

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

Barchester Healthcare Homes Ltd
Rutland St, High Wycombe, HP11 2LJ
25.07.17 – 10.45 am
Alison Holloway, Judith Young

Summary of findings



- Residents and staff seemed very comfortable and open with each other
- We saw many visitors pop in and out of the manager’s office on arrival
- Residents told us they enjoyed everything arranged by the activities team

The Visit

Shelburne Lodge provides nursing care for 54 people; two rooms were empty. We talked to 5 residents, 3 members of staff, 2 visitors and observed another 6 residents, 3 visitors and 2 staff. We could also observe many residents and visitors from a distance in their bedrooms.

How people are treated



Staff knew the names of all the residents we saw them interact with. We were told staff are “marvellous”. Many residents said they were happy in the home. There was an ease with which staff and residents spoke to each other as well as reassurance. Staff were also very comfortable with visitors and the latter frequently were seen popping into the manager’s office on arrival as a matter of course. Residents in the lounge were also chatting to each other. One resident, escorted by carers, visited the lounge specifically to sing “Happy Birthday” to her friend and then asked to go back to her room. When one resident became distressed, staff and residents were quick to reassure them. There are regular residents’ meetings chaired by the activities coordinator (who then feeds back to the manager) as well as bi-monthly relatives’ and residents’ meetings.

When introduced to a resident in bed, the manager asked them if they were cold. On saying yes, the manager immediately excused herself and arranged for a duvet to be brought. It looked as if the window had previously been open.

Personal Choice



Some residents said that they were woken at 5.30 am which was very early but also said this was because of personal care which they needed. They were given a cup of tea and were happy to go back to sleep sometimes. Residents said they could get up and got to bed when they liked. If they wanted to go to bed later than suggested this was possible. We saw fruit and biscuits as well as squash, fortified milk shakes and tea served in the morning. Lunch and dinner had two options for each of the three courses; “the veg is cooked lovely”. We saw someone eating sandwiches because they had changed their mind about the beef casserole. Water is available in the dining room and in individual’s bedrooms.

Breakfast tended to be eaten in bedrooms but several residents ate lunch in the dining room. We were told they could choose to eat in the larger dining room downstairs or in the smaller one off the upstairs lounge. Many residents were watching different TV programmes in their rooms whilst a few were in the downstairs lounge. We were told residents can choose when and how often they bathe as well as whether they participate in activities or not. "We can do what we want to".

Just like Being at Home



The well-stocked garden was accessible from some bedrooms and the lounge. It had lots of seating and shaded areas and several residents said they sat outside when it was warm enough. There was lots of wildlife about and a resident cat and visiting dog at the time of our visit. There were a lot of visitors coming and going. We saw one resident being taken out by their daughter and another visited by their niece to celebrate a birthday. Another told us their niece brought them anything the home didn't provide.

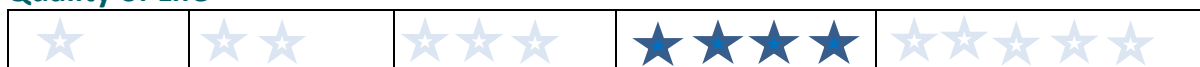
Although the home was undergoing several months of refurbishment, this seemed to be having minimal impact on the life of the residents apart from the downstairs dining room being out of use. Shelburne Lodge was homely and clean, and spacious in terms of communal areas. The bedrooms were average size but staff told us there was little storage for the number of hoists needed. We saw that residents had their personal belongings such as photos and favourite things in their room.

Privacy



Residents told us that staff always knocked on their doors before entering. Those, we spoke to, who had their bedroom doors open were also happy with this. "I don't want it shut". Other bedroom doors were shut. Whilst the manager's door was always open during our visit, it was deliberately closed, after one visitor had been in there for a few minutes ensuring any conversation remained private. Residents told us their personal care was done "in a very private manner".

Quality of Life



There is a board up in the reception area showing a visitor's suggestion together with what was then changed. The activities board showed scheduled one-to-one as well as group activities 6 days a week. These range from crafts to gentle exercises. There was a photo display board of previous activities taking place. We saw 5 residents in the lounge batting a balloon to and fro being encouraged to use both hands. They were all in wheelchairs. These residents also told us they enjoyed the games of snakes and ladders and Ludo and a visiting Elvis singer. A quiz was to take place that afternoon. We were told that some residents have audio books which are obtained from the library. Residents also explained that the cards, around the room, had been brought in by local school children along with a plate of cakes for the residents.

We saw residents assisted to drink from a cup with a straw and others help to eat. Many residents remained in their rooms. The home has a minibus although we were not told of any trips out in it.

Recommendations

We recommend that Shelburne Lodge:

- Ensures that residents are offered water in the lounges as well as the other drinks.
- Fiddle muffs, as per the visitor's comments, are placed with arm's length rather than out of reach of residents

Service Provider Response

Lovely to meet you both thank you for a lovely report which we are obviously very pleased with and we look forward to seeing it published.

Acknowledgements

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