

Enter and View Visit Report

Langley Haven Care Home



Visit Details

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| Service provider | Langley Haven Care Home |
| Service description | Langley Haven is registered for 35 residents, with 33 en suite single bedrooms and 1 double room. |
| Date of visits | 5 visits made in teams of two and threes: 12/11/19 am and pm, 13/11/19 am, 18/11/19 am, 27/11/19 pm /early eve |
| Status of visit | Visits were conducted in pairs, with one HW staff member and one lay Enter and View authorised representative. |
| Authorised Reps | Arunjot Mushiana, Chaia Dechen, Zhora Jefferies, Sheila Akinlabi, Dolly Bhaskaran, Joanne Gibbs, Misbah Latif, Mary Abraham. |
| Declaration of interest | Zhora Jefferies is also on the Co-production Board |

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Introduction

Healthwatch Slough, as consumer champion for health and social care, engage people to speak about their experiences of care in order to find out what is working well and what could improve. The Health and Social Care Act allows Healthwatch Authorised Representatives to observe service delivery, talk to services users and their families on premises such as hospitals, residential care homes, GP practices, dental surgeries, opticians and pharmacies.

These visits were designed to pilot a series of investigative visits to all the publicly funded care homes in Slough and to test out our toolkits. This report is intended to provide carers and families with our independent perspective and to feedback to the provider on what we think they are doing well and where some improvements can be made.

Acknowledgements

We would like to thank staff at Langley Haven Care Home for being so welcoming and accommodating and to the Slough Co-production Board for their contribution to the design of the observational prompts for the visits. Healthwatch Slough would like to thank the service provider, staff, residents and their families for their contribution, openness and hospitality. We would also like to thank our Authorised Enter and View representatives who took up further training and assisted us on these visits.

Disclaimer

Please note that this report relates to findings observed on the specific dates set out on page 2. Our report is not a representative portrayal of the experiences of all service users, only an account of what was observed at those times. For a full CQC inspection report of the Home please visit www.cqc.org.uk/location/1-250931592.

Section One:

Environment and Ambiance

1. The cleanliness and tidiness of the Home.

The Home was found to be clean, tidy, hygienic and well maintained. The communal areas were generally clean as were the toilets. The furniture looked fresh and in good condition. The passageways and floors were free from clutter. Although we didn't enter the bedrooms, we could see from the open doors that they each looked clean and tidy, and each one has a slightly different look and décor.

On the walls we observed clear schedules for a twice daily clean, and watched the thoroughness of the cleaners as they tied up long curtains to clean around and under.

During one of the visits one of the toilet bowls was found to be soiled and this same toilet (across from the dining/eating area) was found to be wet around the floor and toilet seat and smelling of urine. We did not witness this again on any of the other visits.



“Happy with the cleanliness of the place, it's one of the reasons we chose it” - family member

“We visited many homes in Slough and this one was by far the best one. The main point for choosing Langley haven was cleanliness.” - husband



2. The smell of the Home

The Home did seem to have a distinguishable stuffy smell that on first contact can come across as quite strong but which after a while we became accustomed to. The visits we paid were during the cold days of November, and although there was some ventilation in the Home, most windows were closed to keep the Home warm for the residents. It was noted that on some days the place had a stronger damp, musty smell than other days when there was more ventilation.

3. The colour and décor of the Home

The interior colours of the Home are bright and welcoming and the general decor rustic and tasteful. There were touches of memorabilia throughout the residency such as a red telephone box, old Singer machines, etc. which can evoke early memories.





Exceptional example of a special touch.

Generally, all the corridors lead to either a fire exit or another room and dotted along the corridors were themed, age appropriate pictures and images of Hollywood stars such as Frank Sinatra and Marilyn Monroe. One lovely detail we appreciated at a 'dead-end' corridor was the creation of a bus stop with high-street wallpaper and a seat, originally designed to accommodate a former resident who would always want to sit there to 'wait for her bus', and which is now used to help calm distressed residents. This is an exceptional example of a 'special touch' or personalisation, which can transform a seemingly meaningless space into something of value and comfort.



