

Care Home Provider:	Chilton House Ltd
Care Home Address:	Chilton, Aylesbury, HP18 9LR
Date and Time of Visit:	11.07.19 – 11 am
Authorised Representatives:	Alison Holloway, Sheila Cotton

Summary of findings



- A peaceful environment with onsite physiotherapists at least five days a week
- Several activities each week but there could be more including trips out of the home

The Visit

Chilton House currently provides nursing and residential care for 15 people. Convalescence care was being provided on a short-term basis for further 4 people. We talked to 1 resident and 4 members of staff. We observed a further 7 residents and 5 staff.

How people are treated



Staff were friendly and cheerful, and many were moving around from bedroom to bedroom. We heard one resident chat freely with several members of staff as they passed. Another was laughing with a physio. We were told that staff were all permanent and many lived in the village. Residents told us that “they are very kind”. They liked that different generations of the same family worked in the home. However, they did say that sometimes there were not enough night staff. Residents were all addressed by their title such as “Lady X” or “Mr X” without exception. These names were all reflected on bedroom doors too. We were told that staff were not allowed to address residents by their first name even if a resident had expressed this wish. Whilst not everyone was wearing a call pendant, we were told that staff respond quickly to this when it’s pressed. Resident’s meetings occur every month and we were told that activities reflect people’s wishes.

Personal Choice



A resident told us they could get up and go to bed when they liked. Meals can be eaten in bedrooms, on the terrace or in the dining room. There is a 3 course meal twice a day and two choices for each course. There is also an alternative menu if you prefer something different. We were told that the food is very good; “The omelettes are always fresh from the pan.” We saw people have different drinks with their lunch including a glass of wine. A coffee machine was available for residents use in the hallway although there were no other drinks, and no snacks out. The door to the garden was open and the exit accessible with no steps.



Just like Being at Home



The home is a beautifully decorated Grade 2 county house. There is a large entrance hall and formal lounge although we saw no one in these rooms, nor in the library area or communal seating area on the upper floors. We did see 6 people eat lunch in the dining room and one person reading on the terrace. Three other residents were reading in their bedrooms next to the open French windows which overlooked the terrace. We were told that the ground floor bedrooms tend to be for those staying for convalescence. Residents had easy access to the church next door and Holy Communion was being held in the home that afternoon. The home was quite warm on a relatively humid day. We saw that bedrooms were very personalised with residents own furniture, pictures and other belongings. There were 'loo' notices on the communal toilets and fresh flowers on dining tables. We were told that visitors can arrive when they liked and can join the residents for a meal. A resident does also have their cat live in the home with them.

Privacy



Residents told us that staff always knock on doors before entering a room. We saw staff do this although not always wait for an answer from the room's occupant before entering. We did not see any confidential information on public display. When a staff member entered a bedroom, they closed the door after a few seconds to ensure the conversation with the resident remained private. Some bedroom doors were open, and some were closed according to residents' wishes. A resident told us their privacy was respected.

Quality of Life



Most weeks, two activities are scheduled on weekdays with a film on Saturday and Sunday afternoons. The activities advertised, over the next fortnight, included reading, watching Wimbledon, games on the terrace and pre-lunch drinks. One resident had recently been accompanied to the ballet at Waterside theatre, and afternoon tea the previous week had included strawberries and cream and references to Wimbledon. We were told that the twice weekly exercise classes are normally attended by around 8 residents. Physiotherapists are on site at least five days a week and one resident told us how much progress they had made over the previous six months, following a fracture. We were told two new activity coordinators had recently started. A summer garden party is happening in August.

A GP visits every Monday, a hairdresser every Wednesday and the local dentist can accommodate their short term as well as long term residents. Buckinghamshire Priority Dental Service (Brookside) visit those who cannot leave the home. However, we were not told of other entertainers or others from the community who might visit. We were told that more frequent trips out would be appreciated. Requests were for a drive around the countryside or to a local café rather than necessarily an organised excursion further afield. The home does have access to a large car.

Recommendations

We recommend that Chilton House

- address residents using the name they wish to be called; this may be by title and surname or by first name
- ensures there is always water and other soft drinks available in communal areas to which residents could help themselves
- reminds staff to wait for an answer before entering a resident's bedroom
- looks to putting on more activities to bring the small community together into the communal areas
- increases the number of exercise / chair-based fitness activities each week including short group walks
- increases the number of drives out to participate in the local community whether that be to the pub, a coffee shop or farmers market for example

Service Provider Response

Thank you for your email with a summary of your recommendations following your visit to Chilton House, your time here was much appreciated and we would like to thank you and Sheila. You made 6 recommendations which perhaps we can deal with individually.



Addressing people by the name they wish to be called.

You are right that the house address all residents by that all residents Mr/Mrs/Miss in the public areas, but in their rooms they may be called whatever they want by whoever. We are sorry that you were told otherwise and we will remind our staff of our protocol. We conveniently had a lunch party today on the top floor which provided the perfect opportunity to go through your suggested recommendations. The residents expressed as they have the past that they would prefer the norm to be Mr/Mrs with them deciding individually who they might like to call them by their first names. We know that to some this appears old fashioned and "stuffy" but to those born in the late 20s and 30s it is what they were brought up with and we hope gives dignity, visibility and respect to an age group who society don't always value perhaps as much as they should.

Water and other drinks to be available in communal areas. Our hospitality team is always on hand for all residents at any time for drinks and snacks. Unfortunately we only have 2 residents in the house at the moment who could pour out a drink and carry it to a seat. Off the back of your recommendations, we are going to place snacks and biscuits by the coffee machine for residents and their guests to help themselves to. We will also be discussing at the residents meeting the types of drinks that they would like in communal areas. Also residents do say, "if we want a drink we ring a bell".

Entering resident's bedrooms. This is a very useful reminder. Because we have a number of hard of hearing residents we have become used to knocking and entering at the same time. We appreciate this is not right (confirmed by a resident at lunch today) and we have already reminded our staff that they must knock, wait for an answer, then perhaps try knocking louder again before entering.

Activities in the small communal areas of the house. Our lift broke down this week which has made us realise how easy and much appreciated smaller group activities round the house can be. We intend to build on this.

An increase of exercise classes and walking groups. You referred to our physios who are in the house every weekday, but we hope you were aware that we also have a person in each weekday who walks with residents individually. We will be following up on this, as some residents are keener on exercise than others.

Increase the number of drives out. Drives out are not regularly on the planner, however residents are asked if they wish to go out to the local garden centre or to the cinema screenings of the ballet or opera as and when these are showing at our local cinema. This week I took a resident out to a doctor's appointment and afterwards we went to the garden centre to buy some plants and have tea. I have also picked up the brochure of the local theatre where plays are regularly on, and will be asking at the next residents' meeting if any would like to attend. We do find that sometimes they are keen to go, but on the day of the event, they do sometimes change their mind as they feel too tired. We do our best to ensure that they go out as much as possible.

Thank you again for your time, we hope that when you return you will find that we have acted upon your recommendations.

Acknowledgements

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