

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

Mr & Mrs P Sohanpaul
Main St, Maids Moreton, Buckingham, MK18 1QL
20.11.18 – 11.10 am
Alison Holloway, Jenny Cassidy

Summary of findings



- More meaningful activity taking place than on our previous visit
- Some staff still need support when interacting with residents in a dignified manner

The Visit

When we visited, The Red House House provided care for 24 residents, many of whom live with advanced dementia. We spoke to 10 residents, 3 members of staff and 2 visitors and observed a further 4 staff and 5 residents.

How people are treated



We heard staff call residents by their first names “Hi X, how are you?”. We also saw some kneel or sit down next to a resident, so they could talk to them at eye level. Staff were cheerful and said, “the manager supports staff professionally and personally”. Staff engaged well with residents and were generally patient. We heard them offer to get a resident a cardigan when she said she was cold. They let her go on her own when she said that’s what she would prefer. However, they then accompanied her to her bedroom when she returned without it. Visitors also told us “if you have a problem they work through it”. “Staff are kind and treat everyone with dignity.” We heard one staff member encourage a resident to eat and asked them “Are you ready?” before offering them another spoon of food. However, this staff member was also quite abrupt when another resident asked them a question about going home. We also saw a resident held by the back of their trousers, as a means of support, as the resident was told to move themselves out of a wheelchair and into a lounge chair after lunch. The member of staff then told the resident to “sit properly” and watched whilst the resident struggled to right themselves in the chair. We also heard another staff member say “So, you wait until you come out of the toilet and then you pee!” The resident was trying to clean themselves with a tissue.

Personal Choice



We were told that if staff cannot get you up in time, you must eat breakfast in your bedroom. Although there were no drinks out next to any resident in the hour before lunch, we saw different cold drinks and a cup of coffee being served with lunch. These were also served in a range of cups and beakers suitable for the needs of each person. Everyone seemed to be enjoying their lunch – “very nice” - although there seemed to be no alternative cooked option to the pork being served. We did see a resident eating egg sandwiches in the main lounge though. Residents also ate in the quiet lounge. The menu was written on a white board in the dining room and there were pictures up to illustrate this. However, there was only one staff member to help serve, assist anyone to eat and

take residents back to the lounge area, yet nine residents eating in the dining room. Although one resident had a plate guard to assist them, others didn't, and most were eating with just dessert spoons. Some residents had their main course replaced with a pudding bowl before they had finished eating their pork and vegetables. The lemon meringue, whilst obviously enjoyed, did take some chasing round for some residents without help. Two residents were being fed in the main lounge. All the residents wore bibs, at lunch, but we did not hear any staff ask if they would like to wear them.

Just like Being at Home



People in bedrooms were often sitting in the dark. Sometimes the light in the quiet lounge was switched off at the request of a resident. This meant that others had to sit in the gloom. During our visit, there was a urine odour in this room. However, the main lounge seemed more homely than on our previous visit. Here, a Dolly Parton CD was playing, and the TV was on showing subtitles with the sound turned down. There was no conversation in the dining room at lunch although the room was bright and nicely decorated. The one member of staff was busy in and out of the dining room moving people and/or plates backwards and forwards. Although they asked questions politely of the residents, there was a lot of coming and going. The meal felt rushed. There is still a sign up at the front door saying the home allows visitors only between 8am and 8pm.

Privacy



We heard a staff member quietly ask a resident if they'd like to go to the bathroom before lunch. Two other staff taking a resident to the toilet ensured that the door was closed. We also saw staff knock on bedroom doors before entering. There were stair gates across some bedroom doors although not across all. Most bedroom doors were open whether residents were in them or not. It was unclear whether this was the choice of the residents.

