

# healthwatch

Cheshire West



## Enter and View Report

**Pinetum Care Home, Chester**

**23<sup>rd</sup> January 2024**

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## Report Details

<b>Address</b>	Eastway Building Valley Drive Chester CH2 1UA
<b>Service Provider</b>	Care Uk
<b>Date of Visit</b>	23 <sup>rd</sup> January 2024
<b>Type of Visit</b>	Prior Notice
<b>Representatives</b>	Jodie Hamilton Tricia Cooper Mark Groves
<b>Date of previous visits by Healthwatch Cheshire West</b>	24 <sup>th</sup> May 2018

This report relates to findings gathered during a visit to the premises on specific dates as set out above. The report is not suggested to be a fully representative portrayal of the experiences of all the residents, friends and family members or staff, but does provide an account of what was observed by Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visits.

## What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres.
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of staff and volunteers, who are trained as Authorised Representatives to carry out visits to health and care premises.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports are circulated to the service provider, commissioner, the CQC and relevant partner organisations. They are also made publicly available on the Healthwatch Cheshire websites:

- [www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view](http://www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view)
- [www.healthwatchcwac.org.uk/what-we-do/enter-and-view](http://www.healthwatchcwac.org.uk/what-we-do/enter-and-view).

## Purpose of the Visit

- To engage with residents, friends and relatives of the named services and understand their experiences
- To capture these experiences and any ideas they may have for change
- To observe residents, friends and relatives interacting with the staff and their surroundings
- To make recommendations based on Healthwatch Authorised Representatives' observations and feedback from residents, friends and relatives.

## Methodology

### **This Enter & View visit was carried out with 'Prior Notice'.**

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were not given.

Prior to the Enter and View visit the service was asked to display both the letter announcing our visit and a Healthwatch Cheshire poster in a public area. The service was also asked to share surveys amongst residents, friends and relatives. Members of the Healthwatch team visited the service prior to the Enter and View visit to deliver paper copies of the surveys.

To enable us to check that there are no health outbreaks at the premises that would prevent the visit taking place for infection control reasons, this Care Home was made aware that we would be coming on the morning of the visit.

### Preparation

In preparation for an Enter and View visit the Authorised Representatives who will be carrying out the visit conduct research that involves reviewing:

- The latest CQC report from a routine inspection of the service

- Any previous Healthwatch Cheshire Enter and View reports
- The care home's information held on the Carehome.co.uk website
- Entries on social media platforms
- Comments held on Healthwatch Cheshire's feedback centre
- Information received by Healthwatch Cheshire as a result of undertaking surveys.

On the day of the visit the Authorised Representatives hold a briefing to discuss findings from their individual preparation, and decide as a team how they will carry out the visit, and any specific areas of focus based on this prior knowledge.

### **About Pinetum Care Home**

Pinetum Care Home is in Chester, and offers care for up to 45 individuals who require nursing and respite care for older people, including those who are living with early stages of dementia. Pinetum also offers specialist care for adults with complex needs such as brain and spinal injury. Pinetum belongs to the Care Uk group.

## **Findings**

Before Healthwatch visited Pinetum Care Home 10 resident and 10 friends and family surveys were given to the home to be completed, along with a poster with a QR code to gain access to the survey as a preferred method. Healthwatch received 13 Residents' feedback surveys and 4 Relatives' completed feedback surveys. The feedback from the surveys is included within this report.

## Arriving at the care home

### Environment

Pinetum is built within the Countess of Chester Hospital grounds. The care home was easy to find and well-signposted.



The care home is in a quiet area of the hospital grounds; the building was in good condition and looked well maintained. Just to the right of the entrance is a car park which is spacious enough for the size of the care home and a very short walk away from the care home. There is space for emergency transport to access the home at the entrance without any issues.

The entrance was easy to find and secure. Outside the entrance was a large notice to inform visitors that Pinetum was undergoing a makeover and that refurbishments were taking place.

