



# Dignity in Care

## What Care Homes Did Next

Quarterly Update

April 2020



Over the last year, we have visited 24 care homes. During each visit, we watched and listened to understand whether people were treated with dignity. This allowed us to find areas to improve as well as celebrate good practice. With all our Dignity in Care visits, we asked each care home to respond to our draft report. This response was 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/>.

We then 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.

### Carey Lodge

#### Our recommendations (visited 03/09/19)

- reminds staff to use the name residents would like them to rather than terms of endearment such as 'sweetie'
- continues to ensure those residents who would like memory picture frames on their bedroom doors have them
- makes better use of the pictorial menus
- continues to try to recruit another volunteer minibuss driver
- sets up a book /poetry /reading group
- regularly talks to residents a few months after they have settled in to ensure their likes and dislikes are being catered for. This may be in terms of that they like to do, any issues following a change in doctor, dentist etc.
- reviews which symbols / pictures should be used to illustrate each activity and how they would be understood by someone living with dementia

#### Carey Lodge told us (13/01/20)

"Many thanks for your e-mail. Happy New Year! I can confirm CQC visited last week and reviewed all of the below. I would rather wait for the report to reflect the work achieved, I can confirm the following has happened:

Pictorial Menus have been introduced.

House 1 to 3 have memory picture frames on their bedroom doors unless the resident declines.

X4 mini bus drivers are now supporting Carey Lodge.

A book /poetry /reading group has been set up.

The activity programme has been reviewed and the symbols are clearer.

Care reviews take place after people move into Carey Lodge.

Many thanks once again for contacting me at Carey Lodge look forward to working together in the future.”

## Ryevew Manor

### Our recommendations (visited 18/10/19)

- 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

Ryevew Manor told us (20/02/20)

“Thank you for your email. We have had a visit from CQC 2 weeks ago. Happy for you to pass on what has been actioned since your visit.

- Residents are offered a variety of drinks which included hot chocolate, we also have this available in the coffee shop for residents and relatives to help themselves.
- Explanation of food description- we have placed chalk boards outside each dining room to explain the options on offer and staff give a visual and verbal explanation.
- Water and juice jug are placed around the home to ensure this it is available all day. The juice containers have been changed to make it easier for people living with a dementia to get a drink independently. Jugs of water have always been refreshed daily and will continue to be.
- Residents help staff with daily jobs which includes laying the tables for lunch. Our rose model ethos includes “breaking the task” which includes residents in everyday jobs that need to be completed.
- We have a strong activities program by our engagement leads and care staff. CQC commented in initial feedback how impressed they were with the amount of natural activity witnessed in the home.
- Date boards are changed daily by the engagement leads and monitored by the team leaders.
- Residents are informed and encouraged before an activity starts to prompt and encourage inclusion.
- Residents are offered baths and can have a bath when they choose. We have recently implemented a new lighting system in to each bathroom to make them warmer and more inviting. This has taken the cold clinical feel away in the hope to encourage more baths.”

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

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