

Enter and View:

Cherry Trees

Care Home:



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About us

Healthwatch Rotherham:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

Care Home Details:

Address	Simmonite Road Kimberworth Park Rotherham S61 3EQ
Service Provider	Cherry Trees Care Home
Date and time of visit	17th January 2024
Representatives	Kym Gleeson Alison North
Latest CQC rating (August 2023)	Overall Good

Care Home Manager: Sharron Whaley

Cherry Tree Care Home has capacity for 66 residents and at the time of our visit there were 63 residents living there. The residents live in 4 units, which are locally known as communities, each named after areas of Rotherham (Wentworth, Thorpe, Greasbrough and Wingfield). The communities are spread over two floors. Three of the communities are allocated to EMI residents (elderly mentally infirm) with the other one available for residential care. Two of the communities (Thorpe and Wentworth) are on the ground floor and two (Greasbrough and Wingfield) are on the upper floor.

Disclaimer:

Please note that this report is related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report is written by Healthwatch Rotherham using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Rotherham.

What is Enter and View?

Local Healthwatch have powers of entry, and providers have a duty to allow entry, if local Healthwatch operate under the principles of the legislation set out below:

- To go into health and social care premises to hear and see how people experience the service
- To collect the views of people at the point of service delivery
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based feedback
- To report to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Methodology:

This 'Enter and View' visit was announced to the care home 14 days in advance. We contacted them initially via e-mail discussing the purpose of our visit including the details of our visit, the time and date. We then followed this up with an additional telephone call several days before the visit to confirm that we were still ok to attend as planned on Wednesday 17th January 2024. Prior to our visit, we left some surveys for friends and relatives of the residents to complete.

Details of Visit:

Observations:

Introductions and Entrance:

We were welcomed by the manager, Sharron Whaley, along with a member of the administration staff in the inner foyer of the care home. We were made to feel very welcome and the manager had a good overview of the reason for our visit. We were provided with a good explanation of the residents they cater for and how units are known communities within the home and have been given names that connect them to the Rotherham area (Wentworth, Wingfield, Greasbrough and Thorpe). We were advised that there was no fire alarm scheduled during our visit and advised on which areas/individuals we could visit.

The care home has plenty of car parking and the entrance has a slight canopy over the doorway to give some cover if the weather was raining while you waited. There are baskets of flowers at the entrance creating a welcoming atmosphere. Upon entering through the outside door, there is an outer foyer area where visitors can wait in the warm and dry. This area contains some information about the home for visitors to look at. The main entrance was very secure, and

upon ringing the doorbell, we were let in almost instantly. Located in the foyer is a second office space shared with the administrator, and on duty Deputy care manager. Once inside the inner foyer, we were asked to sign in using the visitor book. The reception area was a large colourful space with plaques on the wall, providing visitors with comfortable seating, access to a toilet, water dispenser and biscuits. The area was bright, clean and friendly and we observed the manager greeting visitors by name. We noted that the families were arriving and leaving with smiles on their faces, looking happy to be leaving their family members there.

Gardens and External Areas:

There is a large garden area for residents to enjoy. It is well kept with garden ornaments, raised beds and a potting area. The activity coordinator Lisa, uses the garden as part of the seasonal activities for the residents. There is lots of seating available for the residents to use, including tables and chairs, with great coverage to protect them from too much sun. The garden is accessed through a door in the lounge which was locked at the time of our visit due to it being winter. We were informed that the doors are opened when the weather is nice.

Meal times:

During our visit, we observed meal times in the Thorpe community. Residents there have the option to eat their meals in their rooms or in the dining room. There is a set menu each week, with the menu displayed on the wall in the dining room in pictures. We did note that in Thorpe that these were not up to date. The food is prepared and cooked on site each day and is then served from a warming plate in each community's dining room. The dining room in Thorpe was clean and set for lunch. During meal times, there is music playing quietly in the background.

In the dining room, each resident is asked what they would like and it is then brought to them on a plate by staff. Residents are offered both hot and cold drinks and can request more food if they wish. On our visit residents didn't have to wait long for their food to be served although when questioned, residents reported the food to be warm rather than hot.

There is provision for those who require extra support and we observed a lovely conversation between a resident and a carer who was assisting them to eat their meal which had been pureed for them and their drink placed in an accessible beaker.

The seating was appropriate to everyone's needs and there was adapted seating and equipment for those who needed it. There were staff assisting where needed, with the Deputy moving between each Community to assist where needed.

Residents Rooms:

The resident's rooms were clean and bright, with window access. The rooms had a high level of personalisation, with residents clearly able to bring their own belongings such as photographs, ornaments, flowers and teddy bears. Each had a TV and a chair of the resident's choice. Residents have en-suite facilities, with a toilet and a sink in each, which are small but clean. Additionally, there are multiple communal bathrooms in each Community setting. These give access to walk-in showers, with showers chairs also available or the choice of a specialist baths, such as a parker bath, to support ease of access with the support of care staff.

