

Dignity in Care Enter & View visit to Mandeville Grange

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

Mandeville Care Services Limited
201-203 Wendover Rd, Aylesbury, HP21 9BP
24.01.19 – 10.30 am
Alison Holloway, Jean Button

Summary of findings



- Cheerful staff who seemed to know the residents well
- Some good examples of one to one activities but few group ones

The Visit

On the day of our visit, Mandeville Grange was providing nursing care for 26 residents, some of whom live with dementia. We talked to 5 residents, 3 visitors and 2 staff and observed another 5 residents and 3 staff.

How people are treated



Everyone told us that staff were “very nice, “excellent” and “very kind”. We saw staff chat with residents and everyone knew each other’s names. There was a relaxed, calm atmosphere, and residents seemed contented. “There is enough staff most of the time.” Some staff had time to sit with residents and others had no problems stopping what they were doing when asked a question. Staff sat in the lounge with residents, rather than in an office, completing paperwork over lunch and one seemed always available in the lounges throughout our visit. They were all very cheerful and approachable and confidently engaged with each other, residents and visitors.

Personal Choice



People demonstrated that they got up and went to bed at different times. Although residents told us they liked the food, they said there was no choice of main meal at lunchtime. However, they did say an alternative would be found, “if you really didn’t like what was being served”. We saw residents and visitors offered tea or coffee at 11am. Some residents also had a glass of milk, water or juice to hand. A resident did tell us that there were no snacks available.

We saw some residents reading papers, others engaging with the activity coordinator and some watching TV. One resident had the remote control on their table and was able to change channel. Another resident told us about their weekly trips out with friends. However, someone else said there was “no choice in what we eat, no choice in how its cooked and no choice in what we do”. They felt that there was only the TV to watch and wanted to go out.



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Just like Being at Home



The home was nicely decorated with pictures and ornaments in communal rooms, and the bedrooms, we saw, were very personalised. The home was warm, although one resident said their bedroom was cold. Meals are all taken either in bedrooms or in the lounge on overbed/chair tables. There is no dining area although there was a small table in the quiet lounge which could seat 4. This was being used for training when we left, and unused the rest of the time. One visitor said that residents would often sit in the same chair all day. They thought that if there was a dining table to go to for meals, it would at least ensure some would have regular movement. The garden is large, and residents said they enjoyed it in summer. It was wheelchair accessible with a paved area to the side of the home which led around to the back lawn. There was also a covered area near to the door for anyone who smoked.

We saw residents being encouraged to be independent in the home. Residents told us they would dress themselves as much as they could. We saw others going to find staff using their walker or transferring themselves to a wheelchair to go unaided to the toilet. However, we did not see people encouraged to help in the home. For example, a resident told us how they had taught the chef to make apple crumble from the kitchen door. However, they were “not allowed” to help cut apples or make the crumble mixture even outside the kitchen. Another resident also told us they would like to stir cake mixture or decorate biscuits, but the opportunity wasn’t available. Also, although a resident had helped in the garden in summer, there was no option to plant bulbs or seeds indoors. We saw the life history of one resident being recognised as a staff member talked about their home town, whilst looking through a book about it. However, another resident felt that staff were not interested in helping them continue their interests.

Privacy



Visitors and residents all commented that staff “always knock on doors” and protect residents privacy. They also said staff were happy whether they wanted their bedroom doors left open or closed.

Quality of Life



The GP visits weekly and the hairdresser and optician “come as required.” We also met a privately funded physio who visits one resident weekly. The church runs a service in the home, and a PAT dog visits, once a month. However, no other members of the community are involved in the home.

Residents told us about a boat trip to Henley in summer and a Christmas trip to the local garden centre. We saw photos of these trips last year and the year before. There had also been a summer garden party. However, there seemed to be no other excursions. The manager told us that although there was no minibus, they were able to hire wheelchair accessible taxis instead. The noticeboard showed an activity each morning and afternoon with a variety across a month. We saw the activity coordinator discussing the paper with one resident and throwing a basketball into a floor hoop, on a one to one basis, with another resident. However, visitors told us that they had not seen any group

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activities or any exercise activities despite these being advertised. No one we spoke to was aware of the activity schedule. We did hear “I feel bored sometimes”, “I’m lonely” and “there’s nothing going on”.

Recommendations

We recommend that Mandeville Grange:

- introduces a choice of two main meals at lunch time
- puts up a weekly menu
- makes healthy snacks available
- considers clearing the “quiet room”, off the main lounge, and installing a dining table for 6-8 with chairs so residents could eat meals at a dining table if they so wished.
- ensures appropriate risk assessments take place to enable those who want to go out unaccompanied to do so where possible
- increases the number, and variety, of trips out for those residents who would like to go out e.g. to the cinema, theatre, shops
- increases the number of group activities in the lounge areas to get residents talking to each other and making them less dependent on the activity coordinator for all activities
- asks residents what they would like to do but considers introducing card games and board games such as Ludo, baking, and planting seeds, activities, in the ‘quiet room’ and knitting
- enables more residents to go out into the community, visit the local school, shops and brings more groups into the home such as Scouts, Girlguides and local school children
- signs up to the Bucks Home Library Service as several of their residents read regularly but don’t leave the home often to purchase books

Service Provider Response

We have taken on board your suggestions regarding menu and meals. We now display our weekly menu and ensure meal choices are more obvious to our residents. We have also created a more accessible dining space for our residents, moving the dining table out of the “quiet room” and into the main lounge area. This will hopefully encourage more residents to sit together at meal times.



Regarding our activities and the social aspect we provide our residents, we do not feel that this report is accurate or reflective of our practices.

In the report you suggest we sign up to the Bucks Home Library Service. We have been a member of this service for a long time, and as stated on our notice board the library service attended on January 18th and February 18th 2019 and is due again on the 18th March.

Our activities co ordinator already plays cards games and board games with the residents on a regular basis and we have some residents who have used our indoor planter to pot plants and plant seeds.

On our weekly activities calendar it shows we have one group activity everyday.

We have joined the “Never Alone” coffee mornings, which is an activity group to help support and connect people in the local community. Our residents went to this coffee morning on the 14th Feb, and have the opportunity to go once a month.

We are also part of a local care home initiative called “Friendship Group. This group currently consists of 6 local care homes who take it in turns to host events for all residents on a monthly basis.

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Our residents have already visited two other homes this year.

We have also engaged with Aylesbury Youth Action, who provide opportunities for young people to volunteer in the community. Their volunteers will start visiting Mandeville Grange from April onwards, on a weekly basis.

At Mandeville Grange it is extremely important that our residents lead full and fulfilling lives. Whilst we are constantly looking for ways to improve our service and the experience for our residents, we feel that we provide a varied and interesting activities calendar.

Acknowledgements

Healthwatch Bucks would like to thank Mandeville Grange residents, their visitors and staff 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.
