

Care Home Provider:	Keep Hill
Care Home Address:	17 Keep Hill, High Wycombe, HP11 1DU
Date and Time of Visit:	16.05.19 – 11 am
Authorised Representatives:	Alison Holloway, Diane Rutter

Summary of findings



- Residents enjoyed activities when the staff engaged with them
- One member of staff was very empathetic and responsive to residents needs
- Personal choice seemed limited for those living with dementia

The Visit

The Keep Hill currently provides nursing care for 9 people, most of whom live with dementia. We talked to 5 residents, 1 visitor and 3 members of staff. We observed a further 2 residents and 3 staff.

How people are treated



We saw a lot of positive interaction between staff and residents. A resident said staff are “friendly and nice”. A visitor told us Keep Hill is “an absolute godsend; I can’t fault them.” The one staff member who stayed in the lounge, whilst all other staff and the manager attended some PEG training in the office, was very empathetic. We saw them approached by one resident and stand up when their arms were outstretched for a hug. They also sat with two others and individually talked through each page of a newspaper with them. They were quick to notice when another resident dropped something and picked it up immediately for them. They also ensured that another resident was not left alone and when they left the lounge, gently brought them back. Another resident brought the staff member into the conversation with us and the fact they were fasting. This demonstrated that staff and some residents talked about each other’s lives. There was quite a lot of conversation between different residents. Most of it was positive although there was a bit of shouting. On one occasion, it was because a resident was unaware that they were blocking another person’s view of the TV. We were told that one resident does repeatedly shout, shake their fist and call other residents names. Staff will intervene though. “It’s quite good here.”

Personal Choice



Residents told us they got up and went to bed when they liked. One resident was also able to go out to the shops or for a walk when they pleased. Whilst the whiteboard showed a choice of beef casserole or fish, faintly written, the residents told us there wasn’t a choice except at breakfast time. We saw no pictorial menu. The cook also only mentioned beef casserole when we asked what was for lunch. Residents did say the food was “ordinary but good”. Residents told us they could eat breakfast in their rooms. Other meals were taken in the lounge or dining area. Cold drinks were brought round to residents at noon although we did not hear anyone asked what they would like to drink. Also, the resident at the dining table, talking to us, was not offered a drink. What residents watched on TV depended on who had the remote control. When asked if residents were able to

vote, one retorted “never voted in my life”. However, another thought they might have a postal vote or be able to go to vote if they wanted to.

Just like Being at Home



Keep Hill was homely and clean. The bedroom we saw was personalised and there were pictorial signs on bathroom and toilet doors. Lounge carpets and curtains had recently been replaced with plainer designs and internal doors painted in light colours. There were a few photos up in the hallway. There is a small ramp from the dining area to the garden and the door was open when we arrived. Unfortunately, the grass was very long and there were no plants or flowers to make it more inviting. Residents said they didn't tend to go into the garden despite one saying, “I used to love gardening”. The exception was one person who liked to smoke and another who liked to wander.

One resident told us they could help themselves to tea or coffee and make toast. “I can do what I like.” However, we did not see residents involved in everyday tasks such as laying the table or looking after the garden. Residents told us they could borrow a mobile phone to use to speak to friends or relatives although there was no WIFI or other technology in Keep Hill. We did see one resident talk on a phone in the lounge. They also told us that they have a daily newspaper delivered. Another had an e-cigarette on the opposite side of the room.

Privacy



As staff were in a training session for most of our visit, we did not have any opportunity to see them knock on doors etc. One resident did say they are able to lock their door from inside. The staff member in the lounge spoke quietly to residents and when a resident started to shout they distracted them. Another resident did say that the home could be very noisy and residents shouting could still be heard upstairs in their bedroom. Two residents were very unhappy with the shouting in the lounge but there is no other communal space to go to. “One of these days I'm going to hit X.” “I like quiet.” We were also told of some residents taking things from others whether that was from their bedroom or a cup of tea in front of them.

Quality of Life



We saw a staff member throwing a ball back and forth to residents in the lounge. There was a lot of laughter during this and when two staff got involved in chair-based exercise. Residents were clearly enjoying this. A resident told us all the activities happened on Thursday mornings; “nothing on the other days”. However, a written activity schedule said there was something going on every morning and afternoon. A visitor also said, “there are lots of activities going on”. One resident did say that a church service occurs in the home each month and large dominoes was occasionally played. Art and craft had happened in the past and the Valentine's craft was still on display. The manager told us an activity coordinator had been appointed for two hours a day and the home was just waiting for a DBS check. A GP visits when called and there is a visiting nail technician and hairdresser.

Once a month, the residents are all taken to the pub for lunch. On the day of our visit, the manager took two residents out for lunch although this was not known in advance by the chef or the two

residents either. The manager was aware that residents would like to go out more. We were told that very occasionally a singer or other entertainer would visit. We also saw a black and white dementia picture card game taking place. However, there was no other tactile distractions or picture books for independent entertainment. One resident wanted constant engagement not settling to watch the TV. They did however, enjoy looking through the newspaper with a staff member and through our notebooks. The manager said that one resident would be walked around the block when it was fine, and another went to the theatre.

Recommendations

We recommend that Keep Hill

- has a pictorial menu on the noticeboard as well as a written one to help those who many no longer be able to read
- makes the writing on the whiteboard much clearer
- offers residents a choice of what to eat and drink
- makes the garden more attractive with more plants, flowers and mows the lawn
- encourages residents to help lay the table and other everyday activities they would have been involved in the past
- starts up a gardening club as two residents told us they had enjoyed gardening when they had their own homes
- has a pictorial activity schedule as well as a written one
- brings in dementia tactile comforters such as twiddle muffs or sensory cushions as well as books with pictures to which the residents relate
- invests in iPads or similar tablets to use with residents when reminiscing

Service Provider Response

No response has been provided by Keep Hill.



Acknowledgements

Healthwatch Bucks would like to thank the residents, visitor and staff at Keep Hill 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.