We noted in one community downstairs, that the doors to the resident's rooms are designed to look like front doors to make the residents feel like they are living in their own home. There are names on the doors but we noted that these were made of white laminated paper and weren't personalised. Outside the doors are memory boxes but those we saw were empty. In both Wentworth and Thorpe communities, we observed doors to rooms being left open whilst residents were asleep in bed.

Communal Areas:

Layout:

All four communities had a similar layout and are located off a central stairwell. Where appropriate, there was a red dementia sign on the entrance to the community. Each area consists of one long central corridor, giving access to resident's rooms, the lounge area, dining room, kitchen and toilet facilities. There is a central nurses station on each community's corridor. The corridors were easy to navigate with green support rails provided, although we did note that the rails needed repainting. Each corridor had benches along it to sit on and there were signs on the communal toilet/bathroom doors. However, we observed that in some places the signs could have been clearer and some of the signs weren't dementia friendly as they were red on gold. Some of the rooms off the corridors had confusion locks on them and areas such as the kitchens and medical rooms were locked with combination codes.

During our visit we observed that although the layout was similar in each community, each had its own personality. In Wentworth, the walls were very busy with photos, flowers and ornaments, whereas in Thorpe, the walls were far less decorated. We noted that at the entrance to Thorpe there was a 'you said, we did' board to show residents and visitors the action that the care home has taken to suggestions made to them. There was also an activity board so that residents could see what was happening in the home.

Lounge:

The lounge areas were generally observed to be clean, calm environments which were pleasant to be in. In Thorpe there was access to a TV and books and we noted that the chairs were arranged in a nice way to encourage chatting amongst residents. Also available in the lounge in Thorpe was a fish tank, in Wentworth, they had access to a budgie. TV's or radios were observed playing on low levels in the lounges, even if they were empty.

Activities:

There is an activity coordinator who works Monday-Friday. The activities are displayed on a notice board in the main corridor and activities are adapted depending on popularity. We observed her supporting two gentlemen to use a "Tiny Tablet" (A large table style computer Tablet that can be made higher/lower or flat as a table or facing you like a TV) to play a crossword puzzle together.

Staff:

All the staff we spoke to were polite, friendly and seemed happy in their work. We observed staff engaging well with residents and residents responding well to staff. At the time of our visit there were 62 members of staff to 63 residents.

The staff followed infection control procedures, with bare arms below the elbow and different uniforms used for different roles. Those involved in personal care or serving food, wore pinafores and we observed the use of hand gel.

The staff have access to one main room on the upper floor during their breaks, of which they get 3 per shift.

We spoke to one external professional during our visit, the hairdresser. The hairdresser had popped in to speak to the lady we were chatting with to ask if it was ok to have her hair done after lunch. The interaction was positive, with the lady asking how the hairdresser was as she had been unwell. The hairdresser told us she is there three days per week.

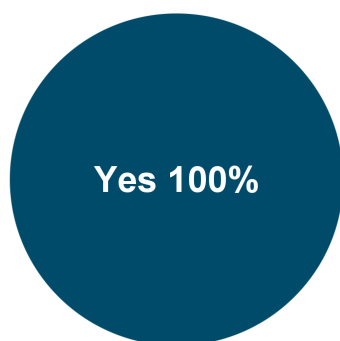
Survey Responses:

As well as conducting our own observations, we completed some surveys whilst we visited the care home with both residents and staff. We did this to get true and honest feedback from people who know the care home best. We will use this data combined with our own observations to form a summary and any recommendations.

We were on-hand to assist anyone who needed help completing the survey or understanding the questions. During our visit at the care home, we spoke to 4 residents and assisted them in completing our resident's survey. It should be noted that the number of residents surveyed was low due to the complexity of the people living in the home, as three out of four of the communities were specialist communities for people with neurological conditions, often with advanced symptoms.

