

**Supported Living Provider:**  
**Supported Living Address:**  
**Date and Time of Visit:**  
**Authorised Representatives:**

**Seeability Ltd**  
**Waterside House, Taylor Rd, Aylesbury, HP21 8DJ**  
**20.11.19 – 4pm**  
**Alison Holloway, Deborah Tymms**

### Summary of findings



- People were comfortable and happy living at Waterside House
- People were offered a range of meaningful activities and levels of support
- Waterside House enabled people to access all aspects of their home, local community and the wider world via the internet.

### The Visit

Seeability Buckinghamshire Support Service provides support for up to 14 people in a supported housing scheme (Waterside House). These individuals may live with a range of disabilities which may or may not include sight loss. We talked to 7 people who are supported, 1 visitor and 3 members of staff. We observed a further 2 people who are supported and 2 staff.

### How people are treated



Staff and the people they support chatted as they moved around the home. Everyone respected other people's space and views and talked to each other as equals. Many people had lived at Waterside House for over 2 years so knew each other well. They told us they liked the staff and we saw that they were comfortable asking them questions. People were able to name their key worker and said they were happy to talk to staff if they had any issues. One person talked about a recent bereavement and said they felt comfortable talking to staff when they were sad. Staff knew what everyone liked to do and what their life histories were. They were patient in their responses and encouraged people to talk with us. We also heard staff explain to one person how the ready meal, they were intending to eat, needed defrosting first. We heard two people tease each other. We spoke to another two people who were friends and spent a lot of time together in Waterside House and outside. One asked a different resident to sing for us and staff gently reminded them to say 'please'. The person was pleased to sing, and everyone clapped at the end.

### Personal Choice



People could choose where they preferred to spend their time. In Waterside House, there are two large kitchen/diner spaces, one on each floor. Whilst upstairs was empty, most people seemed to congregate, if they wanted company, in the area downstairs. Several people said what they liked about Waterside House was the fact they weren't on their own or lonely. People can go out when they like although if they need a member of staff to accompany them, they have to give staff about 48 hours' notice. One person asked if they could go "to a party tomorrow". A staff member said they would see what they could do to find someone to go with them. Another person said they went out

on the bus in their wheelchair. We saw that all doors within the building were touch or fob operated. This meant that it was fully accessible, inside and outside, to those who lived there.

People had the ability to access the internet and we saw several people with mobile phones and one using the internet from a PC in their bedroom.

### Just like Being at Home



People being supported said they felt Waterside House was their home. It was warm, clean and fully accessible. Two people wanted to show us their rooms. They were both very personalised to each individual. Some had also personalised their bedroom doors. People being supported told us they were helped to keep their rooms clean. When asked who did the cooking, this varied. Some people were helped quite a lot and others had meals cooked for them. However, one person had a pizza being delivered whilst we were there, and another said they liked to eat out. One person was eating from a plate of dried fruit and nuts, but others told us they preferred to eat later. We saw a staff member cutting up mushrooms and the visitor did say they would like it if their relative ate more vegetables.

The relative we spoke to explained they visited once a week and then their son comes back to the family home once a week too. They were very pleased with Waterside House. Another person said their mother visited every Sunday.

### Privacy



Staff were very consistent in the way they asked people individually if they wanted to talk to us rather than assume that they would. All bedroom doors were closed, and no personal information was seen lying around or was overheard. Staff were also very discrete when help was requested.

### Quality of Life



All the people being supported had a range of things they did on a regular basis every week. Some went to Seize the Day or to college where they said they did everything from pottery classes to baking. On other days, people went shopping in Aylesbury or to the supermarket. One person told us how they played scrabble some days, played the piano at Lakeside care home and went swimming and walking. Some told us about seeing, as a group, 'Last Christmas' at the cinema recently. Another person had been to the Party in the Park in Aylesbury. Others go out to the Gateway disco on Monday evenings to see friends or partners who live elsewhere.

People being supported said that they had no problems getting GP appointments as staff would help them and accompany them if they wanted them to. However, staff said that whilst Poplar Grove practice had greatly improved the response time to phone calls, it could take between 30 -70 minutes to get a call answered by the Mandeville Practice. They were also having issues with this practice getting repeat prescriptions to a pharmacist in a timely manner.

## Recommendations

### We recommend that Waterside House

- feeds back any issues with the Mandeville Practice directly to the practice and, also, separately on the Healthwatch Bucks website

## Service Provider Response

Thank you for completing an Enter and View visit as part of the Dignity in Care project, and for sharing your findings. This provided a useful opportunity for people we support, visitors and staff to share their views and experiences of the service with an independent agency. It was also helpful to reflect on experiences of access to local healthcare facilities. We will continue to support people in raising issues with the Mandeville Practice as appropriate.



## Acknowledgements

Healthwatch Bucks would like to thank the residents, visitors and staff at Waterside House for their contribution to the 'Enter and View' style 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 the people supported and staff, only an account of what was seen and heard at the time.

## Methodology

This was an unscheduled 'Enter and View' style visit in that Waterside House was 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.