"The home is pretty" - resident

**"There are many nice touches."
- family member**



"They put a lot of effort with decoration, they decorate the place for events, there's the billboard with birthdays and they do birthday parties." - resident



4. The lighting of the Home

There was a lot of natural light in most areas which we liked, including the bathrooms. The lighting was adequate, bright enough to read by but not glaring.

5. How much residents can personalise the space

Although we didn't go into any private rooms we were told that residents could of course personalise their bedrooms with furniture, decoration pieces, pictures and photographs, bed-sheets and curtains and it appeared that there were indeed personal touches in the residents rooms which we observed through open doors. Some of the residents we spoke to told us they liked their bedrooms very much.

Outside in the corridors and communal areas there was a lot of memorabilia from the 60s and 70s. Although neutral decorative pieces such as an old Singer machine are recognisable across cultures from that particular age group we would suggest additional memorabilia/images from diverse cultures so that the environment could really be inclusive for all residents including the ones from Black and minority ethnic backgrounds.



**"I helped choose the rabbit!"
- resident**



6. If there are spaces for being quiet or chilling out

There was a variety of spaces that had a different feel, and accommodated different numbers of people in the layout of the communal areas. Outside one the bedrooms there is a small hall, decorated in a delightful nautical theme which gave the sense of calmness, stillness and peace and also great for helping people with dementia to remember and interact.

The second floor also has a 'quiet area' for sitting and enjoying some quiet time outside of the bedrooms, large enough to accommodate about three people.

One very special room was the 'reminiscence room' which residents can use for sensory stimulation, re-visiting old memories, therapeutic time or just for some quiet space. The room looks out to an outside area, so there's lots of natural light. Residents and visitors are able to book the room and more chairs supplied for family work or small group work (can fit 7-8 people). The room is used for therapies such as sensorial therapy, aromatherapy, light therapy, music, dynamic light therapy. The décor is age appropriate with vintage items such as gloves, vinyls, early music players, etc.

There was some soft seating available in the halls, so that residents could rest in those spaces too. A few easy read magazines/books or something to touch and feel could also be placed in these spaces for interaction in case required.



"I like to be left alone and they leave me alone when I want to be"
- resident

7. If there is green space, or greenery in the Home

The Home is surrounded by gardens with benches, chairs and sunbeds. There are hanging baskets of flowers that add to the quaintness of the Tudor design outside. Some trees and patio areas can be seen through the window from the sitting rooms. However, we did notice a lack of indoor plants but accept that there is also limited safe spaces for these.

"My favourite thing to do is gardening. I've planted tomatoes, cucumber, and runner beans"
- resident

"I'm looking forward to gardening again; now it's too cold, but once it gets warmer I will" - resident

8. If the Home is accessible for residents and visitors with mobility issues

The Home is easily accessible by bus from Slough Station. Outside there are ramps for accessing the building. Inside there is a lift as the Home has two stories, (the second floor has a communal space and more bedrooms). Signage is clear, at eye level and pictorial. The new part of the Home is easier to navigate due to wider corridors and doorways, etc. but on the whole the Home is easy to get around.

Section 2: Staff and Interactions

9. How positive a reception visitors receive when they arrive at the Home

The visitors to the Home who we spoke to say that they are always made to feel very welcome at the Home. Relatives told us how much they appreciated staff making special efforts to know their names and that they felt included in the care planning and wellbeing of the residents and how they could keep up-to-date with what was happening in the Home via the Facebook page. We observed visitors being greeted with warmth and friendliness at reception and offered cups of tea and coffee on their arrival. Visitors can come and go from the Home at any time.

As we entered the premises, we were met by staff who were friendly and welcoming, portraying a positive demeanour and were very quick to include us in the activities that were being carried out that evening.

Regular family meetings are held in the Home for discussion and feedback.