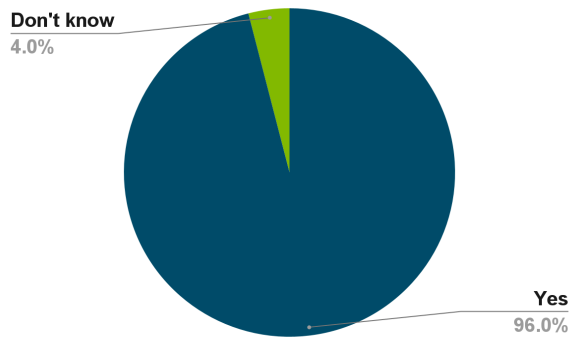
Resident's Survey:

1. Are you happy with the care and support you receive?



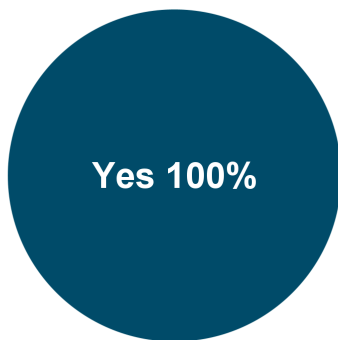
- I'm happy, it's nice. I don't need help
- It's nice, cosy and warm
- Happy here, I like the people here, I can see lots of people.

2. Do you feel safe and secure in your environment?



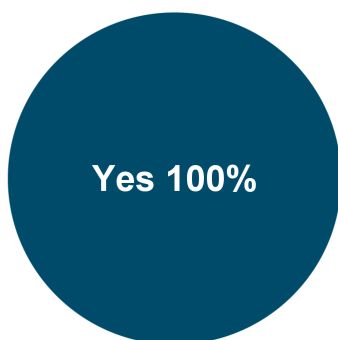
- “Yes, I feel safe”
- “I probably do”

3. Are you able to make your room look and feel like your own? (e.g. personal items)



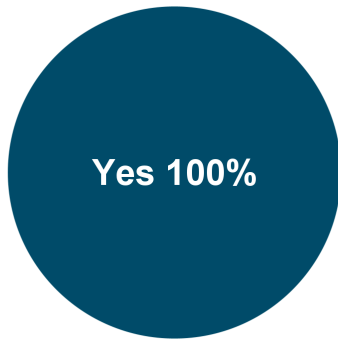
- “Yes I have photos of my family”
- “Yes I like my bedroom, it’s homely and lovely”
- “Yes I have photos in my room”
- “Yes I can go to my room when I wish and I have personalised my room”

4. Does your room feel fresh and clean?



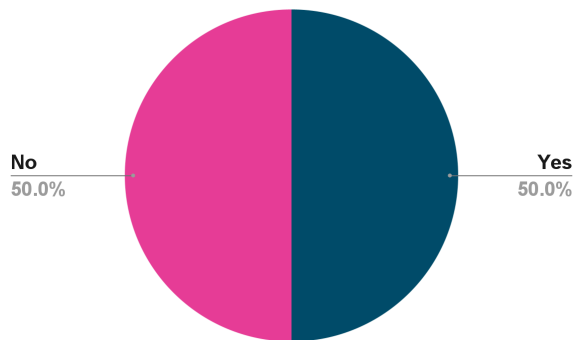
- “Yes the room is spotless”
- “Yes it’s clean, I keep my room clean myself”
- “Yes it’s clean, the cleaner comes in. It’s ok for me”

5. Do you like the food and drink that you receive?



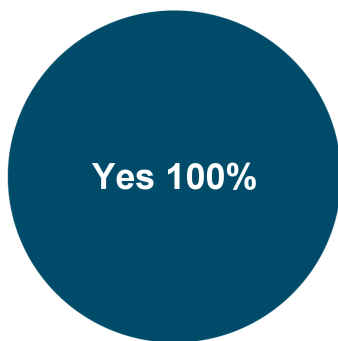
- “The food is good, I enjoy it”, “It’s gammon and risotto today, very nice”. Favourite - most things
- “The food is alright”. Favourite food - chicken
- “It’s good food as a rule”. Favourite food - I like fish and chips
- “The food here is lovely”. Favourite food - A good irish stew

6. Do you feel there is enough variety of food and drink?



- “Yes enough for me, I don’t like a lot”
- “It’s a set menu”
- “Yes I can choose”
- “No, people are busy”

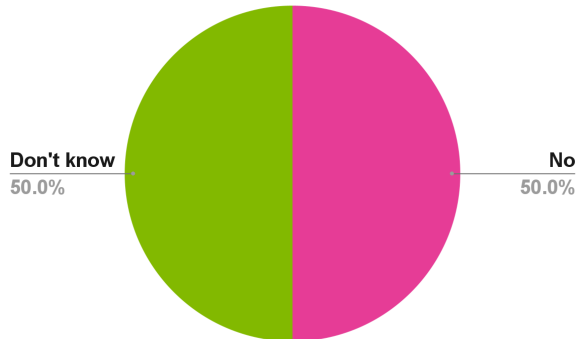
7. Can family bring food and drinks for you to have if you prefer?



