

## **DIGNITY IN CARE** **Visitors Report**

<b>Name and Address of Home</b>		The Cumberland Nursing Home - Care UK 67 Whitford Gardens Mitcham CR4 4AA 0208 646 1551	
<b>Managers Name and Contact Details</b>		Tamba Lamina	
<b>Number of Residents</b>	54	<b>Number of LBM funded residents</b>	Can you complete please?
<b>Name of Visitor</b>	Mags Alexander		
<b>Name of Visitor</b>	Chelliah Lohendran		
<b>Date and time of visit</b>	11:30 - 02.05.16		
<b>Date of last visits</b>	10.07.14		
<b>Date of last CQC Inspection and rating</b>	21.05.15		

### **Overall opinion of the home**

The Cumberland is a specialist home for residents with dementia and this is underscored by the attention to detail evident within the home. It is light and bright. Doors to all bedrooms, which are on the ground floor, are personalised to enable residents to identify their own space by way of a box with either photographs or mementoes contained inside. Additionally, communal rooms are not overwhelmingly large and colours are muted. Wall decoration is intended to aid recognition and memory. Menus and Activity information is clear. Staff wear name badges and are mostly in uniform. These are all good examples of the care given.

### **Does the home participate in the Apprenticeship Scheme?**

No Response from Manager

**Do the home give all new residents a Welcome pack?**

Yes

**Did you speak to residents and what did they say?**

We did attempt to speak to most of the residents we saw but the majority had communication difficulties as was to be expected and we got little further than 'hello' and 'how are you'. No one appeared unduly distressed and were appropriately clothed for the weather.

**Did you speak to any family or friends and what did they say?**

We spoke at some length with the wife of one of the residents. She had no issues with the care of her husband and indeed was extremely happy. She believed that he was being treated with care and respect and felt that good efforts were made to work closely with her. Whilst comparatively new to the service, she already attended a Carer Meeting which she felt was helpful. Her journey was a long one however but she was clearly prepared to cope with the travel in order to get the specialist care that she felt her husband needed.

We gave our card to her and to another visitor who was helping his mother with food. We briefly explained our role, not wanting to disturb this activity.

**Did you speak to any members of staff?**

We were escorted by the Activities Co-ordinator on our visit although she allowed us to return independently to speak with family members. She was a delightful young woman and full of energy. She had been at the centre for seven years. She told us that she was very happy with the atmosphere of the home. She had had 'lots of training' and was able to negotiate for any additional courses should she wish to. She said she was part of a pension scheme and saw job progression should she want it within the organisation.

Similarly, we spoke to a nurse who concurred with this view. He had also been in post for a long time although had experience of other homes and felt that The Cumberland was one of the best.

There was a yearly increment for staff and a new system of Senior Support Workers where staff could achieve a higher salary, could see themselves as valued and with a career structure available. Unfortunately, as with most of the homes, recruitment was an issue although use of agency staff was minimal due to 'bank staff' being available.

**In your opinion do you think residents are treated with dignity?**

The attention given to the residents through thoughtful care to their environment is a clear example of respect and dignity.

We were shown an empty room as an example of the accommodation provided rather than an occupied room.

### **RECOMMENDATIONS**

Perhaps because it was a Bank Holiday, there was an odour within the home which was quite pervasive. A cleaner was on duty and clearly working hard. We are very aware that this can be a real problem in many care homes.

### **Managers comments**

The manager was given the opportunity to comment but has not responded to emails

### **Has the recent change to pensions, national insurance and wages impacted on your home?**

The manager has not provided an answer

