Deputy Manager). We observed 1 visiting optician, another 3 residents and 1 additional staff member.

How people are treated



This cosy home has a friendly atmosphere, and several residents told us that “the staff are really nice”, “we can rely on them”, “they have chats with us”. Other comments included “they ask us if we are alright.”, “we never feel lonely, we have made friends here”. We observed staff having light hearted banter with residents and one part of the lounge was very relaxed with two groups of 3 people chatting to each other. We observed staff were seen to be helping people who needed some extra support when moving from place to place, but most residents were reasonably mobile. Overall, there was a good atmosphere. However, we did witness a senior staff member mix up several residents names. In addition, a cup of tea was spilt in the main lounge, making a loud noise. Although it was cleared up quickly, there was a delay in appropriately reassuring an elderly lady who may have been feeling distressed. Staff seemed to work well together and we were told they enjoyed working there. We also realised that one lady had become incontinent while sitting in the lounge. The manager said this was highly unusual for this lady and a urine test would be requested and she would be regularly helped to the toilet in future. Some people were identified as having high levels of anxiety due to their dementia. We were asked not to try and talk to them in case we caused greater upset.

Personal Choice



We were told by residents that “you can please yourself” when getting up and just go to bed “when you are tired”. Breakfast and a cup of tea is served in the residents’ rooms. There was a board in the

lounge with a written menu listing the lunch and supper options, but there was no choice listed and no pictorial menu for residents who have difficulty reading. The board was also situated outside of the visual range of many residents. Residents said that the food was good. Lunch, on the day we visited, was mince in gravy with new potatoes and peas, followed by mango cheese cake. We were told that there were other options available if the person expressed another preference. Meal selections are made the day before they are served. We were also told that food allergies were taken into account, although one resident told us "they keep forgetting my egg allergy". Tea, coffee or juice was served mid-morning, but we did not see cold drinks easily available in the lounge, although there were large containers of juice and water in the nearby dining room. We were told by residents that they could go and walk in the garden or into town when they wish, although the manager said that this is always with accompaniment due to their physical or mental limitations.

Just like Being at Home



The home is well maintained physically and very clean. There is a pleasant garden and patio for residents to use when weather allows. The rooms we saw were personalised and attractive. Although this is an older house and it has four floors and various corridors, it is well signposted and directions clearly marked with large signs at an appropriate level. There are current photos of the resident on the door of their room, which are large and at an appropriate height. There is a new project to include reminiscence boxes as well. The lounge is divided by seating into two areas, one where people were chatting easily and one with a television which was on all the time we were there although not necessarily being watched e.g. during lunch time. The manager told us that visitors are welcomed, although we did not see any, and mentioned a recent party for a resident where her extended family were invited for a meal.

Privacy



We observed staff members knocking before entering rooms. However, we were concerned to hear some management and staff commenting on residents potentially within the hearing range of residents.

Quality of Life



All residents seem to be well cared for in appearance and we were told a hairdresser comes regularly to the home, although one resident said they have their own. There was an optician conducting eye exams on the morning we were there. The main notice board had photos of staff and a large written activities timetable. There are two activities coordinators listed (one staff member and one volunteer) and we were told that there is a variety of activities, such as an entertainer (mentioned by residents) having been yesterday. Other activities include church services including monthly communion, quizzes and a recent outing to a 'dementia-friendly' movie. There was evidence of efforts to keep in touch

with outside events. E.g. photo display of Prince Harry and Meghan Markle. We were told of a planned Grand National event with prizes for winning teams.

Recommendations

We recommend that Chilterns Manor

- Train the whole team in Communication: Ensure that remarks mentioning residents' capabilities are not made within the hearing of either residents or visitors.
- Introduce pictorial menus and activity schedules to help residents with personal choice These could be put on dining tables or in the lounge for residents
- Make water/cold drinks easily available to residents in lounges.
- Consider the use of technology e.g. Ipads to help residents see pictures of menu choices or to help in contacting relatives by skype.
- Access Dementia Care training for the whole team in order to increase understanding of the complex needs of people living with dementia.

Service Provider Response



Thank you for the report. With regards to the recommendations I can say that we have already got communication training booked for staff in June, and are sending a few staff on advanced communication training in July. As discussed on the day we are bringing in the pictorial menus and they are starting in 2 weeks with the summer menu. With regards to having cold drinks available in the lounge we previously had drinks there but due to safety it was moved to the dining room, as clients were emptying the drinks on the floor and table. Drinks are topped up regularly. we will put up a sign to indicate where clients can find cold drinks in the dining room. With regards to the dementia training, I did discuss this with the ladies when they came we had the virtual dementia tour come last year as well as champion training in dementia. I also stated we are organising more training in June/July in dementia. Staff are also going to be having mini training sessions with the new dementia champion who completed her course in March.

In personal choice, with regards to the board being outside their visual range when you see the layout of the home it is the only place that a board can be placed. Although i did say that the new menus would be placed on the dining table and in the foyer as well. The different choices are listed on the daily request menu which is taken round each day for them to make a choice on what they would like to eat. Space is very limited in the home (not much wall space) so the choices are on the request menu. The comment about getting clients names wrong: we have a lot of clients with the similar names and sometimes the pronunciation comes out wrong this is not because we don't know who they are but that they sound similar. With regards to the client saying that we keep forgetting their egg allergy. I did tell the ladies that this client has dementia and in fact they think

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that they have gone out singing the night before when they have not. Them saying things about their allergy is something they are saying as they cannot remember things.

When talking to the ladies I had already brought up the fact that some training was booked for communication and dementia and dignity so saying they are recommended is a moot point as we are already implementing these. Putting it as a recommendation makes it seem that we were not already doing so. Also the menus and pictures was something that I said was already been done and the new menus come out on the 14 May so again saying they are recommended when we are already doing it does not seem fair.

Acknowledgements

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