

# **Nottinghamshire County LINK**

Dignity and Respect on Care Home visits in  
Nottinghamshire

February 15<sup>th</sup> 2012

## **Newgate Lodge Care Home**

## Executive Summary

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### Purpose

The purpose of the visits is to observe and request information on residents of Care Homes in Nottinghamshire, ensuring that they are being treated with respect and dignity. In addition it is to ensure that all staff are aware of their Dignity Champion

### Results & conclusions

This was a pleasing visit. Newgate Lodge is a very clean home throughout and a place where we found residents to be well cared for. They were warm, comfortable and happy. and it was good to see staff have time to sit and talk to them. Close attention is paid to adhering to the Dignity in Care Standards, and this was evidenced a number of times during the visit. The majority of people living here have various stages of dementia. Those with early dementia live on the ground floor with hotel like environment, and those with later stage dementia live on the upper floor with colour schemes , activities facilities etc, designed specially to fulfil their needs . It is a well run home , with happy friendly staff and a manage who has a real pride in the quality of care given to her residents by herself and her team. Staff and Residents on both floors were interviewed and we observed the same level of care on each of them. All bedrooms were En-Suite , with basic but clean and comfortable furnishings and residents own possessions gave the rooms a more homely feel.

We had no concerns on our visit

### Recommendations

We would recommend that the staff continue to make the time to sit and talk to residents when time permits

We recommend that photographs of residents are placed on the doors of ground floor residents as they are on upper floors

We recommend that the internal staff training programmes apart from the NVQ be made mandatory to include the Dignity In Care training

We recommend That all new workers are given Dignity in Care training very early on and that they spend a minimum of one day shadowing a senior care worker to show how the standards are implemented in practice

## 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)
- Newgate Lodge 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>	Trained Enter and view LINK representative
<b>Graham Gosling</b>	Trained Enter and View LINK 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.

Newgate Lodge Care Home

Newgate Lane ,Mansfield.

Nottinghamshire NG18 2QB

*Contact name* Jan Briddon (Manager)

*Date and time* 15<sup>th</sup> February 2012

## Further Research and Additional Information

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Home caters for 55 residents  
33 of these have serious dementia

## Good practice and achievements

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Photograph of resident displayed on upper floor bedroom doors which helps people to find their room

Street names in corridors with bedrooms and numbers on bedroom doors gives resident a feeling of having their own address in their own home

A Great idea for people with dementia is the provision of memory boxes filled with residents own possessions and mementos. These show a respect for dignity by helping the resident to stay in touch with some of the things they cherish

Great practice. Time is given to allow carers to Chat (when time permits) to residents in order that resident never feels isolated or lonely. The deputy manager Jane was very keen to do this as she thought it very important to know as much about the residents lives as possible.

There is a tactile picture for residents to help them retain the look and feel of things outside.

Good idea.. there is a false wooden door, complete with letter box , knocker, and various locks and keys to help residents to remember the act of Locking up when they go out for example

There is a little shop selling sweets , chocolate, deodorants , shampoos etc and it opens in the mornings for people to use

Hairdresser for men and women comes in once a week for the whole day

Chiropodist for all who need one attends every six weeks.

Good idea. There is a residents committee and the minutes of the previous meetings are displayed on notice board

Family room for those who want a quiet family visit

Visitors may join resident for a meal if they so wish

There is regular training for staff in addition to the NVQ training Courses

Great idea. The residents clothes are tagged with name and room number and this prevents laundry ending up in the wrong wardrobe

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On odd occasion where laundry has been found to be untagged they are put aside and relatives are invited to look for any item that has gone astray.

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

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We had no concerns

### **Conclusions**

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The Manager at Newgate Lodge has worked here for a few years now and the pride she has of the Quality of Care /Dignity and respect is evident in the way this home is run. The residents are happy, they are wearing their own clean clothes , they appear to be well nourished and they are given a say where possible in the care they are given. Care is taken that the residents with the most advanced dementia are catered for and cared for in an area specifically designed to meet their needs and capabilities.

The Home was welcoming, it was clean, it was warm and the food was good. Most importantly residents were well cared for with the Dignity and respect that our elderly people deserve. A Good Visit.