

Dignity in Care Enter & View visit to Cherry Tree

Care Home Provider:
Care Home Address:
Date and Time of Visit:
Authorised Representatives:

Chiltern Care Service Limited
Bledlow Rd, Saunderton, HP27 9NG
09.09.15 – 10 am
Alison Holloway, Judith Young, Barbara Poole, Joyce Davies

Summary of findings



- Needs were quickly anticipated by attentive staff
- All areas were being used by the residents and several were seen to move locations rather than remain seated in just one area; just like you would at home.

The Visit

Cherry Tree provided nursing care for up to 36 older residents at the time of our visit. We talked to 1 relative, 4 members of staff and 8 residents and observed another 14 residents and staff.

How people are treated



Staff were smartly dressed in a practical uniform and they made us feel very welcome. We saw them anticipate care almost before it was requested. Several staff had worked at Cherry Tree for many years and knew the residents well. We saw a care worker see that a resident was getting uncomfortable at a table and brought a cushion which he put behind their back. “Ah, that feels much better” was heard. We observed a carer carefully and unobtrusively clean the wheels of a walker after a resident came in from outside so that the carpet remained clean. They then, as the resident was re-seated, wheeled a table (on which were personal belongings) back in front of them.

Many staff were seen to use touch to reassure and acknowledge. One resident put out her hand and a care worker was immediately present having a conversation with them. All conversations were at eye level whether the resident was walking, at a table or in a wheelchair. Different individuals in the room joined in on different subject matters and we heard discussions about the Queen and last night’s football match. Staff also encouraged residents to interact with each other. So, those who wanted to smelt some lavender which one resident had just brought in from the garden.

Personal Choice



Residents are free to stay in their rooms or sit in the garden or one of three communal areas. The latter are split into different areas giving a choice of type of seating /environment. There is also a small ‘internet café’ where residents are encouraged to skype relatives as well as a hairdressing salon. Residents told us they were free to get up and go to bed when they liked. One resident told us she has her own phone line and fridge in her room (for treats).

As we arrived, residents were being served tea and a cold drink as well as biscuits. The latter were handed to them out of a plastic box and tea was served in a variety of type and colour of cups according to need. We saw one resident helped to drink. We heard residents being asked “would you like more tea” and empty cups were cleared away quickly.

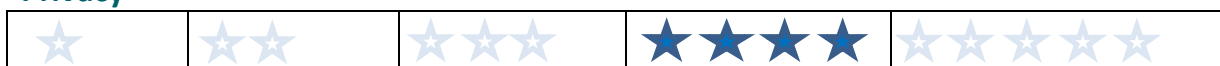
Just like Being at Home



The home is well furnished and residents are free to come and go as they please i.e. no key pad entry to the main door. They said they enjoy the beautiful garden which includes a pond, a greenhouse, trees, shrubs and waist height raised beds. Staff encourage residents to take short walks in the grounds and we saw them provide appropriate assistance. Although most bedrooms are small and not ensuite, the ones of the ground floor, we saw, had windows and doors to the garden which made them very light. We saw residents, doing a crossword, reading a book and another was combing her hair seated next to their window. In the conservatory, people were reading a book, the newspaper, having a conversation or watching TV and the layout of the room allowed for these different activities to go on without particularly disturbing anyone else. Several residents had personal belongings on the small tables in front of them as well as their drinks.

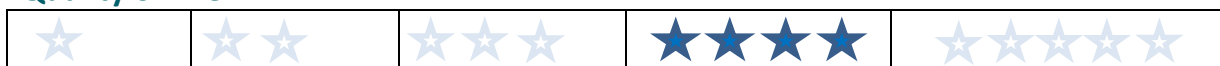
One resident told us that they had asked to help in the home and they now help with the laundry which had made them feel useful.

Privacy



We saw one resident, in the conservatory, very subtly indicate that they would like help getting to their room. This was provided practically before we noticed and they returned soon afterwards. Although all the bedroom doors except one were open, we were told by the manager that the residents prefer them this way. One individual always has their door closed until 2pm.

Quality of Life



There were fresh flowers on communal tables. One resident said she had her hair and nails done at the home every week; “the staff are ever so good”. They said that they feel secure especially at night when they know, from experience, that they can page a staff member who “comes very quickly”. Several residents were seen to wear personal alarms around their necks. A visitor told us that he “couldn’t wish for better care” for his relative.

We were shown the activities schedule and the board of photos of previous trips. Some residents also go to the pub or shopping and one told us she’d recently been to the garden centre. As well as the owners dogs who visit twice a week, visits from Hearing Dogs are frequent too. We also heard residents discuss how they like feed the ducks and to see the new ducklings on the pond every year.

Recommendations

We recommend that Cherry Tree:

- Replaces the plastic biscuit boxes with old fashioned tin ones and offer the tin to the resident rather than give one biscuit to each person. It would also be more like home if tea could be served in crockery, rather, than plastic mugs, where this is safe to do so.



Service Provider Response

Thank you for showing courtesy to our staff and residents during your visit to Cherry Tree Nursing Home on 09.09.2015.

Your recommendations have been considered; however due to infection control risk and food hygiene regulation it has not been possible to replace the plastic biscuit boxes with old fashioned tin ones.

Crockery is available in the home, including facilities to prepare their own tea and coffee in the dining room. However the staff would consider residents ' choice and needs when serving the tea. This is part of the admission process and it is also reviewed regularly.

Acknowledgements

Healthwatch Bucks would like to thank Cherry Tree residents, their visitors and staff for their contribution to the Enter and View visit as part of the Dignity In Care project.

Disclaimer

Please note that this report, on dignity in care, relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was seen and heard at the time.

Methodology

This was an unscheduled Enter and View visit in that the care home were given up to 2 weeks' notice of our intention to visit but not the time and date. Authorised representatives noted what they observed and were told.