- “Yes if I ask them”
- “Yes my dad brings chips”

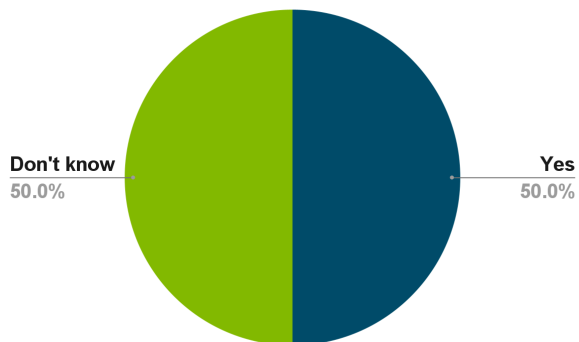
- “Yes if my husband has been shopping, he’ll bring things in”
- “I don’t know but I feel here it won’t be a problem”

8. If you have any special dietary requirements, are they supported?



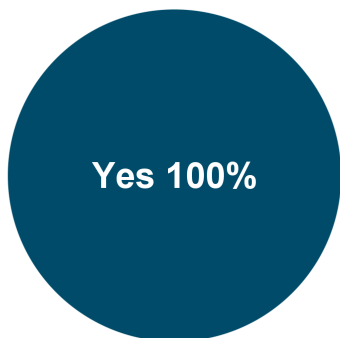
- “I eat what I am given”

9. Are you able to have extra drinks and snacks when you want them?



- “I think so, I don’t drink much”
- “Yes they bring them”
- “I don’t know, it just comes and I drink it”

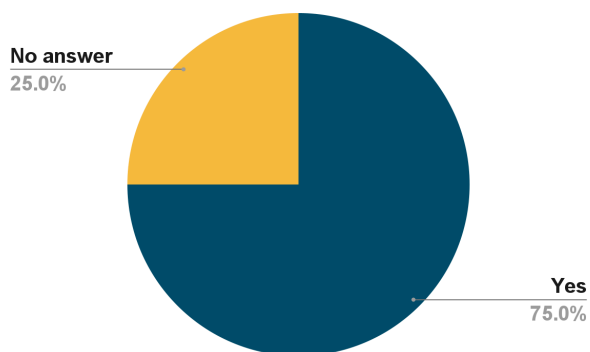
10. Can you choose to have your meals in any of the following? (Dining Room, own room, other communal room)



- “Dining room, I sit with friends”

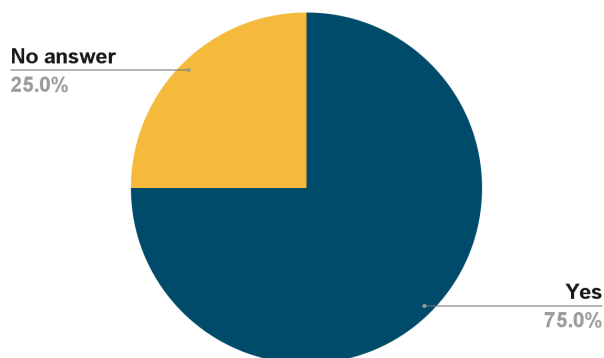
- “Dining room, I meet friends for lunch”
- Meals are taken in the bedroom which is preferred

11. Do you feel you have been getting all the information you need about any changes that happen, or are, taking place in your care home. If you do, how do you receive this information?



- “They do, but I’m busy and I’ve not had time to speak to them”

12. Have you been able to spend time with other residents over the past few months in the same way that you used to? (Pre-pandemic). If yes, how has this been for you?

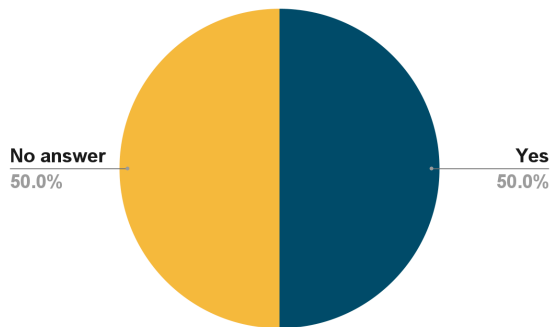


- “Yes I join in activities”
- “Yes I sit with my friends”
- “I would like to go out in a wheelchair from the home”

13. Do you feel there have been enough activities and things for you to do (Singalongs, Board Games, Arts and Crafts, Exercise classes, hairdressing, bingo)

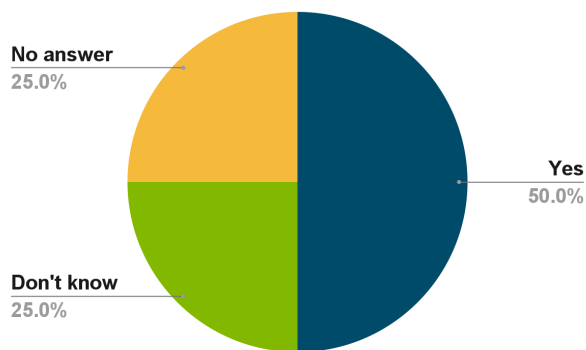
- Listening to music
- Occasional bingo
- Watching others play cards
- Singalongs
- “I can’t sing”

