

Name and Address of Home	St Teresa's Landsdowne Road SW20	
Managers Name and Contact Details	Mrs Loyola Goodsell	
Number of Residents (28)	Number of LBM funded residents 2	
Name of Visitor	Myrtle Agutter	
Name of Visitor		
Date and time of visit	Monday May 23 rd 2016 10.30 am	
Date of last visits	July 2015	
Date of last CQC Inspection and rating	December 2015 Rating GOOD	

DIGNITY IN CARE **Visitors Report**

Overall opinion of the home

St Theresa's residential care home for the elderly, lies in a very quiet and attractive setting in Wimbledon. It is quite near a bus link to Wimbledon and Raynes Park, however parking for visitors is difficult and limited. The house itself is large and very good use has been made of the space available within the house. There is attractive garden space, limited in size but resident friendly with seating areas and raised planter troughs for residents to help with planting and care. The sitting rooms are large, bright, airy and well decorated with pictures on walls and examples of resident's handiwork. The hallways, although narrow, host a great deal of information for both residents and relatives/visitors, also photographs of staff and past activities, giving a sense of openness, continuity and involvement.

They produce a quarterly newsletter. They have regular resident's meetings. Residents bedrooms are fairly small and although residents do not bring furniture in they are encouraged to have photographs, pictures and small decorative items, bedding from their former homes. Rooms are numbered and have a large, named photograph of the resident on the door. In the room there are printed sheets "About Me" organized with family when residents move in. There are end of life plans, again discussed with residents and their families, kept on file.

The staff ratio to residents was extremely good and was evident whilst walking around, however there are worries about future recruitment of staff, particularly nursing staff. Training and staff development programmes were well documented and recorded. The CQC report of last December stated that there was good care and residents were treated with respect and dignity, in the short time I was there I would agree with this. **There**

was a very pleasant feel of care with compassion, support and humour.

There is an activities programme organized to provide both physical and cognitive therapies for residents. Daily newspapers were freely available catering for different persuasions. Books and board games. Residents were encouraged to have postal votes, however, it is interesting to note that no politician offers to visit!

Residents are taken on visits to local parks and they are going to use Merton Community Transport for a visit to Painshill Park-- a new and very welcome innovation.

St Teresa's could do with a lot more space which I am sure they would use well.

Their commitment to residents is "to have a life not an existence".

Did you speak to residents and what did they say?

I spoke with six residents, one lady had only been there a week, another for quite a short time, others varying times. All said how happy they were, how good and caring the staff were. None expressed any regrets for leaving their homes to live at St Teresa's. This would seem to be a great accolade for the management and staff.

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

Unfortunately, there were no visitors present. Perhaps we may be allowed to attend your June garden party so that we could speak to friends and relatives.

Did you speak to any members of staff?

I spent some time talking with the administrator who I felt was most open and forthcoming my questions were answered without hesitation. Other staff members who were getting residents seated for lunch were happy to have chats as they worked, again there was a general air of satisfaction. The care and attention (care, which was in some cases difficult, especially with residents with mobility problems) was exemplary.

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

Give reasons Over all I think residents were treated with dignity, this is obviously embedded within all the training at St Teresa's.

My observations of staff interaction (although for only a short while) concur with our report of last year and 2015 CQC report that Dignity and Respect is very much in the ethos of St

Teresa's.

I was impressed that a resident who was being fed by a member of staff, was looked after in a separate dining area.

My only anxiety re dignity is the use of commodes especially in the shared bedroom.

The “this is me” statement in each resident’s room and end of life instructions (kept on file) made with resident and relatives are testament to the dignity which St Teresa's feels is so important for their residents

RECOMMENDATIONS

- More outings if money will allow
- Use of Merton Visiting Library Service Visit by Merton Heritage
- Occasional “memory cafe” for residents and relatives/friends
- I did not check whether you had residents with serious eye defects, if you have, then use of Merton Vision
- A film night with a 50s/60s film
- Word search and crosswords available.

Managers Comments

I have made a couple of adjustments in red relating to our name, address and the numbers in the Home.

Please proceed with your submissions as you see fit.

Kind regards,

Chris