

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

**The Abbeyfield (Maidenhead) Society Limited**  
**147 Lent Rise Rd, Burnham, SL1 7BN**  
**04.09.18 – 10.35 am**  
**Alison Holloway, Judy Vivis**

### Summary of findings



- Lots of staff who seemed to know residents well
- A huge range of activities, inside and outside the home, including many to promote physical movement

### The Visit

Nicholas House provides care for 25 residents. We spoke to 12 residents and 6 members of staff and observed a further 4 staff and 6 residents.

### How people are treated



All the residents we spoke too told us the staff are “friendly” and “really good”. Most told us they had time to stop and chat although one person felt they didn’t want to impose on the staff; “they have so much to do, you know”. Another told us that they felt very comfortable talking with staff; “they know my name, and I know all their names.” Staff were very cheerful and we saw them frequently chatting with the residents. Staff told us they were well supported and trained in Nicholas House. When one resident found her drink had disappeared, (she had gone to the toilet), she made a comment. A staff member quickly stepped in “I can get you a cup of tea.” We saw residents chatting to each other at the dining tables whilst eating lunch. However, we were told that there are no resident’s meetings and we saw no notices of relatives’ meetings either.

### Personal Choice



Whilst there was a notice up in the entrance area saying it was week 3, there was unfortunately no menu on display for that week. However, staff seemed to consistently know it was cottage pie for lunch. Whilst there appeared to be no choice on the menu at lunch, staff said they would not offer the standard menu to someone that they knew didn’t like the meal. One resident confirmed that they were never given smoked haddock but were always offered an alternative. Residents said the food was very good; “homemade and fresh”. Whilst most residents ate in the dining room, several eat in their bedrooms or in chairs in the lounge. We saw tea cups being collected as we arrived, and a sherry was being offered before lunch. We were also told that there are jugs of several juices and water with cups on the sideboard in the lounge, although we did not see this. We saw residents reading papers and doing a crossword as well as watching the TV or snoozing. A couple of ladies were showing each other a postcard and an article in a magazine. Whilst the activity schedule on the noticeboard was not up-to-date (August’s not September’s), we were given a copy of the current one. This noticeboard also showed a safeguarding notice which was written in very small font.

Providing information that is too small or out-of-date might stop a resident participating as fully as they might.

### Just like Being at Home



The home was clean, cheerful and very light with huge windows and a conservatory across the back. This leads onto an accessible garden and to fields beyond. Residents told us how they enjoyed the cows in the next-door field putting their heads over the fence. We saw bedrooms had been personalised with photos and ornaments. Most residents were mobile, using walkers, and lots of them were independently moving around. Staff helped several residents tell us about their loved ones showing they knew about their life histories. Staff respected some individuals wishes to stay in their rooms, whilst reminding them of happenings elsewhere in the home. These residents confirmed staff would pop in to check they were alright. One resident who prefers to stay in their room, was delighted by the effort staff had made to decorate their bedroom on their birthday. A cake was brought to their room too. We saw that room doors were illustrated with pictures as well as words to help people get about independently.

### Privacy



Most residents told us that doors were closed, and staff knocked before entering. However, one said that occasionally staff forget. However, we saw staff alert residents, in bedrooms, to their presence before entering. Three people told us staff always close bathroom doors and curtains before personal care was given.

### Quality of Life



Residents told us they really enjoyed the pamper sessions and the visit of the hairdresser which occurred every Tuesday morning. We heard the three activity coordinators laughing and chatting with residents on the top floor as they massaged hands and painted their nails. Staff had also painted the nails of residents who chose to stay in their rooms. We were told about a garden party and a trip to Bournemouth in August. September's activity schedule also showed visits from Kiddleydivey and guide dogs. There are art & craft, cooking and bingo sessions monthly too. Along with yoga and Zumba, the home also provides a two hourly Physio session every Thursday. At other times of the year, a local nursery school visit which the residents enjoy.

A GP was visiting when we were there, and a church service occurs once a month.

### Recommendations

We recommend that Nicholas House:

- ensures that the relevant weekly menu is on display
- ensures that the correct monthly activity schedule is on display
- display a safeguarding notice in a much larger font size

### Service Provider Response



Thank you for sending this through. I have read it and am really pleased with the comments. There are just a few things I wanted to say/add.

- There has been Resident's meetings, but as a lot of our Residents have some form of dementia there is not a lot of interaction and many don't remember. We have not had any Relative meetings.
- We have 25 Residents at the moment but we have 30 rooms in total.
- The staff have assured me that jugs of juice and water were out for the Residents, as it is every day.
- We will endeavour to show the correct menu and activity schedule.
- I will also change the safeguarding notice so it is clearer for everyone.

I hope your representatives enjoyed visiting our home and left with a good feeling of how well we hope we are doing in caring for our Residents.

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### Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at Nicholas House for their contribution to the Enter and View visit as part of the Dignity in Care project.

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### 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.

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### 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.

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