

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

**Fremantle Trust**  
**Coulson Way, Burnham, SL1 7NL**  
**08.05.19 – 10.45 am**  
**Alison Holloway, Jenny Cassidy, Liz Baker**

**Summary of findings**



- A range of things to do with an emphasis on music, other sensory activities and bringing in the community
- A homely environment which has space and identifying features to help those with dementia orientate themselves
- Welcoming carers, some of whom need to be reminded to engage more with some residents

**The Visit**

Lent Rise currently provides nursing care for 38 people across four ‘houses’ which can accommodate 60 residents. Many residents live with dementia. We talked to 7 residents, 3 visitors and 4 members of staff. We observed a further 11 residents and 6 staff.

**How people are treated**



Staff knew people’s names and asked questions rather than assume they already knew the answer. When a resident called out “help, help” they were quick to provide reassurance. One resident had the day of the week on a laminated card from which they gained comfort. There were lots of staff around in the main communal areas. Visitors told us “the carers are excellent, and the nurses are very good too”. We saw one staff member help a resident to drink whilst completing paperwork, and still manage to chat. However, we didn’t see much interaction between some staff and residents in other lounges. At lunch, there was a lot of assistance available to help residents eat. However, not every staff member remembered to talk to the resident as they assisted them. Visitors told us that they felt listened to in the relatives’ meetings and that staff were quick to provide an update whenever they phoned. “(The home) it’s on the up” said one. Another said, “I am always made to feel very welcome here.” We saw a staff member bring lunch and a coffee to a resident in a lounge. Without prompting, they had also brought a cup of tea for the relative who is there daily. The chef talked to residents individually during lunch, in two areas, to see if they had enjoyed the food.

**Personal Choice**



There was a choice of meal at lunch time including a choice of dessert. “The food is very nice.” We saw the chef bringing in fennel from the herb garden for the fish parcels and a pureed meal of turkey, mixed vegetables and mash served to a resident. Residents could see what was for lunch using the pictorial cards on the table. We saw these being used by a carer to ask a resident what they would prefer to eat. In this dining room, we also saw residents being offered tomato ketchup or brown sauce. Those who were able to, can help themselves to drinks from tea pots and jugs. Elsewhere, we saw two different flavoured juices easily accessible in communal areas as well as

fresh fruit and crisps. Residents were asked what they would like to drink, and most were served this in cups and saucers. However, there were a couple of residents who seemed to have coffee served to them in plastic cups, without lids, rather than a ceramic mug for example.

**Just like Being at Home**



Lent Rise was clean, tidy and very homely with ornaments and flowers in the communal areas. Each ‘house’ had different coloured crockery. Corridors were also all decorated slightly differently, and these ended in quiet areas decorated as a garden room, library and music area. The latter had a piano and record player used by residents. There were also a couple of chairs in other places down corridors where people could stop, rest or chat. The toilet and bathroom doors were all clearly signed with words and pictures. In one lounge, the TV was on although no one was watching it and in another Classic FM was playing when we arrived. We were told that one resident helps by delivering all the newspapers to people’s rooms. Others deliver misdirected post to the school over the road or listen to visiting children read. Some residents also help interview potential staff.

Visitors can arrive whenever they like. The foyer has been set up with a café, a TV area, a quieter area and a place where there are children’s toys for younger visitors. The manager said this has enabled families to stay longer because children can easily be entertained. The foyer leads out to a lovely garden with seating areas and lots of plants. The date and weather were up in all dining rooms for residents to see. However, in one, this was two days out of date.

**Privacy**



We saw no files left unattended and overheard no confidential information. Everyone we asked said doors and curtains were always closed when personal care was being given. They also told us staff always knocked on doors before entering. Some bedroom doors were open, but others were closed. There was a person who continued to shout in one lounge. Staff did not move this resident into another area during our visit.

**Quality of Life**



The activity coordinator was helping residents upstairs plant up pots. A gardening club has been set up which includes two people who have severe visual impairments. The latter still enjoy being able to feel the height of the plant as it grows and the soil to alert staff when it needs watering. In addition to one-to-one time, other activities include painting, Zumba, other chair-based exercises, films and visiting entertainers. There were photos, in the lift and in the foyer, of residents enjoying special days. We were told about six volunteers who also help. Burnham Grammar and Lent Rise school visit and the residents play boccia and do quizzes with the young people. Whilst we saw few residents move independently around the home, the newsletter advertised trips out to a garden centre, museum and Kew Gardens in the next few weeks.

The monthly activity schedule showed two organised activities each day. However, there was no pictorial schedule to help those who may find pictures easier to understand. We saw one lady have her nails painted, by a team leader, the colour of her choice in a lounge. We didn’t however, see any

resident independently engaging with any dementia tactile comforters such as twiddle muffs or sensory cushions.

## Recommendations

### We recommend that Lent Rise

- encourages staff to talk more to residents, sing, throw a soft ball and engage in similar proactive stimulation
- reminds carers to encourage some residents to engage with sensory comforters e.g. fidget boards and Twiddle muffs or dolls
- has water for residents to drink alongside the jugs of juice in communal areas
- ensures all residents are given drinks in crockery appropriate to their needs
- ensures the date and time are consistently correct in all parts of the home
- puts up a weekly pictorial activity schedule

## Service Provider Response

Thank you to the team that visited Lent Rise, we value comments and feedback.

Residents are given crockery suitable to their needs in this instance the resident in question uses a beaker but does not always need the lid. This depends on his ability's on the day which his carers are aware of.



We do have a number of residents using comforters, and twiddle muffs or bags and doll therapy on our dementia groups and information regarding these has been shared with relatives and staff.

We did look at introducing a dementia friendly activity schedule and the Trust undertook a trial period for three months the residents did not like this and asked to go back to the original design.

## Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Lent Rise 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.