**“Staff know the name of all residents and frequent visitors”
- family member**

**“When I come here they don’t call me Mr. Smith they call
me Charlie, they are very kind to me”
- family member**



**“They treat her very well. Staff all know my name, they say
“Hello Georgie” can’t fault them at all, wouldn’t want her to go
anywhere else.” - family member**

**“Staff are always very welcoming”
- family member**



10. Visibility of staff

On each of our visits we observed staff to be fully engaged and available for the residents. We noticed the Manager would often stop what he was doing to talk to residents, to check in, and we witnessed clear demonstrations of warmth and affection between staff and the residents. The residents and family members we spoke to gave a lot of positive feedback regarding the Manager and of the Activities Co-ordinator, who were highly acknowledged for their passion and commitment.

11. How the staff are presented

Staff appeared neatly presented and easily identifiable by their uniforms (they don't wear name badges) and there were no concerns.

12. How cheerful and smiling the staff are

Staff were generally observed to be cheerful, friendly, interactive and helpful on each of our visits. We were always invited to join in and participate and found the singing sessions particularly uplifting.



“Most of the time staff are respectful, kind and cheerful”
- family member

“Staff are very busy, but overall staff are friendly, cheerful and respectful”
- resident

“Mealtimes could be a lot more stressful, but staff have everything under control and are very cheerful, nice and friendly while they do what they do.”
- family member

“Staff are very nice, friendly and patient.” - family member



13. Whether staff are making an effort to talk to residents

Staff were seen talking to residents, giving attention and not being dismissive even while obviously busy. The manager was often seen talking to residents and appeared to have a relaxed relationship with them.

We were told that staff have learnt some basic words in one residents own language (Punjabi) as she doesn't speak any English and in Patois for another resident just because he enjoys hearing it and it's familiar. Sometimes it only takes a few words to create a sense of ease and belonging. Staff were also observed to address the Asian elders in a culturally appropriate way by calling them 'Aunty' and 'Uncle'.

Staff were seen to make an effort to talk to the residents asking them how they were and whether they would like a hot drink or inviting them to do something together; endearing to see and an indication that the residents were being well taken care of.

The overall tone set by the staff team felt to us to be caring and nurturing.



**“Staff even give cuddles when it’s welcomed”
- family member**

**“For the most part everyone is wonderful, except they don’t have much time to just sit with the residents as they are busy.”
- resident**

“When I come here with my friend and her baby, one of the staff members will take the baby to play with other residents which they enjoy but it gives me a chance to spend real quality time with my nan” - family member

“They treat me nicely” - resident



14. How staff talk to the residents

During the interactions that were witnessed, the staff were seen treating residents with respect and consideration. Staff sat at the level of the residents to talk to them in a kindly, considerate and respectful manner. Staff were observed playing and joking with the residents. When we asked staff about a resident who spoke no English we were told that there were staff members who spoke that language on the team and that other members of staff had started to learn a few words of that language too.

Due to staff being so busy, the Home utilises volunteers from the community who spend time during the day with the residents. The variety of people coming in and out of the Home, offering care and time, has created an atmosphere that feels fresh and exciting. This is such an effective and efficient way to get both the practical things done and the emotional and social needs met. It also embeds the Home and residents into the very fabric of the local community, so that it’s seen as part of the whole rather than a place where people are put aside and forgotten about.



“I visit 5 times a week and spend 4 hours a day here; I usually go home by taxi, but sometimes I take a bus. On one day I went by bus and usually when I do that I call the Home to say I arrived safely. I forgot to do this but got a call from the Home to check that I was alright. It’s like a family. We were both impressed with that”. - family member

“Roxy is great” - resident



“They will call us if she has a doctors appointment or anything of the sort” - family member

“Staff help with communication and information” - family member

“He (the manager) is very nice, he goes around to everybody to make sure everyone is alright” - resident

“Staff seem to know the patients well” - family member



15. If residents are treated with dignity and respect

Whilst on-site we witnessed how meal-times were handled by the staff and particularly enjoyed seeing the calmness and gentleness that was being shown to the resident whilst helping them with their food; there was no rushing but a steady pace and a delicate attitude.

Residents can choose where to eat and to a degree what to eat. There's a dining room where many residents eat, but the ones with less mobility tend to eat on armchairs in the main lounge area. From conversations with both residents and visitors it's safe to say that residents are treated with dignity and respect.



