



# Dignity in Care

## What Care Homes Did Next

Quarterly Update

July 2019



Every year, we visit 24 care homes. During each visit, we watch and listen to understand whether people are treated with dignity. This allows us to find areas to improve as well as celebrate good practice. With all our Dignity in Care visits, we ask each care home to respond to our draft report. This response is then included in our published report. You can read each of these via <https://www.healthwatchbucks.co.uk/how-we-work/client-services/dignity-in-care/>. In addition, we contact each care home 4-6 months after our visit and ask what further changes they have made. This gives each home a little more time to reflect on our suggestions. Below are the recommendations made in our final report and the latest response from that care home.

### Holmers House

#### Our recommendations (visited 22/10/18)

These are listed in bold in the provider's response below.

#### Holmers House told us (30/04/19)

"Apologies for my delay in responding, please see my responses below:

**spends more quality time engaging with residents** - Following a large team meeting, this was discussed and staff are now engaging more with people living in the service

**ensures person-centred training and communication training takes place and is put into action** - I held a team day where we discussed the principles of person centred care, what that looks like and how we can embed this into our daily routines

**remembers to ask residents questions about whether they would like to participate in an activity and not just assume** Residents that are able to respond are asked, those that may not be able to respond are guided to activities that they may enjoy and staff gauge their interactions to determine if they like joining in

**explains what is happening, and why, to residents and treats them as equals** again, as part of the team meeting we discussed the issues around taking a "them and us" approach and the impact this can have

**offers residents a choice of drinks served to their taste e.g. without milk if preferred** this depends on the ability of each person, all of the people living in our service have dementia which means that at times staff need to use their past choices to determine current ones

**provides crockery and cutlery appropriate for people's needs e.g. provide straws or lightweight lidded beakers to aid those who cannot easily lift a glass.** This is already provided and used where needed

**uses photos of meal options, introduces a pictorial menu or shows plates of food at every meal to enable those living with dementia to choose a meal they might prefer** staff are showing meal choices at each meal, this is spot checked by management regularly

**offers more meaningful activities, linked with individual's likes and dislikes, including ones based around exercise, e.g. chair-based exercises, dancing, etc. that keep residents active and interested** Each "house" has had a meeting where activities was discussed

**introduces more reminiscence items into the communal areas to stimulate conversation.** Some of these can be borrowed from Bucks Libraries following a meeting with families we have asked if people could bring in familure objects from peoples past. Additionally, we have purchased some items for the service

**puts up pictorial and written activity schedules** written schedules are displayed, pictorial ones are in the process of being developed

**employs more dementia friendly aids e.g. large number clocks and date/weather/season boards in communal areas.** Local knit and natter groups often are happy to make twiddle muffs for people living with dementia items have been ordered and awaiting delivery

**ensures the garden is accessible to all, making paths even and putting straight things like umbrellas and chairs** the landlord has recently levelled pathing around the home

**regularly checks and changes light bulbs and removes 'wet floor' signs when no longer necessary** light bulbs are reported when noted as needing replacing, this is largely out of our hands as is the responsibility of the landlord

**ensures sharp objects such as razors are not left accessible where these might cause an accident**

**ensures beds are made and rooms tidied in a reasonable timeframe**

tries to ensure clothes are returned to the owner after laundry and residents are always appropriately dressed in clean clothes given the nature of the service, we can only try to encourage residents to change out of clothes that may be deemed dirty. Unless this presents a significant risk to them, this is down to each individual. What may be inappropriate for one person is a persons choice in another.

involves more volunteers to enable more activities to take place in the home as well as increase the trips out of the home we are registered with the local volunteer service and are hoping that this will help to involve more volunteers”

## Hamilton House

### Our recommendations (visited 12/12/18)

- introduces pictorial signage on toilet doors to assist those living with dementia
- looks to decorate different corridors in different colours to help with orientation
- replaces low-to-the-floor toilets with higher ones
- continues with their refurbishment plans for the home
- ensures the smaller lift is more reliable to allow residents to access services easily

### Hamilton House told us (02/05/19)

“As a result of your visit I have implemented the following:

- Pictorial signage on toilet doors
- Toilet raisers however residents complained so we had to remove one
- Smaller lift has several parts on order which are having to be made.
- Redecoration has commenced in lounges, dining rooms and corridors.”

