

Care Home Provider:	Calvercare Ltd
Care Home Address:	Aylesbury Road, Great Missenden, HP16 9LS
Date and Time of Visit:	30.04.19 – 10.30 am
Authorised Representatives:	Alison Holloway, Heather Duffy

Summary of findings



- Staff use touch to good effect and speak gently to residents
- There are lots of opportunities to get involved in various activities or remain in a quiet area

The Visit

Woodlands Park currently provides nursing care for up to 25 people, all of whom live with dementia. We talked to 4 residents, 1 visitor and 4 members of staff. We observed a further 18 residents, 1 visitor and 2 staff.

How people are treated



We saw excellent interaction between staff and residents. Some residents were addressed by their first names and others by surname; “Thank you Mr X”. They treated each other as equals and chatted freely. We were able to communicate with one resident because a staff member told us “we normally write notes”. We observed some nice little touches. When we arrived, we saw a carer quietly holding a resident’s hand. Another carer adjusted a resident’s trousers which had ridden up and another a jumper which needed to be pulled down. The activity coordinator also successfully encouraged residents to listen to the person reading the “Daily Sparkle” out loud, rather than talking over them. This was done in a pleasant and patient way. Staff had the time to interact positively with the people around them. We also saw staff know when to leave residents to sleep and when to wake them for lunch. We also saw how other residents were persuaded to go to lunch by one staff member, after telling a different staff member that they didn’t want to eat anything. All the staff, from the manager to the maintenance lady, were cheerful and gentle in their approach. A resident told us “it’s a nice place, nice area”. Residents were very relaxed and comfortable in each other’s company and we saw one resident start conversations with others, which seemed to be engaging.

Personal Choice



What everyone wanted to do was respected. One resident pushed her dolls around in a walker and we saw her feed them a biscuit. Another person preferred to sit alone watching out of the window. One person was sat in the hallway at the ‘bus stop’ complete with a bus timetable. Another person arrived in the large conservatory for lunch. We were told that some residents only come into the dining room for breakfast and lunch, preferring to spend the rest of their time in their bedroom. We were told meals can be eaten in bedrooms or the dining room. We saw two people eat at the ‘bus stop’. One told us “it’s alright; everyone is friendly... the food is good.”

Residents drank out of a variety of cups and beakers depending on their capabilities. The pictorial breakfast menu was also used to ask residents at 11am whether they'd like tea or coffee to drink. Some residents had water. Various snacks were available in the hallway for residents to help themselves. The pictorial lunch menu appeared on dining tables as people sat down. We were told the activity coordinator had asked residents that morning for their preferences. The choice today was ham, egg and chips or jacket potato with salad.

Just like Being at Home



Residents can move around the home as they please. Rooms were well signed with pictures as well as words. Bedroom doors all had letter boxes and knockers and were all personalised in different colours as people would do with their own front door. Many also had a photo outside, and a description about the resident's likes. This was to help residents find their room and to prompt staff to remember what a resident might engage with in conversation. Elsewhere we saw that staff knew about residents' past lives, whether that was working for the French Resistance or boxing.

Some residents moved cutlery around on the lunch tables although we saw no one help staff to lay the tables. The home was bright with lots of windows to the rear. There are 4 communal rooms and so lots of space to spread out. In one lounge the TV was playing old black and white films, although we were unsure that anyone was watching them. This room also contained a piano and an old-fashioned radio. The dining room had daffodils on the walls that the residents had helped to make out of paper. We were told the lovely large garden which overlooks rolling fields containing horses, was accessible via the large conservatory. However, as far as we were aware, this was only accessible if the resident could go down a few internal stairs.

Privacy



All the bedroom doors we saw were closed and we saw no personal care. When the GP visited to see a resident who was not feeling well in the lounge, the manager was careful to ensure the resident's privacy was protected. We did not overhear any confidential information and all files were put away once updated by staff.

Quality of Life



The activities coordinator was very animated. She ensured everyone was asked to join in an activity and most did move to another room to discuss the "Daily Sparkle". She encouraged certain people to read and brought in others she knew would relate to an article or quiz question. For example, one person was asked about sewing their wedding dress and another resident, who is Welsh, was asked about the investiture of the Prince of Wales. Everyone was brought into the conversation one way or another. We also saw the activity coordinator sit talking quietly with a resident afterwards and one-to-one time is scheduled. Fundraising has recently meant that an iPad can be purchased to develop activities.

The pictorial activities board showed games, baking, walking in the garden and chair-based exercises. We were also told that residents enjoy singing along with the karaoke machine although

Dignity in Care Enter & View visit to Woodlands Park

we did not see this. We did, however, see two residents independently of each other interact with a display in the hallway. Many visitors also come in to the care home including a singing vicar, hairdresser, local school children and a PAT dog. We were also told about regular aromatherapy sessions. We saw photos of an afternoon tea for Mothers' Day / Dignity Day and staff will be dressing up as land girls to celebrate VE Day at the summer fete. Although there is no minibus, transport is arranged for visits, for example, to the panto. At the weekend, we were told that families often take residents out.

Staff were quick to help residents move or get up from chairs. We only saw a hoist used once during our visit. Staff were also actively supporting those who needed help to eat.

Recommendations

We recommend that Woodlands Park

- Puts up a weekly pictorial lunch menu in the dining room, next to the weekly pictorial activity schedule, for residents to view at any time
- Encourages residents who might be interested in getting involved in every day activities e.g. laying tables, folding napkins etc.

Service Provider Response

No response was provided by the service provider.



Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Woodlands Park 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.