

<b>Care Home Provider:</b>	<b>Methodist Homes</b>
<b>Care Home Address:</b>	<b>Ardenham Lane, Bicester Road, Aylesbury, HP19 8AB</b>
<b>Date and Time of Visit:</b>	<b>24.04.19 – 10.30 am</b>
<b>Authorised Representatives:</b>	<b>Alison Holloway, Kaye Walsh, Helen Smith, Joy Johns</b>

**Summary of findings**



- Everyone spoke highly of the care given
- Residents felt they were treated as individuals
- People were encouraged to be as independent as they could be

**The Visit**

The Hillside currently provides nursing care for 64 people. Residents may have a range of needs and are from 26 years of age to over 100. We talked to 14 residents, 2 visitors and 4 members of staff. We observed a further 12 residents, 2 visitor and 2 staff.

**How people are treated**



We saw a lot of staff and residents coming and going across the home. Everyone we talked to spoke very highly of the care provided at Hillside. "I always wake up to a smile. The girls are so nice." "They treat me like a human being." "The staff are the best." "They look after me well. They are nice people." People told us "we know that we're safe". Some told us they'd made new friends since moving in. Hillside has a buoyant atmosphere where individuals are encouraged to be themselves. We were told about regular residents' meetings. One person told us that they would have no problems talking to the manager if they had a problem; "I have a voice and I use it." Whilst a few residents upstairs said they didn't know who the manager was, downstairs we were told "the manager doesn't let anything go amiss." Residents said that when they tell staff that something's wrong, "they do something about it". The residents had received Easter eggs from the home which meant a lot to some residents who had no relatives. We also overheard a staff member thank a resident for giving her a chocolate egg.

We also saw staff respond relatively quickly to a resident wandering around with their pull up pants around their calves. When another resident suddenly moved an arm, a staff member quickly and unobtrusively readjusted their clothing. A call bell, we saw pushed, was answered within about 5 mins.

**Personal Choice**



Whilst the written menu (on each dining table) showed braised steak or lentil and chick pea stew, many residents were not aware of what was for lunch. One person told us they are asked about what they want to eat the day before. However, another resident said they "don't always ask what food you want." However, others did tell us about options such as omelettes or cheese on toast which could be requested if they didn't like the meals being served. We were also told about the range of food for breakfast including "beautiful porridge", toast and eggs. This could be eaten in the dining room or in a bedroom. Most said the food was good although one resident did say historically there were insufficient vegetables, and / or they weren't well cooked. However, the chef had now

changed. Residents can come and go as they please. We saw one resident in an electric wheelchair tell staff they were off to the shops to return an item of clothing, before going out independently. A visitor said that although their relative did not always appear washed and shaved, that was often because the person did not want to. They respected their choice even if it was not their preference. "I can't fault the place." People also told us they could get up and go to bed when they please. However, one resident told us they were often put to bed at 3pm. This person said they said they didn't mind as often they needed to rest. The manager also confirmed this was to prevent falls which they had noticed occurred immediately before and after hospital treatment. This individual must have this treatment every other day.

### Just like Being at Home



The home is bright and clean with personalised bedrooms and homely communal areas. There were newly planted pots and planters outside which the local RAF had helped with. Unfortunately, whilst several residents smoked outside the front of the home, we did not hear of many people who went into the garden. The larger outside garden area was uninviting; there were only two small tables, one chair, a rabbit hutch and no planters here. With a town location, many residents can get out and about independently. "I feel so much better here (than the previous care home) as I don't feel a prisoner." Another resident said that they liked being "able to do what I would do at home... like shopping and going to town." We saw another help unload a trolley of clean cups and saucers onto the kitchenette work surface. We also met a resident wearing a general assistant badge. They said they liked to be kept busy. The manager said they helped with resident audits. Other residents liked to take clothes to and from the laundry and another "help with security". Staff seemed to know residents well, their past and their family and friends. A person told us how they talk about cars with one resident because the latter used to be a racing driver. Many relatives visited at least twice a week and two told us they were "made to feel very welcome". They felt they were very lucky they can pop in whenever they want.

However, residents on both floors did complain about shouting at night and a resident who "swears all day." They said this was distressing; it disturbed sleep or their peace of mind during the day. We also saw two residents shouting continuously in a lounge. Staff did move one out of the lounge when they became distressed.

