

Nottinghamshire County LINK

Dignity and Respect on Care Home visits in
Nottinghamshire

Gedling Care Home

February *2012*

Executive Summary

Purpose

To observe and request information on residents of Care homes in Nottinghamshire, ensuring that they are being treated with respect and dignity

To ensure that all staff are aware of their Dignity Champion

Results & conclusions

Link representatives concluded that it was a good visit. The residents appear very happy and staff welcomed them to the home.

There was good atmosphere in the home and good interaction between residents and care staff. The home was clean throughout and in good order.

The staff and management were aware of the visit. They gave the time to conduct the care and dignity assessment. The home had Dignity Champions and outcomes of satisfactory relatives Dignity Survey. They had a dignity training package for all staff. They had a Moving and handling programme to help maintain residents dignity when being moved around.

General comments: Foyer clean, tidy and the resident's area was very warm and homely.

Rooms: All have front doors and special identifier for each client.

Lounge: Residents were occupied with various activities relative to their own interest. Residents are free and not restricted to go to any of the lounges.

The only concern which was not a Dignity or Respect issue, was the storage for wheel chairs in the conservatory. It was felt that this could be health and safety issue and was a potential hazard.

Recommendations

LINK would commend that all of the staff complete a dignity training programme and the future planning of mediator service for staff, residents and visitors.

Investigation of potential hazard when storing wheel chairs.

Acknowledgements

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

- Care Quality Commission (CQC)
- Gedling Care Home
23 Waverley Avenue
Gedling
Nottingham
NG4 3HH

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

Participant Name	Role/Organisation (If applicable)
Shirley Inskip	Enter and View trained representative
Eric Adjaidoo	Enter and View trained representative

Activities

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.

Announced Visit: With Mrs Park - Manager

10.00am 14th February 2012

A pre-interview was held with Mrs Park, to explain more fully the reason for the visit and how it was to be carried out.

Part 1: Observation of Toilets and bathrooms:

- a) Are the 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*
- e) Are the toilets chairs clean? Yes*
- f) Is the bath or shower clean? Yes*

Comments on this section: Toilets are very clean. All toilets had toilet rolls and looks very tidy and spacious.

Part 2: observation of lounge area:

- a) Is the floor clean? Yes*
- b) Are there any hazardous carpets & rugs safe? Yes*
- c) Are the seats and chair clean? Yes*
- D) Are drinks readily available? Yes*
- e) Is a table available to place your drink on ? Yes*

Comments on this section:

Number of lounges that addresses individuals care needs.

Part 3: Observation of bedroom area.

- a) Is the floor clean?*
 - b) Are there any hazardous carpets & rugs? No*
-

- c)Are the seats and chairs clean? Yes.*
- d)Are drinks readily available? Yes*
- e)Is a table available to place your drink on? Yes*
- f)Is the bed clean and made ?. Yes*

Part 4: Interview with residents:

- a)Do you like the food here? Yes*
 - b)Do you get a choice of food? Yes*
 - c)Do you get a drink when you need one? Yes*
 - d)Do the staff talk to you about your care ? Yes*
 - e)Do they ask permission to treat you? Yes*
 - f)Do the staff look after your privacy /dignity I.e when having a bath or going to the toilet. Yes*
 - g)Do the staff treat you with respect? Yes*
 - h)Do you received medicines when you need them? Yes*
 - i)Do you get help with going to the toilet if needed ? Yes*
 - j)Do you get your own clothes back from laundry? Yes*
 - k)Do the staff organise things to do ,or days out? Yes*
 - l)Is there a resident group at this home? Yes*
 - M)If yes,does the group discuss complaints and problems/yes*
 - N)Have you or your family needed to make a complaint or raise a problem? Yes*
 - O)Was this dealt with satisfactorily?Yes*
 - P)Do you feel safe? Yes*
 - Q)Do you feel cared for by the staff? Yes*
-

R)Do you feel at home here? Yes

s)Do you feel lonely? At times she said. Most of the time she is ok.

Part 5: Interview with Staff:

a)Are you aware of the dignity in care standards? Was aware but not in detailed.

b)Do you know how to access them? Yes

c)Do you have a dignity champion at the home ? Yes

d) Do you receive dignity in care training? Answer wasn't convincing.

e)Do you feel that you had the right level of training for your job?. Yes

f)Do you feel you receive opportunities to develop your skills/ Yes

g) Use the training to listen and plan activities with residents.

h)Do you have time to chat with residents? Yes.

