



Dignity in Care

What Care Homes Did Next

Quarterly Update

October 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.

The Leonard Pulham

Our recommendations (visited 30/03/19)

- ensures all staff have attended person-centred training and are supported to put this into practice
- reminds staff to talk with each resident and not over them; treat everyone as an equal
- puts up pictorial signs to differentiate one corridor from another and a toilet door from a bedroom door
- reminds staff to answer all residents' questions
- continues to improve the response time to call bells
- asks residents whether they would like a bib rather than assume
- reminds staff to knock on doors all the time

The Leonard Pulham told us (02/08/19)

"I believe that we answered to most of your recommendations in detail before the official report was actually published, as per my response sent on 18.05.19 which is incorporated in your report."

-The training did take place on the 26.06.19. We also had a (person-centered audit) audit on the same day... Please note that we requested the services of an independent auditor (who) has over 25 years experience of working in the health and social care sector along with a nursing background. She worked as a Deputy Home Manager for older people for 14 years and completed Assessor and Internal Verifier training to ensure her staff team met required standards. (She) is a qualified First Aid Trainer for Adults and Children and has also completed Management NVQ 5 along with the Registered Managers Award and Care Level 4. She is an experienced trainer and devises and facilitates knowledge workshops for the Leadership and Management Award.

-Signage has been applied around the home. The project of decoration is delayed because of other projects that are of a higher priority (enlargement of the sluice and one space adapted to serve as a hair salon).”

Hillside

Our recommendations (visited 24/04/19)

- creates pictorial menus and / or presents two plates of food to each resident who can no longer read a written menu
- ensures everyone is aware they have a choice of food and what that might be at every meal
- makes the main garden area more appealing with planters and flowers, tables and chairs
- encourages more residents to use the garden
- reminds staff to close bedroom doors when personal care is being given
- look to provide fiddle boards for those who would like more active things to do and / or look at contacting Men in Sheds in Aylesbury
- introduces more seated exercise sessions

Hillside told us (28/08/19)

“Pictorial menu - Each table menu also has a small picture on it and a large folder of picture menus that is available in every dining room.

Awareness of choice of food - On going meal observations carried out by senior staff and MHA quality business partner to fully understand the meal experience and address any concerns that may be raised at the time. Feedback books are in each dining room. Chef continues to chat to residents on a regular basis.

Main garden - There are a variety of plants that are in the front garden. There are new table and chairs in the rear patio area with colourful plant pots. We have added outdoor wall art to also add colour to the area. We have commissioned a gardener to design additional planters for the area. We continue to have the raised beds to the rear of the home and a number of fruit trees and bushes. There is a water feature in the back garden and a range of bird feeders to attract wildlife.

Fiddle boards - We have a range of items but have not installed fiddle boards as at this stage we did not feel that was suitable for the client group that we nurse.

Exercise - exercise is on the weekly planner for residents and they are invited to attend each week and are provided with the time table so they can plan attendance. Staff also encourage residents to walk/self mobilise where possible and to be involved in activities as much as they are willing.”

Woodlands Park

Our recommendations (visited 30/04/19)

- Puts up a weekly pictorial lunch menu in the dining room, next to the weekly pictorial activity schedule, for residents to view at any time
- Encourages residents who might be interested in getting involved in everyday activities e.g. laying tables, folding napkins etc.

Hillside told us (01/10/19)

“We currently have pictorial menus displayed on each table for the day, some of the ladies assist with laying tables and folding napkins as well as floral displays.”

Fremantle Court

Our recommendations (visited 30/05/19)

- introduces picture menus into all areas where residents live with dementia and changes the font size on the written menus
- enables staff to have more time to interact with residents in the lounges and makes use of all the dementia designed items in the home
- increases the number and range of regular exercise activities to include chair-based exercises especially where people live with dementia.

Fremantle Court told us (15/10/19)

“I would like to confirm that actions have been completed in order to cover all the areas that would improve the quality of the care we provide to our residents. Please attached the following evidence from the implemented actions that addresses elements identified during the visit of your Team.

New Pictorial Menus have been introduced with a 4-pages simple format, covering Breakfast, Lunch, Dinner and Alternative Menu.

Further physical exercise sessions have been added into our weekly activities programme. Thus, each Monday the week starts with “Gentle Chair Exercises” while “Zumba” and “Dancing with Shona” sessions are provided by external partners.

Support to the care-staff has been provided, in order for them spend further qualitative time with the residents during meals and socialising hours, by adding extra breakfast support-staff in the morning, management, housekeeping and activities staff are actively involved during meal times. Also, the Home runs the “Bedside Buddies Project”

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

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