



Dignity in Care

What Care Homes Did Next

Quarterly Update

January 2020



Every year, we visit 24 care homes. During each visit, we watch and listen to understand whether people are treated with dignity. This allows us to find areas to improve as well as celebrate good practice. With all our Dignity in Care visits, we ask each care home to respond to our draft report. This response is 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/>. In addition, we 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.

Swan House

Our recommendations (visited 27/06/19)

- These are listed in bold in the provider's response below.

The Swan House told us (04/11/19)

- **“Encourage staff to chat with residents:** This has been discussed with the staff team on 18.7.19, some improvements have been made and this is being monitored. (The importance of engaging fully with residents at quiet periods) To be discussed further on 15.11.19 at the full staff meeting.
- **Bring together like-minded residents:** We currently have a few gentlemen in the home who have become friends, watching football etc on the TV together. One gentleman has Sky TV and his room is very popular when there is sport on. Staff to be aware of resident's interests and encourage friendships and shared activities. Discussed with the staff about person centred care and bringing residents together. This has partly been achieved and has been successful.
- **Enable staff to sit and eat with residents to stimulate conversation over mealtimes:** This has been discussed with the senior staff, however unfortunately we cannot facilitate staff eating meals with residents, but they can encourage interactions.

- **Ensure there are enough staff to assist residents during mealtimes where help is needed:** The staffing ratios are 2 on the residential floor and 3 on the dementia ground floor which is adequate to the needs of the residents. Every month I complete the dependency audit which has highlighted over the summer months that we have over staffing on one floor and under on the other hence we have been using 1 staff member to float between the two and this has worked well. Staffing levels in general especially during mealtimes has been monitored and actions achieved by using the Dependency audit which the manager completes monthly and gives an overview of staffing levels required. Ongoing monitoring.
- **Ensure staff wear protective gloves when touching any food and preferably offer the plate directly to the residents and let them pick the biscuit themselves:** This will be discussed again at the full staff meeting as this appears to be an on-going problem. Following the staff meeting we will be observing the staff to ensure compliance.
- **Offer all residents a choice of main meal:** All residents are offered a choice at mealtimes. The manager is in the process of completing the menu questionnaire for the winter menu and this will be completed by 30.11.19. The residents on the upper floor have requested they receive the menu choices the week prior, this is so they can choose their preference in advance for mealtimes. On the ground floor residents are given the choice from 2 meals at the table. We do have pictorial cards somewhere within the home but feel choice at the table is a better alternative than pictorial cards to choose from. (The manager will be discussing the in-house catering standards at the staff meeting on 15.11.19 to ensure consistent standards are maintained)
- **Ensure drinks are always at hand for all residents in their rooms:** All residents who choose, have a small plastic covered jug in their room so they can help themselves to fluids. The resident highlighted has chosen not to have a jug of water/juice in her room despite us asking her both before and since the Healthwatch visit. She maintains that she does not want the jug in her room and therefore we respect her choice. However, having been highlighted by Healthwatch we found some were discoloured from having been in the dishwasher, so we have purchased new ones to replace them.
- **Put out cups, water, drinks and snacks in communal areas for residents to help themselves:** On both floors there are small trolleys in the dining room with biscuits, cakes, crisps and a fruit bowl which is always available for residents. Some residents can help themselves to tea and coffee. We ensure a jug of juice and cups are also available on the trolley so residents can help themselves
- **Ensure that if a resident is offered choice about where to sit then, this is followed through and they are helped to the location chosen:** This was discussed at a staff meeting on 18.7.19 and the importance of choice

