

Enter and View Report

Oxford House Nursing Home



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Summary

As part of its statutory role to recognise good practice and identify potential improvement in health and social care services, Healthwatch has a legal power to Enter & View services. The information gathered during Enter & View visits is reported on, shared and used to shape recommendations.

This report details the findings, and subsequent recommendations, of two Enter & View (E&V) visits to Oxford House Nursing Home, Slough (Oxford House) between 4 March - 1 July 2020. It is of note that the second E&V took place during the COVID-19 Pandemic and associated lockdown.

Due to the lockdown measures restricting our ability to undertake “in person” E&V we piloted our first virtual E&V, so that we maintained momentum and fulfilment of our obligations. We established several ways of keeping in touch digitally with Oxford House.

The atmosphere at Oxford House was warm, welcoming and homely. Feedback from residents and relatives was highly complementary about the quality of care. Staff also reported a high level of job satisfaction. Our own experience of working with Oxford House was positive especially during lockdown. We followed updates on social media, watched birthday celebrations and other activities to keep residents motivated at this unprecedented time. We have just one recommendation; to improve lighting at the entrance and corridor. Overall, we were delighted with the communication, quality of feedback and the result of our pilot virtual E&V.

“Once my Mum came to live here she’s been looked after marvelously. I was looking after her at home alone for seven years, but for safety it was the best thing to place her here. I have no worries at all, it’s a family atmosphere. I come more or less every day and it’s like walking into your own house; really friendly. This is my only experience and I have nothing to compare it to. There could be better homes but I doubt it. Bearing in mind that the building they are operating from is not a care home type building, somehow they manage everything marvelously. I’d rate it as number one. I would definitely recommend it. I’m totally happy with the way they look after my mother.

- Relative

About Oxford House Nursing Home

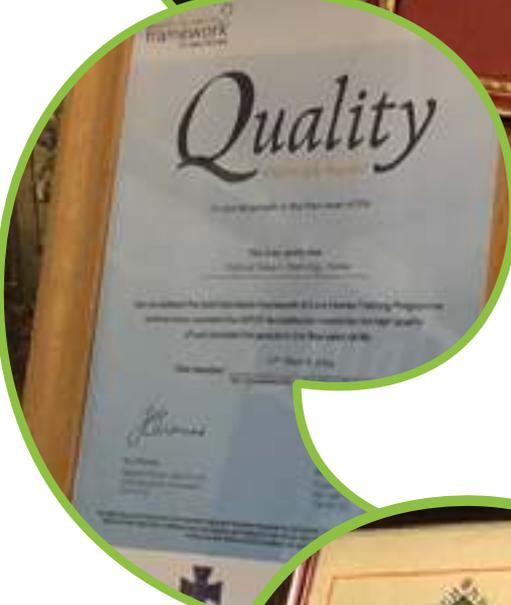
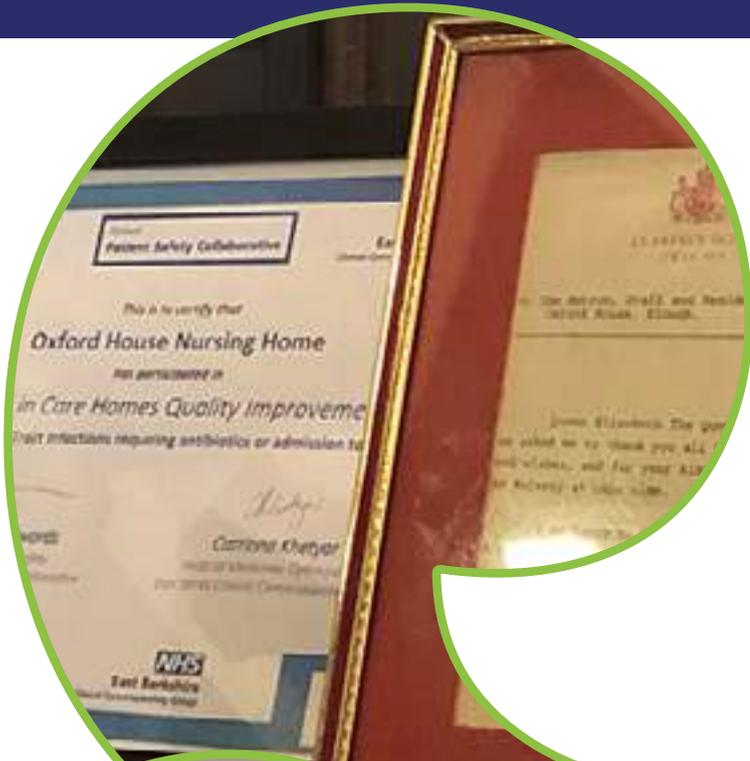
Oxford House was originally an old vicarage dating back to 1907. A former family home of the Johnstons who converted it into a Care Home and continue to provide support and investment.

It now hosts thirty residents, all elderly with a range of physical and mental health needs including dementia. It has an overall capacity to provide a home to 34 people. The last CQC inspection from 16th March 2018 gave an overall 'Good' rating. <https://www.cqc.org.uk/provider/1-101716059/services>

Oxford House is just off a main road with views over adjoining playing fields and residential properties. The ground floor has a residents' lounge, gardens, conservatory and dining/relaxing area, with most of the bedrooms on the 2nd floor.

