

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

B&M Care
86 Wendover Rd, Aylesbury, HP21 9NJ
25.09.19 – 10.30 am
Alison Holloway, Jean Button, Heather Duffy,
Judith Young

Summary of findings



- Lots of very positive engagement between residents and staff
- Friendly staff who knew residents well
- Lots of different things to do including trips out

The Visit

St Leonards currently provides residential care for up to 43 people. Those who live in the Willows all live with dementia. Many in The Beeches also live with dementia but to a lesser extent. We talked to 8 residents and 6 members of staff. We observed a further 17 residents, 1 visitor and 5 staff.

How people are treated



Staff were very attentive and cheerful but polite and didn't hesitate to engage with any resident they met in a corridor. There seemed to be a lot of staff and volunteers about and they knew each resident's name. "They run a good ship." We saw staff sit and talk to residents in the lounges and corridors and observed a written message left next to a sleeping resident in The Beeches. This assured them that an upcoming appointment had not been forgotten knowing they would be anxious about this when they woke. Assistance to eat or move was also very forthcoming. Residents were welcomed into the Willows large lounge for a residents' meeting whilst we were there. The staff member leading this meeting encouraged debate and phrased questions carefully to make it easy for people to say what they felt, for example "do people like a quieter musician or a louder band?". Staff treated residents as equals when discussing future outings and budgets as well as entertainers and clubs. One resident said she'd like to play cards, so staff suggested and agreed that a card table should be set at the Friday pub night. Residents told us "we're well looked after", "the staff are lovely; best thing here" and "(the home) comes up to scratch in every way".

Personal Choice



Residents told us "it's very easy; you get up when you want. We're very fortunate." They also said, "we can go to bed when we want to; there's always someone to help.". Breakfast is served in the dining room whenever residents wanted to have this. On the day we visited lunch was roast pork and although no other choice was shown on the chalkboard in The Beeches, we overheard staff telling a resident that the alternative was salad. We were told "the food is excellent" and "the food is fine; no problems". There was only a partly filled picture menu in The Willows and no written menu, although the manager did explain that the generic pictures were being replaced with photos. We saw residents offered hot drinks and biscuits in the morning and a variety of cold drinks were in

both lounges. These cold drinks were also in small jugs on every dining table so residents could help themselves.

There are 4 lounges and 2 dining rooms and residents can choose where to spend their time.

Just like Being at Home



St Leonards was warm, clean and very homely. Each area was bright with lots of access to the gardens which wrap around the property. There are raised beds and a remembrance / poppy area as well as a patio and enclosed courtyard. We saw two residents go outside independently for a cigarette or a walk. People said, “I love it here” and “We can’t complain at all”. Residents told us they spend a lot of time in the garden. The activity coordinator showed us photos of a recent garden party where residents helped make bunting, arranged flowers and tidied up. Staff were keen to help residents keep their independence and treat St Leonards as their home. In the Willows there is a small kitchen where people can help themselves to tea or coffee although there were few cups and no milk available. The activity coordinator organises a supper club here weekly. Those interested plan what they would like to eat beforehand, and some go out to buy the ingredients; they then meet on Wednesday evenings to make themselves simple suppers together. “I love it here; the food is lovely.”

Whilst the Willows has good pictorial signage and memory boxes on bedroom doors, there was no pictorial signage in The Beeches. The home was also well decorated with photos of residents engaged in activities and other stimulating things to look at, touch and talk about. For example, in one area we saw four ties which could be put on and opposite a fidget wall mounted board on which hung paint brushes, locks, spanners etc. In the Beeches, some residents had their art work hung on the corridor walls.

Privacy



People consistently told us that staff knocked on bedroom doors before entering and were respectful towards them. We saw no confidential information left lying around or talked about. No personal care was seen and those residents whose bedroom doors were open were appropriately covered.

Quality of Life



There is a lot going on at St Leonards and a huge choice of things to do. “The activities are all very good.” Soon after we arrived a church service started in one lounge. Other regular visitors to the home include outside entertainers three times a month and a weekly visit of teenagers from Youth Action, children from the Women’s Refuge and visitors from RAF Halton come in. Residents also go out regularly to the Grasshopper nursery to interact with the children and those who want to take it in turns to meet with residents from other care homes as part of the local Forget-Me-Not group. Other local trips out include the local garden centre and the goat centre. Over the summer some residents took a minibus to the seaside at Southend and The Gentleman’s club went to Dunstable Downs for lunch. Residents are looking forward to going to London to see the lights at Christmas.

Within the home activities included skittles, knit and natter, quizzes and gardening. There is also a book exchange. Friday night is pub night when alcohol is served from the small bar area in The Beeches and people sit and play dominoes.

We did notice that whilst the dates were correct in most areas of the home it was not in the large lounge in The Willows.

Recommendations

We recommend that St Leonards

- trials two cooked meal options on a Wednesday instead of a roast and a salad as they know that the salad is rarely chosen.
- ensures there are enough mugs, teaspoons, milk etc in the small kitchen in the The Willows so people can easily help themselves to drinks
- looks to introduce pictorial signage on toilets in The Beeches for those living with more advanced dementia who perhaps visit from The Willows
- remembers to keep the picture menus on the wall up-to-date whilst preparing to replace these with better photo versions
- puts up a pictorial activity schedule in The Willows to help those living with dementia access information more easily
- ensures the date and day are kept up-to-date in all areas where this is shown
- looks to introduce a daily pictorial menu / activity board for The Willows to use as an aide memoire for residents

Service Provider Response

Thank you very much for the positive feedback which has been shared with all our staff and residents.

Thank you for your constructive feedback; we have developed an action plan to address your findings and we will address all that you have identified.

Our aim has been and will always be to evolve and grow our home to ensure the residents live well and thrive here at St Leonards.



Acknowledgements

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