

## 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**  
**26.09.18 – 10.45 am**  
**Alison Holloway, Joy Johns, Jenny Cassidy, Jean Button**

### Summary of findings



- A welcoming manager who engaged well with residents and seems open to new ideas
- Staff who seemed caring and positive when interacting with residents
- Insufficient daily activities taking place

### The Visit

Cherry Tree provided nursing care for 40 residents at the time of our visit. We talked to 2 visitors, 5 members of staff and 10 residents and observed another 8 residents, 1 visitor and 3 staff.

### How people are treated



Staff appeared to know residents well, addressing them by name. However, we did hear one call a resident 'granny'. Whilst this seemed to be a term of endearment, we are not sure it was appropriate. Staff and residents seemed to have good, friendly relationships. They were relaxed in each other's company. Over lunch, we saw a staff member provide reassurance by rubbing a resident's hand. Staff spoke to residents at eye level. We heard "thank you" and "you're welcome" a lot. Residents and visitors told us staff were "wonderful" and "the new manager is very nice". However, we were also told that "there seems to be less staff than there used to be." We were told that residents and relatives meetings occur quarterly. Residents told us they felt that changes were made as a result. "If we have any concerns, we talk to George. He's very good; he would do something." We heard how he consults with residents and relatives about changes e.g. moving the reception desk to a more central location and creating an office with large windows there too.

### Personal Choice



A resident told us they could go to bed and get up when they wanted to. We saw a range of drinks for some residents although drinks were not accessible to everyone. There were jugs of water and squash in the lounge, and wine had been poured at lunch time in the dining room. We heard a kitchen assistant ask each resident whether they would like gammon or beef for lunch. When a resident said they didn't want either they were offered an egg. "I have eggs seven days a week!" was the reply. They were then offered a salad or a sandwich. "I'll just have bread and butter" was the reply. They ate this, with a banana, outside with the manager. The resident had said they didn't like being upstairs all the time and preferred to be outside. We were told this resident can only be outside with a member of staff for their safety. This possibly meant that they might not be able to go downstairs or outside as often as they would like to. One person said they went outside every day to see the ducks. Others said they sometimes went out but again this depended on staff availability. There was no pictorial or written menu in the dining room or conservatory. We were told that the food was "marvellous", "Ok" and "it varies". People had a choice of where to eat. We saw residents

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eating in three communal areas, outside and in their bedrooms. Most people wore long bibs in the dining room at lunch time. Whilst some people were asked whether they'd like to wear one (and declined), others were not.

**Just like Being at Home**



The home is spacious, tidy and clean with a very large well-kept and welcoming garden. Some residents were sitting on their patio outside their ground floor bedrooms enjoying the sunshine. There are two large conservatories as well as a lounge and quiet room upstairs. The small dining room was beautifully set for lunch and bedrooms are very personalised. Further improvements were being made; new laundry bins were being built during our visit. We were told Cherry Tree is “warm and homely” and “is settled; running smoothly”. On our arrival no TV’s were on but the one which was subsequently switched on was at a very loud volume although only one person was watching it. This conservatory was also very hot, due to overhead heating, even though the double doors to the garden were open. Staff, coming and going, seemed not to notice either. Corridors had been recently given road names to help orientate people; we found them very helpful. Several toilets doors displayed picture signs but not all. New residents, with ground floor bedrooms, were encouraged to choose plants for their patio to make it their own. However, we didn’t see any residents get involved in any other areas of the home. Visitors can come in whenever they like.

Outside several bedrooms, we saw memory boxes containing different photos and small items reflecting a resident’s life history. In some, there were also butterfly signs to help staff. These indicated DNR in a known but dignified way.

**Privacy**



Everyone we spoke to said, unhesitatingly, that staff always knocked on bedroom doors and closed curtains when personal care was given. We were given no evidence of privacy being compromised. Some bedroom doors were open, some closed. Patios, outside ground floor bedrooms, had been separated with planting areas to create more private space.

