

# **Nottinghamshire County LINK**

Dignity and Respect on Care Home visits in  
Nottinghamshire

December *2011*

## Executive Summary

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### Purpose

To Use LINK power of Enter and View to visit care homes in Nottinghamshire to observe & ask questions with pre-designed questionnaire of managers, staff and residents with the intention of identifying good practice and making recommendations.

Outcome to help drive up standards in all care homes around the dignity of the resident

### Results & conclusions

We were very encouraged by what we observed in the Aldercar Care Home. Nearly all residents currently living here have various stages of dementia. The home is run by a very experienced long serving manager who ensures her staff are well trained and have a good knowledge of each resident. All staff were trained in dementia care, The interaction between staff and residents was good. The residents appeared happy and well nourished. We completed the visit with no serious concerns.

### Recommendations

Residents to have access to a side table or similar when in the top lounge, to place drinks on.

Dignity in Care training is given to new staff as soon as possible and that present staff have refresher training every 2 years

We recommend that larger vacant/engaged signs be on toilet doors as the signs on the bolts are too small. This may help to stop others walking in when toilet is in use.

## Acknowledgements

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The task and finish group would like to thank the following organisations for their support in completing this report;

- Care Quality Commission (CQC)
- Aldecar Care Home

Respect is regard for the feelings and rights of others.

Dignity is quality of being worthy of respect.

*Essence of Care, 2010, Benchmarks for Respect and Dignity*

## Participants and partners involved in the group

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Participant Name	Role/Organisation (If applicable)
<b>Jane Stubbings</b>	Link Enter & View representative
<b>John Kerry</b>	Link Enter & View representative

## Activities

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The Group members decided on the following focus for the work:

To visit a range of Care Homes in Nottinghamshire to observe Dignity and Care for residents, using a pre designed questionnaire.

Aldercar Residential Care Home  
38 Wood Lane  
Hucknall  
Nottingham

Julie Wilkins (Manager)

7<sup>th</sup> Dec.2011 ,10am-12noon

## Questions

### Part 1, Observation of public toilets and toileting facilities

- |  |     |
|--|-----|
| a)Are the public toilets clean?        | Yes |
| b)Are they free of obstructions?       | Yes |
| c)Are they suitable for the Disabled ? | Yes |
| d)Do the toilets smell fresh?          | Yes |

### **Comments on this section**

The bathrooms and toilets were clean tidy, uncluttered and smelled fresh. The Vacant/Engaged sign on the door was very small and it would be helpful to residents with sight impairment if it was larger

## **Part 2: Observation of lounge area**

- a) Are carpets and rugs clean? Yes
- b) Are carpets and rugs safe and hazard free? Yes
- c) Are the seats and chairs clean ? Yes
- d) Do residents have access to drinks ? Yes
- e) Are drinks in easy reach(on side tables) No

### **Comments on this section**

Top Lounge : This lounge was quite small given the number of residents that were sitting in it. It had a Large TV , a decorated Christmas tree, clean carpets and no rugs. The seating itself was comfortable. There were no side tables in this room for people to put their drinks on. Nice clock on the wall but the face was very small for elderly people to tell the time.

#### Bottom Lounge

This lounge also had clean carpets, TV, and clean comfortable seating and decorated Christmas tree. Room décor a little tired but reasonable. Again a lack of side tables to put drinks on.

Observers and residents thought it would be nice to have water available in the lounges for use at any time by residents.

## **Part3: Observation of staff interaction with residents**

- Do staff talk(chat) to residents Yes
- Do staff treat residents with respect Yes
- Do staff have a caring attitude to residents Yes

### **Comments on this section**

Staff said that they only have time to sit and chat to residents when time permitted but they did speak on a regular basis to all the residents. The staff seemed to be very caring and kind and obviously knew the residents very well. The manager had spoken to relatives to find out as much as possible about backgrounds of people in her care in order that they are cared for in the most understanding way.

**Part 4. Interviews with Residents (3 respondents)**

- a) Do you like the food here ? 2 yes 1no
- b) Do you get a choice of food ? 2 yes 1no
- c) Do you get a drink when you need one ? 2 yes 1no
- d) Do staff talk to you about your care ? 2 yes 1no
- e) Do they ask your permission to treat you? 3 yes
- f) Do staff look after your privacy and dignity? 2 yes1no
- g) Do staff treat you with respect ? 3 yes
- h) Do you receive medicines when  
you need them? 3 yes
- i) Do you get help with going to the toilet ? 2yes1no
- j) Do you get your own clothes backfrom the laundry? 2 yes1no
- k) Do staff organise games things to do or days out ? 2yes1no
- l)Is there a residents group at this home ? 2 no 1 dk

If yes, does the group discuss complaints 3 n/a

and problems ?

If no, have you or your family needed to make 3 No

A complaint or raise a problem?

- m) Was this dealt with satisfactorily? 3 n/a
- n) Do you feel safe and cared for by staff 3 yes
- o) Do staff help you feel positive and confident 2 yes1 ref
- p) Do you feel that you receive the care you need? 3 yes
- q) Do you ever feel lonely? 3 no

**Comments on this section**

One resident said

"I am cared for here better than at home, it's a good routine . I tried to start a residents group but got no support from other people living here so didn't bother. "

Another resident said

“Why can’t we go out when we want to? We would all like more freedom to go out. We are not convicts”

The Manager was questioned about this and stated “ that residents are allowed out with relatives any time, but they are not allowed out on their own as they may not be safe and they have to be accompanied by a member of staff.”

### **Part 5: Interview with Staff (2 respondents)**

- |   |     |   |
|---|-----|---|
| a) Are you aware of the Dignity in care standards?                | Yes | 2 |
| b) Do you know how to access them?                                | Yes | 2 |
| c) Do you have a dignity champion here ?                          | Yes | 2 |
| d) Do you receive Dignity in Care training ?                      | Yes | 2 |
| e) Do you feel you have the right level of training for your job? | Yes | 2 |
| f) Do you feel you receive opportunities to develop your skills?  | Yes | 2 |

### **Comments on this section.**

Both staff knew there were 2 dignity champions

One recalled an incident some time ago where a male carer was about to wash a female resident who strongly objected. The staff member said she herself had to step in and she washed the lady herself—A dignity issue for many people who would not like a member of opposite sex to wash/bath/toilet them

Staff take people who need help to the toilet and stay with them only where necessary otherwise wait outside the door.

All staff are NVQ3 qualified or higher

One member of staff quoted:

"Dignity is part of everything we do. We make sure we knock on bedroom doors before entering. We give important eye contact when talking to our residents."

### **Good practice and achievements**

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- Getting all staff trained in Dignity and Care to level 3 or higher, good for staff development
- have appointed 2 Dignity Champions, who in ones own words was "putting dignity in everything we do"

### **Concerns and recommendations for action**

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### **Conclusions**

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We were very encouraged by what we observed in the Aldercar Care Home. Nearly all residents currently living here have various stages of dementia. The home is run by a very experienced long serving manager who ensures her staff are well trained and have a good knowledge of each resident. All staff were trained in dementia care, The interaction between staff and residents was good. The residents appeared happy and well nourished. We completed the visit with no serious concerns.