

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

**Peveler Court Limited**  
**Portway Rd, Stone, HP17 8RP**  
**03.10.18 – 10.40 am**  
**Alison Holloway, Sheila Cotton**

### Summary of findings



- Welcoming, friendly staff in a beautiful home
- Lots of activities taking place although residents should have better access to what is happening when and where

### The Visit

Bartletts provides care for 42 residents at present. We spoke to 5 residents, 3 members of staff and 2 visitors and observed another 6 staff, 1 visitor and 11 residents.

### How people are treated



The staff seemed to be positive and animated. We saw them acting confidently with residents and everyone seemed comfortable with each other. All the staff, we saw, knew residents by name and had a very good rapport with them. We were told that “the staff are pleasant and crazily cheerful.” Staff encouraged residents to join in but were comfortable in offering other options to those who declined. Residents were seen to be sitting quietly or just watching what was going on if they chose to. Staff were also quick to offer drinks to residents who didn’t have one. They always asked what they would like to drink, but in different ways depending on the resident they were talking to. One resident said that any issues people had were raised at the regular relatives and residents’ meetings. “The staff are very kind. I’m sure you’ll find everything is done how it should be.”

### Personal Choice



We heard two residents being encouraged to join in with the flower arranging. When both said they’d rather not, their wishes were respected. One resident said they enjoyed the big breakfasts and “food is better some days than others”. We saw two meals being served and the manager told us that jacket potatoes and salads would also be served if an individual did not like either meal. One lady told us she had gluten-free food prepared for her. There was a written menu on the sideboard in the dining room but no pictorial version for those living with dementia who might find photos etc easier to understand. We heard residents offered a range of cold drinks at lunch time and saw some drinking wine at the table. Residents were also each asked whether they would like lunch where they were seated already or whether they’d like to move to a dining table. There were lots of staff around to accommodate these wishes.

Some bedroom doors were open and some closed depending on individual choice. People were able to move around the home as they wished rather than being restricted to any area.

### Just like Being at Home



Bartletts is spacious and light and set in mature grounds which are being developed with patios and a new greenhouse. Although the latter was still empty, there were large grow bags elsewhere with tomatoes still ripening. The home overlooks stables and fields. However, the new paths to the rear were gravel rather than a solid surface which might restrict access for some residents. The manager was aware of this. The manager says she encourages staff to take residents, appropriately dressed, out in all weathers, although we did not see anyone outside. There are four lounges and two dining rooms as well as a small private dining room. Residents rooms were personalised with furniture and belongings. Communal areas were nicely decorated and felt homely and clean. One person, who has lived at Bartletts for five years, said "It is my home". A visitor joined their mother for lunch, and we were told that visitors can arrive at any time. We saw residents moving quite freely around the home. Although we did not see any resident helping in the home, we did see an activity coordinator encourage a resident to be independent and put the flowers in the vase herself "(X), you do it". Classic Radio was playing in one lounge and music was turned on, at lunchtime, in the larger dining room.

### Privacy



People told us staff knock on bedroom doors before entering and close curtains when personal care is being given. Residents felt their privacy was respected. However, there was a list of all residents' names and corresponding room numbers on one corridor wall which we did not feel respected residents' confidentiality.

### Quality of Life



Staff seemed to always be around to help residents move to tables or around the home where help was needed. As we arrived, eight residents were just starting to arrange flowers in individual vases for the afternoon harvest festival. Three visitors from the local church were coming to take this service. The activity coordinator engaged well with each resident and residents also started to chat to each other as the activity went on. The other activity coordinator was running a word search in two other lounges. We saw a care assistant join in to help a resident. It appeared quite animated. There was a written activity schedule in a couple of corridors, but this was in very small type. It showed activities were planned for morning, afternoon and evening seven days a week. These ranged from quizzes to exercises, knit and natter to poetry club. The manager also told us about hanging baskets the residents helped to plant. However, one resident told us "I miss my garden" and growing vegetables particularly. We also saw the hairdressing salon and four people, seated, having their hair done.

Although the home has no minibus, it does ensure people can get to the theatre, garden centre etc, using taxis that can take wheelchairs. We also saw photos of one resident who had recently revisited the school she'd attended as a girl.

## Recommendations

### We recommend that Bartletts:

- builds paths of solid material rather than gravel to aid those who use walkers, sticks or wheelchairs to move around.
- ensures the activity schedules can be read by everyone i.e. easy to locate, print in larger font and pictorial versions to aid comprehension
- looks to create pictorial menus and/or offers two plates of cooked food to those who cannot remember what they might have ordered for lunch
- removes the list of residents' names and room numbers from the corridor
- looks to invest in a minibus to enable more people to go out together
- involves residents involved in stocking the new greenhouse with pots, compost and choosing seeds for spring planting etc., not just periodic planting, so those who like gardening are involved on a weekly basis

## Service Provider Response

### Recommendations:

1. Builds paths of solid material rather than gravel to aid those who use walkers, sticks or wheelchairs to move around.

Action – Nidagravel gravel stabilisation grids, which are used in the newly laid paths, are suitable for use by wheelchair users and mobility scooters. Bartletts will be topping up the gravel once the existing gravel has settled in and will require some traffic. This will create a more solid surface.



2. Ensures the activity schedules can be read by everyone ie: easy to locate, print in larger font and pictorial versions to aid comprehension.

Action – This has now been actioned and implemented. A table top A frame wipe and magnetic board has been purchased for each lounge. We put up pictures of the daily 'key activities' on one side and put the daily picture menu on the other side.

3. Looks to create pictorial menus and/or offers two plates of cooked food to those who cannot remember what they might have ordered for lunch.

Action – This has now been actioned and implemented with a C4 folder showing large pictures of meals available at lunchtimes including a description.

4. Removes the list of residents' names and room numbers from the corridor.

Action - These have now been removed as of 3.10.18.

5. Looks to invest in a minibus to enable more people to go out together.

Action: We are still looking into greater access to a minibus company, as this is something we would like our residents to enjoy.

6. Involves residents in stocking the new greenhouse with pots, compost and choosing seeds for spring planting etc., not just periodic planting, so those who like gardening are involved on a weekly basis.

Action – Compost and winter bedding plants have been purchased along with a heater to keep the greenhouse at an adequate temperature for both plants and residents who wish to use it. New pots, troughs and a propagator will be bought. The gardener is cleaning out the hanging baskets to be replanted by the residents and is looking forward to being assisted by residents to plant up raised beds in spring.

### **Acknowledgements**

Healthwatch Bucks would like to thank the residents and staff at Bartletts 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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