

<b>Care Home Provider:</b>	<b>Sunrise Senior Living Ltd</b>
<b>Care Home Address:</b>	<b>30-34 Station Road, Beaconsfield, HP9 1AB</b>
<b>Date and Time of Visit:</b>	<b>12.01.18 – 10.50am</b>
<b>Authorised Representatives:</b>	<b>Alison Holloway, Jenny Cassidy, Gloria Hayes, Sue Trischitta</b>

**Summary of findings**



- The Assisted Living areas seemed to be relaxed and residents came and went as they pleased. However, the Reminiscence Neighbourhood, whilst well-staffed with lots of activities, seemed to have less personal choice
- Everyone commented on how well residents are cared for

**The Visit**

Sunrise of Beaconsfield provides residential care for up to 100 people. We talked to 13 residents, 6 members of staff and 2 visitors and observed another 36 residents, 3 visitors and 9 staff .

**How people are treated**



We found the staff to be very friendly, open and welcoming. Residents told us “we are looked after very well”, “the carers are very nice, all of them”. Staff talked at the eye level of residents and were kind and caring in their approach. There were always staff in every communal area. We heard staff ask rather than assume or just do something without explanation. In the assisted living area, we observed a lot of banter with some residents and were told that the staff are consistently the same. However, in the Reminiscence Neighbourhood, on the second floor, where those with dementia live, we were told there were “too many agency staff”. However, we were also told that individuals felt that staff did act upon any complaints. There were bi-monthly family meetings advertised. Most staff, not all, wore name badges, and all, we observed, knew the names of the residents.

**Personal Choice**



Downstairs, residents told us they could get up and go to bed when they liked and we saw one lady being accompanied around the garden by a member of staff. We saw tea being served and cold drinks and fruit were also within easy reach. Residents went out with relatives whilst others were reading newspapers in the bistro, chatting in a quiet area, watching TV in the lounge or looking at a word wheel. One resident was struggling with the small newspaper print though.

However, on the second floor, we were told that residents have to eat in the dining room and are not offered the option of eating in their rooms unless they are sick. We were also told that residents “are not given a choice to stay in bed”. They must spend their day in the lounge, quiet room, ‘life’ stations or go out. All the bedroom doors on this floor were shut. In addition, we did not observe any drinks at hand although we were told that the tea cups had just been tidied away as we went upstairs. All areas of the home are served the same menus which looked varied and with plenty of choice. We were told there are “very nice meals; a high point of the day”. However, one resident

said it was not possible to have something that wasn't on the menu. A daily menu was very accessible downstairs but was not on the tables or in pictorial format in the Reminiscence Neighbourhood.

**Just like Being at Home**



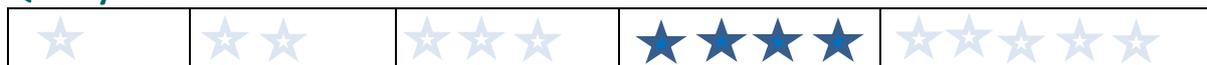
We saw visitors come and go and several join their relatives for lunch. One resident proudly told us how she helps put out the menus on the dining tables for each meal. We were also told about residents, living with dementia, helping to fold napkins and put out flower vases. On the second floor, there were also memory boxes outside each bedroom filled, by relatives, with favourite things and photos. The lounge, on this floor, was noisy because, in addition to noise from the television and staff and visitors talking, nearly all of the 29 residents were in this one room. The manager explained that although residents are encouraged to participate in activities in other communal areas, they tend to all migrate back to the lounge. Several residents told us their children often came to take them out. The home was clean and spacious although very warm on the day of our visit. Whilst there were pictorial signs downstairs, e.g. on the toilet door, we did not observe any of these on the second floor. We only saw inside one bedroom which had a few personal photos in it. The garden was fully accessible and well stocked with shrubs around seating areas. There was a large semi-enclosed balcony on the second floor which we were told is in use during the summer.