14. Have you been able to go outside into any of your care home’s outdoor spaces over the past few months?



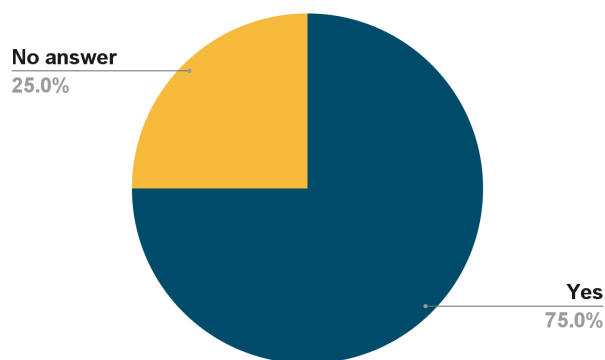
- “Go out in the garden”
- “When it’s warmer”

15. Over the past few months, have your spiritual/religious needs been met within your care home?



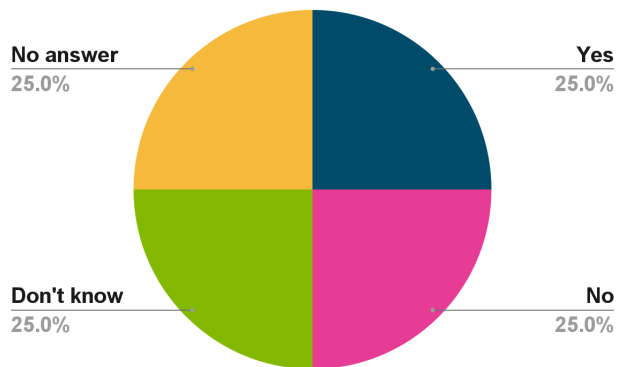
- “The vicar visits and does service”
- “Not needed”

16. Can friends and family easily travel to visit you now the pandemic is over?



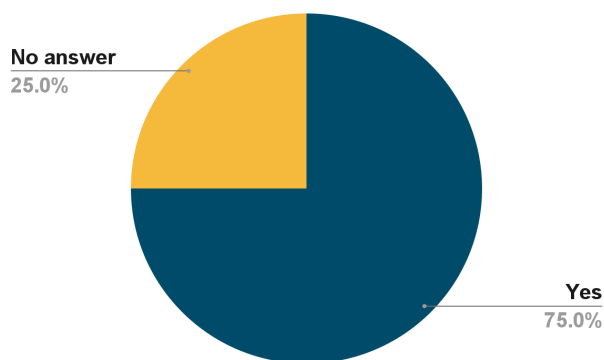
- “Yes, family, my son visits”

17. Have you been able to keep in contact with family members and/or friends?



- “Mum is poorly so doesn’t visit”

18. Do you feel like you are being treated with dignity and respect by the staff in your care home?

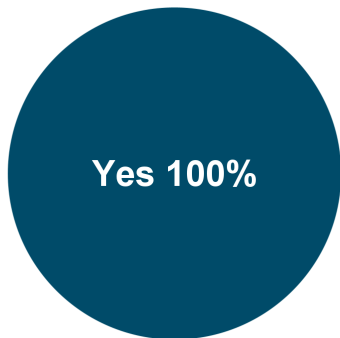


- “Yes, it’s lovely”
- “Most days”

19. During the last few months, how have you found medical care and support? (5 is excellent and 1 is poor)

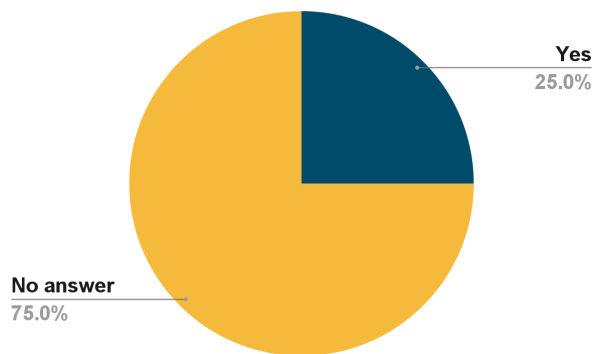
- One resident gave a rating of 5
- Two residents gave a rating of N/A as they haven’t required any medical care or support
- One resident gave no answer

20. Have you been offered other health and wellbeing services such as podiatry and opticians?



- Podiatry visit - "Somebody came to look at my feet"
- Optician visit
- "I get my nails painted by staff"
- "I enjoy having my hair done, but I keep it nice myself"