## The Red House

### Our recommendations (visited 20/11/18)

These are listed in bold in the provider’s response below.

### The Red House told us (02/05/19)

“Thank you for your email and I apologise for the delay in getting back to you. We have recently changed our email address and are still in the transition period, so I apologise again. Please see our further responses below in bold.

**reminds staff to always engage with residents in a dignified and respectful way** Dignity policy has now been implemented to be discussed a minimum of twice a month at staff hand over meeting to continuously refresh staffs understanding of dignity and respect in care. Staff supervision is carried out to observe the same.

**remembers to ask if a resident would like a bib or not** This was implemented immediately and staff are reminded frequently at handover meetings to ask this question.

**enables residents to always have a drink to hand.** We have reminded staff again that it is unacceptable to provide a drink for a client that is outside of their reach (this is not applicable to any client who requires assistance for eating and drinking. This has been continuously observed.

**has a second member of staff available in the dining room to support residents and ensure the meal is not rushed** This has been implemented and a second member of staff is available and ensure the meal is in no way rushed.

**ensures residents are properly supported when being assisted to move from a wheelchair** Refresher training in safely moving people is constantly underway and staff are reminded regularly to provide appropriate support and observe good practice.

**removes the sign restricting visiting between 8am and 8pm** Removed immediately after feedback was received.

**puts a picture, recognisable to each resident, to help them orientate themselves and find their bedrooms easily.** Most residents within our home have severe memory loss and we will have to discuss this with each NOK before we can implement this system.

**looks for opportunities to take residents out more** We have a new activities coordinator who is a dementia champion. Many more trips are being organised. Resident are taken to meet other residents from other care settings within the community regularly. A weekly coffee morning at the local Church is always well attended. We have a full schedule of various in house entertainment planned. We have alpacas visiting on 21st May! To name just a few.”

## Pennefather Court

### Our recommendations (visited 03/12/18)

- ensures that, when assistance is given to a resident to eat, the carer is at eye level i.e. are seated rather than standing
- puts a fruit bowl out in the dining room for those who might like to help themselves to snacks
- involves residents more in meal preparation (including sandwich making say at lunchtime), setting & clearing tables, etc. where possible

- installs a sensor outside light from the kitchenette so that it illuminates the patio when anyone goes outside (in the dark) for a cigarette or any other reason
- Installs free Wi-Fi
- Encourages residents to do more inside the home such as baking, quizzes, and some appropriate physical activities such as throwing a soft ball from one to another

### Pennefather Court told us (23/05/19)

“We took on board your observations highlighted to our support team the importance observing good practice at all times when providing care and support, for example providing assistance at eye level for wheelchair users. Pennefather Court continues to encourage our support team to ensure that good practice is provided at all times when providing care and support with our residents whilst promoting dignity and respect at all times.

Fresh fruit and savoury snacks are on offer throughout all communal areas, further options are readily available on request at any time from the services main kitchen. Pennefather Court continue to provide fruit and snacks in the communal dining area and are readily available upon request from our residents. We had a new Cooler Aid installed, which our residents are able to help themselves to as and when required. Residents will also support each other with helping to obtain these refreshment, which in turn promoted their independence and choice.

Residents of Pennefather Court currently get involved in setting and clearing tables, although not all can be encouraged on a daily basis. Residents are encouraged to participate as much as they are willing in this task, we took this opportunity to further encourage involvement in future resident meetings with a view to increasing interest amongst our resident group. Residents that have the capability to do so will set the dining tables with placemats, cutlery, glasses and condiments.

Following the audit we purchased round dining tables after discussions with residents at their residents meeting as to what they wanted, this now makes the dining experience less of a formality and more person centred and friendly experience. We also purchased new dining table cloths and dining sets for mealtimes. We are continually encouraging residents to partake in this house chore on a daily basis.

