

Nottinghamshire County LINK

Dignity and Respect on Care Home visits in
Nottinghamshire

November 2011

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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

The LINK thought this was a good visit. This seems to be a nice place to live where residents feel happy with the care they receive.

There was really good interaction between residents and staff, the place was clean throughout and in good order. The residents looked well nourished.

We were made welcome and invited to go back at any time without giving prior notice. We found no areas of concern

Recommendations

We recommend that care is taken to ensure that residents are dressed at all times in their own clothes. More care to be taken to avoid laundry mix-ups.

Ensure a thorough cleaning of food debris from wheelchairs.

Acknowledgements

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

- Care Quality Commission (CQC)
- Haywood Oaks 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

Participant Name	Role/Organisation (If applicable)
Jane Stubbings	Enter & View trained representative
Shirley Inskip	Enter & View trained representative

Activities

The LINK Issues panel 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. This questionnaire was designed by the group using the Dignity in Care Standards and Essence of Care, 2010, Benchmarks for Respect and Dignity.

The Visit:-

Announced visit to :

Haywood Oaks Care Home

17th November 2011

1pm -3pm

A pre interview was held with the manager to explain more fully the reason for the visit and how it was to be carried out. At the invitation of the manager and with the express permission of the occupants, we were invited to speak with 2 residents in their upstairs bedrooms.

Questions to the Staff and staff interaction with residents

Members of staff were interviewed, after further discussion it was noted that they were mainly long serving at the home and knew the residents well. They seemed to be very caring and respectful when they interacted with them. They came across as very genuine & caring.

All the staff and the manager were happy to take part in the visit and answer any questions asked of them.

The staff were asked the following 5 questions

- a) Are you aware of Dignity in Care Standards?
- b) Do you know how to access them?
- c) Do you have a dignity Champion at this home?
- D) Do you receive Dignity in care training?
- e) Do you feel you have the right level of training for your job?
- f) Do you feel you receive opportunities to develop your skills ?

ALL staff answered YES to these questions

The Dignity Champion for the home had a day off so not available to participate.

Interviews with residents

- 2 upstairs residents interviewed
- 2 downstairs residents and 1 relative interviewed

There were 19 questions asked of 5 people, the results were as follows :

1a	Do you like the food?	Yes – 5 / no – 0
1b	Do you get a choice of food?	Yes – 5 / no – 0
2a	Do you get a drink when you need one?	Yes – 5 / no – 0
2b	Do the staff talk to you about your care?	Yes – 2 / no – 3
C	Do they ask your permission to treat you?	Yes – 2 / no – 3
D	Do the staff look after your privacy and dignity?	Yes – 5 / no – 0
E	Do the staff treat you with respect	Yes – 5 / no – 0

F	Do you receive medicines when you need them?	yes – 5 / no – 0
G	Do you get help with going to the toilet if needed?	yes – 5 / no – 0
H	Do you get your own clothes back from the laundry	yes – 2 / no – 3
I	Do the staff organise games, things to do or days out?	yes – 5 / no – 0
J	Is there a residents group at this home?	Yes – 0 / no – 4 (don't know – 1)
K	If yes, does the group discuss complaints and problems	N/A
L	If no, have you or your family needed to make a complaint or raise a problem?	Yes – 1 / no – 4
M	Was this dealt with satisfactorily?	Yes – 5 / no – 0
N	Do you feel safe and cared for by the staff?	Yes – 5 / no – 0
O	Do staff help you to feel positive and confident?	Yes – 4 / no – 1
P	Do you feel you are receiving the care that you need?	Yes – 4 / no – 1

One relative was interviewed as his wife was not able to communicate

Only one relative visited during our visit

Observations made during the visit

The first thing we noticed was the well tended garden which led up to the front entrance.

There was a security door which was a good security measure.

- Foyer

Foyer had signing in book for visitors. There are photographs on the walls of recent Birthday and Halloween parties .There was also a notice board and fire instructions and a beautiful display cabinet with china ornaments inside which gave a homely appeal. A hoist covered with a sheet(ghostly)rather spoiled the effect. We were told that it had been a Halloween prop was now to be decorated for Christmas.

- Upstairs observations

Toilets bathrooms and showers were clean, spacious and well equipped. Corridors clean tidy and uncluttered. The carpets/rugs were clean and safe. Each room had its own clean commode. Rooms were clean and tidy and the beds were made up and appeared comfortable.. There was no en-suite facility in any of the rooms. Each room was very clean, and well furnished with occupants own furniture . Both residents had a drink served on a table that was within easy reach. Both these residents chose to spend time in their bedrooms rather than in the lounge downstairs. All facilities other than those mentioned were located downstairs.

- Downstairs toilets

Very clean, uncluttered and DDI compliant.

- Lounge/Dining Area

Both viewers looked at the lounge/Dining area and agreed that it was clean and comfortable with a variety of different types of seating. It is a large room with a combined use split into dining area and lounge. Wheelchairs are stored down the centre of the room for the use of the resident when required. The wheelchairs themselves were mostly clean but a couple of them had food debris on them. Some residents played Bingo with the help of staff members, some slept, 2 people watched TV.

Good practice and achievements

1. Choice of meals, a 5 week menu, with likes and dislikes catered for.
2. Clean toilets and bathrooms
3. Clean throughout all areas visited
4. Happy, long serving staff
5. Choice of getting up and bed times to suit
6. Stimulation of residents with games ,going out
7. Good interaction between staff and residents
8. Residents Allowed to stay in own rooms if they wish
9. Residents allowed to bring own bed and furnishings into the bedrooms.

Concerns and recommendations for action

We recommend that care is taken to ensure that residents are dressed at all times in their own clothes. More care to be taken to avoid laundry mix-ups.

Ensure a thorough cleaning of food debris from wheelchairs.

No areas of concern were found.

Conclusions

The LINK representatives thought this was a good visit. This seems to be a nice place to live where residents feel happy with the care they receive. There was really good interaction between residents and staff, the place was clean throughout and in good order. The residents looked well nourished. They were made welcome and invited to go back at any time without giving prior notice.

No areas of concern were found.

Appendix 1: Full Questionnaire Results
