

Care Home Provider:	Barchester Healthcare Homes Limited
Care Home Address:	Denham Lane, Gerrards Cross, SL9 0QQ
Date and Time of Visit:	10.09.18 – 10.20 am
Authorised Representatives:	Alison Holloway, Susan de Kersaint-Seal, Liz Baker, Graham Faulkner

Summary of findings



- Residents have a wide range of needs as well as capabilities and expectations
- Visitors praised the staff whilst still saying there were not enough of them
- There was an extensive range of activities including several physio and music therapy sessions each week

The Visit

Chalfont Lodge provides care for about 106 residents. At the time of our visit there were 92 residents. People live there with dementia (Memory Lane), nursing (Sunningdale) and complex physical needs (Turnberry). We spoke to 10 residents, 4 members of staff and 6 visitors and observed a further 3 visitors, 10 staff and 27 residents.

How people are treated



We were told by many visitors that staff were friendly and helpful. “Everyone from the manager to the cleaners treats her with respect.” “I honestly think it’s the best place around.” However, we were also consistently told that there used to be more staff and are now not enough. Residents said most care staff did not have time to chat and we did not see much interaction between staff and residents. The exception to this were the activity team. We did see four staff in one lounge all writing in files, but we saw none of them engaging with residents. One resident, in Turnberry, still had the same mug and was on the same page of their book at the beginning of our visit and at the end. In one wing, a visitor told us that often two staff would be giving personal care, whilst another two might be hoisting a resident, leaving only two to engage with the rest. Often these would be doing paperwork in the lounge. They felt that the teamwork was now poor. One resident suggested that more able-bodied residents and relatives often helped because there were not enough staff around. We did see one staff member correctly give a resident a thickened drink rather than water, despite the resident asking for water. However, they did not explain to the resident why this was the case or why a sensor mat was subsequently kicked out from under the bed whilst we watched. We saw little empathy being shown towards the resident who was sobbing. There is a relatives’ and residents’ meeting, but several people said that although they raise issues there, they had not seen any changes as a result. However, there was a poster on the ground floor noticeboard showing “What you said” and “What we did”.

Personal Choice



The menus showed a choice of food at lunchtime, although no vegetarian option. Most people told us that the food was good although a couple did not. One said that it was difficult getting good

vegan food; “it’s pasta, pasta, pasta, I’m sick of pasta”. We were also told that lunch is always served at 1pm and any cooked food eaten after this point is reheated, not freshly cooked, whether that be a late lunch or a hot evening meal. We saw residents being offered a variety of drinks and there is a café in the reception area where residents and visitors can help themselves to drinks, cakes and biscuits. People told us that they could chose to eat in the dining room or elsewhere.

Whilst some bedroom doors were closed downstairs, they all appeared open upstairs. One relative told us they were not happy that their relative’s door was open day and night. The manager told us that doors will only be left open if this is what is specified in an individual’s care plan. Several residents have one to one carers who enable them to have more attention. We were told of some who assist residents to eat whilst others might go out e.g. to the cinema. However, this one-to-one might only be for a few hours. We were told that one resident is put to bed at 3pm because there is no funding for one-to-one care after this time. Another resident said they didn’t get cake at weekends because there is no one to assist them.

Just like Being at Home



The home is clean and well decorated with ornaments and pictures making communal areas look homely. A TV was on in most lounges although it was not clear that anyone was watching them. There is also a large wooden deck, including a covered area, at the back leading onto a large pond and sensory garden. The home is fully accessible. We met residents smoking on the deck and others taking themselves outside at the front. Bedrooms were very personalised and some residents we saw had personal belongings on tables next to them in communal areas. A resident explained that their daily newspaper is delivered for them. We were told that visitors can come day and night. One of these told us that staff assist their relative to eat but not too much, so helping the resident retain some independence. “I’m a satisfied customer with knobs on!” “It’s just like being at home.”

We saw that one of the activity team knew the residents well as they gave us a tour of the home. They knew everyone’s name and provided reassurance to two individuals we met on the first floor. One was on their own in a lounge and the other was shouting in a corridor. Both were more content after the activity coordinator had spoken to them. However, at lunch, no one was talking to each other including staff members with any resident they were assisting to feed.

Privacy



People we talked to said that staff always closed doors and curtains when personal care was given. We also saw this. Most residents also said that staff knock on bedroom doors before entering. However, one member of staff did not knock on a door when we were in a bedroom and a different resident told us that staff do not knock on their bedroom door all the time. We were also told that a resident feels that their personal space is invaded because their neighbour shouts for attention. They found this very waring and said it affected their mental health because staff didn’t attend to the needs of their neighbour quicker.

Quality of Life



Visitors told us that the chiropodist, optician and GP visits and we saw the hairdresser working in the salon. A weekly pictorial and written activity schedule was up on a noticeboard. We could see a range of activities including a community choir, a therapy dog, word games, manicures and garden walks. We saw a resident enjoying a one-to-one music therapy session on the first floor and a group skittles session in the ground floor lounge. A visitor told us about their son receiving physio enabling him to move out of his wheelchair to walk with a Zimmer frame. "The in-house physio is a major plus." The thrice weekly music sessions, either group or one, to one were also frequently praised. However, one resident told us about how art and craft sessions had been shortened as more staff were spending time on personal care in the morning. Activities used to start at 10am but now started at 11.30am so there is not the time for longer art sessions. "Art used to be done by the residents, now it's done by the staff for the residents."