Healthwatch representatives were let into the building by the Deputy Manager and were asked to sign the visitor book. The entrance was clean and tidy and displayed information. Some of that information was Carehome.co.uk review cards, information on what's going on in the home, Healthwatch survey information, monthly newsletter and certification that Pinetum has completed the 6-step training with The End-of-Life Partnership.



The care home Manager has been at Pinetum since 2016, starting as a nurse, then Deputy Manager in 2020 and he has been the home's Manager since May 2023.

When we asked the Manager what we should expect to see in the home during our visit they told us

*"I hope you'll see good care from our staff, both carers and nurses. We offer good care to residents and make them feel comfortable and safe in the home. We are renovating the building at the moment which is a big project. The place is quite old but Care UK is now investing in Pinetum."*

Healthwatch was shown around the home by the Deputy Manager who has worked at Pinetum for 11 years. During being shown around they explained about the current renovations and plans for the care home décor. The renovations were being carried out safely; there were signs up to say wet paint and all equipment was safely out of the way of causing any hazards. Due to the work currently happening residents were not using the communal areas.

The care home was a nice warm temperature and had no unpleasant odours. Despite the renovations taking place, it was clean and tidy in all areas that Healthwatch visited.

## Treatment and care

### Quality of care

During our visit the residents who were up were dressed in day clothes and appeared clean and comfortable. Their hygiene appeared to be good.

During our visit, we heard several call bells ringing. They were answered promptly by the staff.

The care home uses Fountains Medical Centre. Once admitted the GP will visit that day or the next day, then every Wednesday the GP visits with students and the MP (Medical Practitioner). When a resident is not feeling well, Fountains will be called for the GP to attend.



When asked if residents stay with their own GP, the Manager told Healthwatch that residents will register with the home's GP as this is easier.

Healthwatch asked the Manager if a resident became unwell and needed additional care was the home able to try and keep them at the home or would they normally go to the hospital?' The Manager told us that Pinetum uses Restore2. If a resident is unwell, they will be assessed by the GP who decides if they can be treated at the home. If he thinks the resident needs IV antibiotics, the Hospital at Home team will come to administer them.

*"The GP will decide if they should be treated in hospital, but as far as possible we try to care for residents here."*

Pinetum has 12 discharge to assess beds plus two spot beds.

Pinetum has a Salon and a hairdresser who comes every two weeks and was visiting during our visit. The Activity Coordinator and nurses check with the residents and families if they would like an appointment with the hairdresser.

A chiropodist visits the care home monthly.

The care home has links with a local dentist

Eyecare On-call opticians visit monthly.

Pinetum uses Well Pharmacy in Ellesmere Port. This pharmacy is dedicated to care homes.

When asked what other health services came in the Manager told Healthwatch that a physio comes in three times a week, also an occupational therapist, social workers, DoLS (Deprivation of Liberty Safeguards), a TVN nurse for wound care, a podiatrist, SALT team (to assess if residents can swallow properly and if they need a modified diet) and a dietician.

Eleven residents shared with us that they felt cared for and two said sometimes they felt cared for in the home. All 13 residents said they felt safe at Pinetum Care Home.



When asked what the best thing about living at Pinetum is a resident told us *"The care"*. Another resident told us *"I am well looked after."*

## Privacy, dignity and respect

Whilst we walked around the home, staff seemed to interact well with the residents, listening and helping them when needed. Residents appeared to be treated with dignity and respect throughout our visit.

Twelve residents who shared their views with us about living at Pinetum said that they felt respected in the care home and one resident told us that sometimes they feel respected.

All 13 residents shared their views that their dignity is maintained in the care home.

Twelve residents shared their views that they have privacy in the home and one resident said sometimes they have privacy

All four relatives/friends who shared their views said their family member was respected, had privacy, and their dignity maintained.