AWARDS: GSF - received full marks (one of two care homes in Berkshire to have received this).

I thought she would struggle with lockdown, but she hasn't. What we did originally was phone call, facetime and eventually visit from the car park for a 6 foot apart visit. Since 6th of June, I've come every day to the garden. My overwhelming impression is that they have done brilliantly. - Relative



The context and process to our Enter & View at Oxford House

Our E&V visits to Oxford House were part of a series of E&Vs planned for all publicly funded care homes in Slough. Our aim was to progress the learning and feedback from our primary visit to Langley Haven Care Home (for full report go to. www.healthwatchslough.co.uk/report/2020-02-26/langley-haven-care-home-enter-and-view-report-0)

This report presents Healthwatch Slough's observations and comments based on interaction with Oxford House between March and July 2020, partly taking place during the COVID-19 Pandemic and associated lockdown.

Process to Enter & View at Oxford House

Our original intention was to conduct two E&V visits in person, however, straight after our first visit, lockdown happened due to the COVID-19 Pandemic placing a halt on our scheduled second visit. In order to maintain some momentum and to build on the relationship with Oxford House, we decided to employ a variety of different tools to stay in touch, including:

- A virtual E&V to build on the first visit which was conducted in person by our two staff members
- Regular exchange of on-going correspondence via emails with the Manager to receive updates including copies of non-confidential staff minutes, memos and newsletters for relatives
- Phone consultation with relatives
- On-line Family/Relatives Survey ([see appendix 1](#))



Virtual Enter & View

We conducted this as a pilot for learning with the intention to utilise with other care homes while restrictions are still in place. We pre-arranged the session with the Manager, giving a brief of how we might schedule the time, allowing for the possibility that anything could happen on our first trial. We requested that time be allocated to:

- Conduct a virtual tour of the communal areas
- Speaking with staff
- Interviewing relatives
- Speaking with residents
- An update with the Manager
- Following posts on [Oxford House Facebook Page](#)

The manager briefed the staff and residents relatives beforehand and made available a tablet for the purpose. The whole process took 90 mins via Zoom.

During our first visit we saw residents and staff experiment with an Omni Interactive table. Residents can use the many applications in order to play games, paint and personalise with their own photographs. The manager explained how she hoped that the table would benefit those residents who could not come out of their rooms.



Findings from our Enter & View Visits to Oxford House

We collated an extensive amount of intelligence which provided us with a comprehensive sense into the nature of Oxford House.

We offer our independent perspective which we hope proves a useful tool for family members considering the Home as well as a source of feedback to the provider on what we think they are doing well and where some improvements might be made.

Going digital

We suggested a Facebook page, a tool used by Langley Haven Care Home, which we had found very helpful to track what was happening at the Home and for family, friends and partner organisations to stay connected with the service. Oxford House quickly set up a page, so during lockdown we got regular updates, which we found invaluable in their portrayal of care towards the residents. We also received newsletters that are sent to relatives with updates on how Oxford House was managing staff, residents, activities, etc. during this period.

In addition, we conducted an online survey for family members and arranged telephone interviews when requested.

As lockdown began to ease and relatives were able to visit residents in the garden, we arranged a virtual E&V as a pilot that we could then develop for the remaining Homes in Slough.

Environment and Ambience - Physical Visit

- The setting is peaceful and attractive hiding the busy main road it lies upon. It's surrounded by trees and hedges that enclose neatly decorated gardens.
- A humidifier with essential oils was placed at reception by the front door, so an immediate first impression was of a fresh fragrance.
- The interior maintains an Edwardian look with many original features such as the fireplace, staircases, windows etc. with ornamentation and imagery that complements, creating an overall cozy and homely feel.

- Communal areas all looked clean and tidy in spite of their age. The relatively recently added conservatory provides a contemporary aspect as well as being bright and sunny.
- We were invited to visit with a resident who had a downstairs room of significant size. The remainder of the bedrooms we observed from the outside. All were personalized and seemed to have pleasant views.
- All rooms had different décor with many residents' personalised objects on display.
- Residents names were clearly showcased on bedroom doors.
- Hanging pictures depict staff and residents smiling and laughing in their interactions together.
- Relaxing music was being played in the background in the hallway. There were also fresh flowers on display as well as plastic flowers and plants.
- The bathrooms were clean and odour free. One of the downstairs toilets did look as if it could do with a fresh coat of paint.
- As the home has two floors, we noticed the lift area was of a good size with a mirror to create a sense of spaciousness and reduce feelings of claustrophobia.
- Staff and residents alike looked cheerful on both visits.

Overall, we found the atmosphere cheerful and cozy. It didn't feel like we were intruding when we visited in person as we were so warmly received.



Staff and Interactions

Oxford House has excellent staff retention, maintaining individual staff long-term (some have been there for up to 19 years) and they do not use any agency staff. The Manager put this down to their policy of investing in their staff members for example by providing English classes for Care Workers whose first language isn't English, NVQ courses, access to on-line courses and maintaining subscriptions to journals such as The Nursing Times etc. A former Carer was supported in her career move but after qualifying as a nurse, chose to come back and work at the Home.

We realise the importance of valuing our staff and to retain and train them to the highest level. We develop and promote staff where we can.
- Manager



Carer and resident photo taken before lockdown.

It seemed that even during lockdown, when some staff were having to self-isolate, the Home was able to avoid bringing in agency staff by team members own willingness to offer taking extra shifts when needed.

