

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

The National Society for Epilepsy
Chesham Rd, Chalfont St Peter, SL9 0RJ
18.06.18 – 11.30 am
Alison Holloway, Deborah Tymms

Summary of findings



- A bright, clean, spacious home where the long-term residents are supported with their choices within the home
- Patient staff who treated residents in a respectful way although little conversation

The Visit

Milton House, on the day of our visit, provided care for 6 men in a 12 bed house. We spoke to 3 residents, 2 members of staff and observed a further 3 staff and 2 residents.

How people are treated



On our arrival there were two residents asleep in the lounge and one asleep in the dining room. Two others were in their bedroom and one out at the onsite café. Of the residents we spoke to, all had lived there for over 25 years. They told us it was “good” and “I’m content”. No one indicated they were unhappy although we were told “there have been a lot of changes”. There was no conversation before or during lunch but one resident did become more talkative when his key worker came on duty. Some staff did talk through what they were doing when helping feed residents and they were not rushed in this process. When one resident shouted that his beaker needed filling up, a staff member came from the kitchen immediately. An agency staff member who had been inducted that morning engaged well with ourselves and the residents. The deputy manager explained to them the best way for one resident to move from a chair to a wheelchair whilst enabling the resident to maintain his independence. A staff member did squeeze a cup of coffee a resident was sipping from and then explain what she was doing rather than the other way around.

Personal Choice



The deputy manager told us about everyone’s bedtimes and how their personal preferences are considered. One resident chooses to sleep most of the day, getting up only for medication and breakfast and watches TV at night. Night staff also accommodate another resident’s wish to get up very early. She also told us how residents help chose the menu each week and showed us a new notice board in the dining room where pictures of each menu will be posted each week. The photo cards they have now help with menu selection but are too small for the board. There was also a pictorial activity schedule up in the hallway showing Milton House activities and another showing the whole site’s activities. We saw residents drinking a variety of drinks and they could help themselves from the jugs of juice on the dining room tables. One resident came back from the café for his lunch and then returned to use the computers there afterwards. He said he had access to the internet and skype.

Just like Being at Home



Milton House is bright, clean and spacious with a combined lounge / diner and separate sensory / quiet room. The TV was showing a cookery programme in the lounge although the residents were asleep and this was left on throughout lunch. After lunch, two residents were moved back into the lounge area but no one asked them if or what they'd like to watch. There are photos on the walls of residents participating in activities and the bedroom we saw was personalised although some of the bedroom name plates were looking a little worn. The manager said residents could go out for lunch or to the local shops at least monthly although they did not always choose to go. A resident confirmed this and said he was helped by his keyworker to "go to the village". Whilst we were there an easy read set of minutes from the May residents' meeting was posted on the noticeboard. We could see a day out had been discussed with options about where they could go. The deputy manager said this would happen over summer.

Privacy



A resident in the dining room was explaining, to the new member of staff, how he wanted to wait in the dining chair for a while until another resident had finished in the bathroom. This resident wanted then to use the toilet. The deputy manager stepped in to reflect the resident's knowledge of everyone's habits. This was done in as private a way as possible in the circumstances.

Quality of Life



Residents were clean and tidy and neatly dressed. Large bibs were worn by some for mealtimes to protect clothing and help was given to those who needed it. Residents were free to come and go if they were able to and staff respected those who expressed an opinion. We saw several board games in a bookcase and were told that staff frequently play dominoes with one resident. Art activities were on offer in a room next to the café and the deputy manager said the home would regularly bake cupcakes or do a little gardening with those residents who showed an interest. One resident usually went to the gym every morning although the trainer was not available, on the day of our visit, so his exercise class had been cancelled. Another resident enjoyed music and would sometimes go to the onsite jazz club whilst another sometimes attended the drumming classes. However, the deputy manager said it was very difficult to persuade many of them to go to any activities.

Recommendations

We recommend that Milton House:

- tries to encourage more interaction between staff and residents
- turns the TV off when no one is watching it, ask residents what they would prefer to watch and considers music or the radio as an alternative
- looks to provide more activities that match with the interests of the residents of Milton House e.g. perhaps a record player, or crafting / scrapbooking about interests or trips out, reminiscing activities as one resident enjoyed showing us his photo album

- replaces the worn name plates on the bedroom doors with new ones if this is what the residents would like

Service Provider Response



Thank you for your draft report and email. I believe it is a good reflection of what you observed on the day, and we will definitely take your recommendations on board. Thank you again for your visit and for the opportunity for us to reflect and consequently improve care practices for our residents !

Acknowledgements

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