

Dignity in Care Enter & View visit to Seeleys Respite Centre

Care Home Provider:
Care Home Address:
Date and Time of Visit:
Authorised Representatives:

Buckinghamshire County Council
Campbell Drive, Beaconsfield, HP91TF
06.11.18 – 4.15pm
Alison Holloway, Judith Young

Summary of findings



- Most of the staff interactions we saw were very positive
- Some of the residents could participate more in the home's everyday activities

The Visit

Respite care is provided by Seeleys Respite Centre for up to 8 people at present. There were 2 residents when we visited. We spoke to them and 4 members of staff. The deputy manager and operations manager were also on site.

How people are treated



We saw three different staff chatting with a resident whilst they painted some dreamcatchers. They asked which colours the resident would like to use and talked about what had happened that day. A staff member also encouraged residents to talk to us. There was some light-hearted banter and the staff knew about the resident's life history. Everyone knew each other's names and the residents appeared very comfortable in their company. Both said they liked the staff and visiting Seeleys. The mother of a different resident had separately e-mailed us to say: "Our son is always treated with kindness, respect and awareness of his needs at Seeley's Respite." The atmosphere was relaxed, and we saw a staff member touch each resident's upper arm when they went off shift as well as say goodbye. One staff member was very patient when a resident asked several times about which staff were on duty when. This resident checked that staff could also give them a packed lunch the following day and someone would be able to help them pack at the end of the week. They were given reassurance at every point. However, sometimes some staff forgot to ask residents questions and assumed certain things e.g. which dessert they would like.

Personal Choice



Residents went to bed when they liked in the evening and some told us they got up late as a result. One had not wanted to go out, when asked during the day, but had chosen to stay indoors. They had also chosen the Abba music which was playing in the dining room when we arrived. The other resident had been to Aylesbury Opportunity Centre. The daily menu was partially up in pictures on the dining room wall when we arrived. The residents were asked to choose between different jacket potato fillings and there was fruit, yoghurt or Danish pastries for dessert. A jug of juice was put on the table, although residents were not asked whether they would prefer something else. One resident had just drunk a cup of tea from a china mug, yet plastic beakers were put out for diner. There was a written menu up in the dining room which we were told reflected the preferences of

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those residents staying on other nights that week. We could see there was a halal option on the following day. However, there was no pictorial weekly menu for residents to easily look at themselves.

Just like Being at Home



Residents liked to have to the same room and chair at the table but knew that they had to take turns depending on who else was staying at Seeleys. A staff member said they would help put all their teddies on their bed and keep clothes neat and tidy just like they would at home. The empty bedroom we saw was very nicely decorated and the communal areas clean and spacious.

A staff member said that one resident would help lay the table and in the laundry. Another member of staff told us about a resident who had helped a lot the previous week. However, whilst residents were occupied, we did not see anyone encouraged to get involved with any everyday activity. Residents were not asked to join in preparing the meal, laying or clearing the table or washing up. This was all done for them by staff. However, we did hear a staff member say, "Would you like to help yourself to salad?" and confirm that the jug of juice wasn't too heavy for a resident to pour. Staff also didn't sit down with residents and eat their meal alongside them. They left them for most of the meal in silence and only after one had left the table and the other nearly finished did they finally sit down at the table to eat. Once seated the staff were very engaged with the remaining resident.

Privacy



Residents did not choose to answer questions about their privacy such as "do staff knock on your bedroom door before entering?" One resident wanted to check who was on duty that evening and the following morning before they chose who would help them shower. Their choice was respected. A staff member did say that residents would be checked every half hour when they went to bed. However, it was not clear whether this was at the resident's request.

Quality of Life



Alongside the dreamcatcher being painted by a resident, staff were making necklaces from beads. One resident clearly was enjoying this. Staff told us they do a lot of arts and crafts and board games. They have recently invested in new ones. However, they could not tell us about other indoor activities that might suit other residents when they stayed at the home. Staff told us that the kitchen was not a safe place for residents, so they didn't help cook. The operations manager said this was not the case. One resident said they baked at Aylesbury Opportunity Centre. There was no activity schedule, either written or pictorial, for residents to see what might be happening on any given day or week. Staff did say that residents would go out at the weekend. Two were due to go to the cinema, two others to McDonalds and another for a walk in the park. However, no one spoke of any other exercise or other activities to encourage the residents to keep fit and healthy.

Recommendations

We recommend that Seeleys Respite Centre:

- puts up a pictorial weekly menu in the dining room and ensures the daily one showing the evening meal is updated prior to the evening
- asks what each resident would like to drink with a meal and offer at least water as well as juice as options. Serve drinks in containers appropriate to the needs of each person. Perhaps transparent glasses might have been more suitable on the evening we visited.
- encourages staff to sit down to eat alongside residents especially on evenings when there might only be two residents staying to make a meal more like it might be at home
- encourages residents, who are able and wish to, to participate in helping prepare meals, wash up, set tables and other every day activities which happen in homes
- considers putting up weekly photo staff rotas up in both dining room and lounge so residents can check for themselves who is on duty when
- puts up a written and pictorial activity schedule so residents can see what options they might have when.
- increases the number of exercise-based activities to encourage residents to keep fit and healthy

Service Provider Response

Thank you for visiting Seeleys Short Breaks Service and providing us with your draft report.