**Quality of Life**



We did not see any activities taking place and some residents told us not much happened. The manager told us they were trying to recruit a full-time activity coordinator. A volunteer has recently started to help with some activities. The manager showed us an area that was being built to advertise would be happening. At present, it only showed a few photos and letters from relatives from 2015-16. There were few residents in any communal areas except at lunch time when the dining room was full. Then there was a lot of chatter between residents. In the main conservatory, we did see one visitor reading out loud to her relative, who has sight loss, and another sitting by the open door. However, there seemed little to entice residents into the conservatories/lounges in the way of activities. Residents told us about visiting singers which they enjoyed but we heard no examples of any exercise sessions. The home owns a car adapted to take wheelchairs which has been used for outings to Chinnor railway, Aylesbury and Princes Risborough. The manager also told us about residents planting up the raised beds in summer. We also saw two visiting dogs and a

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housekeeper feed the resident ducks. In the reception area, there were copies of the local parish magazine and Daily Sparkle. The manager also told us of his plans to buy remote control boats for the pond.

A hairdresser visits every Thursday to use the newly created salon. A resident also confirmed that the GP and optician also both visit, and a vicar arrived as we left. Residents confirmed that bells were answered quickly.

### Recommendations

#### We recommend that Cherry Tree:

- reminds staff to address residents using the name they have asked to be used
- ensures that drinks are accessible to all residents especially those who are not mobile enough to help themselves
- reviews the menus to ensure a wide variety of food including cooked vegetarian options other than omlette
- ensures there are written and pictorial menus available in the dining rooms at least. The manager told us this would be put on a rolling screen on the new TV in the reception area.
- reminds staff to think about TV volume and heat in the communal areas when they pass through at various times to ensure they are appropriate
- reminds staff to ask residents whether they would like a bib at mealtimes
- puts up pictorial signs (as well as words) on all communal room doors such as toilets
- asks residents about where they might like to get more involved, eg. interviewing potential new staff or folding serviettes for meals, so they feel it's more like home
- puts up a schedule of activities so that residents and visitors know what is going on and when. The manager told us this would be put on a rolling screen on the new TV in the reception area.
- continues to involve volunteers in activities to give residents more opportunities to go outside etc.
- ensures there are exercise sessions for residents including chair based ones
- involves residents in feeding the ducks
- contacts the Home Library service for a source of books, especially audio books. Calibre Audio library would also be a source of these materials although they are delivered by post rather than by a volunteer visiting the home
- starts more simple get together group activities in the lounge to bring people together to socialise eg. cards, dominoes, knitting etc
- puts audio description on personal TVs where residents might have a sight problem
- contacts The Macular Society and Bucks Vision for support with residents with a sight loss

### Service Provider Response

Thank you for your visit to Cherry Tree Nursing Home, it was a pleasure to have you in the home and show you around.



In your report you mentioned that you heard one of our staff call a resident 'granny'. This particular resident likes to be called this by staff and it is documented in her care plan. This is providing choice to the resident about what she would like to be called. Every time she is called granny it puts a smile on her face.

You also stated that one of our residents had said 'I have eggs seven days a week', I can assure you that this is her daily choice and she has had eggs almost every day for lunch since she has arrived in Cherry Tree. We will start using more open questions when asking her what she would like to ensure we are giving her the full use of her ability to choose what she would like to eat. It is also stated in the report that "several toilets doors displayed picture signs but not all". The primary need of our residents at Cherry Tree is not dementia. Therefore, we do not feel it is necessary to have these picture signs on every door.

You also wrote under 'Just like Being at Home' that the TV was "at a very loud volume although only one person was watching it", this particular resident actually had the remote and is able to use it. It is her choice to watch the tv at this volume.

Regarding our staffing levels, We run a staffing levels analysis based on a model developed by a leading care consultant that has consistently shown that we are actually overstaffed at any one moment.

Residents are actively encouraged to make the most of the beautiful grounds here at Cherry Tree and residents have never been denied access based on staffing levels. We have recently invested in outdoor call bells to further safeguard these residents who wish to be outdoors more.

It is also stated in the report that we are only show a 'few photos and letters from relatives'. We have the new cards and letters on the notice board as you walk into the home above the sign in book, however we have decided to keep the numerous old cards, letters and photos in the activity corner for the other residents and relatives to read.

We had a dedicated activities co-ordinator who together with our volunteer, Linda, had an interesting and varied program chosen by the residents. Sadly, two weeks prior to your visit our activities coordinator had to take time off due to a family crisis. We have offered our carers the opportunity to pick up the mantle in the interim whilst we advertise for a new activities co-ordinator.

We are putting into place a system where we inform our residents of the activities and the menu for the whole week which will be distributed on a Sunday. This will also be displayed on the new TV screen that we have in our reception.

We look forward to sending you a copy of our quarterly newsletter which will update you further on all the positive developments at Cherry Tree.

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### **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.

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### **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.

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**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.

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