- **Have games, cards and dementia stimulating activities visible for individuals to pick up in the appropriate lounges:** On the ground floor we have the following items specific for dementia: Rummage boxes, Tactile ribbons and pictures in the corridor that residents can fiddle with, A lap tray of locks and bolts etc. that residents enjoy using, Telephones, Puzzles, Games, Twiddle muffs, Hats and scarves on a hat stand, Dolls, Dolls feeding chair which 1 resident sometimes has at the table next to her, so she can feed her baby, Book case. To encourage residents to use the lounge on the residential floor I am looking at purchasing activity items to keep in the lounge for residents use. As we currently have a large percentage of male residents, I am looking at purchasing games specific to their interests. We also have a namaste room which is used for residents at end of life. This concentrates on the senses, such as smells, touch and flavour specific to the seasons.
- **Engage more residents who are interested in the every day running of the home, whether this be laying tables, watering plants etc:** Occasionally residents do help lay the table or clear up after meals. They may help with the washing up and in the garden. We recently had 1 resident who chose to assist with painting and redecorating the reception area. We have a resident present at new applicants interviews and they are actively involved by asking questions and assisting with the interview scoring, this determines whether the applicant has been successful or not. We encourage residents to part take in daily living activities. The housekeepers have also been advised to encourage residents with cleaning their rooms alongside the housekeepers. This will be discussed further as some staff are better at including residents than others and this needs to be consistent.
- **Encourage more use of the garden by residents to walk and sit in:** Over the past 18 months we have been working hard to raise funds and improve the garden space. We now have a gazebo in place following a kind donation from the Buckingham Table. Residents assisted us in painting the fence, planting the shrubs and the vegetables. The local Guides and Scouts have aided in the garden. I have recently purchased more seating for the garden. All residents have access to the garden when they wish. Improvements to the garden have been made to make the area more user friendly. The lounge door to the ground floor gives access to the back garden so residents can go outside whenever they choose.

- **Increase the number and range of activities on offer:** Activities take place every day and these are split between the upper and ground floor. The residents upstairs prefer activities specifically for them however when we have a church service or entertainers in, we do take residents up or down. Once a month we have Lost Chord visit which is a musical session aimed at people with dementia although open to anyone who chooses to attend. The Winslow Big Society are actively involved with Swan House and our residents can join in with activities in the community such as men in sheds, memories group, singing for the brain. The local nursery school visit once each half term. The local guides and scouts are actively involved, and we have recently discussed activities with the Youth Action Group. The local church visits monthly for a service and prayer which is well attended. The hairdresser visits twice a week. Residents are given the activity rota every week so they can make an informed choice as to whether they participate in the activity or not. Those on the dementia floor are invited as and when the activity takes place
- **Continue to review the activities on offer and how to engage as many residents as possible in meaningful activities considering their different interests:** All residents can partake in activities of their choice. Whether this is within the home, in the community or part of their daily living. At interview we obtain the staff activity profile which is used to match residents and staff interests, however we are not using this to the full potential at the moment. This will be implemented by 1.1.20”

Chilton House

Our recommendations (visited 11/07/19)

- address residents using the name they wish to be called; this may be by title and surname or by first name
- ensures there is always water and other soft drinks available in communal areas to which residents could help themselves
- reminds staff to wait for an answer before entering a resident’s bedroom
- looks to putting on more activities to bring the small community together into the communal areas • increases the number of exercise / chair-based fitness activities each week including short group walks
- increases the number of drives out to participate in the local community whether that be to the pub, a coffee shop or farmers market for example

The Chilton House told us (12/11/19)

“Thank you for your email. This is the progress we have made in implementing our recommendations:

We address the residents by their preferred name. For some it is their Christian name, for others, by their title and surname.

We have placed snacks by our coffee machine for residents and their guests to help themselves to. There is water and milk available in the nearby fridge. All other beverages are supplied by the hospitality team on request.

Regarding knocking on residents' doors before entering, we have since implemented a new eLearning course called Person Centred care which highlights the importance of putting the residents at the centre of decisions about their care.