“Care is personalised” - family member

“Staff go above and beyond to make birthdays a special day and decorating the place differently.” - resident



Section 3: Opportunities and Experiences

16. What residents are doing - are they watching TV, or involved in activities and socialising

During times of our visits when there were no organised events happening, we observed residents sitting around tables talking with each other and staff while others seemed to be relaxed and happy sitting alone. There was a choice of where residents could be and what to engage in or not at all times.

The Home has a busy social schedule with varied ‘activities’ (staff preferred not to call them ‘activities’ as they consider this word implies an institutionalised approach to what is after all just living your life in your Home).

We were told that the TV is only on when there is a programme that someone likes to watch. There was music playing in the lounge and although one or two residents were sleeping, some of the residents seem to really enjoy the music (which is varied to cater for different tastes). During different visits we heard, relaxing music, upbeat pop music as well as classical music. One female resident who is now unable to walk was happily dancing in her armchair with delight at the music. Sometimes there is also soft music playing in the hall.

Residents have lots of activities to choose from. We observed one game consisted of throwing hula hoops from their chairs. During another visit, the residents were engaged

in a sing-a-long led by a member of staff and a local school girl. The atmosphere was warm, fun, social and upbeat. There were jigsaw puzzles and board games available, but no one was seen playing them at the time of our visits.

17. How stimulated the residents are



“I really enjoy the sing along” - resident

“Activities are really good” - family member

“Play bingo, that’s my favourite” - resident



Residents are able to engage in various activities such as group exercise, reading, cooking club, gardening. Roxane takes small groups to engage with community organisations and the week is packed with a variety of different events happening (a timetable of the weeks events is published on their Facebook page so relatives are kept updated and informed). They have a pet rabbit which was mentioned by the residents as something they enjoyed.

We also observed some of the more able residents helping out staff clean and tidy their environment, for example by taking cups back to the kitchen. There seems to be many tools which are used by staff to keep residents stimulated and involved.



“I like the Elvis impersonator that comes in” - resident

“I really enjoy the western and country performance” - resident

“Staff are always trying to stimulate the residents” - family member



18. Whether outings are arranged for the residents

Every day there are different activities happening at the Home and there are frequent opportunities to go out of the Home and participate within the larger Slough community. There were trips arranged for the Plant Nursery, to the vets to take care of their rabbit, to Church, to offer time as volunteers (Seva*) with Slough Outreach Project and pupils from local schools are encouraged to visit and contribute.

One resident told us how much she “enjoyed helping the Homeless” and someone else added “it’s good to help others.”

During one of the visits residents had just returned from baking with children from another school. They told us how much they had enjoyed being out that day.

Roxy who organises the ‘activities’ is very much appreciated by residents and visitors as she plainly shows a lot of enthusiasm for her work as well as responsibility with the care, planning and organisation of the outings. Roxy told us that this was also her Home as she spends so much of her life there too.

*Seva (derived from Sanskrit) is the term to describe selfless service and action



“I enjoy the outings very much” - resident

“I organise visits based on residents memories. They discuss how times have changed a lot” - staff



19. Whether the Home provides other sources of entertainment such as books, magazines and puzzles

There were several areas that residents can use to play games, read books, and look through easy to read magazines.



“I like colouring, doing those big puzzles, not the little ones. I like some of the games but not all of them... I don't have to take part if I don't want to” - resident



20. The amount of choice residents have in their day, including flexibility around food variety and timings



“They encourage residents to be independent as much as possible, mum is usually fed, but some food she will eat herself and they encourage that” - family member



The residents had choice in the week as to what activities they might want to engage with and whether to go out or stay indoors. Also, there was a menu with pictures of the choices available that day, and vegetarians seemed to be adequately catered for.

The lunch and dinner times are fixed but residents can choose to eat in the dining room or lounge. When asked whether some of the residents might not prefer Indian or Caribbean food we were told that one Asian gentleman didn't like Indian food and another resident had food brought for her from her family on a regular basis.

