

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

Porthaven Care Homes
Micholls Ave, Chalfont St Peter, SL9 0EB
29.07.19 – 10.45 am
Alison Holloway, Joy Johns, Susan de Kersaint-Seal,
Liz Baker

Summary of findings



- Staff are caring and kind
- There are a wide range of activities on offer 7 days a week
- A high proportion of residents are dependent on staff availability to move them around or assist them

The Visit

Woodland Manor currently provides nursing and residential care for 50 people some of whom live with dementia. We talked to 9 residents, 4 visitors and 4 members of staff. We observed a further 16 residents, 3 visitors and 8 staff.

How people are treated



Everyone consistently told us how kind and caring staff were. “They treat me kindly.” “The carers really do care.” One visitor told us how staff lay on the floor next to their relative who had a suspected broken hip. Staff talked and sang to them and kept them calm whilst waiting for the ambulance. “You literally can’t pay for the genuine care you find here.” We also saw a member of staff not hesitate to get a cardigan for a resident when asked. Several residents had made friends since moving into the home; “I know everybody; I’ve made friends here.” The manager told us how she tries to put like-minded people together in the same unit. One resident told us they didn’t like the way staff were moved around the units though. However, the manager explained this was to ensure all staff got to know all residents’ likes and dislikes so that residents could remain as happy as possible whatever the shift pattern. A relative told us staff numbers had recently increased; “I feel they’re doing as well as they can”. However, a resident also said, “we’re always asking for more carers”. We saw three staff sitting with people with dementia in the residential unit downstairs whilst they ate lunch. Visitors also told us how creative the staff were to persuade those who lived with dementia to get up whilst allowing them some days in bed if they wanted them. We were told the manager encourages all staff to do their best and to be tactile with the residents. Although the conversations heard between residents and staff were warm, we did not see a lot of interaction.

Personal Choice



Anyone in the home can help themselves to coffee, tea, cake and fruit from the ground floor café. Residents told us about a wide variety of choice for breakfast with two cooked meal options for lunch. If they didn’t like either, residents told us they can ask for something else. Cooked food was also available in the evening. Some said it was good whilst others said it was “tasteless” and has no texture; “the food is for children”. We also found the italic script on the written menus quite small and could be difficult for some people to read. We saw no pictorial menus. One relative did say they

had never seen any pictorial menus either. However, they did say they had seen two plates of food offered to their relative at the table from which they could make a choice. Residents could eat wherever they wanted to. We saw many eating in the dining rooms whilst others had lunch in their bedroom or in a quiet area, assisted by a relative.

We were told that people can get up and go to bed when they like although one person said they went to bed “too early”. The garden was fully accessible via the café and those with ground floor rooms had a choice whether to open patios doors when it was fine.

Just like Being at Home



The home is clean and tidy, and had a quiet, calm atmosphere. We saw that bedrooms were personalised with people’s belongings. Relatives can come and go when they like and join residents for meals. Whilst there were no orientation signs in the corridors, there were pictorial signs on bedroom and bathroom / toilet doors in the units where people live with dementia. However, the grab rails and toilet seats in the bathrooms in these areas were white and blended in with their surroundings. One corridor looked much like another too with no reminiscence decorations on the walls. However, there were some thoughtfully filled memory boxes outside residents’ rooms.

One resident told us how they go to the café to chat to people as well as have a coffee. “It’s a happy place.” Others said, “it’s as good a place as any – very good”, “I do feel safe”, “it’s a home, not a prison.” Residents we spoke to in their bedrooms had drinks to hand. Whilst we saw no one sit in the downstairs lounges we did see people move around in the café and sit in the quiet areas.

Privacy



Many bedroom doors were open but that is how the residents, we spoke to, like them to be. “I can chat to people going past” said one. Several doors were also closed or left ajar. Residents told us that staff always knock on bedroom doors before entering and were respectful whilst giving personal care. Staff were also careful to talk quietly to residents when they felt the conversation was private e.g. would they prefer to go to their rooms to change an item of clothing.

Quality of Life



There was a large selection of activities advertised in all areas of the home and three wellness and leisure coordinators on duty during our visit. The weekly activity schedule was given to each resident in their rooms and was also up near the café on a noticeboard. There was a simple pictorial schedule up for today’s activities. One person, we spoke to, only liked the poetry sessions whilst another told us they had been to the bean bag toss that morning. Others said they liked the Tai chi and trips out. We observed a singing session in the cafe, where a member of staff was playing a guitar and residents looked happy and relaxed. Films were shown every afternoon and we saw staff reminding residents about this over lunch. We also saw residents being taken to the fountain at the front of the property as well as out into the garden at the rear. One resident told us that they are encouraged to help themselves to secateurs and deadhead and help generally in the greenhouse and garden. We

saw a table light projector on in the corridor in one unit where people live with dementia although did not see anyone interact with this.

The mini bus takes residents out each week; this week's trip was to Hyde Park in London. In winter there are more shopping trips to London Colney and clothing retailers hold shopping experiences in the home. Other regular visitors to the home include a PAT dog, the U3A choir, Chiltern Music Therapy and a church minister. There is also a good connection with a local infant school that residents visit. The home works with 13 GPs over 4 practices. Recently a paramedic from one has started visiting. A chiropodist, two opticians and a private dentist also visit the care home on a regular basis. Residents and relatives also believed that reasonable changes are made as a result of suggestions made at the bi-monthly residents' meetings.

Recommendations

We recommend that Woodland Manor

- reviews the font style and size on the written menus
- uses pictorial menus to aid those living with dementia or other communication difficulties indicate their preference
- replaces white toilet seats and grab rails with contrasting ones in locations where people live with dementia or sight issues
- decorates corridors in units where people live with dementia with more reminiscence materials which they might relate to and could spark conversations

Service Provider Response

No response was received from the provider.



Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Woodland Manor 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.