

Care Home Provider:

Fremantle Trust

Care Home Address:

Risborough Road, Stoke Mandeville, HP22 5XL

Date and Time of Visit:

30.05.19 – 10.30 am

Authorised Representatives:

**Alison Holloway, Judith Young, Kaye Walsh,
Emma Settery**

Summary of findings



- A homely environment where extra thought has been given to stimulate those living with dementia
- Independence and involvement are promoted
- A range of meaningful things to do

The Visit

Fremantle Court currently provides nursing and residential care for up to 82 people, some of whom live with dementia. We talked to 15 residents, 4 visitors and 4 members of staff. We observed a further 20 residents and 5 staff.

How people are treated



We were told that staff are friendly, considerate and “very caring”. One resident said, “nothing’s too much trouble.” “I love it here.” One resident said of the manager “he is very good”. We saw that many staff knew residents’ names and were comfortable in their company. We saw two staff assist two residents to eat a pureed meal. They talked to each resident as they ate. Several residents on each floor had made new friends and one person told us they liked the home because there were no longer lonely. “If you have a problem, there is always someone you can talk to.” Several people, on both floors, told us that they “couldn’t fault the place”. New staff were helped by summary care details written on the reverse of a laminated picture outside each bedroom door. This enabled carers to have an immediate short cut to information important to each resident, had space for loved ones to write messages and was hidden from view. However, one relative, said that agency staff didn’t always follow what was on there.

Residents and visitors told us they felt listened to. The residents’ committee meet each month. Some residents had also designed some of the questions asked in staff recruitment interviews. We saw staff react very quickly when alarm bells went off. However, one person did tell us they had been left in a wet bed for quite some time a while ago. A relative also said that sometimes “things go missing”.

Personal Choice



We saw there was a choice of snacks and drinks out in each lounge. The range of cold drinks reflects what was available when residents were young e.g. ginger beer as well as water. Most people had a hot or cold drink to hand. Some residents said, “the food is very good” and one relative was pleased that “(X) has been putting on weight.” However, a few told us the vegetables were a bit repetitive and there were too many pies “shepherd’s pie, fish pie cottage pie...” “The food’s okay.” However,

residents also knew that a new catering manager was being interviewed. The written menu in one area where people live with dementia, and receive nursing care, showed steak and kidney pie on the menu although we were told it was sausages for lunch. The staff serving pureed meals could not tell us what was in the meal. We found no pictorial menus to assist those who live with dementia and the writing on the available menus was italic and quite small. The manager later showed us new menus folders which had just arrived. He assured us pictures would appear in these. Residents told us they can eat breakfast in their rooms and we saw lunch being served in lounge and dining areas.

Residents told us they often went into the garden and people could move freely between floors, so they could participate in activities, or go to rooms, in any area.

Just like Being at Home



The home is separated into 6 wings across 2 floors. Everywhere was very homely, clean and bright. Each wing has a small seating area, a main lounge, a dining area and kitchen. Residents are encouraged to help themselves, where they can, to cereal and tea and coffee. There were two indoor garden rooms and a large balcony with chairs and tables upstairs and two quiet rooms downstairs. There is a secure garden, for those living with dementia, and two smaller gardens on the ground floor as well as grounds outside the front door in which residents can walk and watch wildlife. A resident, living with dementia, could tell us they were “happy; I’m content”. Bedrooms were very personalised as were corridors. “I can’t fault it; it is our home.” Where those with dementia live, there were many tactile reminiscence decorations which could also stimulate conversation. In one area this was sewing, in another music and in a third it was sport. The manager said this creativity had all come from the staff.

Residents are encouraged to get involved in everyday activities and those that remind them of their past. For example, one resident helps deliver newspapers and books with a library trolley whilst another likes to help in the residential kitchen area.

Privacy



Everyone told us that staff always knocked on doors and waited before entering any bedroom. We were also told that personal care always took place behind a closed door. When a hoist was moved into a bedroom in front of us, the door was then immediately closed by the carer. A resident also said that staff always asked if a trainee can be present and don’t assume it will be acceptable.

Quality of Life



Some people were involved in a game of indoor bowls in the lounge before lunch and one-to-one sessions were scheduled by the activity coordinators that afternoon. There were also residents doing a jigsaw and knitting in the communal areas downstairs. Whilst some people said they “don’t do a lot”, others said there was “lots going on” if you wanted to get involved. From Sunday, there will be a week-long food festival. Activities advertised for this week included crafts, gardening, bingo and an entertainer. The home was starting to get residents to take a lead on some activities. The jazz club

on a Sunday is run by one. A few residents told us they enjoy trips out in the minibus to a garden centre or the local goat farm. We saw two residents smoothing table clothes for some time as they sat at dining tables and others were sitting asleep in the lounge. However, we did see one resident with an inflatable ball and another with a teddy. There were also many sorting items and other things to pick up which might stimulate those living with dementia.

We were told that school children visit and the local stroke and sewing clubs meet in the home. The dementia café has just opened and is open to anyone in the community. Some of the residents were singing along with the hairdresser and there was lots of laughter here. One resident said “It’s a lovely home... literally 100 out of 100”

Recommendations

We recommend that Fremantle Court

introduces picture menus into all areas where residents live with dementia and changes the font size on the written menus

- enables staff to have more time to interact with residents in the lounges and makes use of all the dementia designed items in the home
- increases the number and range of regular exercise activities to include chair-based exercises especially where people live with dementia.

Service Provider Response



Fremantle Court provided us with no comments.

Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Fremantle Court 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.