

Care Home Provider:

B&M Care Homes

Care Home Address:

Keep Hill Road High Wycombe HP11 1DW

Date and Time of Visit:

18.10.19 – 10.30 am

Authorised Representatives:

Alison Holloway, Judith Young, Jean Button, Liz Baker

Summary of findings



- Staff interacted confidently with residents on a one-to-one basis
- Residents past lives are recognised and the home décor reflects this
- There were some inconsistencies which could be confusing for those with dementia
- Few residents were engaged with each other or staff in activities

The Visit

Ryevue Manor currently provides residential care for 92 people. Many live with dementia and those with more advanced dementia live on the middle floor. We talked to 14 residents and 5 visitors. We observed a further 17 residents and 8 staff.

How people are treated



Residents told us staff “can’t do enough for you”; “they’re marvellous”. “How we are treated is wonderful.” We saw staff talk confidently with residents at eye level and frequently on a one-to-one basis. All the staff we saw, knew residents’ names and talked to them as equals. They were very friendly and engaged well with individuals they spoke to. There were lots of hugs and reassuring touches and assistance provided. We saw one resident gently redirected to the toilet when they were going in the wrong direction, whilst another, who liked to wander, was only brought to the lunch table at the last minute. Staff were also good at asking questions; “which one do you fancy?” We were also told that they have time to sit and talk to residents; “the night staff are very nice too.”

Relatives said, “they’re doing their best in the circumstances” although some said they felt the home was short staffed on occasion. We saw a carer forget to bring a cup of tea to a resident and be reminded by that resident. However, a resident said that, when they made a complaint. “the manager put it right” on the same day. We were also told that “the relatives’ meetings are useful.” Another resident told us how pleased they had been to have their bed changed after experiencing a stroke. We were also told that call bells are answered quickly.

Personal Choice



We saw residents given a choice of tea or coffee mid-morning although one lady told us she would have preferred hot chocolate. Residents were offered a biscuit with this and within 30 minutes, staff came around again with trays of cut up fruit, vegetables and cheese. We saw written menus as well as one picture menu up on the wall. The manager said another area had pictures of each meal in a folder in the dining room. Staff showed two plates of food to those eating in the large conservatory. This allowed them to make a choice by smell or sight. However, we are not sure why the ‘omelette and chips’ was referred to as ‘egg and chips’ when the menu showed ‘omelette’. In another area, a menu showed scampi rather than fish. Some dining rooms had condiments out whilst others didn’t.

At lunch, some areas were offered water to drink as well as orange or blackcurrant squash; in other areas they weren't. We were told the food is "adequate", "very good" and "Ok, but not much choice".

We saw two residents on the middle floor go outside together to sit in the sunshine. Every unit has accessible outdoor space. Another resident chose to go outside at the front of the building to smoke.

Just like Being at Home



The home is bright and nicely decorated with a variety of communal lounges and quiet areas in which to sit. It was very calm with most TVs switched off. We could see staff cleaning bedrooms and trying to reduce the odours on the middle floor. Otherwise the home looked clean although it was very warm inside, especially on the middle floor. Windows were finally opened in the large conservatory at 12.15pm. We did not see residents help with everyday tasks, such as laying tables, although the manager did show us some photos of residents involved in the life of the home. What we did see was any activity cleared from the tables people were sitting at, and these set for lunch at least 45 mins before the latter was served. This meant that 12 residents sat with nothing to do for all this time, although staff did go around and talk to them on a one-to-one basis.

The corridors in one unit on the middle floor are decorated like a row of village shops with tactile items on the walls such as plates outside the pottery and baskets for fruit and veg outside the greengrocer. The other unit on this floor was decorated with beach scenes, paper roses showing what mattered to each resident and some fidget boards. Both units have pictorial signs for toilets and photos and or memory boxes on / next to bedroom doors to help those with dementia find their rooms. However, the chart to remind residents about the day of the week was out-of-date.

Privacy



Several people told us that staff always knock on bedroom doors before entering. We saw no confidential information left out so that others could read it. Residents told us their privacy was respected. One staff member spoke as quietly as they could to a resident when asking him if they could help them change his trousers.

Quality of Life



Whilst a variety of activities were advertised, these seemed to be set up by staff, but the latter were not actively engaged in them. Scrabble was left out in the ground floor conservatory, but we saw no one play this. Elsewhere, "Magazine Moments with Staff" seemed to involve residents individually flicking through magazines or newspapers. We did not see staff sat alongside residents to encourage any discussion or create interaction between residents. Visitors said they were 'disappointed' that staff do not make more effort to encourage residents to participate in the activities or remind them that they are about to happen. Others said that some activities do not seem to take place. In some areas, there seemed to be people sitting around without anything to do. On the middle floor we did

see staff play Connect Four with one resident and another get out jigsaw pieces with another resident. The manager told us they were recruiting for a second activity lead.

Activities advertised for this week included lots of arts and crafts, trips out in the minibus, bowls, skittles and bingo. We saw some of the residents' art work on the walls up the stairs. Residents told us about a recent trip to the local theatre. Relatives also said that a volunteer runs "an excellent exercise class" on a Saturday. A resident also told us that a GP is called "whenever you need one" and the hairdresser visits weekly. A relative said there was no problems accessing a chiropodist. Visitors said that carers were kind and their relative was always clean and well dressed. However, one resident said they would prefer a bath more than once a week as they didn't like showers. Another said that sometimes the jugs of water in bedrooms were not changed from one day to the next.

Recommendations

We recommend that Ryevue Manor

- reminds residents that they can have hot chocolate etc. as well as tea or coffee
- is consistent with their naming. If an omelette is shown on the menu and served, then it should be referred to as this rather than called it an egg which might be confusing for someone living with dementia
- makes condiments and water consistently available with meals across the home
- ensures jugs of water in bedrooms are refreshed daily
- reminds residents that toast is available in the evening if they would like a snack
- uses setting the tables for lunch as a joint experience with both residents and staff involved; laying the table and other household tasks then can become an activity in themselves.
- rather than clearing away books, wool etc, a long time before lunch is due, sets tables closer to mealtimes as the dining tables are used for activities
- maximises the benefits from activities to bring residents together to talk and enjoy each other's company as well as 'do' the activity.
- introduces a pictorial activity schedule for the middle floor where people live with more advanced dementia
- keeps 'day of the week' charts up-to-date where they are up on the walls of the home
- encourages residents to get involved in activities by reminding them just before they begin
- tries to enable those who wish to have more baths can do so

Service Provider Response

Thank you very much for the feedback and visiting us in October.

We always take feedback on board to improve our services.

Quality of life: We have a varied activities schedule which includes one to one, smaller groups and larger group activities.

Unfortunately in the short time you were here you only witnessed more one to one activities. We have great links to the community who also visit us and a large program of entertainers that visit regularly to the home. We Taylor make our activities program around our residents and take on board the inclusion of others if smaller activities are taking place. Visitors feedback are always addressed in our quality assurance and relatives meetings and care reviews.

We involve residents with daily duties with in the home to relieve boredom and give people a sense of purpose, this is in line with our rose model framework. Evidenced in the photographs I showed



you. We are very passionate to use residents life stories to engage and promote hobbies and interests.

Thank you again for visiting us.

Acknowledgements

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