Staff meeting minutes detailed how each individual staff member was asked about their well-being and how satisfied they were with working there. The unanimous response seemed to be 'I'm happy here'. They were also invited at these meetings to express what extra training and support they thought they needed to better fulfil their roles. The staff we talked to about their experience during lockdown said they felt well supported through that period.

The staff are proactively encouraged by management to socialise together and these excursions are subsidised so that cohesion amongst the team is enhanced. We also noted that staff were frequently thanked, acknowledged and praised at team meetings as evidenced in their meeting minutes. For example:



Thank you to (activity coordinator) for coming in on Mothering Sunday and being with our residents. They had a lovely time and she did a tremendous job with entertaining them as well as organising phone calls and video calls to their family members.

-Manager



Visually, Nurses and Carers can be identifiable in the Home as most wear uniforms; navy for nurses and light blue for Carers. There is a big panel in the main corridor with a picture of each staff member with their names. The pool of languages spoken by staff other than English were Punjabi, Mirpuri, German, French, Hindi, Dutch, and Polish.

The staff looked cheerful, and came across as friendly and receptive to our being there, showing willing to help support the process of our visit. We noticed staff laughing and joking with the residents they were engaging with and with their visitors.



It wasn't too bad (regarding the lockdown) because we had great support. We had regular meetings and we would often be updated. As a team of carers we worked quite well; we bounced off each other and kept each other going. At the start we were nervous about our families and still working; it was daunting but we had back up here as there was always someone to go to where our mind was put at ease. We were being looked after here. We have PPE, and we always had extra stock; this felt really important. It all went quite smoothly. I don't think there's anything we could improve.

- Staff member



Relatives particular praised the Manager.

The biggest plus point here is the way the manager runs it and the fact that staff are not agency staff, but employees of the home. Staff are used to working with one another, and they know the residents. They know how things operate and residents really get to know staff. That's what creates the family atmosphere. An agency person coming in would be a bit lost and the residents wouldn't know them. People with dementia need familiarity. The fact that people are regularly here means they get to know their faces.

Any time I call, I'm always able to speak with the manager or member of staff. They're never too busy to answer our questions and ease our concerns. During lockdown, they helped me use facetime for the first time so that I could stay in contact with my Mother.

One time I had to pop in to drop off toiletries. Even the owner of the house wasn't allowed inside the building. The manager was talking to him outside. I said to him that the best thing he had ever done was employing her as the manager.

The manager is keeping us informed with what is going on there during this lockdown. We really appreciate it, as we would like to go in there but can't. The manager is on the ball with everything. Nothing goes unnoticed with her. If anything needs sorting out she does it straight away. We never have to complain about anything. She's on top of it all.

“

The manager is very good, I trust her.
- Relative

I'm a big fan of Oxford House and the manager and all she has done for my Mum. I could sit here and tell you for the entire day how fantastic the lady is! - Relative

What's good about this place is the manager, her attitude and how she gets her staff to take care of residents. She really gets involved.
- Relative

”



Opportunities and Experiences

A full-time activities co-ordinator runs an extensive list of events, outings and activities. Some examples of their outdoor excursions prior to lockdown included a trip to see a panto, a carol concerts, visits to a garden centres, and pub lunches.

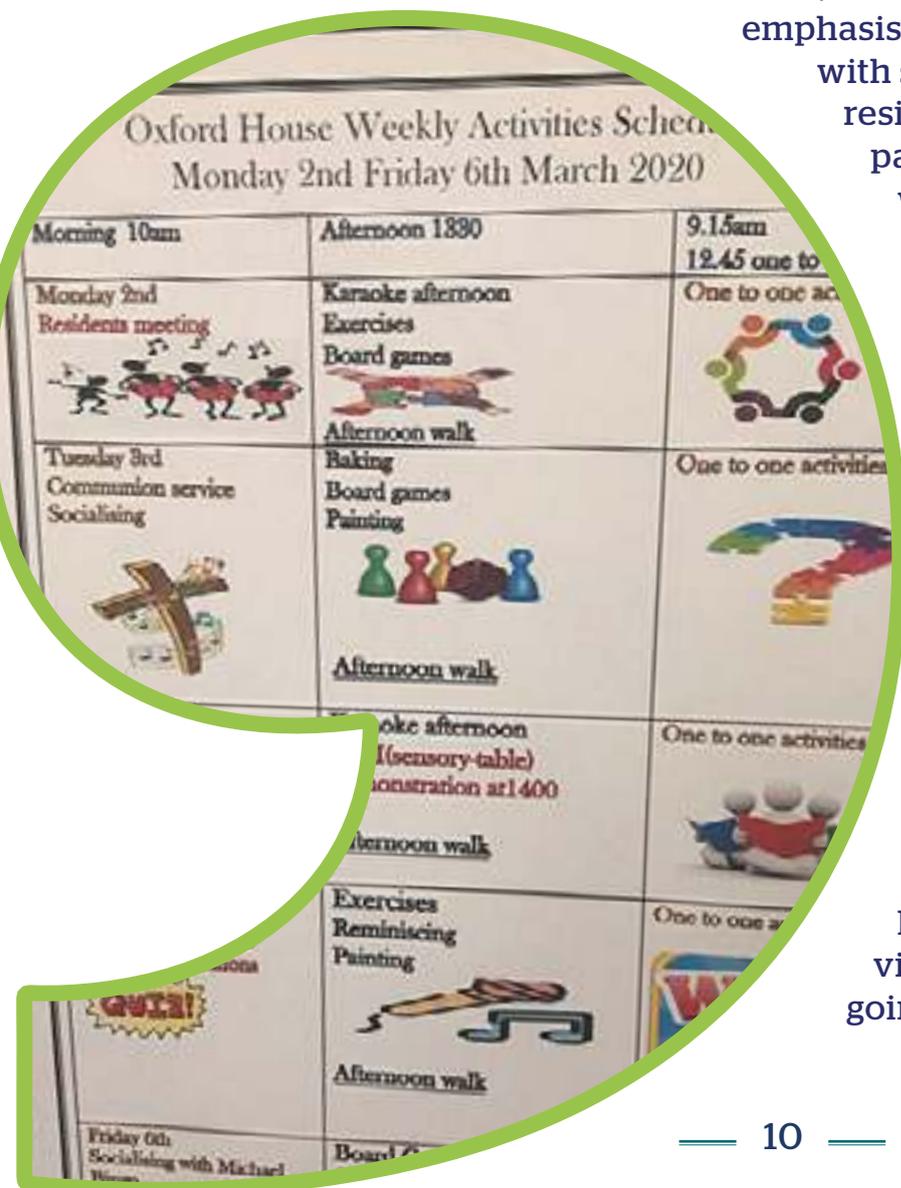
There was a detailed weekly activities schedule on display in the corridor as well as simpler versions on each of the dining tables. One of the relatives told us he would choose the activities for the week for his Mother who had dementia.