The Manager told Healthwatch *"We ensure privacy and dignity all the time, and have policies in place which all staff have access to. Training is part of the induction for new staff. Completing iLearn is mandatory for staff members. We discuss privacy and dignity in meetings regularly, and they are part of the daily walkarounds that take place."*

When asked what support is available for alternative systems/accessible information/ hearing loops/large print information the Manager explained they had a resident who was quite deaf and used hearing aids. The home spoke to the audiology department at the hospital who provided an ear set that included a microphone. Some Pinetum residents have difficulty with speech and whiteboards are used for communication. The Activity Co-ordinator also uses photographs with some of the residents, to show if they are happy or not. Pinetum has provided Braille books for residents who are blind.

## Understanding residents' care plans

When Healthwatch asked if residents have care plans and how often they are updated the Manager told Healthwatch that when residents are admitted, nurses and the team leader will start the care plan and assessments straight away. They are updated monthly usually but after a recent meeting it was decided care plans would be updated after the first seven days, and then monthly or more often if required. Residents are involved in their care plans if they have the capacity, and families too as they know their relative's habits, likes and dislikes, routine, etc. Involving family can be very helpful.

## Relationships

### Interaction with staff

All staff Healthwatch came in to contact with said 'hello' and were happy and friendly. On many occasions, Healthwatch staff were offered a drink.

The Manager and Deputy both told Healthwatch staff should be wearing name badges, however the staff Healthwatch came into contact with were not wearing name badges.

We witnessed staff escorting residents to different areas of the home and all interactions between staff and residents were friendly. The residents looked happy and comfortable. Staff called residents by their names and were all attentive.

All 13 residents and family and friends who responded to the survey shared with us that the residents have a good relationship with the staff.

A resident told us that the best thing about living in a care home was *"People and staff"*.

A relative told us the best thing about their loved one being in a care home was *"The compassionate attitude of the staff"*.

## Connection with friends and family

During the time Healthwatch was at the care home we did not see or interact with any friends or family who may have been visiting.

When asked how they keep friends and relatives in touch with residents, and how often they are updated, the Manager told us that most friends and family visit or call the residents.

*"Visiting can take place any time, 24/7, and can take place in the residents' bedrooms, the dining room, and lounges."*

Some residents have mobile phones, or the home's portable phone can be used. Pinetum also has some tablets which can be used for virtual face to face interaction.

Seven residents shared with us that they can call friends and family on their mobile phones to keep in touch.

Six residents shared with us that staff helped them keep in touch with friends and family.

The Manager explained they would provide families with a large lounge if a few relatives would like to come and celebrate a birthday.

The Manager said that if there was an outbreak and risk of infection, they always call Infection Control who have previously advised one family member could visit per day during an outbreak. The policy for dealing with an outbreak can be found on the Care UK website.

## Wider Local Community

Healthwatch asked the Manager what links Pinetum has with the wider community, the Manager's response was:

*"Nurseries with young children come and visit and do painting and crafting with residents. They have also joined our Halloween party. We've had a Gospel choir visit; a therapy dog and a lady has brought reptiles in to show our residents. We have also started a new project with veterans, and on Remembrance Sunday local veterans were invited for a meal."*

## Everyday Life at the Care Home

### Activities

Pinetum has one Activities Coordinator who works 29 hours. The Manager told us that they are advertising for a second Activities Coordinator. The care home provides a weekly plan which is shared with residents and families. Activities include bingo, pamper days, baking afternoons, 'Life Story' sessions, and a Burns Night celebration.

Healthwatch saw an Activities notice board that had a weekly plan and activities-related information. We also noticed weekly Activity plans around the home while we were shown around. What will be going on during the week was very well advertised. There is an activities



room on the second floor where most activities take place. One-to-one activities also can take place in the residents' bedrooms if they wish.

During the time of our visit, we didn't see any activities taking place as it was the day the Hairdresser visited. There was baking planned for the afternoon.