It is part of the job to chat with them all the time.

Part 6: Observation of staff interaction with residents:

a)Do staff talk(chat) to residents ? Yes

b)Do staff treat residents with respect? Yes

c)Do staff have a caring attitude to residents? Yes

2 Members of staff was interviewed. They seemed to be very caring and respectful when they interacted with residents. They came across as very genuine and caring. They both participate in the Dignity in Care programme. They were given a copy of Dignity in Care standards at induction, all staff had training. Dignity posters were visible at the home.

Results & conclusions

The Link view was that, it was a good visit. The residents appear very happy and staff welcome us to the home.

There was good atmosphere in the home and good interaction between residents and care staff. The home was clean throughout and in good order.

The staff and management was aware of our visit. They gave us time to conduct our care and dignity assessment. The home had Dignity Champions and outcomes of satisfactory relatives Dignity Survey. They had dignity training package for all staff. They had a Moving and handling programme to maintain residents dignity when moving and handling them in home.

General comments: Foyer clean, tidy and residents area very warm and homely.

Rooms: All have front doors and special identifier for each client.

Lounge: Residents occupied with various activities relative to their own interest. Residents are free and not restricted to go to any of the lounges.

The only concern was the conservatory-storage for wheel chairs could be health and safety issue and could be a hazard but lack of space in the home.

Recommendations

We would commend the staff on their dignity training programme and the future planning of mediator service for staff, residents and visitors.

The only cause for concern is for the home to look at relocation of wheel chairs from the conservatory.

Appendix 1: Full Questionnaire Results

CARE HOMES ENTER & VIEW QUESTIONS

Name of Care Home Grading Care Home
 33 Dementia beds.

Date of visit: 14.2.12

Completed by: Shirleyup.....Eric Adjardoo.



Part 1: Observation of toilets and bathrooms ✓

- | | | |
|--|------------------------------|-----------------------------|
| a) Are the toilets clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Are they free of obstructions? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Are they suitable for the disabled? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do the toilets smell fresh? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Are the toilet chairs clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f) Is the bath or shower clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments on this section

Part 2: Observation of Lounge area ✓

- | | | |
|--|---|--|
| a) Is the floor clean? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Are there any hazardous carpets & rugs safe ? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| c) Are the seats and chairs clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Are drinks readily available? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Is a table available to place your drink on? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments on this section

Lounges clean and in good order. Chairs are plastic covered but clean.
Conservatory used to store moving apparatus and wheelchairs which while out of the way of residents, presents a potential hazard and looks untidy. But due to lack of an alternative storage place they remain there