From Monday till Fridays there are five different activities to choose from. On the morning of our first visit there was a quiz happening. Home activities ranged from karaoke, exercise sessions, board games, afternoon walks, one to one's, weekly church service, baking, painting, pampering, sensory table, flower arrangements, birthday celebrations, reminiscing time, word search, bingo and singing. The mornings focused on group activities, whereas the afternoon sessions emphasised one to one interaction

with staff. We observed one of the residents who was choosing not to participate with the group, but was intently involved doing her own arts and crafts while still enjoying being with others.

The Activities Coordinator, explained how she designs the schedule taking into account what is known about the residents' personal preferences, thus ensuring a person-centered approach.

Special trips out are organised to places where residents are known to have had keen interest or prior hobby such as tennis matches, visiting Battersea dogs' home, or going to the cinema.



The activity schedule was clearly displayed for the whole year and included all birthdays as well as times of monthly Resident's meetings (referred to as 'Afternoon Cream Tea') which family members, friends and staff could all attend.

While residents were having to stay in their rooms during lockdown staff made sure they had someone for company and to chat to or they had music to listen to. The Activities Coordinator and other weekday staff were attending the Home during weekends to ensure safe activities for residents to engage with.

The church service went ahead today as usual, hosted by the residents and staff.

She's 88 years old, and she's actually improved since she's been here. She livens up the place, she enjoys the singing activities and likes to read books"
- Relative

All nurses and carers are brilliant. I give the home 5 stars.
- Relative



Connection with Residents, Family and Friends

Regular relatives' meetings are held on Sunday afternoons and are like social events as the small scale of the Home creates intimacy and familiarity between the relatives who visit.

Outside of this the Manager maintains an 'open-door policy' so family members feel they can talk to management at any time. Family members also have access to the Managers direct telephone line and e-mail.