21. Are you being offered these services currently?



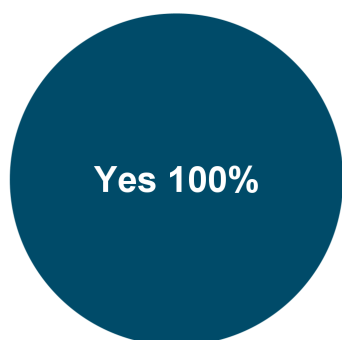
22. Other comments or concerns:

- No other comments or concerns noted

Staff Survey:

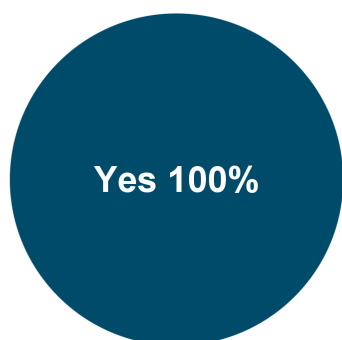
As well as residents, we also spoke to 4 staff members employed by the care home and asked them the below questions. All answers were anonymous.

1. Do you feel you have enough time to deliver quality care?

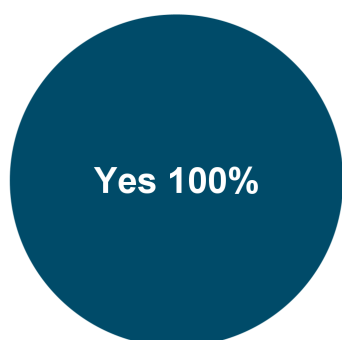


- Yes, in a person centred approach. Each resident is different
- Yes, often. Right staff with the right ratio

2. Do you feel you are supported enough with general care?

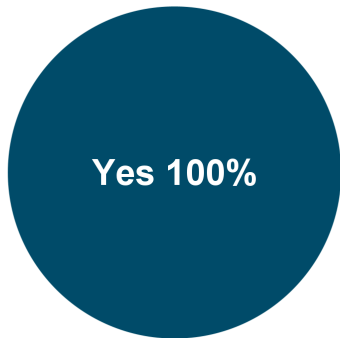


3. Do you feel you can raise an issue if you have any concerns?



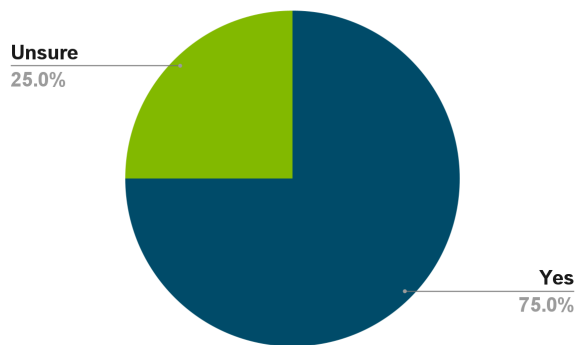
- Yes, we have a good manager who understands me. Can go above if needed
- Talk to Sharron

4. Are you able to attend relevant training to keep you up to date with your role?

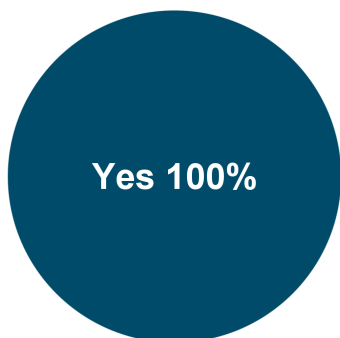


- Yes. face to face on site as well as e-learning

5. Do you feel you are working in a positive environment?

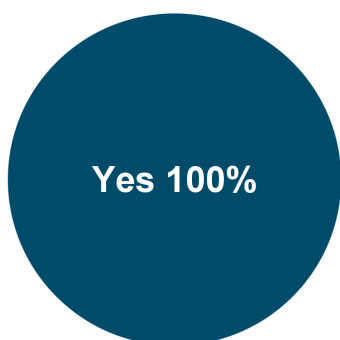


6. Are you supported with stress management/mental/physical health?

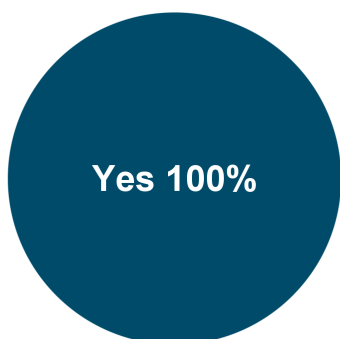


- Yes, Sharron and Vicky support me well

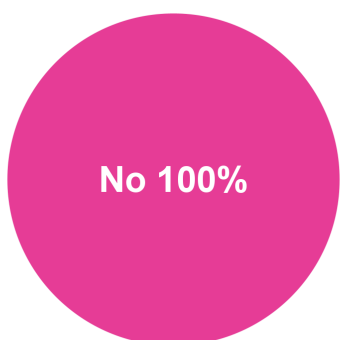
7. Do you feel you have the right equipment to support you to do your role?