Healthwatch got the opportunity to speak with the Activities Coordinator who was going around the home visiting the residents to say good morning and let them know what would be going on in the home that day. The Activity Coordinator was very positive and friendly and told us about what's recently been going on in the home; they have had a Choir from Liverpool, visits from nursery groups, schools, little learners, and Busy bees. There is a monthly newsletter available to the residents, friends and family and regular Residents' meetings.

The Activities Coordinator told us about an app which the home uses to share with friends and family information and photographs of residents while taking part in activities. All residents/relatives give their consent to information and photographs shared on the app and the relatives can only access information and photographs of the resident they are related to in the care home. The Activities Coordinator told us that it's nice to hear

families come and visit their loved ones and talk about what they have seen and what they have been up to.

The care home has recently trained drivers to use the sister home's minibus so that they can start taking residents for days out. Their first trip to the garden centre was a big success so they have plans to visit Chester Zoo and the Blue Planet Aquarium. The Activities Coordinator also told us that the staff in the care home are very good at supporting her in her role and will help at events she arranges and support her in helping to take residents out. She uses the Loop app to share her plans with the care home staff of any events she may need help with and to also share with the staff any information regarding activities coming up. She has a positive response when asking for help with anything.

Eleven residents shared with us that they are kept informed of what activities are going on in the care home, one resident answered No they weren't kept informed and one resident said they didn't know.

When residents were asked the question of how happy they are with the choice of activities provided in the home, six residents responded they were 'very happy', four residents were 'happy' and three residents were 'satisfied'.

Three relatives shared with us they are very happy with the activities offered to the residents at the care home.

One resident told us; *"The activities lady is very involved with the residents."*

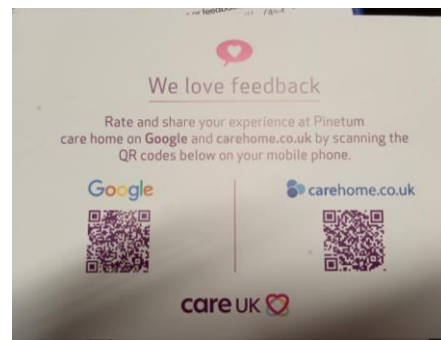
## Person Centred Experience

Healthwatch asked the Manager "How do you ensure residents' experiences are person-centred?" The Manager explained they write person-centred care plans by speaking to residents and their families, and they are not just generic care plans. They include eating and drinking, whether they are on a modified diet, vegetarian, or pescatarian. If a resident wants a female carer, the home ensures this. The Manager told us if residents have a daily routine, they will endeavour to meet their wishes.

Pinetum has a resident of the day. The Manager told us *"We start from room 1 downstairs and room 19 upstairs so all residents will be included. We carry out resident-of-the-day monthly reviews completed by different members of staff (nurses, TLS, cleaners, laundry, etc). Staff use Relish app and add notes daily."*

Healthwatch asked the Manager how residents and relatives raised complaints, concerns, or feedback. The Manager said that residents can talk to the carers or nurses if there are any issues, and they will report these to him. They can also speak directly to the Manager, or inform their family who will speak to the Manager.

The Manager told us if friends and relatives raise complaints, concerns, or feedback that *"They can send emails to me or raise them with staff who will come to me. They also have the option to leave a review on Carehome.co.uk or Google and we have "We love feedback" cards. Care UK calls families twice a year and then provides feedback to us.*



The Manager said every two months they have friends' and relatives' meetings, and they would like to change this to monthly. Feedback cards are available at these meetings.

Thirteen out of 15 residents shared with us that they knew how to raise a complaint or give feedback.

The following comments were made on how to give feedback or make a complaint by the residents;

*"Inform staff member"*

*"Speak with the Manager"*

*"Residents meeting "*

Three out of four friends and family shared with us that they knew how to raise a complaint or give feedback.

## Communal Areas

Pinetum is accessible for those with mobility issues and mobility aids. The corridors are wide enough to accommodate mobility and have a handrail. Healthwatch saw residents with mobility aids moving around the home with no issues.