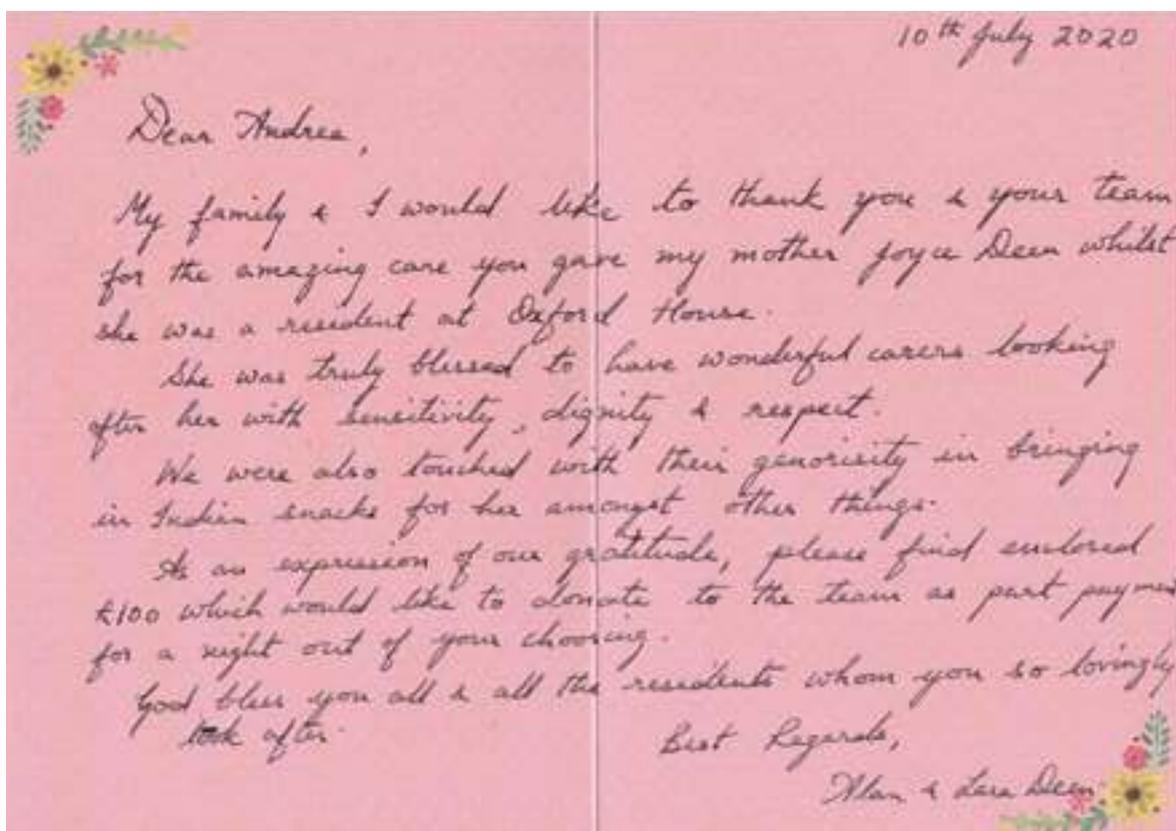


As a 24/7 service we are able to respond to any queries, even in the evenings and at weekends.

- Manager



During lockdown families were kept informed and updated with a regular newsletter giving updates on how the Home was running, how the staff were doing as well as the welfare of the Residents with details of how they were spending their days and the engagements that were being arranged for them. Photos were sent of the residents to their family members and updates of what was happening in the Home were also posted on their Facebook page.



Picture above: Thank you letter from residents family to the Manager.

Extract from newsletter to relatives from Home during lockdown

“Please feel free to call/ What’s app/ Facetime whenever is convenient for you”

“I am asking staff to distance within the home as much as they can, we are putting alcohol gel on the resident’s hands. As usual staff are wearing gloves and aprons for care. We are asking that they change into their uniforms at work and we have ordered extra uniforms for them.”

Any resident that is heard coughing is isolated in their rooms. This is an extra precaution as sometimes this might be a tickle or simply clearing their throat, but we are not taking any chances. We don’t have any residents currently that have the classic symptoms of COVID 19. Manager

“We have a new Chef who has extensive experience, we are looking to do some menu changes. Her assistant is growing herbs and lettuces in the garden.”

• “Thank you again for your support, we miss seeing you all. Please telephone/ facetime for updates whenever you want’. Extract from letter to family members during lockdown”

Feedback from family members during lockdown

The Manager does relatives newsletter. Any time I would ring they would always have time for me. They got my Aunt’s phone sorted out, nothing was too much for them. We would ring or my Aunt would ring us. The relatives newsletter was brilliant because I was able to forward it to family and friends and it’s kept us connected.
- Relative

I felt connected to my mother throughout the time. Three times a week we did facetime which I didn’t know how to do but was shown by the staff.
- Relative

Whenever I need something the staff team are there for us. I can’t fault them’. Relative

Connecting with the wider community

Events are held throughout the year such as BBQs and Summer Fetes that are open and inclusive.

They have season tickets so residents can attend the football at the stadium close by.

Links have been established with certain community groups such as Macmillan's who hold coffee mornings, local choirs who come at Christmas for carol singing.

A Roman Catholic priest comes in regularly to hold communion and a local Pastor also pays a monthly visit.

Residents religious and cultural practices are noted and celebrated such as Diwali.

School children from St. Bernards visit the residents bringing books to read to them. There are links with the local Scouts and young people from The National Citizen Service arrange musical entertainment, drama and painting as part of their 'giving back to the community' requirement.

“

I go out once a week and I contract a mini bus service for this. Staff always help to get me ready on time.

- Resident

”



Pictures taken during activities in the home before lockdown

Feedback from Residents about the Home

Once I made a complaint and the manager sorted it out immediately.

Care is absolutely one hundred percent perfect.

I was looked after so well and I felt like I had come home.

I feel I am at home, not gone into a home.

Q. How was it for you during lockdown?

A very good experience, I felt so comfortable; everyone was so kind, and they still are. I don't think there's anything that could have been done different. The food is very good here, we've got very good cook. I enjoy being here, It's the best out of a bad situation when I couldn't live alone anymore.

Picture below taken before lockdown: Carer and resident enjoying hydrating ice-lollies in the garden.



Feedback from Relatives and Friends of Resident's

There is a suggestions box that relatives are encouraged and reminded to use to place their feedback or to nominate any staff they feel have gone the extra mile.

Below are some of the comments we received from relatives and additional feedback received from the survey we sent out during lockdown is attached in Appendix 1.

‘I’m perfectly happy with the care given here; it’s a place you can come away from and not have any worry about what’s going on when you’re not there.’

‘My wife is happy living here; they really look after her, and she’s actually gotten better since she’s been here.’

‘This place feels like a home.’

‘The hospitality is fantastic, the food is very good and it’s easy access by car or bus.’

‘We prefer this home to some others that we saw, especially the big ones which look more like a community centre than a home.’

‘We heard of this home from the Hospital. We checked out the home and it looked nice, but initially found it small. However, the hospitality is phenomenal which totally makes up for it. She is happy here.’