**Privacy**



Every resident we spoke to on the ground floor was very adamant that their privacy was respected; "oh yes, they always knock on doors". We were told that personal care takes place behind closed doors and curtains are closed when appropriate. We did not see anything on the second floor to suggest this was not the case elsewhere.

**Quality of Life**



We saw carers empathise with residents who said they had back pain. Individuals were well-dressed and there is a hair salon on site. However, several female residents, on the second floor, had bare feet (if they were wearing trousers) or legs although no one suggested they were uncomfortable with this. Residents told us that staff were quick to come if they were called or a bell rung. People on the second floor do not wear pendant alarms unlike on the other two floors. Although we saw a pull cord in a bathroom, we did not see any call system in the one bedroom that we visited. We were told that pressure mats are placed beside every bed and to alert the night team when anyone gets out of bed. In addition, we were told that people are checked at two hourly intervals during the night. There are no problems accessing a GP or podiatrist.

There is a monthly, printed activity calendar for each area. Different activities were advertised in each area morning, afternoon and evening. These ranged from reading the Daily Sparkle, crafts, and singing, to seated exercises, pre-lunch sherry and a card group. There are there were four trips out a week in the home's minibus and religious services are held Wednesdays. We saw one staff member encouraging residents to engage with a word wheel and another start a children's cross stitch kit on a one-to-one basis. Two residents in different areas said they did get bored sometimes. The manager

explained how the home was starting to form relationships with local preschools. Whilst the Reminiscence Neighbourhood has a good activities plan designed for those living with dementia such as a 'magic table', and 'life' stations e.g. 'an office' and 'a wedding', we saw few residents interacting with these.

### Recommendations

#### We recommend that Sunrise of Beaconsfield:

- ensures all staff wear name badges if this is the home's standard practice
- gives residents the option to remain in their rooms, on the second floor, if they would like to
- develops pictorial menus and pictorial activity calendars to assist those living with dementia
- ensures there are pictorial signs on communal doors throughout the home e.g. the toilet
- maintains a consistent temperature in the home that is neither too hot nor too cold
- makes more use of the large second floor balcony
- reminds those with sight loss are to use magnifying glasses and other aids and supports them with large print and audio books
- looks to bring in Pets as Therapy or other regular animal therapy visitors
- buys adult kits e.g. buy a low count aida kit for an adult rather than use a children's kit
- continues to encourage residents living with dementia to interact with each other and the activities available
- considers how someone with dementia, in their bedroom, can easily call for attention.
- ensures cold drinks are regularly within arm's reach of residents on the second floor

### Service Provider Response

Sunrise team members currently do not wear a uniform. However, our dress code includes that all staff, including agency team members are supplied with a name badge. We continue to monitor and encourage the agency team members to wear our Sunrise name badges. We have been working with two regular agency companies to ensure the consistency of the same team members working within Sunrise when there is a need. We will not compromise our resident's safety by scheduling below the required level of staffing and therefore agency team members are sometimes needed to cover any shortfall.

We have a robust recruitment process in place and we have recently held another recruitment day to increase the numbers of our own staffing, which we of course prefer. All agency team members have full checks to ensure that they are eligible to work. On their first day working with Sunrise they have to complete an induction process to familiarise themselves with our processes and expected standards.

Our residents are supported by using a variety of different aids including magnifying glasses, large print and audiobooks. However, we will also involve our residents in the choice of what is right for them and their preference. We do have a resident who has been offered large print. However, she chooses to have her newspaper in normal print and uses the magnifying glass to read this.

Residents in both neighbourhoods are offered the choice to stay in their rooms should they wish to. We do encourage our residents to spend time out of their rooms to socialise and

interact with others. However, it is their choice, should they wish to remain in their room or stay in bed.