“Menus in our Home make food a daily pleasure for our residents and always includes at least 5 portions daily of fruit and vegetables and oily fish” (from website)



“I really like the food here, and I get to eat everything I like” - resident



21. If residents have access to other services, such as massages or therapy

Music therapy, light therapy, hair dressing, massage and spa treatments are available from time to time depending on staff and volunteers.



22. If the Home has a relationship with the community

The Home has very strong links with the community and this is largely what gives the Home its vibrancy and overall feel-good factor.

On 16th November Langley Haven Care Home became THE NATIONAL WINNER of 'Community Involvement Award' at CARING UK AWARDS 2019!!

There are strong links with many of the local schools & colleges e.g. Upton Park School, Wexham School, St. Bernards School and we witnessed student volunteers drop in and participate in the singing group that was happening. It was good to see a range of ages and backgrounds at the Home from having such close ties with the community.

23. If technology is being used to make the experience of residents and their families more positive

The home was an active Facebook page which relatives use to keep up to date with what their loved ones are doing. There are iPads available and there is a computer on the hallway desk which residents can use to Skype, etc. We were told that there are a couple of residents who love using it.



"They tried to get my mother to use an iPad to listen to hymns and skype is an option, but she is too far gone (with her dementia) to really register anything or understand"
- family member



Section 4: How Residents Feel about the Home

All the residents we were able to speak with said they were very happy and relatives also expressed their positive regard for the Home and staff. Our observation was that the Home had a warm, calm, comfortable feel to it and that residents all seemed content, relaxed and well cared for.



"It's Ok, but I'd rather be at home up north which I miss" - resident


"it's great, I love it here" - resident



24. How family and friends feel about the Home

During our visits we were able to talk to some of the family members who had come to visit. We were told that they felt good about their family member being at this Home. One family member who worked in a Care Home in a different part of the country remarked how much better this one was compared to the one she worked in. Some of the suggestions they made to us were minor, (which they admitted) such as having residents clothes labelled as sometimes clothing got mixed up.


A husband of a resident told us how happy he was with his wife's care. His daughter visits every evening and he visits during lunch times to make sure she eats. Staff help her to eat when he is not there.



"I used to visit my wife here every day by bus. After an accident where I broke my leg I couldn't come for several months and when I did she had forgotten me entirely. I think now it would have been nice if the Home had arranged for my wife to come and see me, particularly as I live alone, then perhaps she would still have memories of me."
- family member

"I don't have to do any washing up, the wonderful people here do everything for me."
- Resident

"I really feel that she likes living here"
- family member



25. Whether residents feel socially connected

Visitors are welcome at anytime and are welcome to stay as long as they want and have meals together with the residents. Connections with the community are encouraged and developed. A resident told us that they 'didn't get along with everyone' which is not totally surprising considering group dynamics and the miscommunication that can happen between people at different stages of dementia. Generally the residents we spoke to were happy with the activities happening in the Home and everyone had someone in the Home they liked talking to.

One resident who had recently come into the Home said she felt lonely and unconnected as she only spoke Punjabi when Punjabi speaking staff were not on rota. It was noted that some staff had made efforts to learn some words of Punjabi.



"Staff create ways to calm distressed residents" - family member

"The Deputy Manager is great; calm, patient, always has a smile, encourages other staff and gives guidance on how to interact with residents"
- family member

"Very positive experience"
- family member

"I like everything about it" - resident

"They do individualize the care to fit the resident"
- family member

"My mother resists personal care, but staff manage to do it daily" - family member

"No real complaints" - resident

"She likes living here"
- family member





“Staff have very good coping strategies. Staff know residents well enough and keep residents less anxious.” - family member

**“I’m happy with the care my nan is getting, I work in a home myself up north and it’s a better home than the one I work in”
- family member**

**“My grandmother struggles to do things for herself, and staff find creative solutions for her”
- family member**

“Her hands have become clamped and stiff, so staff gave her stuffed toys to hold on to in order to open her hands a bit, which she does, and it has helped” - family member



26. How staff respect privacy in bedrooms and personal space

During our visits most of the residents were in the communal areas and we did not visit the bedrooms.

One resident told us:

“They just walk in and clean...They don’t knock on the door’.

One Relative when asked said that he believed privacy was respected as much as possible and that ‘staff were lovely and always respectful.