6

The cooks that the manager has employed are fantastic. Mum loves the food.

The home has a nice feel to it.

I always feel welcome here.

It feels like I’m coming home when I come here to visit my wife.

‘I can’t think of anything to improve in the home’

The food is very good. Hospitality is fantastic, and it’s easy access by car or bus.

She came as emergency. The home is especially nice in the summer.

9

“ The laundry is perfect. The care is second to none. My uncle who’s 87 has been here for 3 weeks and we think it’s fantastic here. The space is spotless. We were trying to take care of him at home, and at one point we had several paid Carers coming to help look after him but even they couldn’t cope anymore. Since he moved here, he’s become a different person. At home he was in bed all day; here he gets involved in things and he’s become active. ”

“ It keeps me going that I don’t have to worry about her. My mum has been there eight years, and my grandma about nine years. Some residents have been here even longer, it just proves how good the quality of care is that Oxford House provides. ”

“ I can sit back and know that nothing will ever happen to my mum there. IF anything was to happen to her it would be due to her illness, if she passed away tomorrow, I could say that it has nothing to do with the manager and oxford house. I would say that in a court of law. ”

“ There’s a lady that’s 103 years old and she’s still walking around. I’m sure that wouldn’t be possible without the staff; they are keeping everyone alive and as happy as possible. ”

“ The lounge is quite small, but in the summer it feels bigger as the doors to the gardens are open. Also the car park is very limited. But the hospitality makes up for all of that. ”

“ There’s nothing that could be done differently in case of another lockdown, no way they can improve, they took all the precautions. ”

“ Mum is so confident that she won’t get the virus due to the quality of her care. ”

“ The staff all have facemasks, gloves and they provide dignity to the residents. They will do anything for you. The nurses are really kind. ”

My mum told me how well she's been looked after during lockdown. She said her room was constantly being cleaned, and says her room smells of nice cleaning products. She gets constantly asked if she's ok or if she needs anything. Once or twice a day the manager makes sure she goes to my mum to see if she's alright. She makes sure to ask if she's happy, that she is clean and that the room is being cleaned. She goes around with ice cream and chocolate to make residents smile. I do believe that half the residents there don't even know about the corona virus because the way they are so well looked after; you wouldn't believe there is a pandemic.

- Relative

The hygiene in my Mum's room is beautiful, it smells like lemon. Everything is so spotless, it's unreal. She gets drinks regularly, temperature taken on a regular basis... if anyone coughs, they are swamped with nurses taking their temperature and asking if they are ok.

- Relative's comment during lockdown.

- Relative

We were driving around with a list of several homes given to us from the Hospital when we spotted this one by the sign outside. It was surrounded by a lovely green area and so we decided to take a look and walked in. Luckily we found that there was a room that suited our Dad and immediately we decided to place him here. We didn't even bother going to the other homes.

- Relative



Picture taken before lockdown during one of the homes outdoor activities.

Evaluation of the Home

The manager told us on our first visit to the Home that their vision was to be the best nursing home in Berkshire; to excel in all that they do for their residents and for the home to be and feel like a big extended family. The atmosphere of the Home is warm, welcoming and homely and without exception the feedback both from residents and relatives was highly complementary in regard to the quality of care offered. The staff also reported a high level of satisfaction with their roles.

During the initial weeks of lockdown, we followed updates on social media and watched birthdays being celebrated, activities taking place with staff and residents creating ways to keep their spirits up and maintaining a positive attitude. We were delighted with the results of our trial of a virtual Enter and View visit and the rich and meaningful material we were able to elicit from this through conversations with staff, residents and family members and at the same time capturing a snapshot of the general environment.

What came across over and over again by residents and relatives was how comfortable and at home they felt being there. Relatives expressed a high degree of trust in the way the Home is managed and their appreciation of the staff, many of whom had been there for years and were familiar faces to them.

The Home is situated off a main road so is accessible for visitors who are drivers as there is adequate parking as well as for those using buses. There is a need to make some provision for a portaloos, perhaps placed in the garden or a public one on the main road to accommodate visitors in the event of social distancing and lockdown.

The Home is somewhat limited in space but as we were told repeatedly, this is amply made up for in terms of the quality of care offered here.

A recommendation would be to have slightly better lighting at the entrance and corridor area.

“The building is nice but it’s not the type of building for a care home as it’s not purpose built. Having said that, the staff that work here make it work wonderfully as a care home. There is a nice setting and the garden in the summer time is really nice. There’s always something going on here for the residents to form an interest in. All in all, although it’s an old building it works well as a care home’.

- Relative

Providers Response

Thank you for this review and report of Oxford House. We feel it captures the overall culture and ethos of our home very well. We will build upon the strengths that are identified, as well as thoroughly reviewing Healthwatch's recommendations. We found the review process to be positive, engaging and collaborative in nature. We would welcome further reviews going forward.

Managers Feedback about the process

I found the Healthwatch inspection a positive experience. Arunjot and Chaia were both warm and easy to speak to. I felt that they were professional, worked with integrity and were keen to champion quality care in the local area. This made it easier to be able to showcase our work. I trusted them and I felt happy for them to contact our residents and relatives for their views.

They reached out soon after lockdown and asked if we needed any help. This was supportive and was very much welcomed. They sent some shower gel to the home, which was gratefully received.

They made a recommendation for a Facebook page. This has proved to be a huge success. It gave us another platform to communicate with staff and relatives.