Part 3: Observation of Bedroom area ↵

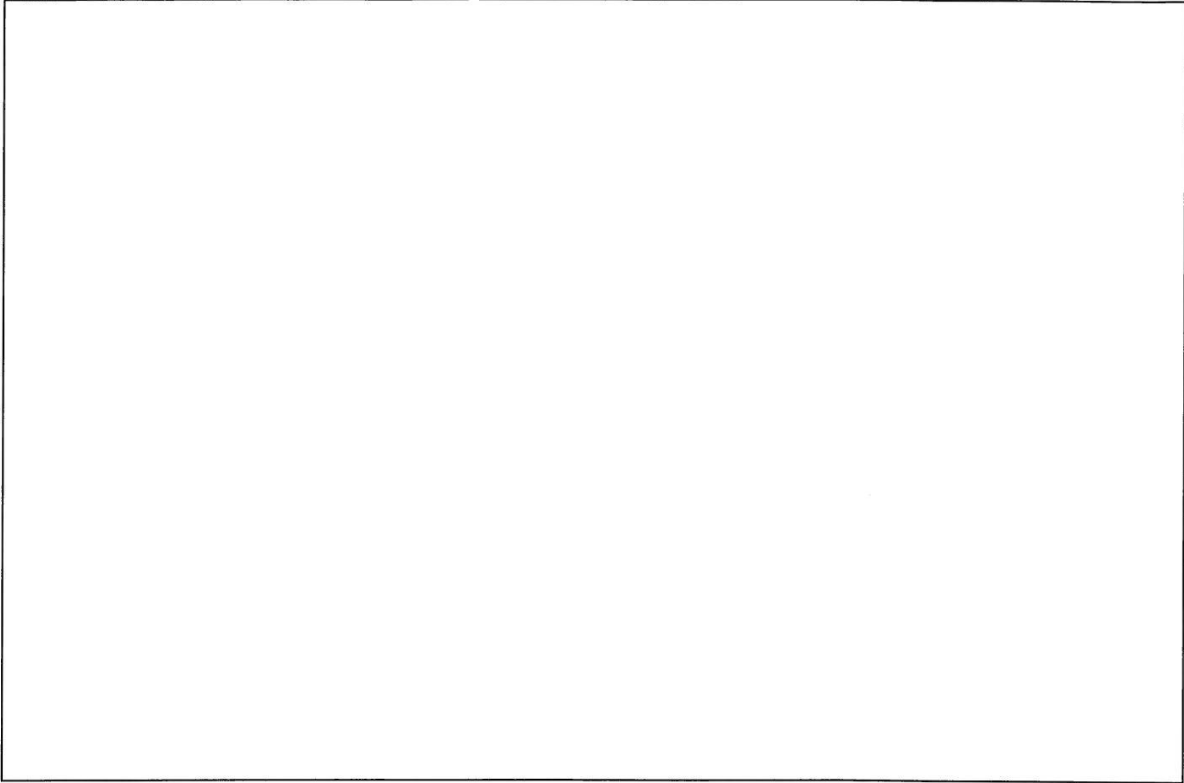
- | | | |
|---|------------------------------|-----------------------------|
| a) Is the floor clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Are there any hazardous carpets & rugs ? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Are the seats and chairs clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Are drinks readily available? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Is a table available to place your drink on? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| f) Is the bed clean and made | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments on this section

Part 4: Interview with residents 

- a) Do you like the food here? Yes No No answer
- b) Do you get a choice of food? Yes No No answer
- c) Do you get a drink when you need one? Yes No No answer
- d) Do the staff talk to you about your care? Yes No No answer
- e) Do they ask your permission to treat you?
(Give example) Yes No No answer
- f) Do the staff look after your privacy & dignity?
(Give example bathing) Yes No No answer
- g) Do the staff treat you with respect? Yes No No answer
- h) Do you receive medicines when you need them? Yes No No answer
- i) Do you get help with going to the toilet if needed? Yes No No answer
- j) Do you get your own clothes back from the laundry? Yes No No answer
- k) Do the staff organise things to do, or days out? Yes No No answer
- l) Is there a resident's group at this home? Yes No Don't know
- m) If yes, does the group discuss complaints and problems?
 Yes No Don't know
- n) Have you or your family needed to make a
complaint or raise a problem? Yes No No answer
- o) Was this dealt with satisfactorily?
 Don't know N/A Yes No
- p) Do you feel safe ? Yes No No answer
- q) Do you feel cared for by the staff? Yes No No answer
- r) Do you feel at home here? Yes No No answer
- s) Do you ever feel lonely? Yes No No answer

Comments on this section

A large, empty rectangular box with a thin black border, intended for entering comments on this section.

Part 5: Interview with staff

- a) Are you aware of the Dignity in Care standards? Yes No No answer
 - b) Do you know how to access them? Yes No No answer
 - c) Do you have a Dignity Champion at this home? Yes No No answer
 - d) Do you receive dignity in care training? Yes No No answer
 - e) Do you feel that you have the right level of training for your job? Yes No No answer
 - f) Do you feel you receive opportunities to develop your skills? Yes No No answer
 - g) Please give an example of how you have used your training? *Every day*
 - h) Do you have time to chat with residents Yes No No answer
- Comments on this section *Sometimes.*

8) Train up all staff in Dignity standards, 10 points on wall, dignity day arranged.
 Entertainment staff have identified member for this training 2 more as clients vary in interests and the need to spend time with those who are confined to bed or choose to stay in their rooms.
 Residents get up and go to bed at times of their choice where possible. We were offered complaints/comments file without asking, also shown examples of individual care plans.

Part 6: Observation of staff interaction with residents

- a) Do staff talk (chat) to residents? Yes No
- b) Do staff treat residents with respect? Yes No
- c) Do staff have a caring attitude to residents? Yes No

Comments on this section

The residents responded well to interaction with staff.
 Staff take them out where possible re shopping/pub.