27. How staff handle going to bed and getting up routines

We didn’t visit the Home in the very early morning or night-time so didn’t observe the routine for these times.

28. The respect given to the cultural and personal identity of the residents

We noted the Home has strong links to the church, and church volunteers come to the Home to read stories from the Bible and join in on birthday celebrations. None of the general communal areas displayed any cultural diversity or variety.



**“Some of us speak their language, others have learned words in Punjabi in order to communicate with them”
- Staff member**



29. How much residents can personalise their bedrooms

Residents and family members confirmed that they can personalise their bedrooms with furniture, artefacts, pictures, bedding, curtains, etc of their choice.

One bedroom had a prominent poppy flower theme, with poppy curtains and bedsheets because the resident wanted it so.

Evaluation of the Home








In conclusion, Healthwatch Slough were very impressed by Langley Haven after the visits were conducted. There is a defining 'homely' atmosphere to the place which makes it warm and welcoming. They have exceptionally strong links with the community, which infuses the home with a sense of vitality and dynamism. There is a constant stream of people who give their time as Volunteers to the residency who represent all ages and backgrounds. The staff obviously take great pride in their achievements and there is a strong sense of commitment to ensuring that each day is upbeat, fresh and with something to look forward to.

The last CQC reported this residency as having a rating of 'Good' overall but exceptional in terms of being 'Well Led'. This residency is certainly a model of good practice when it comes to community engagement and embedding a sense of belonging of the residents within the wider community.


On each of our visits it was reported that residents appeared well cared for. The premises were clean and tidy, and the ambience and atmosphere was warm and comforting. Several of those involved in the Community Visits reported that this is a place that they would be happy to have a family member who required care to reside in.


Recommendations

Below are some of our suggestions based on our observations and things we heard from family and residents.


-  We would re-iterate the importance for staff to know a few words/phrases of a residents mother tongue especially when it's the only language a resident can communicate in. We understand that this is already happening to some extent.
-  We would have liked to have seen additional memorabilia/imagery from diverse culture so that the environment could really be inclusive for all residents including the ones from minority backgrounds.
-  The smell of the home was slightly stuffy. We would therefore suggest that attention to ventilation is one of the improvements that could be implemented.
-  We would have liked to have seen more indoor plants.
-  We would suggest maybe a few magazines/books or something to keep attention occupied in some of the 'created' quiet spaces that are away from the Sitting Room.
-  Family members suggested having residents names on their personal clothing as during laundries items get swapped around.
-  When family members are unable to travel, then to arrange home visits to the family member.


Provider's Response

 Thank you for your suggestion regarding the need to know words and phrases in resident's mother tongue and your acknowledgement that staff were already doing this. I will ensure that we continue this in a more effective way.

 Regarding the smell in the lounge area, we wonder if this could be due to our pet, Bamby the rabbit. We will look at how we can improve fresh air circulating in this area. During the summer we open the doors in the lounge and we have a very effective cleaning schedule in place and have never had any complaints of any smell of urine on the premises.

 Thank you for your suggestion regarding additional reading material we are working toward this and are looking to create a small library with picture books and dementia-friendly literature.

 Thank you for feedback regarding clothing items, I would like to reassure you that presently all items get labeled with residents names or room numbers. We will take extra care to ensure there is less mix up and swapping around of items.

 Regarding your feedback on some of the challenges family members face when travel is difficult due to sickness, etc, we will seek to be more proactive under such circumstances by taking residents to visit their families out in their homes or in hospitals instead. Recently we arranged a couple of visits for Mr. G to see his wife in hospital, with our transport and staff escorting and supporting the resident. In the past we have taken residents to attend family events (anniversaries, birthdays, weddings, funerals, etc) and we have arranged residents to attend the funeral of co-residents, who wished to participate.

 I am taking your recommendation as constructive feedback. I have now an action plan in order to make Langley Haven Care Home more inclusive and friendly for residents from different cultural and ethnic backgrounds.

 Thank you for your visits and this report with recommendations.

Uddhav Bhatta
Manager
Langley Haven Carehome

