

Dignity in Care Enter & View visit to Chesham Leys

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

The Fremantle Trust
Cameron Rd, Chesham, HP5 3BP
15.01.19 – 10.30 am
Alison Holloway, Joy Johns, Judith Young,
Elizabeth Abbott

Summary of findings



- Staff seemed happy to oblige but need prompting to give individuals what they want
- Wide range of views on menus and the eating experience
- A good variety of activities

The Visit

On the day of our visit, Chesham Leys was providing nursing care for 52 people, several of whom were living with dementia. Sixteen people are living with advanced dementia in Bovingdon Group. We talked to 10 residents, 2 staff and 2 visitors and observed another 16 residents and 6 staff.

How people are treated



Some of the staff we spoke too knew every resident’s name. We were told some staff go out of their way to talk to residents whilst others don’t; “it’s human nature.” However, people consistently told us “the staff are wonderful”, “lovely”, “very caring”. However, one did say “I can’t understand two of the staff and they can’t understand me.” Staff, in one lounge were seen chatting with some residents for a while. However, sometime after they left, a resident became a little distressed and asked us for help to go to the toilet. We fetched a member of staff. But, it was not obvious how the resident would have alerted staff to their needs if a visitor had not been present. In another area, staff were largely absent except to take some residents to another floor for the art class. These staff did not chat to the residents as they accompanied them. Bimonthly residents’ meetings were advertised on the noticeboard.

Personal Choice



On some floors, many bedroom doors were open but on others they were closed. We were told by one person that you could stay in bed “but staff say it’s better for you to be up”. They said breakfast could only be taken in their room if they were unwell. However, another person told us they ate breakfast in their bedroom, lunch in the dining room and supper in the lounge. It was hard to find a menu and there was only a written one when staff found one for us. One resident told us that “food becomes so important in a place like this.” They said that whilst staff used to show them a menu and ask them what they wanted for supper, they now just always brought them sandwiches. “Although I’m sure they would bring me something else if I asked.” Someone else said they were always given white bread but staff would bring brown if they asked. Views on the food ranged from “it’s a bone of contention”, “there aren’t many substantial puddings anymore.... just jelly and ice cream” to “the food is wonderful”. Someone else said “it’s quite nice food but there’s not really a choice.” Whilst everyone had drinks to hand, there were no jugs of juice or snacks in any lounge although bags of

Dignity in Care Enter & View visit to Chesham Leys

crisps had just been given out to everyone as we arrived. Most people also had Sippy cups, with straws, containing tea. Whilst this was probably appropriate for some residents, others told us they would prefer different drinking containers.

Just like Being at Home



On one floor, there was a smell of urine in the communal areas outside the lounge and dining room. However, everywhere else we saw was bright and clean. The home is warm without being too hot and there are picture signs on many communal doors as well as individual images on bedroom doors. The bedrooms we saw were very personalised with photos and belongings. However, one resident did say that some clothes had gone missing when they moved into the home unexpectedly and clothes hadn't been named. We did see notices all over the home notifying people about unnamed clothing which needed to be taken from a room on the ground floor. The area where people live with advancing dementia was brightly decorated with murals and pictures. However, the corridors in other areas were sometimes sparsely decorated. The lounges were well set out with chairs in groups rather than rows. However, many residents were sitting in wheelchairs rather than in lounge chairs. One said that they were uncomfortable in their wheelchair, but they wouldn't be hoisted out of it into a lounge chair until "after lunch ... if I'm lucky... they're (the staff) so busy". On one floor, people in the lounge were watching TV and using an adult colouring book. However, there were no books, magazines or games accessible, although a staff member did tell us that two of those residents liked to play scrabble.

Residents told us their loved ones could come and go as they please and could eat lunch with them. Staff also told us about times when relatives can sleep over. We did note that there was a constant noise, of bells ringing, during our visit which was invasive. However, one resident did say "staff come quickly when I press my bell."

Privacy



Residents told us they were treated with respect by staff. When a resident was hoisted, we saw this was done in as respectful way as possible. However, one resident did say that they don't often remember to knock on their door before entering "but I don't mind."

Quality of Life



People were neatly dressed and told us "the care is very good" and "the home is brilliant". One visitor told us that the physical condition of their loved one had much improved since moving to Chesham Leys. Not only had sores and bruising been managed better but the strength of painkillers had been reduced making the resident more responsive; "(X) has come back to us". Their nails were nicely painted by the home and they enjoyed the weekly Zumba class. This and the chair-based exercises were well received by one group whilst a different set of people were enjoying a monthly art class; drawing the northern lights. Other residents we spoke to were watching TV in their rooms, reading newspapers and had jigsaws to hand. There was a weekly written activity schedule up on the

Dignity in Care Enter & View visit to Chesham Leys

noticeboard although this showed mainly 'one to one' or 'residents choice' as activities. However, a PAT dog was in the lounge during our visit. The GP, Chiropodist and hairdresser visit regularly.

Some residents told us of trips out "when the minibus is booked." Recently they had been to the panto, out shopping and to Hughenden Manor. One resident did tell us how staff enabled them to go to the gym in Amersham and to the local church. Religious services in the home were advertised and there had been a singalong session the previous Friday with an outside entertainer. However, there seemed to be only the TV to watch, whilst we were there, for those living in Bovingdon Group.

Recommendations

We recommend that Chesham Leys:

- ensures residents have accessible call bells / pendants in communal areas
- reminds staff to anticipate personalised care and remember preferences such as brown rather than white bread, ask whether people who like to be hoisted to an arm chair in the morning etc.
- deep cleans the carpets outside the lounge and dining room on the ground floor, in Bovingdon Group, and anywhere else where this is needed, to remove any lingering urine smell
- reminds staff to knock on doors and wait for permission before entering bedrooms
- maximises individual choice through beakers / cups appropriate to each person's needs
- remembers to ask what people would prefer to eat rather than assume it's the same as last time
- reviews the menus for options and quality and ensures menus are readily accessible to residents
- creates a pictorial activity schedule for Bovingdon Group
- creates pictorial menus for Bovingdon Group
- increases interaction, and activities, between staff and residents in Bovingdon Group

Service Provider Response



Acknowledgements

Healthwatch Bucks would like to thank Chesham Leys residents, their visitors and staff for their contribution to the Enter and View visit as part of the Dignity in Care project.

**Dignity in Care Enter & View visit to Chesham
Leys**

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.

DRAFT