We were previously seeking to recruit to an activity co-ordinator post. At present we are unable to proceed with this but we do hope to look at it again in the future. We are currently offering activities such as assisting to prepare meals such as chopping vegetable or mixing things in the bowl, gentle aerobics to suit the abilities of the residents, arts and crafts and gardening as well as indoor games such as Bingo, Chess, Draughts, Cards and Quizzes. We are actively engaging with the residents of Pennefather Court to build our offering to meet their preferences. We also support our residents to seek and attend on outside outings such as the Theatre or Cinema, lunches out we try to encourage our residents to try out new places to eat and to expand on their dining experiences. We are also implementing themed evening at mealtimes at least once a month. So far we have had Caribbean and Jamaican. They have chosen to do an Italian and a Spanish night next. As you can see, since your visit we have improved our Activities with our residents and we will continue to encourage and support them to partake, and will source events and activities of interest to them. We have a daily activity board up in the communal dining area which shows what activities are happening that day. We have set up an activities file which have monthly planners and information obtained of up coming events, theatres, trips and Zoology (animal petting).

WIFI was installed in August 2018 and it is accessible to residents for personal use. Residents continue to have use of the Wifi for their newly acquired TV`s, iPads etc and this is set up for them upon request

We have purchased and installed floodlights for the rear garden area. The 2 larger outside solar spotlights were placed outside the kitchenette and round by the laundry area. We also installed 6 smaller solar sensor lights which we placed spread out in the rear garden along the pathway to enable residents and staff have more visibility when accessing this area during the evenings and at night time.

We will continue to strive for the best experiences and outcomes for our residents, to take on board and embrace recommendations from our Peers and Professional colleagues.”

## Mandeville Grange

### Our recommendations (visited 24/01/19)

- introduces a choice of two main meals at lunch time
- puts up a weekly menu
- makes healthy snacks available
- considers clearing the “quiet room”, off the main lounge, and installing a dining table for 6-8 with chairs so residents could eat meals at a dining table if they so wished.
- ensures appropriate risk assessments take place to enable those who want to go out unaccompanied to do so where possible

- increases the number, and variety, of trips out for those residents who would like to go out e.g. to the cinema, theatre, shops
- increases the number of group activities in the lounge areas to get residents talking to each other and making them less dependent on the activity coordinator for all activities
- asks residents what they would like to do but considers introducing card games and board games such as Ludo, baking, and planting seeds, activities, in the 'quiet room' and knitting
- enables more residents to go out into the community, visit the local school, shops and brings more groups into the home such as Scouts, Girlguides and local school children
- signs up to the Bucks Home Library Service as several of their residents read regularly but don't leave the home often to purchase books

### Mandeville Grange told us (03/06/19)

"We would like to update you for changes that we have in place so far from your last visit:

- there is dining table where resident can have their lunch for 2-4 to sit on
- coffee corner was built for the resident and relatives to make their own cup of tea or coffee
- Lounge was refurbished for a new T.V. built in for the resident can watch a film or can see the picture better
- Menus were updated and we have two menus daily
- We are already registered with mobile library and we have a mobile library trolley where we can take into resident room so the can choose what they wanted to read
- Weekly menus are already put up on the wall near the kitchen

For the Trips outside of the home which was organised:

- Never alone coffee morning Holy Spirit Church (monthly)
- WINE and CHEESE TASTER SESSION AT Byron house Nursing Home with 3 of our residents (March)
- Resident went to Fremantle Court Nursing Home for Music and Movement, Youth Action Group and Morris Dancing visited the Home (April)
- Movie memories music Waterside theatre with 3 resident to go (May)
- College Farm visit and Yesteryear Tea Party for friendship group homes to be hosted by Mandeville Grange Nursing Home (June)

- Rouque Bowling and Summer tea party for resident and relatives of Mandeville Grange Nursing Home (July)

-Boat trip with our resident (August)

Youth Action Volunteer comes every Tuesday to visit the home.

But this vary with the resident needs and the weather daily for the trips booked.”

