

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

Signature of Marlow (Operations) Ltd
210 Little Marlow Road, Marlow SL7 1HX
10.05.18 – 11 am
Alison Holloway, Liz Baker, Judith Young, Jean Button

Summary of findings



- A well designed, relaxed but accessible home especially for those living with dementia in The Willows
- A wide range of activities and personal choice and independence is promoted

The Visit

Cliveden Manor provides care, including nursing care, for up to 85 residents, 16 of which live with dementia in a wing called The Willows. We spoke to 10 members of staff, 1 visitor and 7 residents. We observed a further 11 staff, 4 visitors and 18 residents.

How people are treated



There were a lot of visible staff around who quite readily introduced themselves to us. They are supported by volunteers such as the person we saw running an art class. There is a high ratio of staff in The Willows where we saw excellent levels of interaction between staff and residents. We heard every member of staff in that area talk, as an equal, in an unhurried and caring manner with every resident. The latter seemed to trust and know the staff well as they all readily engaged with them in return. Individual characteristics were known by staff too. A visitor said, of the carers, “Nothing’s too much trouble for them. It’s a home that cares, rather than a care home.” We were told that there had been a high turnover of staff but “that seems to have settled down now”. Some residents said there were too many agency staff. Many residents seemed to attend the three, monthly, residents’ meetings (restaurant, activities and general). We were also told that relatives would regularly be told of any general issues by letter, personal issues quickly by phone and had no problems arranging meetings with senior staff. Residents told us call bells “are answered instantly.” We saw a staff member notice a resident was not wearing their glasses and fetched them immediately.

Personal Choice



We were told by residents that they can get up and go to bed when they prefer. We saw residents sitting in various lounges, some participating in an art class and others in a newspaper quiz. There were lots of advertised activities and outings to join in and newspapers and magazines around for general use on the ground floor. Although there were large TV screens in many communal areas, none of these were on, residents preferring other pursuits. In the dining rooms, there was a choice of three main meals at lunch time and two in the evening as well as a variety of starters and desserts. Residents could also eat in their rooms or have visitors join them for a meal. Some residents enjoyed the food but others told us “it’s overcooked”, “it’s boring” and there was not a sufficient variety of vegetables. In the Willows, we saw each course plated up and shown to each resident at lunch. Many pointed rather than verbally indicated which they preferred but all made a

choice themselves. This included the resident who had found it difficult to choose when a menu had been read out to them in the lounge. We saw a variety of glasses, china and plastic beakers being used as well as a variety of drinks in these. Water and a choice of juice, cakes, sandwiches and fruit were also available to which residents and visitors could help themselves. The garden is fully accessible with automatic doors operated by a waist height button. A resident said they would frequently be helped to go into the garden when it was warm although we only saw staff use the patio when we were there.

Just like Being at Home



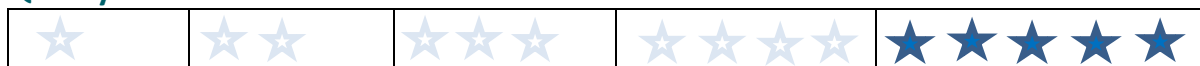
The communal areas were well decorated and residents complemented the home on the housekeeping and laundry. Downstairs there was a grand piano and bookshelves, an activity area including a small kitchen and lots of games. In the Willows, decoration was more reminiscence based with an old upright piano, wireless, dolls house, and a few soft toys. The kitchen/diner had a very homely but spacious feel. We saw pictorial signs on doors such as a communal toilet on the ground floor. Staff frequently closed and opened windows throughout the communal areas of the home to regulate the temperature. "Are you cold? I'll close the window." Although we did not see inside a bedroom suite, residents did tell us they could bring their own furniture, TV and other belongings. We saw residents and visitors downstairs help themselves to coffee and tea in the café. People told us their relatives and friends could visit at any time. Residents in the Willows all had drinks next to them at 11.30am and the empty cups were tidied away at noon. Residents were also encouraged to move themselves, where possible, into the dining room. Staff reminded them about the safe way to get up from the chair to a walker and watched to ensure residents were safe.

Privacy



A dignity champion explained that they would help manage transport and NHS appointments but only took photocopies of these letters with the permission of residents. We saw a manager kneel and speak at eye level to a resident in the Willows. The latter did not want to go into the dining room. We heard the member of staff ask quietly if the resident was alright. They then asked whether they'd like a drink and then what kind of drink. Whilst many people told us care was given behind closed doors and privacy was respected, one resident did say that staff didn't always knock on their bedroom door.

Quality of Life



We saw staff in the Willows assist residents to eat and to move from the lounge to the dining room whether by foot, hoist or using a walker. "I'll lead you there, if you'd like me too." They always explained what they were doing and what would happen next. Restaurant staff elsewhere are trained to assist residents who need extra help. The local GP visits every Thursday and there is also a visiting hairdresser, chiropodist and optician. Residents are helped to arrange transport to and from other appointments.

The Activities Programme promoted 5-7 activities a day, 7 days a week including, this week, trips out to Henley, Chinnor steam railway and Marks and Spencer. The Willows had a modified programme of activities to suit residents' needs. The home has access to 2 minibuses for this. Inside the home, gentle Chinese exercise, poetry reading, giant scrabble and movie nights were all advertised. Residents, participating in an art class, were obviously enjoying it. A visitor told us their relative, with upper body mobility issues, had been helped to participate in a cookery class and to play carpet bowls.

Recommendations

We recommend that Cliveden Manor:

- Introduces picture menus for those living with dementia and others who find it difficult to read. Some residents may find these preferable to having a member of staff read the options out to them.
- Introduces pictorial activity notices particularly in The Willows
- Increase the variety of vegetables on the menus.

Service Provider Response

Our Head Chef holds a monthly forum which is well attended by our residents. We listen carefully to all feedback which is overwhelmingly positive about our menu's and food. Daily, our Restaurant Manager and his team are continuously engaged with our residents to ensure we monitor our performance effectively. In instances where feedback suggests we could improve, we work closely with residents, often on a 1-2-1 basis, as part of our commitment to deliver an outstanding person-centred service.

Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Cliveden 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.