How People were treated:

However, sometimes some staff forgot to ask residents questions and assumed certain things e.g. which dessert they would like.



The two clients had been in respite for a number of nights. Staff had reviewed the menu choices the day before and supported the clients to make choices for their evening meals.

Personal Choices

A jug of juice was put on the table, although residents were not asked whether they would prefer something else. One resident had just drunk a cup of tea from a china mug, yet plastic beakers were put out for diner.

Both clients have full capacity and are able to ask for any drinks of their choice. There is a water machine in the dining room, clients can and are encouraged to help themselves. We also offer a range of cups/glasses/beakers to suit all needs.

However, there was no pictorial weekly menu for residents to easily look at themselves.

We review menu choices with clients on a 1-1 basis, do not use a pictorial menu for the whole week. This is because some of the clients would find this amount of information overwhelming. Some clients come into the service for 1 or 2 nights only, therefore we make menu choices more individualised and person centred.

Just like being at home

Residents were not asked to join in preparing the meal, laying or clearing the table or washing up. This was all done for them by staff.

One client attends the service when her family go on holiday. She treats her stay as her own ‘holiday’ and has made it clear she does not wish to get involved in domestic chores. The second client had just returned from a busy day at her day service, she was tired, and she likes to relax when she comes in. All clients who have the capability and who wish to take part in household tasks are encouraged to do so.

The kitchen at the service is not suitable for clients to be supported with cooking activities, due to its layout and size. However, clients are encouraged to take part in meal preparation in the dining room where appropriate and baking if they choose.

Quality of life

There was no activity schedule, either written or pictorial, for residents to see what might be happening on any given day or week. Staff did say that residents would go out at the weekend.

Seeleys Short Breaks Centre supports 41 clients in total. On the day of the visit there were only 2 clients in the service, both were taking part in their chosen activity. Each has an individual person centred activity plan. The plan is tailored to each person’s skills, capabilities, and interests. Clients are supported to make choices about which activities they would like to take part in, and attend a wide range of activities. We do not have a weekly activity planner as it does not work for the service, the client group changes daily, and we therefore cater for this. There is pictorial evidence of the wide range of activities clients have attended. We regularly receive positive feedback from families who say they are happy with the activities offered to their relative.

We recommend that Seeleys Respite Centre:

- *puts up a pictorial weekly menu in the dining room and ensures the daily one showing the evening meal is updated prior to the evening* **This is not practical for us to do due to the complex needs of our service. We support 41 clients, activities are provided in a more person centred way.**
- *asks what each resident would like to drink with a meal and offer at least water as well as juice as options. Serve drinks in containers appropriate to the needs of each person. Perhaps transparent glasses might have been more suitable on the evening we visited. There is a water machine in the dining room with glasses available. Clients can help themselves to water, and can request any beverage of their choice. One of the clients who was at the dining room table is visually impaired, and the coloured beaker enables her to see the drink more easily. As seen during the View and Enter visit, clients were offered choices, tea, water, juice etc.*
- *encourages staff to sit down to eat alongside residents especially on evenings when there might only be two residents staying to make a meal more like it might be at home* **During meal times,**

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staff are supporting the clients and ensuring their needs are met. This could not be achieved if staff were to sit and eat also.

- encourages residents, who are able and wish to, to participate in helping prepare meals, wash up, set tables and other every day activities which happen in homes One client attends the service when her family go on holiday. She treats her stay as her “holiday”. She has made it clear that she does not wish to get involved in domestic chores. The second client had just returned from a busy day at her day service, she was tired, and she likes to relax when she comes in. All clients that have the capability and who wish to take part in household tasks are encouraged to do so.

The kitchen at the service is not suitable for clients to be supported with cooking activities, due to its layout and size. However, clients are encouraged to take part in meal preparation in the dining room where appropriate and baking if they choose.

- considers putting up weekly photo staff rotas up in both dining room and lounge so residents can check for themselves who is on duty when This is in the lounge on the wall next to the communication board. This was highlighted to the Healthwatch staff on the evening of the Enter & View visit.

- puts up a written and pictorial activity schedule so residents can see what options they might have when. Clients are supported to make choices about which activities they would like to take part in, and the clients attend a wide range of activities. We do not have a weekly activity planner as it does not work for the service, the client group changes daily, and we therefore cater for this.

Thank you again for visiting our service and as mentioned previously very happy to discuss our responses.

Acknowledgements

Healthwatch Bucks would like to thank Seeleys Respite Centre residents and staff for their contribution to the Enter and View visit as part of the Dignity in Care project.

Disclaimer

Please note that this report, on dignity in care, relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was seen and heard at the time.

Methodology

This was an unscheduled Enter and View visit in that the care home were given up to 2 weeks’ notice of our intention to visit but not the time and date. Authorised representatives noted what they observed and were told.