### Privacy



Some bedroom doors were closed but most people told us they preferred theirs kept open. Everyone told us staff knocked on doors before entering and we saw this. One visitor said that they knew that personal care was being given when they arrived if the door was closed. Another said that staff manage "my dignity as much as possible." However, we did see personal care being given in one room where the door had not been fully closed.



### Quality of Life



We saw the Methodist chaplain take a service and a GP visit. A hairdresser, chiropodist and optician also visit regularly. We were told that residents have no issues getting to a local dentist. We were also told that nursery children visit every Friday. A resident told us a carer had painted her nails. The pictorial activity board showed quizzes, board games and dominoes, poetry reading, and internet sessions scheduled. One person said, "something's on all the time." However, another said there were "less activities than there used to be." We saw and heard no reference to any exercise sessions. The activity coordinators read and discuss the newspapers upstairs every morning. Residents told us they enjoyed this and doing the crosswords as a group. Staff made good use of the internet; for example, to show where relatives lived in the world. There were also Wii games available and we saw a resident playing patience on a PC. Some residents said they would like to go out to the zoo or seaside, but the lack of a minibus prevented them. The manager said that they had just arranged a trip, in July, hiring a Jumbulance, to take everyone, who wanted to go, on a day trip.

A relative told us that a resident, living with dementia, is frustrated about living in a care home. They need more things to do such as being able to go outside, accompanied, every day and being able to work with mechanical objects as they did in their life before Hillside. This person was in the minority. Others told us they were happy watching TV and not joining in with any activities.

### Recommendations

#### We recommend that Hillside

- creates pictorial menus and / or presents two plates of food to each resident who can no longer read a written menu
- ensures everyone is aware they have a choice of food and what that might be at every meal
- makes the main garden area more appealing with planters and flowers, tables and chairs
- encourages more residents to use the garden
- reminds staff to close bedroom doors when personal care is being given
- look to provide fiddle boards for those who would like more active things to do and / or look at contacting Men in Sheds in Aylesbury
- introduces more seated exercise sessions

### Service Provider Response

In terms of recommendations I would like to comment on those as some of these may not have been discussed with me on the day.

1. Pictorial menu- we have these in bedrooms specifically for deaf residents , each week has been created in picture format so that he can recognise the meal that is on offer.
2. Awareness of choice of food- menus are shared with residents a day in advance whereby they complete a menu selection in writing. This is then shared with the kitchen to assist with meal prep. There is the full month worth of planned menus in each dining room and day to day menus are in every dining room and are updated every morning by breakfast time as a reminder for residents what is available that day. There is also a snack menu displayed in each dining room of baked potatoes etc that residents can select from if they would prefer. As we have chefs on site if residents need a special meal or a meal at a different time



because of appointments then this is discussed with them at the time. On each residents file there is a list of allergens, preferences and dislikes and this is shared with the kitchen to assist with creating the full menu. We complete an annual survey of the food and there are feedback books available in each dining area and the chef meets with residents to discuss any issues. We also raise any issues via the residents meeting which is held every two months and any concerns are shared with the catering team and any responses are shared in the minutes with all the residents if the chef is unable to attend at the time of the meeting.

3. Main garden- the previous furniture was damaged in the winter storms and we are in the process of having it replaced. Our gardener has already been asked to prepare some pots and planters for the area. There were two gazebo's there but again they were badly wind damaged. We encourage residents as much as possible to use the spaces around the home. There are two large planters for residents to use for home grown items. This was discussed in the residents meeting at the end of April whereby the gardener had also requested residents to take part in joining in. We purchased an extending hose to assist residents in watering plants both front and back.
4. Closing doors- I raised this with all staff on the same day and reminded them to ensure that doors are fully closed during all care provision.
5. Fiddle boards- our maintenance man is now creating lap tray size fiddle boards for those residents who may enjoy them. Individuals have fiddle muffs that were knitted by local volunteers.
6. Seated exercise is held every week- we have a Nintendo Wii for residents to use for games, we have dancing sessions in some units and chair based exercises in other units. Our activities team also have 1:1 exercise for residents. We have a range of items that can be used for exercise like carpet bowling and quoits. We have a self powering pedal machine and a table top "pedal" machine for both arm and leg exercises. The floor based item is powered and will move limbs with minimal input from the resident and the table top requires more ability from the resident.

Many thanks again for your time on the day and we are glad that you had a positive visit.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Hillside 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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