8. Do all the patients have care plans? If so, do you know what is in them?



9. Do you have any concerns you would like to discuss with us?



See Appendix 1 for the responses to our visitor/friends and family survey

Executive Summary and Recommendations:

Overall, the residents are happy and feel safe living at Cherry Tree Care home and the staff enjoy working there. The residents' families are well supported both through the carer's support group and the strong relationships they have with staff and management at the home. Both residents and families feel comfortable raising any concerns they have directly with staff. The care home is well run by the manager who clearly takes time to get to know the residents and their families as well as providing a supportive environment for the staff.

The care home is clean, bright and welcoming and the layout makes it easy to navigate. Residents' rooms feel homely and personal, with lots of photos, ornaments and personalised decoration observed. One thing that was noted was that the name plaques on the residents' doors could be made to be more personal, rather than just plain white laminated paper. Also, the memory boxes outside residents' rooms need to be filled and personalised to those living there.

Meal times are calm and organised with plenty of support available to those who need it. Although there is a set menu every day, the residents seem happy with the food and choices available to them. However, picture menus set up to assist residents in choosing their food were blank in one dining room we observed and efforts should be made to ensure these are always up to date. We also received feedback that the food was warm, rather than hot.

Staff members are polite, friendly and warm and we observed lots of positive interactions with residents. There are plenty of activities planned for the residents and these are displayed clearly for residents to see. The activities are adapted according to popularity so that the residents get to do more of the things they enjoy.

Through our general observations, it was noted that all the handrails in the care home are looking rundown and tired in terms of decorating and could do with a refresh. Also, some of the signs around the home weren't dementia friendly and could do with updating.

Recommendations:

- To maintain the paint on the handrails around the corridors
- Personalise the memory boxes outside residents' rooms
- Improve signage to all doors with Dementia friendly signage
- To create a more personalised name badge for each resident's bedroom door
- Ensure hot food is served at the correct temperature
- Make sure the visual meal boards are up to date in the dining rooms

Responses

Response from Cherry Tree Care Home:

No response received to date. This section will be updated should we receive any in the future.

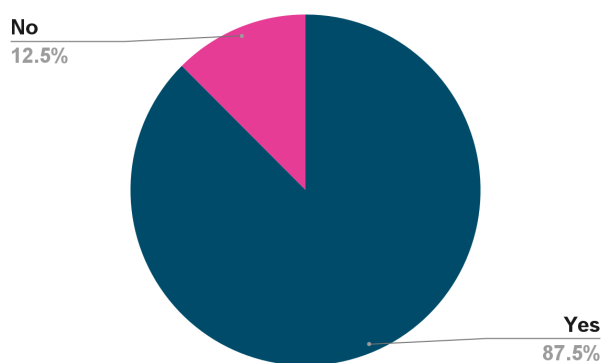
Acknowledgments

Thank you to Cherry Tree Care Home for being friendly, welcoming and allowing us to look around the premises. Thank you to everyone who took the time to speak to us and complete our surveys.

Appendix:

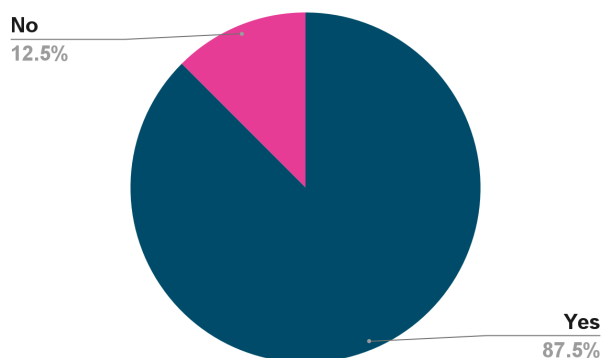
Appendix 1 -Visitors/Friends and Family Survey x8

1. Have you seen your relatives' care plan? If so, how often do you discuss this with staff/make contributions on this?



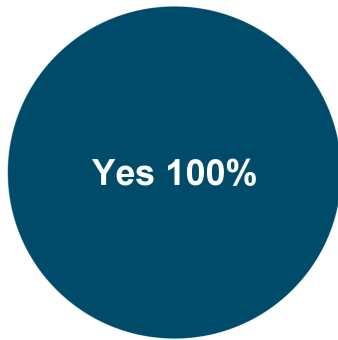
- I have regular phone calls with staff
- I could see the care plan if I asked to
- I can speak to staff when I visit if I need to ask things
- When any changes are made or monthly
- If any changes are made to mum's care plan, I would be informed
- I am asked every month
- Every month I review it with staff