## Chesham Leys

### Our recommendations (visited 15/01/19)

- ensures residents have accessible call bells / pendants in communal areas
- reminds staff to anticipate personalised care and remember preferences such as brown rather than white bread, ask whether people who like to be hoisted to an arm chair in the morning etc.
- deep cleans the carpets outside the lounge and dining room on the ground floor, in Bovingdon Group, and anywhere else where this is needed, to remove any lingering urine smell
- reminds staff to knock on doors and wait for permission before entering bedrooms
- maximises individual choice through beakers / cups appropriate to each person's needs
- remembers to ask what people would prefer to eat rather than assume it's the same as last time
- reviews the menus for options and quality and ensures menus are readily accessible to residents
- creates a pictorial activity schedule for Bovingdon Group
- creates pictorial menus for Bovingdon Group
- increases interaction, and activities, between staff and residents in Bovingdon Group

### Chesham Leys told us (10/06/19)

“We regularly review residents pendants - there are additional types available dependant on individual need

All residents needs / wishes / like / dislikes / preferences are recorded in individual care plans. As we periodically review each individuals stay at Chesham Leys we ensure all stakeholders can contribute to updating this.



Regarding the 'lingering' odour. As stated previously this is not usual - one individual had just received personal care in the toilet outside of Bovingdon lounge. This individual had been particularly resistant to receiving personal care on that day, as per the care plan agreed intervention, the staff withdrew to return at a later time. When different staff returned to provide support the individual allowed them to do so. Our infection control is robust and we ensure this is maintained throughout the service.

During our staff meetings we frequently remind staff of the need to evidence dignity and respect for our residents. We emphasise that this is particularly important for those living with dementia and that this is concerned with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth that is respectful of them as valued individuals. When dignity is present people feel in control, valued and confident as well as comfortable and able to make decisions. This has been minuted in our team meetings.

We now have in place a weekly pictorial activity schedule for all residents - and their families via email if they wish to be kept updated with what's happening. This way families and friends can pick and choose what they get involved with.

All residents are asked about their food choices / preferences are known. We are continuing to develop photo menus of the actual food served at Chesham Leys as opposed to 'stock pictures'. We are speaking with the Fremantle Trust Development Chef about how we can improve our dining experience for all residents. This has included a full consultation, the introduction of comment books in each dining room and the Chef and senior staff overseeing how food is presented at mealtimes.

We are working to make the environment on Bovingdon group even more dementia friendly. As stated previously, the interaction between staff and residents has received high praise from visiting Fremantle staff and also other stakeholders such as GP's and other health professionals.

As the visit was just one 'moment in time' perhaps the true ethos of Bovingdon was not captured"

## The Croft

### Our recommendations (visited 06/02/19)

- improves the quality of the food being cooked
- continues to push the landlord of the property hard to complete outstanding maintenance work
- introduces regular chair-based activities to maintain / improve mobility

- continues to bring in community groups e.g. local scouts who may be interested in getting involved with the home as part of a community Impact badge  
<https://www.alzheimers.org.uk/blog/how-scouts-are-uniting-against-dementia>
- encourages staff to chat with residents during mealtimes and sit and eat with them when time allows
- considers playing background music during mealtimes if the residents would like this
- arranges more trips out

### The Croft told us (18/06/19)

“The suggestions have been implemented. I have sent the action plan and tracking to (X) at Bucks CC. As you can see from the response below, most actions were taken immediately.

We have been monitoring the quality of food and it has improved. All works have been completed. New activity plan in place to include at least 3 arm chair exercise/activity sessions per week which is going well. We now have (X) from Body grooves who comes in as well. We have done some collaborative work on reminiscence with the local museum and had the mobile museum in on dementia Awareness week to encourage the local community to come and join in reminiscence activities. We are currently in the process of arranging more trips out and residents are seeing a school production of Mary Poppins.”

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,  
Place Farm Way,  
Monks Risborough,  
Buckinghamshire  
HP27 9JS

Phone number: 01844 348 839

Email: [info@healthwatchbucks.co.uk](mailto:info@healthwatchbucks.co.uk)

Website URL: [www.healthwatchbucks.co.uk](http://www.healthwatchbucks.co.uk)

Twitter: @HW\_Bucks

Facebook: HealthWatchBucks

Governance: Healthwatch Bucks Ltd. is a company (Registration number 08426201) which is a wholly owned subsidiary of Community Impact Bucks a Charity (Registration number 1070267).

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Bucks 2019