

## Experts by Experience

Home: Westlands (2/2 volunteer visits)

Date: April 2015

### **What is Experts by Experience?**

Several WCS homes have been scrutinised by Age UK Warwickshire volunteers to find out what life was like for people living there. Volunteers explored all aspects of home life, from atmosphere and cleanliness to mealtimes and culture.

As well as using discreet observations, the Age UK also volunteers mingled with people who lived there to find out how they felt about their quality of life. Each volunteer filed a report rating things like cleanliness, staff attitude and atmosphere from poor to excellent, and also commented on how each score was derived. A first round of visits gave 16 'excellents', 16 'goods', and 3 'adequates', however more visits are planned throughout 2015. **Volunteers' names have been redacted, but here are their comments published in full.**

**Note:** All volunteers' comments are black, while their instructions from Age UK are in Magenta.

Sections:

**Home Environment**

**Staff Attitude**

**What was Happening in the Home?**

**Eating and Mealtimes**

**Quality of Life**

# Home Environment

**Score: 5/5**

**Describe your own experience of the quality of the home environment. Please consider things like:**

**How clean the home was, how it was decorated, how homely and comfortable it was, how the home was personalised to the people who live there, how the home smelt and whether the facilities were comfortable, pleasant and easy to find.**

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I found the home to be well decorated and very welcoming. There were no nasty smells that you get in some homes I have been in. The facilities were well signed and easy to find, I was on the upper floor which had a very nice restaurant.

# Staff Attitude

**Score: 4/5**

**Describe your own experience of the attitude of staff. Please consider things like:**

**How you and others at the home were treated, whether people were listened to, whether people were treated with dignity and respect, whether staff were polite and courteous? Whether they had a rapport with you/and other, how you/people who lived there were addressed (eg what name was used and whether you were asked what you'd like to be called), how you and people at the home were treated, whether people were listened to and whether they were treated with dignity and respect.**

The staff that I met were very polite with both the residents and myself and they had a very good rapport, everyone was called by their christen names or the name they like to be called by. All the residents I spoke to seemed very happy to be there.

# What was happening in the home?

**Score: 3/5**

**Describe your own experience of what was happening in the home. Please consider things like:**

**What people were doing – whether it seemed to be their choice, whether people were doing what they might have been doing living independently, whether people's interests and hobbies were being supported, the organised activities you observed, how were people encouraged to join in activities and could people choose not to join in.**

Most people were back in their rooms or in the TV lounge after breakfast and could come and go as they pleased, there was no pressure put on them. The only complaint I had was that they did not get a list of activities anymore and were only told just before the event.

# Eating and mealtimes

Score: 4/5

Describe your own experience of the meals and eating. Please consider things like:

**The comfort and atmosphere at the mealtime(s) you participated in, the quality and quantity of food offered and the way it was presented, whether people got choice about their food and could they serve themselves, how staff supported people during the mealtime, whether people could choose when and where to eat, whether people could help themselves to drinks and snacks whenever they wished? Whether there was a variety and were they visible to people and the comfort and atmosphere at the mealtime(s) you participated in.**

On the day I went the cook was off and we had fish and chips bought in, so could not rate the food myself but the residents I spoke to said it was good. They could choose when and where to eat some preferred to have their meals in their rooms. The restaurant was very nice and they offered drinks with their meals, everyone seem happy at lunch time.

# Quality of Life

Score: 4/5

**Describe your own experience of quality of life for people. Please consider things like:**

**The general appearance of people (clothes, hair, teeth, glasses), whether people's personal appearance choices and preferences were supported (eg men wearing their tie, women wearing makeup or jewellery), whether call bells were intrusive? Were they answered in good time, whether significant events and anniversaries were observed, whether the staff know people who lived there (their interests, preferences, life histories, family) and whether people were enjoying themselves in the home? Was there an atmosphere of calm, laughter, fun?**

The appearance of all the residents was good and from what I could tell they could dress as they pleased. The call bells that I heard while in the home were a bit intrusive but were answered in pretty good time. The staff had a very good knowledge of the residents' life histories and families but not everyone had a life book which can be very useful to the staff. On the whole there was a good atmosphere with some fun and laughter.

## Other comments

I really enjoyed my visit to Westlands where I met some very interesting people who talked to me about their lives and families. One thing that happened while I was there is that one of the residents was taken out the home by her daughter but the member of staff who was on duty was not told which did concern me for health and safety reasons like if there was a fire!