

Care Home Provider:	Hightown Housing Association Ltd
Care Home Address:	87 Wendover Rd, Stoke Mandeville, HP22 5TD
Date and Time of Visit:	17.08.18 – 4pm
Authorised Representatives:	Alison Holloway, Gloria Haynes

Summary of findings



- A calm, relaxed home with many long-term staff and residents. They were seen to communicate well with each other using speech, Makaton and body language
- Activities and every-day life seem to reflect the individual's wishes and personalities

The Visit

87 Wendover Road currently provides residential care for 4 ladies who live with a learning disability. Two staff and two residents were in the home when we visited. The home was in the middle of a kitchen / diner refit so communal space was more restricted than normal.

How people are treated



The staff and residents knew each other well. We saw staff anticipate how residents would react in different circumstances. They explained how one resident loved tea but that “cuppa tea” would usually mean that a drink was being requested, not always tea itself. The other resident communicated with gestures and a limited range of Makaton. We saw her sign “biscuit” and staff explain that meant she would like something to eat. Staff constantly talked with the residents and asked their permission as well as explaining what was going to happen next. For example, after tea, we heard “Is it alright if I clean your face?” If a paper towel was taken from them and the resident cleaned their own face, praise was given. Staff respected the residents’ wishes and the residents were very able to communicate what they liked or didn’t like. When a resident decided to go to the kitchen to eat, the staff member did not stop them but went with them. On reaching a closed door, they gently reminded the resident about the kitchen refit. The resident quite happily then came back into the lounge and sat down at the table. Residents can normally see meals and drinks being prepared around them as they sit in the kitchen/diner. With these being prepared elsewhere, residents didn’t always understand why they didn’t have what they wanted. Staff continually and patiently explained that food or tea was coming.

Personal Choice



Staff told us about the food tasting sessions on Saturdays and the pictures they have, to encourage residents to try new food and, to choose what they would like to eat during the week. We saw appropriate crockery and cutlery enabling each resident to feed themselves with minimal help. One resident’s diet had changed, following a best interest meeting, to reflect her wishes. Staff told us about what each resident likes to do with their time and how they differ from each other. When we arrived, a staff member and resident were rolling a ball back and forth and another resident was content with her soft toys in a lounge chair. One resident likes a bath immediately after the evening meal and another likes to watch Home and Away on the TV. One resident likes to stay up with the night staff rather than spending much time in bed and this is also respected. Outside the home,

some might go to the theatre or cinema whilst another likes to twirl in quiet open spaces. Cultural and religious preferences are also respected. Two residents go home to family at Eid whilst a local nun visits a resident of Catholic faith.

Just like Being at Home



The home is very clean, calm and well decorated. It has large bedrooms and a kitchen / diner and lounge at the rear. The corridor from the front door is long and a little dark. However, the bedrooms were very personalised. The lounge also contains the fridge and various other items during the kitchen refurbishment. To ensure everyone had enough space, staff had made changes to ensure everyone was out and about more. So, those who had been in the house earlier, had gone out to buy new bedding and then to a restaurant to eat. Those who had beans on toast for tea, had been out earlier and eaten their main meal at lunchtime at the local Harvester. The latter has tables under which wheelchairs can fit which makes it a favourite eating place. The lounge had a string of lights on the wall but lacked pictures and residents' photos to make it homely and stimulating.

Relatives can visit whenever they liked, and we were told of staff accompanying residents to family weddings. The home had reconnected one resident with their family in the last few years after having not seen relatives for several years. Residents also get together on social events with other homes enabling them to meet with friends. There were large photos of the residents at the end of the dark corridor, but we did not see any others which may well have usually been in the kitchen / diner. We were told that the latter is usually the heart of the home.

Privacy



We saw nothing that compromised the privacy of the residents present during our visit. No personal information was overheard, and personal space was respected. We were also told how staff would research fully accessible toilet facilities in advance of any trip. This is to ensure they can access facilities with space, an adult changing bench and hoisting to ensure respect and full privacy for any resident. These are known as 'Changing Places Toilets'.

Quality of Life



Residents go out to the shops, sometimes for personal shopping and other times to accompany staff to buy food. Some go to the local day centre and everyone spends one to one time with their key worker. With one resident, the key worker always puts on a coloured bib, so they can see they are there to do activities e.g. baking with just them on a certain day. The resident now recognises this. Many residents enjoy having their nails painted and hands and feet massaged. The hairdresser visits but one resident prefers to go out to have her hair cut. Holidays also reflect individual's personalities. One resident goes to Butlins where there is a lot going on and another to more deserted beaches where it's quiet.

We also saw staff assist residents to eat and encouraged them to move to the table for tea or to a chair. They allowed as much independence as possible rather than taking over and doing everything for the resident. Staff could also read body language and knew when residents were getting hungry,

impatient or wanted more of a main course rather than a dessert. Although it was a sunny day and the patio doors were open, no one was in the large back garden, which is fully accessible. We were told that families had all come to the garden party in July. There had also been a paddling pool out when it had been hot which was now drying out.

Recommendations

We recommend that 87 Wendover Rd

- makes the lounge and corridors homelier e.g. put more photos of the residents participating in activities on the walls and other pictures.
- creates digital photo albums which can be played through the large TV in the lounge and / or on a tablet. These could supplement any personal photo albums a resident might have.
- introduces more chair based musical movement /dance / Zumba style activities to maintain health whilst spending time inside
- looks to incorporate a good quantity of fruit and vegetables into everyone's diet e.g. perhaps add cut up fruit to a bowl of yoghurt rather than just serve yoghurt on its own.
- encourages residents to make more use of the large garden, including eating meals outside, so having access to more space, fresh air and more physical activity

Service Provider Response

Thank you for visiting Wendover Road, we as a staff team feel very proud of the support offered at Wendover Road and feel dignity in care and choice based support is at the heart of the person centred support we offer here. Thank you also for the recommendations that we will discuss as a team going forward. The kitchen refurbishment is now almost completed and this is once again become the heart of the home where the ladies feel happiest to observe food preparation and socialise together.

Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at 87 Wendover Rd 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.