I would recommend for Care Homes to have a Healthwatch Inspection.

Andrea Aboud - Manager

Appendix 1.

Survey for people with loved ones living in selected care homes

How happy are you with the care your loved one is receiving?

- 1 The care our Nan receives is wonderful. She is 106 and had a new lease of life since joining the home in September 2019
- 2 My mum has been residing in Oxford House for over 5 years and she has been very well cared for during her time there. The Manager is an absolute diamond in all the care and commitment that she gives, this can also be said about all the staff that work at Oxford House. I feel truly blessed that I can be at ease knowing that my mum is receiving the best care possible.
- 3 My mother in law has been a resident at Oxford House for a number of years. She is very well looked after and I know that she is very happy there.
- 4 My mum has always been cared for with love and dignity by the carers, nurses and management. She settled in at Oxford House very quickly after her release from hospital and to this date I have never had any issues with the standard of care she receives as a resident at Oxford House.
- 5 My mother has been a resident in Oxford house for almost 6yrs. She was very poorly before going to the home, this has been completely reversed and more by Oxford house. I have my mum back. Due to their wonderful care
- 6 In this hard times when no visitors allowed to see their loved ones , we are not worried about the care our loved ones will be provided , it will be Number 1
- 8 Our relative is always dressed, and is very well presented.
- 9 Can't think of anything I'd do differently and that has been even more so since the Covid-19 Issue.
- 10 My mum is well looked after at the home. she has been there for over 5 years and has severe disabilities, including a major stroke she had 5 years ago. she is treated with respect. the staff are very caring and friendly. they all support, help and educate each other to deliver a high standard of care.
- 11 Mother and grandmother are in the home and the care they receive is 100% perfect.
- 12 My mum has dementia and has been there for a year and a half. We are perfectly happy with the care, a place you can come away from and not have any worry about what's going on there. From day 1 when we went to view, we both said the same thing, it feels like coming out of your own house. Once my mum went to live there she's looked after marvellously. I was looking after her at alone for 7 years on my own, for safety wise it was the best thing to put her there. I have no worries at all, it's a family atmosphere. I was going more or less every day it was like walking into your own house, really friendly. This is my only experience, I have nothing to compare it to, there could be better homes but I doubt it somehow, bearing in mind that the building that they are operating from is not a care home type building and they manage everything marvellously. I'd rate it as n. 1. I would

recommend. Totally happy with the way they look after her.

13 I am very happy. My Mother seems happy and contented. I am able to speak her regularly by way of phone, video calls and personal visit to the home where we sit in the car park, in the sun, and respect the 2 metre safe distancing guidelines.

What is good about the home?

1 The caring staff, the regular updates and the care they show our Nan. They make you feel like Family

2 Oxford House offers fantastic care to their residents. The residents well being is top priority to the staff there. They have gone above and beyond to make Oxford House a great place for our elderly to live. Oxford House gives a variety of food, entertainment and activities to suit all. I really praise them all on being the care team that they are. I also praise the cleanliness of the home. The residents visitors always feel welcome, in fact it feels like a big family atmosphere there. I know that my mum is very happy in Oxford House and that gives me peace of mind.

3 Oxford House is not a place where our relatives just live it is their home and that is how it feels in there. A very friendly homely enviroment.

4 Staff retention. Mum knows the carers and nurses very well now and they are like her family. Always a nice, friendly atmosphere at the home whenever i visit. It is always clean and tidy and homely. I can relax and spend quality time with my mum no matter what time I visit.

5 It has the complete feel of home with professional care. Not an inscitetion like some care homes can seem

6 Very good Management, Number 1 Nursing Staff and Super Carers

7 The manager and staff are excellent. The communication especially from the manager is also first class.

8 Beyond very minor points, which they have always addressed, it is just very well managed

09 Caring and loving staff who go out of their way to ensure residents are comfortable and happy at this stage in their lives.

10 It keeps me going that I don't have to worry about her. My mum has been there 8 years, and my grandma about 9 years. Some residents have been there even longer, it just proves how good the quality of the care that oxford house gives. The Managers attitude and how she gets her staff to take care of residents, she really gets involved.

12 Biggest plus point. The way the manager runs it and the fact that staff are not agency staff, they are employed by the home. That is one big plus point. Staff are used to working with one another, in that building and the residents. They know how things operate and residents really get to know staff. That's what creates the family atmosphere. An agency person coming on would be a bit lost and the residents wouldn't know there. People with dementia need familiarity. They have lost a certain part of their brain power that we don't fully understand but we can tell that the fact that people are regulars there they get to know peoples faces.

13 The great staff, and a manager who is doing her utmost to keep everyone safe. Whenever a problem arises, such as a recent issue with a member of staff, she (the manager) does her very best to deal with it swiftly, which I think is most important.

What could be improved?

1 Nothing as far as we are concerned

2 How do you improve on perfection?

3 I personally have no suggestions for improvement and my mother in law has no complaints so we are happy with just how things are.

4 I cant think of anything

5 Not much I could think of right now , all is provided.

6 I can't think of anything at the present time.

7 Such minor things that really they couldn't really do much more

8 extra lighting in the hallway. sometimes it feels a little dark in the main reception area.

