

Nottinghamshire County LINK

Dignity and Respect on Care Home visits in
Nottinghamshire

February 17th 2012

Oakdene Care Centre

Executive Summary

Purpose

To observe and request information on residents of Care Homes/Centres 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

The first thing that is important to note at this Care Centre was that it is fully registered for mental Health and all its clients have a mental health diagnosis for example Bi-Polar, Schizophrenia etc and some have various stages of dementia in addition to their mental health issues.

As **OAKDENE** is a care CENTRE and not a care home, the people residing there are referred to as CLIENTS and NOT residents. Some of these clients when it is deemed appropriate will return to their community and some will stay at the home until their death. The clients are free to come and go as they please and many will go out on their own and some only with supervision. The age group of the clients currently ranges from 28-75. All the staff are well trained on the NVQ courses that are mandatory and are also Deprivation of liberties trained. Some training is in house and some is bought in. Training for Dignity In care is continuous and ongoing for all staff Safeguarding training is also mandatory. The Clients here have their independence encouraged at all times. Fully equipped kitchens allow some to cook their own meals if they wish and even do their own laundry. Some have their meals provided for them. Clients all look after their own bathing (supervised where necessary)and are responsible to look after their own rooms that they have chosen to call flats. The big emphasis at Oakdene is getting clients to care for themselves and they are given all the support they need to achieve this.

Both of us viewing the home were very pleased with the way in which the Clients Dignity and respect is catered for here. Oakdene is clean and comfortable throughout with all the required basic facilities available to clients .Bedrooms are clean and comfortable all with en-suite facilities. Clients are allowed to bring in their own possessions/furniture. They have an occasional group meeting and the next one will be to decide where they want to go on holiday this year. Relatives and friends can visit at will at any time. Clients all have a say in their care plans, and it was good to see a nice interaction between the staff and the clients.

The Clients we saw all looked happy and active and we finished the viewing with No Concerns.

The manager here has a social care background and is very experienced in the management of mental health clients. He has managed this Centre since it opened . He is very keen on ensuring that Dignity and respect are always a high priority. In addition to the manager there is 2 senior support workers and 14 support workers. The Centre is owned by Prime Life Ltd.

Recommendations

None at this time

Acknowledgements

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

- Care Quality Commission (CQC)
- Oakdene Care Centre

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 and view trained LINK representative
Graham Gosling	Enter and view trained LINK 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.

<i>Name & Address of home visited</i>	Oakdene Care Centre
<i>Contact name</i>	Brian Ward
<i>Date and time</i>	16 th February 2012

Good practice and achievements

Independence of the clients encouraged at all times.

On going training in all aspects of mental health management and care

Occasional Dignity days where everything done on that day is about dignity,

Clients allowed to shop and bring in their own food to cook if they wish

Clients involved in their own care plans

A quiet area to listen to and enjoy music

A games area to play snooker and socialise

Clients allowed to have a choice of own possessions /furnishings etc to personalise their "flats"

Appropriate support given to help maintain clients independence

Days out and occasional evening entertainment

New staff have a mandatory training package to complete and 13 weeks in which to do it.

All staff interviewed considered themselves to be Dignity Champions

Occasional Dignity Days are held.

Clients group meeting minutes displayed on notice board

A very good rapport between staff and the clients was observed

Both Staff and Manager make time to sit and talk to the clients and get to know them well .

Clients involved in their own care plans

Concerns and recommendations for action

On this Visit there were no concerns.

We have no recommendations for action at this time other than that we hope that the attention paid to Dignity of the Clients continues as it does now.

Conclusions

It was good to see the emphasis on maintaining the independence of Clients that are not necessarily old but due to them having mental health issues requires them to need the kind of support in a safe environment that they are afforded at Oakdene. Clients are given the freedom to live as they would have done in their own home and still be able to keep contact with the outside world.

