

**Care Home Provider:**

**Caring Homes Health Group Ltd**

**Care Home Address:**

**Halings Lane, Denham, UB95DQ**

**Date and Time of Visit:**

**28.01.20 – 10.30 am**

**Authorised Representatives:**

**Alison Holloway, Heather Duffy**

### Summary of findings



- Cheerful staff who were consistently praised by residents and visitors
- People felt Denham Manor was 'home from home'
- The manager was open to change and new ideas

### The Visit

Denham Manor currently provides nursing care for 35 people. We talked to 5 residents, 2 visitors and 4 members of staff. We observed a further 10 residents, 4 visitors and 4 staff. Many residents have a high cognitive dependency and / or need to be hoisted.

### How people are treated



Staff were very friendly and confident and spoke to residents in a positive and respectful way. People were quick to praise them. "I'm happy here." "No complaints at all." "They keep me warm, clean and safe." The manager showed us a new dignity training booklet that she was hoping to introduce for all members of staff. She has already created dignity champion roles recently and all staff sign a respect and dignity charter. We saw how carers sat to assist people to eat and talked with them; "would you like a drink again (X)?" "does it taste nice?" Staff also engaged with humour and one resident said carers were able to talk about all sorts of subjects when they provided one to one care. "The people are lovely." Residents also said carers were quick to answer a call bell; "there's always someone looking in to see I'm alright". "I couldn't wish for anywhere better."

### Personal Choice



Residents can choose where to eat with most eating breakfast in their rooms. Lunch is served at 1pm in the dining room and at 1.30pm for those who wish to eat in their bedrooms. "The food is excellent. They've got a very good chef." There is a choice of main course but not dessert. On the day of our visit the dessert was not sponge as stated on the menu, but residents were offered yoghurts if they didn't want the option the chef had made. The staff took some time to find the pictorial menu file which is a very comprehensive set of large photos. We saw residents were offered a choice of cold drink with lunch and a range of different glasses and plastic beakers were provided depending on individual need.

One resident seemed to be quite happily snoozing all morning in the conservatory part of the dining area, wearing their dressing gown. "It's what they want to do." Their lunch was provided to them on a plate where they were sitting, but they soon nodded off again. When a carer asked if they would prefer to eat at a dining table they agreed. The carer then patiently but jovially provided the encouragement and support to enable them to do this.

### Just like Being at Home



The home is set in beautiful grounds in the countryside. “It’s a lovely place.” “Now, it’s better than it’s ever been.” “It’s home from home.” “I wouldn’t want to live anywhere else.” There is access to the garden from several communal rooms and some bedrooms although we didn’t see anyone outside. The home was undergoing some refurbishment. The lounge was being used as a storage area for activities equipment and held a new and old set of lounge furniture. No residents were using this, the small conservatory or the small lounge during our visit. The building is old, and it is quite confusing to walk along two floors of winding corridors. Although there is no pictorial signage on toilet doors etc., the manager assured us that this, and corridor signage to the lounge etc, was on order. Bigger names and numbers would also be put on bedroom doors. She also said a skip was being brought in to get rid of the contents of the attic and unwanted furniture. The top floor would then be turned into storage facilities. This is obviously needed as hoists and laundry trollies were crowding the ground floor corridors during the morning. The dining room, which was the only communal area being used during our visit is a lovely lemon colour, but was not very homely. It lacked pictures and more softer furnishings to break up the large space and high ceilings. However, the home was warm and “is always clean” and bedrooms, we saw, were very personalised.

The TV was left on in the lounge all morning although no one was watching this. However, half way through lunch it was switched off and music put on instead. We discussed radio channels with a bedbound resident and discovered that they couldn’t find their favourite channels easily. However, another resident had access to an Amazon Echo which meant they could find out information / choose music etc using voice activation.

### Privacy



We saw that many bedroom doors were open, but several were closed. We also saw two staff enter through an open door into a bedroom without knocking. People told us they felt their privacy was respected and that they were treated with dignity. Staff, we saw enter people’s bedrooms, did ask permission to update the resident’s file which was found in each room. We also saw a carer ensure a resident was appropriately covered when assisting them to get up from a chair.

### Quality of Life



During our visit, one activity coordinator was visiting residents in their rooms whilst the other had started a conversation about driving and cars downstairs. Some people were enjoying this, but others were struggling with the speed of the conversation or remembering how to drive/what car they last owned. Group activities mainly take place in the afternoon. Residents are encouraged to help chose the activities on offer at the regular residents’ meetings. They have entertainers, A PAT dog and the church visiting regularly. Few young people visit the home, but the activity coordinator was interested in forging links with youngsters who might visit on a weekend or a weekday afternoon. There is a monthly activity schedule posted on the noticeboard and separate posters for one off events such as Burns Night celebrations. We did not see any pictorial activity schedule although the activity coordinator said they were working on a visual one. The Caring Homes group

are about to sign up to Oomph, to enable more exercise classes and trips out to take place. This will be beneficial as the home has no minibus and is in a rural location. A new volunteer will also soon be visiting to play the piano.

The manager said the Xmas raffle had raised funds to enable them to buy an iPad/ equivalent tablet to enable the activity coordinator visit residents in their rooms and provide more stimulation and discussion which was personal to them.

A GP, pharmacist and hairdresser visit each week and the manager was happy with the dentist and optician they use.

## Recommendations

### We recommend that Denham Manor

- makes sure that staff can quickly access the file with photos of meals to assist those who can no longer read a written menu. Perhaps more than one may be needed or else a daily pictorial menu put up on the dining room wall
- ensures more written signage in corridors is erected asap as well as pictorial signage on toilet doors etc to assist those living with dementia
- works quickly to create the storage facilities on the top floor to allow more space in the corridors and large lounge
- follow up with plans to 'soften' the décor in the dining room areas.
- reminds staff to knock on the door and wait before entering a bedroom when the door is open
- puts up a pictorial activity schedule
- contacts groups such as local army cadets (Beaconsfield or Rickmansworth?) or Denham RAF cadets to see if they would like to visit the home on a weekend
- discusses what technology, such as Amazon Echo, can offer some residents in terms of improved quality of life. It might enable those with mobility or sight issues to provide them with music, change their radio station, find out information, follow a hobby etc more easily than they can do at present (because it is activated by voice recognition)

## Service Provider Response

Sorry for the late response thank you for your report just a few things to add in the "just like home section" you state no one was out side , it was January and very cold in the better weather we have an awning up from the Dining room and all who wish sit outside and enjoy the garden, we have been informed the main lounge refurbishment will happen soon and that I can clear the old furniture now.

We have emptied the loft and top floor and had a good clear up, and filled the skip, the trolleys in the corridor in the morning are necessary as staff and domestics work from room to room, they are stored away by noon as we are a working home they will not go upstairs, storage for them is in a safe out of site area downstairs.

Lastly please can you state that doors that were closed had please knock before entering signs on the door handles

We are already working on your actions I have acquired a nice dresser for the Dining room and have been collecting items to display and more pictures to go up, I also am waiting for the Arial Man to



enable us to put up our new TV and change the room round to better facilitate the area for our Residents.

Thank you for a lovely visit

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### **Acknowledgements**

Healthwatch Bucks would like to thank the residents, visitors and staff at Denham Manor 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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