9 Nothing, everything is perfect.

10 The building is a nice building, but it's not the type of building for a care home, it's not built purpose, having said that, the staff that work there making the building work wonderfully as a care home. There is a nice setting, the garden in the summer time is really nice setting. There's always something there for the residents to form an interest in. All in all, although it's an old building it works well as a care home.

11 As far as I'm aware...nothing. My mother is happy,, she's being looked after, I'm still talking / seeing her and the place is action-packed with keeping this horrible virus at bay, so no complaints from me. The manager is running a perfectly tuned ship, so to speak.

Any comments you would like to make about the management during this pandemic period.

1 The manager has gone above and beyond to keep us updated with weekly emails. Any changes and the manager informs us immediately. We are able to face time daily and call as often as we like. The Manager closed the home earlier than lockdown to avoid the whole home getting ill. Her team are a credit to her management skills. She has been on site every day since this began and kept us updated. We are very grateful to The manager and her team

2 The Manager and all her team have done wonders during this very difficult time. The staff at Oxford House have been amazing and they are committed to looking after our loved ones. I personally cannot thank them enough. As the saying goes "when the going gets tough, the tough get going" They truly are heroes for putting everything in to place that was needed at such a difficult time for them professionally and personally. Both the Manager and Amanda the Deputy Manager have been outstanding to say the least.

3 The manager had done exceptionally well during this pandemic period. We have been kept well informed of all the necessary procedures and every possible risk has been covered and I am sure that will continue at Oxford House. They have done a great job in this extremely difficult time.

4 I have been able to speak to mum every day and also have family video calls on whatsapp . Mum is always content and happy when I speak to her, she always sings to me before I end the call so I know she is ok. I talk to her on the phone regularly and see her on video. My mum was able to look at a video of her great grandson on whatsapp and she was very, very happy about that when i spoke to her yesterday. From the management side the communication has been exceptional during this very difficult time, I have been contacted and updated regularly. I have no issues with the management during this pandemic period.

5 I can't praise Oxford house's Management and the team enough. They were very quick on the lockdown and putting all the safety precautions in place. I've not seen my mum in person for 8 weeks now. I regularly saw her 3 times a week. With her goodies as she calls them (crisps,snacks etc) but Oxford house have provided her with them. Which i find important. To find some normality for something mum

doesn't really understand . I speak to her on the phone everyday. She seems well

6 Management has been brilliant as always, but more specifically in this pandemic period there has always been one Manager in the office Monday to Sunday basically 12/14 hours a day and dealing with all the support anybody needs.

7 The manager has gone above the call of duty to keep us informed by sending regular emails and telephone conversations. This is appreciated so much, while we are not able to visit.

8 Yes I would like to say how much I appreciate what the Manager and Assistant-Manager have done since March 13th and what they were doing before that date.... They are both, undoubtedly, managers in the full sense of the word

9 The management have been exceptional during this period. The manager took the right decision to stop visitors from entering the home one or two weeks prior to the government's announcement to lockdown. I believe her proactive action probably contributed to saving many lives at the home. they have both been very supportive of the family's worries and have allowed us to have video calls with our mum whenever requested. they have kept up fully informed of the actions they have been taking and how the residents and staff are doing. they have been a great team and very importantly they have both led by example. both have helped the staff by helping them with the work if ever required. they are a great lead.

10 My mum said, you know what, I really feel like I'm living in a dome, my room is constantly being cleaned, the smell of cleaning products whole room smells like that, constantly asking if she's ok if she needs anything. Including The Manager. Once to twice a day she goes to my mum to see if she's alright. She makes sure if she is happy, that she is clean and that the room is being cleaned. She goes around with ice cream and chocolate to make residents smile. I do believe that half the residents there don't even know about the corona virus because the way they are so looked after you wouldn't believe there is a coronavirus.

One time I had to pop in to drop off toiletries, even the owner of the house wasn't allowed inside the building. The Manager was

talking to him outside. I said to him that the best thing he had ever done was employing the current manager.

The staff all have facemasks, gloves and they provide dignity to the residents. They will do anything for you. The nurses are really kind. The cooks that The Manager has employed are fantastic, mum loves the food. Before the corona virus happened, on Wednesdays and Sundays I would always go and have a meal with my mum, the food is exquisite. Really fantastic food and it's an amazing care home.

My mum really believes that she is living in a dome. That's how confident she is with the security, that the Manager has put on, the owner can't even come in. She's laid down strict rules and regulations for staff coming in and out. The hygiene in my mums room is beautiful, it smells like lemon Dettol. Everything is so spotless, it's unreal. She gets drinks regularly, temperature taken on regular basis. If anyone coughs, they are swamped with nurses taking their temperature and asking if they are ok.

I can sit back and know that nothing will ever happen to my mum there. There's a lady that's 103 years old, she's still walking around, I'm sure that wouldn't be possible without the staff, they are keeping everyone alive and as happy as possible.

11 The manager is keeping us informed with what is going on there, we really appreciate it, as we would like to go in there but can't. The Manager is on the ball with everything, nothing goes unnoticed with her, if anything needs sorted out she does it straight away, never have to complain about anything. She's on top of it all.

12 The manager is working very long hours, 7 days a week, and I can't begin to realise how stressful this must be. She is doing a tremendous job and so is her staff. Her workload doubled the moment the lockdown began...another thing worth mentioning, she saw the importance of locking things down (stopping outside visitors etc.) approx 10 days before the rest of the country followed suit.



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