The communal areas were clean and tidy with no odours. All communal bathrooms, showers, and toilets were clean and tidy, with plenty of space for mobility needs.



There are five communal areas inside the care home: a bistro, two lounges, and two dining areas

During the time of Healthwatch's visit we were unable to see the communal areas in use due to renovations and furniture had been covered up with dust sheets due to painting in progress. New furniture is on order for these areas. There were plenty of signs to alert people to wet paint.





Furniture in the dining rooms were standard tables and chairs you would expect to see. The tables were currently being set up ready for lunchtime.

Lighting throughout the building was a good consistency with some areas of good natural light.

There were lots of wall displays throughout the home that were soon to be removed due to renovations and to be replaced with new ones.

There were photographs on the walls throughout the home of residents enjoying events in the home.

In the upstairs dining room Healthwatch saw a separate area for the safe and effective storage of all care equipment.



## Residents' bedrooms

Pinetum has 45 bedrooms, four of the downstairs bedrooms in the complex unit are ensuite.

Some ground floor bedrooms have direct access to the garden and some have views of the garden.

The bedrooms are of a good size with natural light and equipped with adequate furniture. Residents can bring personal items from home to make the room feel their own.

The bedrooms were clean and tidy, Beds were made and the sheets looked clean.

Bedrooms that were not ensuite had a sink.

There were no name plaques on the doors.



Healthwatch asked the Manager, can residents make their room feel like their own with personal items/furniture? The Manager responded *“When residents are admitted to Pinetum, we explain to them this is like their own home, and they can bring in pictures and other personal belongings. Residents can personalize their rooms and can choose their own colour scheme.”*

A resident shared with us that *“I have decorated my room the way I wanted.”*

### Outdoor areas

The Care home has an accessible outdoor garden area for residents to visit. It is wheelchair/walking aid accessible. The garden is of average size with benches in different areas. It is well maintained with grass and some paved areas. There were some accessible planters if residents wished to do some gardening.

There is a smoking area that residents can use if they wish during their stay at Pinetum.



## Food and drink

Healthwatch asked the Manager if Pinetum has their own catering staff or whether they use pre-prepared meals. The Manager told us *"We have two chefs here, and one came to us with many new recipes and has improved the quality of the food."*

Healthwatch was told every morning at breakfast the carers ask each resident which option they want from the menu. There is always an alternative if they do not like the choice on offer. *"Some residents prefer sandwiches in the evening, and we recently had a trial for a few weeks, providing sandwiches with a hot dish like soup. This was enjoyed by many of our residents. We try to diversify the menu all the time."*

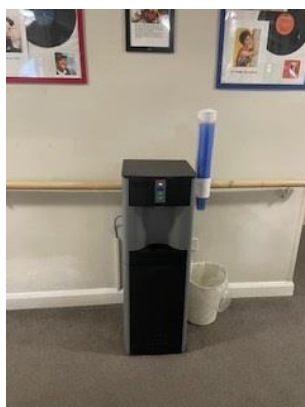
The Deputy Manager told Healthwatch the Chef will often speak to the residents to find out what they like to eat and will include their preferred choices in the weekly menu.

A resident told Healthwatch *"The Chef is really nice."*

We noticed while being shown around the home, that there were menus on display for meals being served that day, and there was also an alternative menu on display.



There are water and juice machines around the home which are accessible 24 hours a day. A drinks and snack trolley also goes around to residents at 11 am, 3 pm, and suppertime. The snack trolley offers a variety of things: hot and cold drinks, crisps, chocolates, fruit, and biscuits. Then at supper time, the residents will often have things like sandwiches or toast.



Once the renovations are finished there will be a small coffee/bistro area serving hot drinks and snacks that residents can visit. They can use this area with friends and family.

The Deputy Manager told us that residents can ask for a drink and something to eat at any time. The staff often go over to the local shop if the residents request something the care home does not have.

Five residents shared with us that they were very happy, two residents said they were happy and three said they were satisfied with the quality of the food in the care home.