At Sunrise, we believe meal times to be a very important part of our resident's day. We encourage our residents to enjoy our dining experience, this also encourages social interaction. However, if a resident chooses to remain in their room for their meals or is unwell, then room service will be provided. Some of our residents require additional support at meal times and therefore support is necessary. This support will also be given in our resident's room should this be necessary in order to meet the needs and preferences of our residents.

Our residents are encouraged to interact in the different areas throughout the Reminiscence neighbourhood, through our Living with Purpose programme. This includes various activities and interaction with team members and other residents. We currently have a number of different life skill stations, which are designed to support our residents reminiscing from their past. We do find that our nursery is very popular. Our team engage with our new active minds programme which supports engaging our residents with a variety of audio and sensory games, books, baking and puzzles, these activities can be held in any area of the neighbourhood. We have a nature area, refectory room and patio area which has outside seating with heaters to ensure that this can be used all year round. Our residents will often go for walks in our communal grounds, however, this is dependent on our resident's preferences which tends to be less frequent during the winter period and more popular in the summer months.

Some of the bedroom doors are shut at the request of our residents or relatives. Not all bedroom doors are kept shut and this is purely decided upon, on an individual basis, with all relevant parties involved to ensure the correct consent is sought. This will be documented in the Individual service plan. We recognise that there are some residents who will often like to spend their time between being in their room and coming out of their room to interact with others. This will always be at the centre of choice and preference of our residents. Residents are frequently offered drinks by our staff. We have snack and hydration stations throughout the community. Many of our residents, including our Reminiscence neighbourhood are able to access these stations independently. Our staff will support and encourage all of our residents with fluid and nutrition. As a community we feel very proud of the fact that we have had no urinary tract infections in our Reminiscence Neighbourhood for the past 9 months which is an achievement within the care sector and alone will prove that our residents are well hydrated. The team consistently offer a choice of hot and cold beverages throughout the day. As mentioned in this report, all of our residents had just finished their morning tea or coffee, which had been cleared away.

Menus are placed on all of the dining tables. Our residents like to pick the menus up and do tend to walk away from the dining area with them. Therefore, to ensure that our residents are aware of the menu we show them "show plates" of food for each choice. We find that this gives our residents a visual choice as well as being able to smell the food. This gives them the opportunity to choose the meal which they would like.

Throughout the community all residents are reminded that if they do not like the choice on the daily menu then they are able to choose from an alternative menu. Orders for each meal can be made in advance. If any resident does not appear to like the meal as it is served then our dining team will always accommodate by cooking an alternative. As all of our food is freshly prepared in our main kitchen it is straightforward for us to prepare something to the residents' liking.

Reminiscence Neighbourhood staff is allocated to promote meaningful activities in the different areas of the home. Magic table seems to be very popular and residents are encouraged to discover its surprises throughout the day. Reminiscence Coordinator is purchasing items for life stations and themed areas to make them more attractive and appealing. Residents of the reminiscence neighbourhood do enjoy group activities, which doesn't mean that staff doesn't offer 1 to 1 time to our residents. Evidence of that is to be found in residents' daily notes, also in the Meaningful Moments file.

All toilet and bathrooms are signposted. In addition to this there are signposts to the dining and lounge area. The signage was specially designed with our Dementia specialist.

We always ensure that all of our residents' privacy is respected by knocking on doors and promoting dignity while delivering personal care.

The residents in our Assisted Living Neighbourhood do have the option of having a pendant (alarm) should they choose to, they do have the capacity to use this system of alerting team members in an emergency situation. However, this is not an appropriate system for all of our residents. Sunrise do have other safety systems in place. This includes call bells in every bedroom and bathroom. In addition to this we have sensory mats, chair and bed sensors for any individual that may require this. Within our Reminiscence Neighbourhood we ensure that more frequent checks are completed to ensure resident safety. We aim to complete these checks in the least disruptive way by checking visually, with dignity in mind and the least intrusive way to ensure privacy. We do undertake a multifactorial risk assessment for all of our residents and create individual plans to support people.

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Sunrise of Beaconsfield 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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