

Nottinghamshire County LINK

Dignity and Respect on Care Home visits in
Nottinghamshire

November 2011

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- **Executive Summary**

Purpose

To Enter & View the operations of the designated care home

Results & conclusions

It was found that the care home was run in an efficient and caring manner.

Recommendations

We recommend that information is shared regarding continuous staff training.

• Acknowledgements

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

- Care Quality Commission (CQC)
- Radcliffe Manor 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) |
|-------------------|-------------------------------------|
| Tom Turner | Trained Enter & View Representative |
| John Kerry | Trained Enter & View 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.

*Radcliffe Manor Care Home**Kay Paul**24 November 2011 10am*Part 1: Observation of public toilets and toileting facilities

- | | | |
|--|------------------------------|-----------------------------|
| a) Are the public 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 |

Comments on this section

The public areas were found to be satisfactory and all were up to standard.

Part 2: Observation of Lounge area

- | | | |
|--|------------------------------|-----------------------------|
| a) Are the carpets & rugs clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b) Are the carpets & rugs safe (hazard free)? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c) Are the seats and chairs clean? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d) Do residents have access to drinks? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e) Are drinks in easy reach (e.g. on side tables)? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments on this section

The lounge area was attractive but basic. Plenty of reading materials and water was readily available for residents. There was a quiet area and a tv area. Side tables were available in both areas. Decoration was present.

Part 3: 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 staff were found to be pleasant with a caring attitude. They were familiar with the residents which reflected a positive attitude.

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
- a) Do you get a drink when you need one? Yes No No answer
- b) Do the staff talk to you about your care? Yes No No answer
- c) Do they ask your permission to treat you? Yes No No answer
- d) Do the staff look after your privacy & dignity? Yes No No answer
- e) Do the staff treat you with respect? Yes No No answer
- f) Do you receive medicines when you need them? Yes No No answer
- g) Do you get help with going to the toilet if needed? Yes No No answer
- h) Do you get your own clothes back from the laundry? Yes No No answer
- i) Do the staff organise games, things to do, or days out? Yes No No answer
- j) Is there a resident's group at this home? Yes No Don't know

- k) If yes, does the group discuss complaints and problems?
 Yes No Don't know
- l) If no, have you or your family needed to make a complaint or raise a problem? Yes No No answer
- m) Was this dealt with satisfactorily? Yes No
 Don't know N/A
- n) Do you feel safe and cared for by the staff? Yes No No answer
- o) Do staff help you to feel positive and confident Yes No No answer
- p) Do you feel that you are receiving the care that you need? Yes No
 No answer
- q) Do you ever feel lonely? Yes No No answer

Comments on this section

Several residents were spoken to and asked questions. The residents responded in a positive manner, the residents seemed appreciative of the service and attention of the staff.

Outings and entertainment is provided

- Trips out
- Birthday celebrations

The home also offers a choice of food and if a resident required a personal menu this would be willingly accommodate

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

Comments on this section

The meeting with the staff was positive and straight forward. Areas of training were discussed and found to be ongoing to a planned program.

Dignity in care was expected as being one of their cornerstones, they had a dignity champion and all staff have the opportunity to develop their skills.

• Good practice and achievements

- On going staff training to a planned program
- Constant praise of staff by residents

• Concerns and recommendations for action

We have no concerns about the home.

- **Conclusions**

We found that the home was well run in an efficient and caring manner. This is a small independent care home which provided a homely environment to the residents. This met with the resident's approval and they could not praise the staff enough

CARE HOMES ENTER & VIEW QUESTIONS

Name of Care Home RADCLIFFE MANOR HOUSE

Date of visit 24-11-11

Completed by: T. THORP & S. KELLY



Part 1: Observation of public toilets and toileting facilities

- a) Are the public toilets clean? Yes No
- b) Are they free of obstructions? Yes No
- c) Are they suitable for the disabled? Yes No
- d) Do the toilets smell fresh? Yes No
- e) Are the toilet chairs clean? Yes No

Comments on this section

THE PUBLIC AREAS WERE FOUND TO BE SATISFACTORY AND ALL WERE UP TO STANDARD.

Part 2: Observation of Lounge area

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

Comments on this section

THE LOUNGE AREA WAS ATTRACTIVE BUT BASIC. PRESENCE OF READING MATERIALS, AND WATER WAS READILY AVAILABLE FOR RESIDENTS, ALSO THERE WAS A QUIET AREA AND A TV AREA. SIDE TABLES WERE AVAILABLE IN BOTH AREAS DECORATION WAS PRESENT.

Part 3: 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 STAFF WERE FOUND TO BE PRESENT WITH A CARING ATTITUDE
 THEY WERE FAMILIAR WITH THE RESIDENTS WHICH REFLECTED
 A POSITIVE ATTITUDE.

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
- a) Do you get a drink when you need one? Yes No No answer
- b) Do the staff talk to you about your care? Yes No No answer
- c) Do they ask your permission to treat you? Yes No No answer
- d) Do the staff look after your privacy & dignity? Yes No No answer
- e) Do the staff treat you with respect? Yes No No answer
- f) Do you receive medicines when you need them? Yes No No answer
- g) Do you get help with going to the toilet if needed? Yes No No answer
- h) Do you get your own clothes back from the laundry? Yes No No answer
- i) Do the staff organise games, things to do, or days out? Yes No No answer
- j) Is there a resident's group at this home? Yes No Don't know
- k) If yes, does the group discuss complaints and problems?
 Yes No Don't know
- l) If no, have you or your family needed to make a complaint or raise a problem? Yes No No answer

m) Was this dealt with satisfactorily?

Don't know N/A

Yes No

n) Do you feel safe and cared for by the staff?
answer

Yes No No

o) Do staff help you to feel positive and confident

Yes No No answer

p) Do you feel that you are receiving the care that you need? Yes No

No answer

q) Do you ever feel lonely?

Yes No No answer

Comments on this section

SEVERAL RESIDENTS WERE SHOWN TOO AND ASKED QUESTIONS FROM THE LIST. THE RESIDENTS RESPONDED IN A POSITIVE MANNER TO THE QUESTIONS, THE RESIDENTS WERE MUCH APPRECIATIVE OF THE SERVICE AND ATTENTION OF THE STAFF DURING AND ENTERTAINMENT IS PROVIDED. LIFE TRIPS BIRTHDAYS, & CELEBRATIONS.
AND THERE WAS A CHOICE OF FOOD AND IF RESIDENTS REQUIRED A PERSONAL THANK THIS WAS WILLINGLY ACCOMMODATED FOR.