

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

The Fremantle Trust  
Church St, Wing, LU7 0NY  
03.09.19 – 10.45 am  
Alison Holloway, Kaye Walsh

### Summary of findings



- A great deal of choice given to residents
- A wide range of activities are on offer including trips out

### The Visit

Carey Lodge currently provides residential and nursing care for up to 75 people across 6 houses. Half of the residents live with dementia. We talked to 7 residents, 1 visitor and 5 members of staff. We observed a further 23 residents, 2 visitors and 5 staff.

### How people are treated



Staff were cheerful, “they’re always smiley” and knew residents’ names. We saw many carers talk with residents as they accompanied them around the home. Different residents told us “It’s exactly as you’d want it to be”, “staff treat us very well” and “they work very hard”. “I’m reasonably content.” Staff, with residents, were quick to pick up on small things. We saw a carer go to get a cloth from a bedroom so the resident could clean their glasses. At lunch, we heard staff say, “Can I cut that up for you?” Praise was consistently given for permanent staff but not always for others; “too much agency staff”. We saw staff, in the houses where residents live with dementia, sitting down on a one-to-one basis. They were helping with a jigsaw, reading a newspaper and painting a resident’s nails. However, in other houses, we were told that staff didn’t have the time to sit and chat, and sometimes staff wouldn’t come into a lounge area for over an hour. In one house, a member of staff was heard to use “sweetie” and “my ladies” which sounded condescending. Residents told us they would tell the manager if they had a problem and felt confident, they would be listened to; “If I don’t like something, I’ll say.” The noticeboard showed a residents meeting scheduled this week.

### Personal Choice



We were told that people can get up and go to bed when they like. There is a choice of a cooked or continental breakfast. There is also a choice of what to eat at both lunch and dinner. Residents, we spoke to, were aware of today’s choices and what they had chosen. Everyone we spoke to said the food was good; “Well, you wouldn’t say Wow, but it’s good enough”. We saw residents with a range of drinks throughout our visit. There were also jugs of cold drinks in all communal areas. Mid-morning, bowls of crisps were brought out as well as cake. There was a daily written menu up on every dining room door. However, we saw no pictorial menus available to help those with dementia make a choice. The manager said they existed, and said residents were shown a choice of two plates of food to help them decide.

In a lounge, we heard a staff member ask a resident what sort of programmes they liked to watch so that a suitable TV channel could be found.

### Just like Being at Home



The home was nicely and appropriately decorated for the residents living in each house. There were pictures in the corridors, contrasting grab rails and access to a balcony or garden from each main communal area across the home, In the dementia houses, there were also pictorial prompts on communal toilet doors and reminiscence items to touch and feel in the corridors. Some bedroom doors also had photos or pictures identified with, such as ballet dancers, to help them find their room. Bedrooms were personalised with photos and ornaments. Downstairs, there is a large fully accessible garden with various seating areas, parasols and raised beds. Quiet areas were available in every house as well as a dining room and lounge. The manager told us they were moving from residents eating at small tables to larger ones where staff would eat alongside them so creating a more family style environment. Although this was set up in one house, we did not see any staff sitting with residents. In this area though, residents were chatting over lunch. In other houses, lunch was being eaten in silence.

One resident told us they go out to the local shops with their walker or arrange transport themselves to get to and from appointments. The manager explained that residents were encouraged to remain as independent as they could be. Support is available from carers though for those who want it. The home’s minibus can be used for trips out although they are dependant on the chef or a volunteer driver to use this.

### Privacy



Most people said that staff knocked on doors before entering. One resident explained how staff could be creative when they might have their hands full with two plates of food; “they shout knock, knock instead”. We were told though that occasionally an agency or new staff member might forget. We saw no paperwork left around or overhead any confidential information.

### Quality of Life



The activity schedule showed one each morning and afternoon 7 days a week. Although this was supplemented by symbols next to each activity, to assist those who have dementia, the symbol did not always relate to the activity. For example, we saw physical activity illustrated by a hand or a heart which were also used for visiting entertainers and craft. We saw a hoopla game enjoyed by over 15 residents in the morning. A similar number were singing and playing small percussion instruments with a visiting entertainer in the afternoon. Many residents in these groups were seen chatting and laughing with carers and other residents. The home had a lot of visiting entertainers as well as the church. We saw carers and the activity coordinator collect and help residents to and from each floor to the larger entrance foyer where all the activities took place. Residents also told us that they are always reminded about what’s going on, so they don’t miss anything. Although we were told of one-to-one activities taking place, such as playing dominoes, we spoke to two individuals who

said their interests in literature and dancing were not catered for. One suggested a book club could be set up.

The foyer was full of noticeboards, photos of residents involved in events and had a café in the corner. We were told that residents go out to tea dances and shopping as well as to other homes. One button radios for every bedroom were being unloaded as we left. These can be personalised with individual playlists of music and are easy to operate.

A local GP, hairdresser and private dentist visit the home on a regular basis.

## Recommendations

### We recommend that Carey Lodge

- reminds staff to use the name residents would like them to rather than terms of endearment such as 'sweetie'
- continues to ensure those residents who would like memory picture frames on their bedroom doors have them
- makes better use of the pictorial menus
- continues to try to recruit another volunteer minibuss driver
- sets up a book /poetry /reading group
- regularly talks to residents a few months after they have settled in to ensure their likes and dislikes are being catered for. This may be in terms of that they like to do, any issues following a change in doctor, dentist etc.
- reviews which symbols / pictures should be used to illustrate each activity and how they would be understood by someone living with dementia

## Service Provider Response

Thank you for our Dignity in Care report – we will take this as a constructive opportunity to have a fresh pair of eyes view our service and take on board your comments in our drive for continuous improvement. Of course, we are aware that the visit was brief and the comments a snapshot of what was observed on the day . To give a broader perspective for the reader I have included some results and feedback from a survey for residents, relatives and friends which has been published. The survey was returned by over 65% of the target audience so offers a good platform for consideration and informed opinion. It also evidences that we have improved in all areas over a 12-month period with 94% stating their overall satisfaction and that they would recommend Carey Lodge to friends and relatives.

In response to Health watch's recommendations:

- Terms of endearment are discouraged and we continue to work on this area for improvement.
- Memory Picture frames are an ongoing process and we will continue to implement them to the bedroom doors of people living with Dementia completion date 30/11/19.
- A book club is currently being introduced by the activity team in October 2019, the book and style of the club is to be led and decided by the residents of the group.
- Care reviews are carried out after moving into Carey Lodge to ensure preferences are captured and acted upon. Monthly care plan updates take place, 6 monthly reviews and local authority care reviews are also carried out.



- The activity programme and use of symbols is under review and the feedback is appreciated. New style of activity programme is being implemented in October 2019, by the activity team.
- Community Leisure and Lifestyles Manager is supporting Carey Lodge to appoint more volunteers including drivers.
- Development Chef for the Fremantle Trust has visited Carey Lodge and carried out a positive mealtime experience the audit evidence a 83% satisfaction and compliance.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Carey Lodge for their contribution to the Enter and View visit as part of the Dignity in Care project.

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### **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.

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### **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.

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