One visitor told us their relative has not been out of the home for 8 years and was excluded from the pantomime because of lack of space and a concern they might have a fit. The relative did not think this was reasonable. Another visitor, however, was quite happy that their mother was happy to stay indoors "at the point she's now at". Both these residents have differing needs. The home has its own minibus and access to others in the group. Some residents told us about trips out in the minibus to a garden centre, pub, and out shopping. One resident had also recently been away with their mother.

Recommendations

We recommend that Chalfont Lodge:

- reminds all staff to show empathy towards residents in distress and explain why decisions are being made
- tries to accommodate requests for change when these are made by residents but make it clear why they cannot be changed if this is the case
- regularly reviews care plans with residents/relatives so they reflect their wishes particularly in respect of bedroom doors being left open or closed
- continues to work with those who are vegan or vegetarian to prepare meals they wish to eat
- encourages staff to talk more with residents especially at meal times and particularly when assisting residents with feeding
- reminds staff to always knock on doors before entering bedrooms or bathrooms

Service Provider Response

Firstly we at Chalfont Lodge would like to thank you for your visit and your report following your visit, we are very grateful for the feedback you have given us and we would like to respond with the actions we have and are putting into place to ensure the continuity of our care.

- In regards to our staffing levels we are actively employing new team members to join our ranks and we have new starters currently on our induction program, but I would like to advise that our team levels are up to date according with the Barchester DICE policies which matches team levels to the needs of the residents within our care. We do of course acknowledge that there will always be a desire for more staff within a care home and also acknowledge the experience of



the residents in the home. We will be addressing these experiences by reminding staff of the necessity to be engaging with residents and taking time to ensure that residents are engaged with communication from our staff.

- You visited whilst we had our relatives meeting and found that several individuals said they had brought up concerns but they felt they had not been actioned- we actively try to ensure all concerns raised are dealt with sufficiently and quickly, at this time we are unsure which concerns the individuals felt were not listened to but we are going to go through previous meeting to check of what has and has not been actioned to ensure this is put right immediately. We take pride in being able to resolve issues brought to our attention and this is and will continue to be reflected in actions plans from the meetings and 'You Said we Did action points'
- We are pleased that the staff member knew the resident that required thickener in her drink and accept that it would have been best practice to explain to the resident of the need and requirement to have the thickener in her water. This will be addressed in team meetings and thank you for the observations. It was not acceptable that the sensor mat was just kicked under the bed and also this will be addressed with staff members.
- I apologise that some of our visitors felt that the team work was poor and that the staff were doing paperwork instead of actively engaging with the residents, as per our Barchester policy we try to ensure our residents are emotional and mentally stimulated but we also recognise that paperwork does have to be completed at a reasonable time to ensure we are up to date and following our CQC and CCG standards.
- In regards to the concern raised about the menu options for vegetarians I can clarify that we have 2 vegetarians within the building both of which are approached every day to ask what they would like for their meals that day, I can also verify that our menus have options that can be tailored to all individuals choices but we have spoken to our chef and kitchen team and we will come up with a new routine to ensure these choices are implemented for all. The views of the residents however are incorrect and meals are cooked freshly and we do not reheat any meals in the building.
- We will be having a nutritional meeting on the 2/10/2018 and we will be going through changes that can be implemented to ensure all residents can get cake at all times and assistance at weekends as we can only apologise that this individual felt let down by this.
- Residents do have the right to choose how they spend their day and whether rooms are to be left open or doors closed. We will endeavour to ensure a complete audit to ensure that all residents wishes are adhered too.
- All residents on 1:1 care have the carer in place to ensure safety and provision of care needs. If it was felt that some residents do not get the full benefit of the 1:1 care we will review the care plans to ensure that we can fully utilise 1:1 staffing in the residents best interests and in a care plan that is tailored to suit their full personal and social care needs. I would like to ensure you that all residents get care and staffing is always available even at the weekends.
- Residents at mealtimes have the right to engage in a manner that suits them, however we do accept that in the dining area that the residents prefer to dine without much disruption. That being said we encourage staff to engage with the residents to ensure meal time is a pleasant experience.
- Following your observations we have reminded all staff of the need to be knocking on residents doors every time they enter and also to introduce themselves to residents
- At times it is acknowledged that the needs of the residents do deteriorate and this can have a negative impact on those residents around them. In this case the home will ensure that the resident in question has a full medical assessment and where needed input from the mental health team. We do not immediately transfer residents to another part of the building if they are declining in health but ensure we do whatever we can to prevent them from moving room

without the impact on other residents. This has been explained to individual residents and in residents meetings.

- We acknowledge that the needs of the residents in the home do change and from time to time we need to instigate activities to ensure full participation. We also acknowledge that resident activity and engagement in the activity can vary depending on the likes and dislikes of residents – we do ensure fortnightly meetings in relation to activity to ensure we can get a full cross section of likes and dislikes in the home.
- We have spoken to our operational trainer to find out if we can provide further care and dignity training and distress reaction training to ensure we promote person centred care approaches for all of our residents.

Once again we would like to thank you for your visit and input and we look forward to future visits from yourself and we hope in that time you will find that we have actioned and listened to your advice.

Acknowledgements

Healthwatch Bucks would like to thank the residents and staff at Chalfont 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.