Quality of Life



Visitors told us their relatives were always clean and neatly dressed. Most residents were asleep in the lounge on our arrival with nothing on side tables next to them. Although no staff were in the main lounge when we arrived, one soon came and threw a ball to and from some of the residents. The men seemed to enjoy this. A visitor took over this role when the staff member left. One resident was engaged in repetitive behaviour including chewing their collar and a doll. However, they stopped this once a staff member was engaged in feeding them lunch. There is a pictorial, and written, weekly activity schedule on the noticeboard but the sing along session planned didn't really take place. A nurse sang one song and some residents joined in. However, there was only the one song. We didn't see any interaction between staff and those residents who remained in their rooms. We saw a staff member put a jigsaw out on the table in the main lounge but did not tell anyone it was there or encourage them to use it. The same happened with snakes and ladders which was also put out a while later. There were soft toys handed out. There was a fidget board up in the corridor with locks and latches for residents to use and a sensory board in the quiet lounge. However, the latter was only accessible if you leaned over another person sitting in a chair. We were also told

about animals visiting and residents being taken out for coffee or to church. A priest visits every Friday. However, we were told that it would be nice if residents could go out more.

Recommendations

We recommend that The Red House:

- reminds staff to always engage with residents in a dignified and respectful way
- remembers to ask if a resident would like a bib or not
- enables residents to always have a drink to hand
- has a second member of staff available in the dining room to support residents and ensure the meal is not rushed
- ensures residents are properly supported when being assisted to move from a wheelchair
- removes the sign restricting visiting between 8am and 8pm
- puts a picture, recognisable to each resident, to help them orientate themselves and find their bedrooms easily.
- looks for opportunities to take residents out more

Service Provider Response

'How people are treated'

I discussed with my male carer regarding the resident feeling cold and returning without a cardigan, he informed me that he heard that the resident felt cold, he accompanied to her room to assist her with getting a cardigan. I spoke to this female healthcare assistant, she and a colleague assisted this resident who had had an accident after leaving the toilet, she saw that you ladies were there and did not want you to think that the resident was being ignored, this carer apologises for sounding as if she was degrading the resident, it was not meant to sound that way. This resident was taken to the toilet a few minutes before, then had an accident shortly after, he was then taken to the toilet and hygiene care provided.



'Personal choice'

I can confirm that all residents are given a choice of what they would like to eat and where they would like to eat and whatever time they wish to eat. We have several alternatives on our menu list which is taken around daily every morning for residents to make a choice; this includes both hot and cold choices, even if despite these choices they wish to eat something else, we will provide this for them. Even a change of menu choice is told at the last minute, the cook will provide it to them. We have residents here, that do like eating savoury mains but loves puddings, but we always give them the main for them to try to eat, I confirmed this with the carer on duty, she could see that resident was not eating more of the main, so brought resident a pudding bowl. Each person has in their care plan a eating and drinks assessment, this assesses whether they need any additional specialist equipment eg. Plate guards and this assessment also highlights if they require a bib at meal times, because of the severe nature of most of our residents dementia, we have to act in their best interest.

Just like being at home

I can confirm more than one resident that detests lights being put on in their bedrooms, they will curse and shout and get angry if the lights are put on, therefore we have to respect their wishes in these instances. The visiting times sign has been removed. We do apologise for the odour in that

particular bedroom. This resident has been known to urinate on the floor, we have alerted our cleaners to make checks often to ensure the room is always smelling fresh.

Privacy

I can confirm some residents like to have their rooms completely open, partly open or totally closed. We respect their wishes.

Quality of Life

Activities cannot always be done at the scheduled time, some residents do not participate at that particular time, so this will be again attempted later on or a different option attempted. Any games left on the table are left on the table so that people that do not understand how to play the game can still fiddle around with the game whenever they wish. We have relocated the fidget board to a more accessible spot.

We can confirm we have many outings, weekly coffee shops visits, Stowe school visits, shopping trips, but it depends on the mood and wishes of the resident at the time. They may have said they wish to go out, but just before leaving change their mind. We also take residents out to visit friends/family that cannot visit them in the nursing home any longer.

Sometimes a resident might be doing some activity while they are seated, but may be feeling tired and sleepy then that item will be taken off them, or if they leave it on the side tables next to them, another resident will come and take it off the table. The visitor you saw that day is a family member and loves to take part and interact with activities but is never given that task, I spoke to the carer, and she informed me she had just quickly popped to the washroom, but did not tell her that she had to carry on playing with ball. Many regular family visitors love to take part with the activities, and one in particular whose husband was a resident here, comes every week to help with activities and get involved with other activities, eg. Resident's parties, Annual BBQ, external outings and other events that we hold.

Thank you for your recommendations, we will take them onboard.

Acknowledgements

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