A Good visit

Appendix 1: Full Questionnaire Results

CARE HOMES ENTER & VIEW QUESTIONS

Name of Care Home Oakdene Care Centre

Date of visit 17th February 2012

Completed by: Graham Gosling
 40 beds 35 occupied



Part 1: Observation of toilets and bathrooms

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

*Brookwood
 mental health
 Health registered
 Spots
 in park
 drugies*

*18 - deaf
 oldest 75
 youngest 27
 mgt 4 yrs service*

*NVQ 2 trained
 SENIORS NVQ4*

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 checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Are the seats and chairs clean? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Are drinks readily available? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Is a table available to place your drink on? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

OK

Comments on this section

Part 3: Observation of Bedroom area

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

OK

Comments on this section

13 was induction frg. NVR2 /
 Personal care given choice NVR4
 of male or female
 Some residents violent PRIME LIVE LTD
 (clients) 2 Senior Support worker
 14 Support " "

65 Homes

Statement of purpose & info booklet in every room.

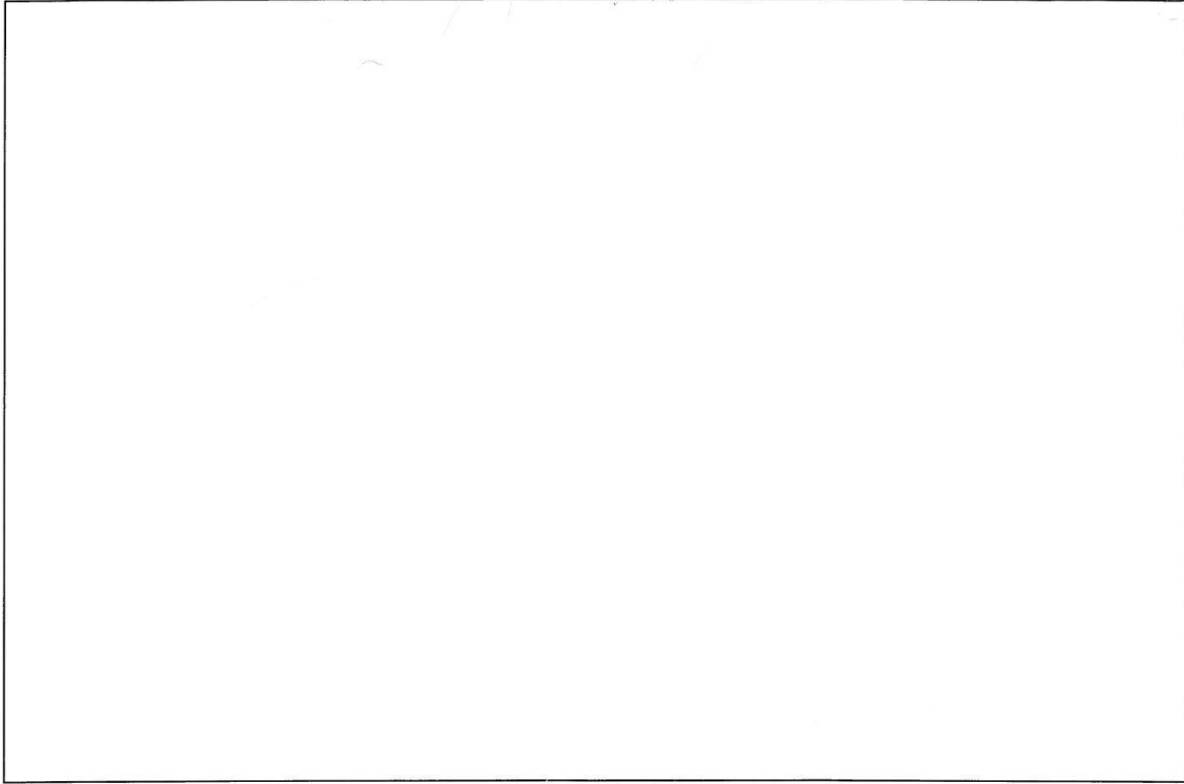
charts
Part 4: Interview with residents

Ray Albert Gascoyne & Bob

- 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? Yes No No answer
 (Give example)
- f) Do the staff look after your privacy & dignity? Yes No No answer
 (Give example bathing)
- 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
Sea Side & pubs for meal
- 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 *complaints procedure available*
- 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

Relative visit regularly

Comments on this section

A large, empty rectangular box with a thin black border, occupying the central portion of the page. It is intended for providing comments on the section above it.

Part 5: Interview with staff

Zoe NUG 2

- 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?
- h) Do you have time to chat with residents Yes No No answer

Comments on this section

g) *Trg Course Smith*
" for NUG 3.

* *No, we are all trained to be champions.*

Part 6: Observation of staff interaction with residents

clients

- 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