

Supported Living Provider:

Mencap

Supported Living Address:

228 Wendover Rd, Aylesbury, HP21 9PD

Date and Time of Visit:

02.10.19 – 4 pm

Authorised Representatives:

Alison Holloway, Sheila Cotton

Summary of findings



- Lots of positive conversation between staff and residents
- Choice offered but help available where needed
- Residents told us they were happy in their home

The Visit

228 Wendover Road provides residential support and care for 5 men. We talked to 4 residents and 4 members of staff. We observed one further resident.

How people are treated



Staff and residents knew each other well and were comfortable in each other's company. "I love Tinkerbell (a nickname for one of the staff)". Staff knew who preferred tea or coffee to drink, but we heard them still remember to ask everyone individually. There was lots of laughter and interaction with each other. Staff tailored their questions and language to suit individuals needs. They introduced us to each person one by one and were very knowledgeable about everyone's likes and dislikes. Staff also treated residents as equals. When asked to help bring in the washing, a resident said he was busy talking with us. The staff member said that was fine and they would do it together later. Because it was a resident's birthday, staff had stayed on, after their shift had ended, to sing happy birthday and hand over presents and a cake. Most of the residents were very happy to talk to us and show us their bedrooms and photos. "I enjoy it here." We saw staff encourage residents to make choices and their own decisions where possible but step in where help was needed, or choice became overwhelming. We heard "what would you like, chocolate cake or a cup cake? you choose" and "help yourself to a drink". This was then followed up, for some residents, with "would you like a cup cake?" or "would you like some juice?"

Personal Choice



Staff offered residents a choice of hot drinks when we arrived and cold drinks when birthday cake was served. Jugs of cold drinks were out in the conservatory for residents to help themselves to, at any time. The person, who's birthday it was, had chosen a take away for his birthday meal. This was noted on the written weekly menu on the kitchen wall. This menu was also illustrated with photos alongside the name of who had chosen each meal. We saw residents given a takeaway menu and asked to choose what they would like to eat and drink. Staff were also aware that people's choices change. They explained how one resident, after going to Thrift Farm for years, had decided they no longer wanted to go any more. That decision was respected.

Just like Being at Home



The home was bright, clean and tidy. Residents were encouraged to get involved and help. Whilst we were told that many do not participate in cooking meals, some do like baking. We saw a resident help a member of staff bring in washing from outside. This person also told us that he hoovered his bedroom. Another two residents were emptying a dishwasher. Several were encouraged to cut their own slice of birthday cake. Later, another resident wanted to pack his lunch for the following day.

There was a fire escape plan on the kitchen wall in simple English illustrated with photos of the home's exit points. The garden was a good size and fully accessible from the conservatory and one resident's ground floor bedroom. There were tomatoes growing in pots as well as a small sheltered seating area where one resident smokes. This is marked with a bus stop sign to reflect his interest in double decker buses. Two residents were very proud to show us their bedrooms. They were very personalised, clean and tidy. One was yellow reflecting the individual's favourite colour whilst the other had pictures of Elvis and buses on the walls.

Privacy



All the bedroom doors are fire doors which were closed during our visit. These doors could also be locked with keys. Although we were told that someone was being assisted with a shower when they came back from the day centre, we saw no personal care. No care plans or other personal information was lying around or spoken about in our presence.

Quality of Life



Residents regularly go to Thrift farm, Aylesbury Opportunities Centre, another day centre and to The Gateway to dance on a Monday evening. Different residents participate in each activity to a greater or lesser extent. One resident told us how he chooses to go out for a walk or else for coffee and cake with staff. Several often go to the supermarket. Another told us that he'd seen Elvis (a tribute act) at a local theatre. Another asked to go to the pub for a meal at Christmas which a staff member agreed to. Most residents have family living locally so go home or out with them at the weekend. One told us he often goes swimming with his brother. One resident had recently obtained a passport and was flying to Spain with his sister for a holiday. We were told that many like to spend time watching TV or listening to music in the home. Several liked very different types of music but respected each other's taste. Everyone accepted Elvis being played because it was the favourite music of the person celebrating his birthday. When no one was watching a programme on the TV, one resident asked for it to be turned off and the other person in the lounge was also happy with this.

A chiropodist was visiting later that evening.

Recommendations

We recommend that 228 Wendover Road

- continues to find ways in which residents are motivated to help prepare meals with staff

Service Provider Response

The team at Wendover Road would like to thank Healthwatch Bucks for the positive feedback and comments. Staff work hard to ensure that the people we support are treated with Dignity and Respect at all times and it good to have this recognised by others. Staff work to the commitments and values of Mencap and are all ways looking at how to improve. With this in mind we will look at your recommendations and incorporate this into our plans



Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at 228 Wendover Road for their contribution to the 'Enter and View' style 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' style visit in that the home was 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.
