

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

**Hightown Housing Association**  
**4 Trinity Court, Ardenham Lane, Aylesbury, HP19 8AB**  
**12.02.20 – 4.45 pm**  
**Alison Holloway, Kaye Walsh**

**Summary of findings**



- A relaxed and positive atmosphere
- Residents and staff understand each other’s body language and verbal communication
- Activities are personalised and well supported

**The Visit**

Trinity Court provides residential care for 6 people living with learning and physical disabilities. We talked to 4 members of staff. We observed 4 residents most of whom used forms of communication other than speech.

**How people are treated**



The home has a relaxed atmosphere with confident, experienced staff working at the time of our visit. They knew each resident well, in terms of their family and health, and were quick to respond to subtle communication styles. So, they apologised to one person who was hungry and getting impatient because their pureed meal was still too warm. They helped another resident from the table because they thought they wanted to go back to their room but quickly realised, as they were taken in a different direction, that they wanted to go to the toilet. They tapped heads with a resident who uses this type of touch with those they feel close to. Staff treated everyone as an individual and residents were confident in them. Whilst residents expressed their views by action or sound, they remained calm and self-possessed. Staff were quick to recognise when a resident wanted to get involved in a conversation or when they were tired or wanted their own space. We saw how one resident would react with a big grin when their favourite members of staff came into a room or spoke to them. No one was rushed and staff had time to talk to residents whilst assisting them or just being with them. We heard staff including residents in conversations in areas all over Trinity Court.

**Personal Choice**



Staff told us about how each resident liked to wake in the morning. One likes their bedroom curtains opened and the TV put on and a slow wake up. Another likes breakfast in bed before a shower. Staff can accommodate each resident’s preference within a window in which medication also needs to be given. Staff could tell us what each resident liked and didn’t like to eat. Residents were eating lamb, potatoes and vegetables for dinner and yoghurt or chocolate mousse. One resident had a second helping of the main course. Occasionally, the home holds tasting sessions to try new food in order to vary the menu. We saw how a resident turned their head rejecting a spoonful of food. The carer immediately said, “would you like a drink?” which the resident happily accepted.

We saw an easy read and pictorial rendition of a fire exit plan on the wall. On the kitchen door there was also a keyring of laminated picture cards including feelings e.g. happy, sad etc. Underneath there were Velcro boards on which these could be individually stuck. One illustrated three different things happening in the day. Another was illustrating different food and drink. Staff said these PECS (Picture Exchange communication system) cards were used with one resident to give them choice and as a communication tool.

### Just like Being at Home



Trinity Court is a modern purpose-built home which is clean, warm and homely. The garden was fully accessible and well kept. There were lots of photos of residents and pictures on the walls. The lounge diner had been recently decorated with bunting in a 60s/70s theme for an entertainer who had visited earlier in the week. The home has lots of space to allow people to easily move around yet all to be together in any communal area. We saw residents eat together in the lounge diner and saw metallic bead curtains and strings of lights in the adjacent sensory area. Residents were encouraged to eat independently, and individualised cutlery was provided to enable this. Staff sat with residents as they ate assisting those who needed help, whether at the beginning of the meal or part way through.

Relatives and friends can visit at any time with many visiting weekly.

### Privacy



We saw no personal information lying around, nor personal care. A baby monitor was switched on in a bedroom whilst all staff were assisting with dinner in the lounge diner. When the resident, on bed rest, in the bedroom started to cough, a staff member went to the room. No conversation could then be heard from the bedroom as the monitor had been turned off to protect the person's privacy. Staff also told us that they had made sure everyone in the home was happy to be involved before we arrived. In addition, they said consent had been obtained to show us photos from a recent event.

### Quality of Life



A variety of activities are available to residents outside the home. Some go to the Gateway on Monday evenings and others go to WACK on Friday. Many also like to go to the cinema although not at the same time as they like different film genres. Some residents also recently went the local theatre, and two regularly go to church. In summer, more time is spent outdoors. Entertainers frequently visit as do other residents from other homes for joint events. Yesterday, the residents had participated in an art session and baked peanut butter cookies with staff in the home.

The deputy manager said that they had no issues with GPs, dentists or hospitals other than those being experienced by the general population. They have created 'health timelines' for each resident so that if they go into hospital, additional information is readily to hand to supplement the individual's Hospital Passport.

### **Service Provider Response**

Thank you so much for your report. It is a pleasure to work with such caring staff and fantastic service users. As a staff team we value everyone's choices and are very quick to respond to changing health needs. I am very lucky to have a stable staff team and I value all my staff's input. It is so nice that outside professionals recognise the hard work that my staff do and the gentle nature of all my service users.

My staff team were a bit nervous about the upcoming visit but the staff on shift really enjoyed spending time with you both and so I have been told by the team the service users appeared to enjoy other people being present as well.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents and staff at Trinity Court 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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