The increase in activities for the residents has been greatly increased since July. Activities continue to take place on different floors and residents are encouraged to participate in the planning of the activities also. Examples in the last few months plus some upcoming events:

Indoor activities - a few examples: Zoolab - showing exotic animals to the residents, Interactive Performance of 50's and 60's showtunes/pantomime, Pianist playing favourite sing along tunes, Classical Pianist performing Classical favourites, One of our hospitality staff performs his own songs for our residents on a regular basis

Outdoor activities - a few examples: Plots of land have been allocated for a gardening club starting with seed planting in the spring, Christmas light trail to be discussed with residents (Waddesdon and Blenheim), Physio assistant Clare continues with outside walks for residents who wish to exercise outdoors, Birds of Prey display in our grounds - (weather dependant if not indoors), Trips to Cinema/Ballet/Opera for residents, Stubbs art exhibition at Milton Keynes for residents, Trips to the local shopping centre for residents on request, Drives in the countryside for residents by request.

Community based activities - a few examples: Residents, staff, family members and the local community raised £550 from the Coffee Morning for Rennie Grove Hospice recently. Harvest Lunch took place at Chilton House in September in conjunction with the local church parishioners. Well attended Remembrance Day Service with readings from residents and local vicar. Local school will be performing Christmas Carols early December. One of our residents maintains links with the local flower club and attends monthly meetings. She is escorted there and back by our staff.

We have increased the number of exercise classes by 50%. We have a bowls club weekly which is well attended and the residents are very competitive.”

Woodland Manor

Our recommendations (visited 29/07/19)

- reviews the font style and size on the written menus
- uses pictorial menus to aid those living with dementia or other communication difficulties indicate their preference
- replaces white toilet seats and grab rails with contrasting ones in locations where people live with dementia or sight issues
- decorates corridors in units where people live with dementia with more reminiscence materials which they might relate to and could spark conversations

The Woodland Manor told us (02/12/19)

“The home follows a template from head office, however the head chef has adjust the font and size, these are available to any resident that needs a bigger print.

The activities staff and kitchen staff have produced pictorials. These are now available. However we encourage staff to show a plated up example to all residents of the options available on the day.

Toilet seats are not white, but brown and we will not be replacing the handrails at these times. When a resident is identified to be struggling with the handrails, we will then assess the resident and the put an appropriate action in place.

The home are currently sourcing some materials to decorate the lounges, dining and seating areas. The corridors will remain as is as this is the company policy.”

Southernwood

Our recommendations (visited 08/08/19)

- Encourages staff to work together, delegating more and being proactive to ensure care is more person centred and less task based
- Ensures staff have time to interact positively with each individual living in the home
- Ensures there are enough staff on duty to meet residents’ needs
- Ensures staff do not use mobile phones unnecessarily when working and use their time instead to interact with residents
- Enables staff to sit down next to residents when providing them with assistance to eat rather than stand over them
- Encourages staff to talk to residents at the table whilst they eat and eat together when assistance or other work is not required of staff
- Brings in a culture where residents are treated as equals and asked what they would like rather than being told what to do

- Ensures residents have access to drinks in between meals
- Asks resident whether they would like to wear a bib and whether a staff member may help put a bib around their necks
- Ensures appropriate language is used in the home and ensures people do not talk in front of individuals as if they were not there
- Works with residents to enable them to communicate what they want in a positive rather than negative way which may include forms of communication other than speech
- Involves residents in planning menus and ensures they have a choice of what they might like to eat
- Fosters more independence e.g. encourages those who could feed themselves to do this more and involves those who are more able, to contribute to the running of the home e.g. wipe tables, fold laundry or sweep the floor after a meal
- Looks to use pictures and photos more in the home to help residents choose what to eat or do
- Provides more stimulation in the home e.g. listening to favourite music rather than just the TV, throwing a soft ball to and fro and playing simple games
- Turns the TV off during mealtimes
- Encourages staff and residents to use the garden
- Ensures residents can get up and go to bed when they would like to
- Ensures staff always wash hands (in the appropriate sink), residents wash hands and gloves are used in appropriate situations
- Ensures nails are cut if long and broken

Southernwood told us (18/12/19)

“I can confirm that all the actions identified were already in place, as seen by our response at the time and when you colleague attended the service or have been completed.”

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

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