2. Do you have a carer's support group?



- I feel cared for by staff to cope with mum's dementia
- Yes, I have been to it and it's very good
- Yes, I attend usually every 6-8 weeks
- Yes, I go to the residents/relatives meeting
- No, not to my knowledge

3. Do you know who to go to if you have any concerns?

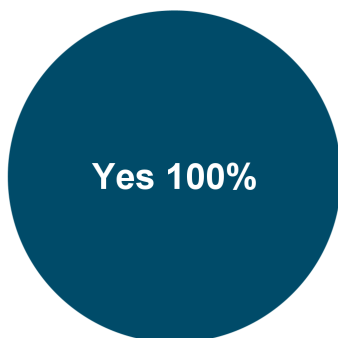


- Sharron makes herself available for any concerns
- Management is very approachable
- I am fully aware of who is in charge and the deputies

4. How often are you allowed access to your relative in the care home?

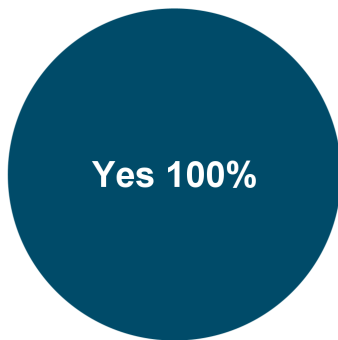
- We can come when we want, no need for an appointment
- We can come for a meal if we wish
- I visit when I want to. I like to come a few times a week
- I visit twice a week
- I can visit when I want, there's no limitations
- We can visit at any time
- I can phone them at any time

5. Do you get offered a drink/something to eat when you come to visit?



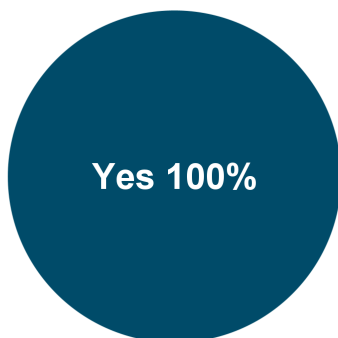
- Always offered
- Always offered drinks

6. Is there a quiet room/space for you to go and see your relatives?



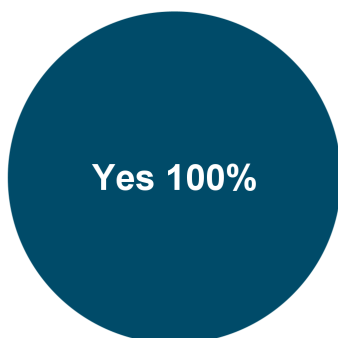
- I like to sit with my mum in the lounge
- We go to her room
- We can either go mum's room or go to the activities
- We can phone up for them to get mum ready to take her out

7. Are you able to speak with other professionals whilst visiting?



- I am informed when professionals visit and if I can't attend they phone me
- I've had no need to but I feel I could
- If I want to but I speak to staff
- I always get a follow up with Seniors

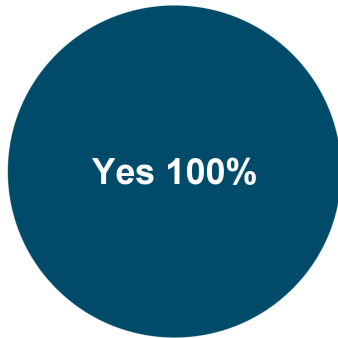
8. Do you feel your family member/friend is happy here?



- Very happy here, moved about a year ago

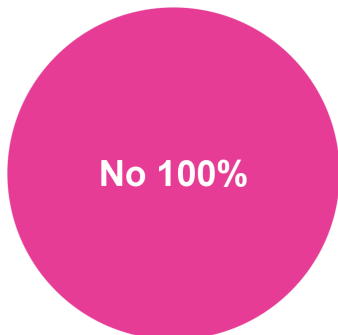
- Seems really settled
- Very happy. Moved mum from another care home - it's much better here
- My mum is really happy

9. Do you feel your family member/friend's health and wellbeing is well considered?



- GP called when needed
- Staff speak to me and staff are very person centred
- They act quickly and tell me everything

10. Do you have any further comments/suggestions on any issues you feel could help to improve any aspects of the care provided at Cherry Trees Care Home?



- Out of the homes we looked at, Cherry Trees was the cleanest and felt homely. The staff were very friendly
- No, the staff are all amazing. I am very happy with the care that mum receives
- I am very happy and feel I can make suggestions at any time
- I raise with staff when I feel there's anything to make mum happier