

Dignity in Care Enter & View visit to Cherry Garth

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

Freemantle Trust
Orchard Way, Holmer Green, High Wycombe, HP15 6RF
14.11.15 - 2 pm
Elizabeth Abbott, Jean Button, Alison Holloway

Summary of findings



- The lack of staff in communal areas did not facilitate resident/ staff interaction
- There seems to be an extensive range of regular, daily and ad hoc activities

The Visit

Cherry Garth provides care for 60 residents. We talked to 2 relatives, 3 members of staff and 12 residents. We observed about 40 residents and staff at various times throughout the visit. Cherry Garth is a purpose built care home on 3 floors situated in a residential part of Holmers Green. The home provides residential care with the ground and third floor primarily caring for those who live with dementia.

How people are treated



Several residents told us they were very happy living at Cherry Garth, and the staff were “really good”. The few members of staff we saw with residents all knew their names and addressed them in a calm and friendly manner. One relative who visited every day said they were very happy with the care and attention their relative received. They said staff went out of their way to ensure their relative’s difficulties on initial arrival at the home, were addressed e.g. a dedicated bed provided and an individual diet plan. However, there was no sling on the wheelchair seat that day and the resident had not been moved from the wheelchair to a lounge chair. We were also told about a relative who was agitated when seeing reflections so mirrors and windows in their room had been obscured which had been very helpful.

One relative said that there were a lot of different faces and agency staff. There were long periods in the lounges we visited where no staff were present.

Personal Choice



The bedrooms we observed were large and residents had personal items e.g. family photos, personal items of furniture in there. Both the relatives we spoke to and residents were happy with the quality and frequency of meals provided. We saw tea and cake served at 3.00pm but staff did not ask residents if they preferred anything else. A resident told us they go to the local shop every day for a newspaper and there are “lots of things to do”. Residents said they went out into the garden, which was very well kept and stocked with trees, flower areas, seating areas including verandas.

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We saw a number of notices with regular events throughout the week on the doors of the lounges and main areas and there is involvement with the surrounding community e.g. a Scouts Float is visiting on 14 December. Two pianos were available on two floors for residents use. TV’s were available in lounges and in the open private rooms we observed. The residents in one lounge also had the remote control and were able to decide what they watched.

Just like Being at Home



One resident told us that Cherry Garth was “faultless”. A relative said there was no limit on the number of times family could visit or take residents out. We observed a number of “reminiscing” areas, small quiet cosy corners with photos from the past, a 1940’s wireless etc. set apart for the use of residents on all floors. One relative told us about the party they’d had with 8 relatives in one of these areas. We also saw a resident rabbit in a hutch and a cat and met an ex-member of staff with a dog visiting as a volunteer. The home has large communal areas and bedrooms, plenty of space and natural light. However, there was a smell of urine throughout the ground floor and parts of the first floor.

Privacy



We saw staff knocking on the door before going in and asking permission to enter the resident’s bedroom. However, the chiroprapist’s treatment room door was also open whilst with a resident.

Quality of Life



We were told by a relative that several events are held throughout the year e.g. a summer party with “fish and chips”, a tea dance at RAF base and saw the notices up for the Christmas party. We observed a quiz with about 15 residents in the ground floor lounge area. Residents were addressed by name and seats brought in by staff for extra participants. There was a lot of enthusiasm from the residents, with answers being called out, and a great deal of interaction. There is a small hairdressing salon on the ground floor and a small café and seating area in the reception for residents and visitors.

On two occasions we were asked by a resident for help to get to the toilet or get a footstool as no staff were visible. It took a couple of minutes to find a staff member. We also saw a resident in distress, possibly with cramp, which needed a third party to help them alleviate. If their relative had not been present, they might have been distressed for a while as no staff were around at this time.

Recommendations

We recommend that Cherry Garth:

- Reassess the staffing levels for all floors of the home, to allow a more focussed 1-1 care for all residents.
- Use best efforts to eliminate the unpleasant odour from the ground and first floors.

Service Provider Response

I have noted your report on the experience of your team at Cherry Garth on Saturday 14 November and addressed the negative issues with my colleagues.

Regarding your recommendations we will be looking at the budget in January to reassess our staffing. At the moment we are using every hour allocated. Recruitment has been a priority over the past few weeks so hopefully our vacant hours will be filled early in the New Year.

Our household team is working hard to eliminate any odours.

Thank you for visiting us we always welcome feedback.

Acknowledgements

Healthwatch Bucks would like to thank Cherry Garth 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.
