

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

Caring Homes Healthcare Group Limited
The Old Rectory, Hulcott, Aylesbury, HP22 5AX
02.07.19 – 11 am
Alison Holloway, Sheila Cotton

Summary of findings



- Lots of interaction between everyone, and staff have time to spend with residents
- A range of activities and regular residents/relatives' meetings where new suggestions are encouraged

The Visit

Hulcott currently provides nursing and residential care for up to 49 people, some of whom live with dementia. The home also provides respite care. We talked to 4 residents and 5 members of staff. We observed a further 6 residents and 5 staff.

How people are treated



Staff were kind and very engaged with the residents asking how they were or providing reassurance in some cases. They had the time to spend sitting or talking with them. Touch was seen to provide comfort and we saw a new resident being encouraged to return to a lounge; their wish to leave immediately on arrival had been respected. They told the staff member they were glad to be able to move around after spending so many months stuck in bed elsewhere. "The staff are very good." We saw several residents enthusiastically join in with games in the lounge and others just enjoying the company there. Residents seemed supportive of each other and very comfortable in everyone's company. Staff and residents knew each other well with everyone quick to add humour to conversations. Staff were also quick to respond to situations and we saw one staff member open windows in the lounge when a resident said they were hot.

Personal Choice



The written menu showed several options for breakfast and we saw a sausage casserole, or a white fish dinner being served for lunch. Supper was sandwiches or soup, but a range of finger food options were advertised on tables for residents to request throughout the day. When residents sat down or were assisted into the lounge before or after lunch they were offered a drink individually by the member of staff they were with. The main meals served were quite traditional but residents, we spoke to, told us "the food is very good". There were no menus on the tables, but these were available in the entrance hall and on the sideboard in the dining room. Pictorial menus were also on the sideboard to assist those who found it easier to point to a photo to make their choice known. After lunch, some residents retired to their bedrooms whilst others were watching Wimbledon on TV. The latter was on mute but with subtitles.

The garden looked spacious and contained a marquee up for the August summer party. We did not see anyone use the garden although the manager told us it is used. Access to the garden is possible using ramps but these must be put in place by staff and are not a permanent fixture.

Just like Being at Home



Hulcott was very clean and homely and the bedrooms we saw had been personalised with photos and belongings. The lounge area was mainly used for activities during the day and could accommodate several wheelchairs as well as many armchairs. It also contained a large clock which also showed the date and day of the week. The dining room contained a few dining tables and a glasses /drinks cabinet. The large conservatory had additional dining tables and, to one side, additional seating with a large TV. We were told that lots of family visit and take their loved ones out and staff take residents for a walk around the village green.

We did not see any residents participating in the home; for example, laying the table or helping themselves to food from a serving dish. The manager said they had thought of involving some residents in staff interviews although this hadn't happened yet. Residents were involved with relatives in meetings with the manager and his deputy. These meetings were held at 2pm and 6pm each month to accommodate as many people as possible. The home also hosted the local parish meetings enabling residents and relatives to get involved with the community.

Privacy



Residents told us staff always knocked on doors before entering. Most bedroom doors, we saw, were left open although we did see a resident close theirs after lunch. Staff asked us to leave the lounge when a resident was hoisted from a wheelchair to guard their privacy.

Quality of Life



Hulcott have two staff who arrange lots of activities. We were told that one looks after the group ones whilst the other visits bedrooms 3 days a week to provide one-to-one company. The latter might include painting nails or just talking. In the lounge, we saw a game of frisbee target practice undertaken by three residents; this was quite physical. Then more residents got involved in the subsequent word games in which staff came to join in too. Everyone was very animated. At noon, staff moved residents quickly to the dining tables. However, at 12.30pm no food had yet been served to them.

Other monthly activities included arts and crafts and Oomph exercises. The home has visiting singers, a PAT dog and has recently joined with other local care homes to enable some residents from five homes to get together for an afternoon. We were told that those who had recently gone to visit Mandeville Grange had really enjoyed themselves. Hulcott will host the other homes for afternoon tea next week. Other monthly visitors include a lay preacher who gives communion and junior school children who take part in activities alongside residents once a month.

We were told that the GPs at Poplar Grove, who visit weekly, are marvellous and Buckinghamshire Priority Dental Service (Brookside) visit two residents who are unable to leave the home.

Recommendations

We recommend that Hulcott

- looks to have vegetables in serving dishes at the table for residents to help themselves or staff to ask what they would like. We saw meals arrive at each table fully plated.
- continues to encourage residents to go out into the garden
- involves those who are interested in the running of the home in activities such as helping run an activity, laying the table or interviewing staff
- increases the number of chair-based exercise and encourages more residents to engage with these
- looks to see if any local sixth forms might be interested in seeing if any teenagers might be able to provide musical entertainment or residents might go to listen to rehearsals of concerts or plays/musicals/dance shows.

Service Provider Response

The Healthwatch report shows a positive view of Hulcott Care Home and of the visitors experience within the home, the residents who spoke with the team were all positive about the experience.

We are very proud of all our staff who make the home so welcoming.

We have looked at the recommendations made within the report and are very enthusiastic about introducing them into our care home.



Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at Hulcott 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.