Healthwatch asked residents when and how they choose their meals and we received the following responses.

*“Weekly plan every week”*

*“Every morning”*

*“The carers come every morning to ask people what they would like.”*

Eleven residents shared with us that their dietary requirements are met and two residents shared with us that their dietary requirements are not met.

Three relatives shared with us that their family member’s dietary requirements are met in the care home and one relative shared with us that their family member’s dietary requirements are sometimes met

One resident told Healthwatch they *“would like to have more fruit”*.

## Care Home Best Practice Initiatives

During Enter and View visits, Healthwatch observe which NHS care initiatives have been adopted at the care home. The three we focus on are:

<p><b>MUST</b> (Malnutrition Universal Screening Tool)</p>	<p>A tool used to identify adults who are malnourished, at risk of malnutrition(undernutrition), or obesity. It also includes management guidelines which can be used to develop a care plan.</p>
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<b>Restore2</b> (Recognise Early Soft-signs, Take Observations, Respond, Escalate)	A tool designed to help staff recognise when a resident may be deteriorating or at risk of physical deterioration and act appropriately according to their care plan to protect and manage the resident.
<b>RITA</b> (Reminiscence /Rehabilitation & Interactive Therapy Activities)	A digital reminiscence therapy with user-friendly interactive screens and tablets to blend entertainment with therapy. It assists patients (particularly with memory impairments) in recalling and sharing events from their past through listening to music, watching news reports of significant historical events, listening to war-time speeches, playing games and karaoke and watching films.

Pinetum Care Home uses RESTORE 2 and MUST.

Healthwatch asked the Manager if Pinetum engaged with the End-of-Life Partnership, the Manager told us *"Yes, we have End of Life Champions. All nurses attend training. We have a good relationship with the Hospice of the Good Shepherd, and they invite our staff to attend refresher training."*

We asked the Manager what their biggest challenge had been at the care home; their response was *"There can be challenges every day. I can come to work with a plan and during the day my priorities will change. In the past, recruiting nurses was our biggest challenge. Having 'complex' beds, we're like a mini hospital so it can be difficult to recruit staff. It has been a challenge but, currently, we are not needing to use any agencies to find nurses."*

The Manager's biggest success to date: *"Working my way up to the position of Pinetum's Manager. Also, to finally start having the building refurbished and for it to have a new look. When I first started here the place looked old. We did a survey and received feedback saying the home looked tired."*

During being shown around the care home the Deputy Manager told Healthwatch about staff wellbeing. It came across how important staff wellbeing is at Pinetum Care Home and how much staff are valued. Every

day there is a half-hour wellbeing session for staff to attend run by the Wellbeing Coordinator. Staff also have the opportunity to go speak to the Wellbeing Coordinator 1-2-1 when needed. The care home also has a cupboard where staff can pick something for lunch if needed. Pinetum management wants to look after their staff and show them appreciation for all the hard work that they do.

The care home has Gem nominations which is a type of employee of the month. Staff and residents can vote for a member of staff and leave some positive feedback about them. Each month a member of staff is awarded the Gem and will receive the feedback along with a gift. This is something positive for the staff and works well in the care home.



## Recommendations

- To ensure staff wear name badges.
- Check that all residents' dietary requirements are followed.
- Change resident meetings to monthly.
- To continue to ensure staff wellbeing is a priority.

## What's working well?

- The care home is clean and tidy. This shows Housekeeping is working well
- The residents feel safe and cared for

- Staff work in a person-centred way
- Management has good knowledge of everyday life in the home
- Staff go above and beyond for residents
- Communication between staff is good
- A very busy home, however staff made Healthwatch feel very welcomed
- Activities Coordinator works very hard and is very involved with the residents.
- The care home looks after staff wellbeing.

## Service Provider Response

Thank you for your feedback, I don't think I would like to attach anything to your reports.

Narcis Mitu

Pinetum Care Home Manager