



Enter and View Visit

To

Treetops Care Home,

St.Clements Road,

Keynsham,

Bristol

BS31 1AF

Date and time of visit:

Friday 13th February 2015 11-12.30

Authorised representatives undertaking visit:

Rodger Tippings

Sarah Pinder

Ann Harding

Pam Hallett

Healthwatch : Bath and North East Somerset

Tel: 01225 232 401

Email: info@healthwatchbathnes.co.uk

Acknowledgements

The above wish to express their gratitude to the residents of Treetops and their families who generously participated in conversations with them. They also wish to thank Shaw Care Homes and the Manager of Treetops and all the care home staff who were so willing to answer their numerous questions.

Purpose of the visit

The visit forms part of an ongoing package of work being implemented by Healthwatch B&NES around examining the quality of care within local care homes, including where residents have, or could be expected to have, dementia.

Consumer rights examined by visit

- The right to satisfaction of basic needs
- The right to choose

Methodology

A team of two pairs of volunteers to visit the home.

The teams aimed to speak to residents and their relatives and members of staff to hear and record their experiences of the care received at Tree Tops Care Home.

See appendix 1 and 2

Teams to make general observations and also focus on agreed points.

See Appendix 3

Findings

Treetops is a small care home providing care for those with dementia/mental health conditions. There are 24 beds arranged in 3 distinct family sized units. Staffing levels are good with 1 team leader + 6 care staff + Activity Coordinator giving a 1:4 ratio during the day and 1 team leader + 3 care staff giving a 1:8 ratio at night.

There have been several changes in manager in a relatively short time period of time. Medication is provided (as it for all Shaw Homes) by Lloyd's pharmacy. The operation of this about to become computerised using the E-mar system.

A local GP visits for 2-3 hours/week. Residents receive twice yearly reviews from a consultant psychiatrist. There are outstanding DoLS reports for some residents. This is however the responsibility of the local authority and not under Treetops' control.

Most of the residents are funded by their local authority although there are some privately funded residents. Bristol has a block contract for 10 beds.

CQC visited in July 2013. They reported that the home met the required standard in all but one area. They found incorrect information and gaps in some care records. They revisited in November 2013 when this standard was now being met. Several weeks prior to our visit they had visited again; the report is not yet available.

Staff were very welcoming and went out of their way to assist. The present manager was pleasant, knowledgeable and appeared keen to improve the running of Treetops in a holistic person-centred manner. One staff member commented on some tension between permanent and agency staff over such things as pay, commitment and engaging with residents.

Observations

The right to satisfaction of basic needs

- There is no restriction on showers/baths
- Drinks were available whenever required
- Residents were observed being encouraged to drink
- Hot food was served on cold plates
- Relatives are able to visit at any time and are welcomed and catered for.

The right to choose

- There is a flexible approach to staff taking residents out to cafes/hairdressers on a one to one basis. It is hoped to take them out more in the summer if a driver for the minibus can be employed
- Food is cooked on the premises. It looked and smelt good with ample portion size. There is a choice at each meal and a flexible attitude to where and how it was eaten, the emphasis being that if they eat it that way let them do it.

- A resident was observed being given their food exactly as they had ordered it.
- There is a timetable of activities but it does not always happen. It is probably difficult to organise activities for many of the residents. The Activity Coordinator was enthusiastic and caring and engaged well with residents on a one to one basis for example helping residents paint their nails which they enjoyed.
- Residents were observed being engaged by a member of staff in a crossword, however they would like more activities such as quizzes.
- Staff expressed a shortage of time to engage with residents one to one due to work load/staff ratios.
- There was a notice advertising a meeting for relatives of residents to discuss any issues. We spoke to a couple of relatives and they were happy with the care which was given
- Overall there was a good interaction between staff and residents although some of the agency staff appeared less engaged.

The Environment

- We did not see a hand sanitiser when we arrived but one had appeared by the time we left.
- Everywhere was very clean and tidy including the one bathroom which we saw. There was a slight smoke intrusion in one area but elsewhere all areas smelt clean and pleasant. This is to the credit of the cleaning staff.
- Following a rewiring the home has been redecorated. At present the decor is unobtrusive but rather clinical/institutional. The front door and foyer could also be more welcoming. However we gather there are plans to change this shortly with staff addressing the concept of sensory themed rooms.
- The couple of bedrooms which we saw were compact and clinical but had residents' names on the doors. It was planned to organise memory boxes for individual rooms.

- In the garden the paving stones are uneven, here is an empty pond and peeling railings. The pond is to be converted into a sensory area involving residents with the planting of herbs and flowers
- There is a lack of signage for Treetops on the main St.Clement's Road.
- The front door has a security keypad.

Summary of data collected:

Our overall impression of Treetops was that it was a good residential home with a few areas for improvement with many of these to be undertaken soon. Residents' wishes were respected and where possible a flexible approach towards residents was taken. Some of the staff knew the residents and their ways extremely well and looked after them in a caring fashion.

Recommendations

- Some form of signage from St.Clement's Road (if the Local Authority would allow this) or failing this some indication on the web-site as to where the home is located.
- Making the front door and foyer more welcoming and the community rooms less institutional.
- A complete make-over of the garden which is at present an under-utilised resource.
- A revised activities schedule which is realistic bearing in mind the type of residents.
- Ensuring that there is no smoking on the premises.
- Serve hot food on warm plates
- Up-dating the website with the name of the present manager and making it less generic for Shaw Care Homes.

Disclaimer

- This report relates only to a specific visit (a point in time)
- This report is not representative of all service users (only those who contributed within the restricted time available)

Appendix 1

How were the views of residents gathered?

Residents and their visitors were approached and asked open, non-leading questions around the following subjects:

Questions for residents

- What has been your overall experience of.....?
- What do you think about the quality of?
- Do you have a choice about when/how/what.....?
- Is there anything you would like to see done differently?
- Food / activities / routine / washing / clothes

Questions for relatives:

- How do you feel about the care your relative receives here?
- Are you happy with the appearance of your relative when you visit?
- Clean / shaven / hair / clothes

Appendix 2

Comments from residents

- The place is lovely
- The food is lovely
- I am well looked after
- The food is vile and the gravy doesn't move
- (re hydration) I have squash coming out of every pore
- (re staff) I like one but I don't care for the rest
- I would like more activities like general knowledge quizzes to keep me busy and stimulated.
- I do not like the television at all.
- I enjoy the food
- The staff are kind

Comments from relatives/visitors

- I am 100% happy with everything at Treetops.
- My (relative) is well cared for and happy
- The staff are very accommodating. They are kind to me and my (relative)
- The food is good and wholesome and my (relative) enjoys it.

Comments from staff

- I would like more time to spend quality time with residents doing puzzles and talking to them in more depth.
- The atmosphere is good
- The staff get on
- I can go to managers with questions or problems
- I can work flexibly around my family.

Appendix 3

How was practice observed?

It was determined at the planning meeting that practice would be observed as follows:

Environmental practice:

- Does it smell?
- Is it welcoming?
- Appearance / décor
- Cleanliness
- Accessibility
- Parking / easy to find
- Atmosphere / is it cheerful?

Staff practice:

- Do they seem organised?
- Are they welcoming?
- Interaction with residents
- Interaction with each other