

## ENTER AND VIEW

### Treetops Court Care Home

Part of the Healthwatch Staffordshire remit is to carry out Enter and View Visits. Healthwatch Staffordshire Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Staffordshire Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Staffordshire safeguarding policy, the service manager will be informed and the visit will end. The Local Authority Safeguarding Team will also be informed.

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## Provider Details

Name: Treetops Court Care Home  
Address: Park Road, Leek, Staffordshire ST13 8XP  
Service Type: Nursing Home  
Date of Visit: 22<sup>nd</sup> January 2018

## Authorised Representatives

*This visit was made by two Authorised Representatives of Healthwatch Staffordshire.*

## Purpose of Visit

Healthwatch have previously visited Treetops Court 2016 and 2017, but following the most recent CQC report stating that all areas required improvement, we wanted to revisit Treetops.

The methodology to be used is to;

- Talk to residents about all aspects of their care and whether this is delivered in a way that promotes their dignity and independence including the ability to make choices about their daily lives.
- Talk to residents about staffing levels and whether they feel safe with the level of the care provided.
- Talk to relatives, if they are available to ask if they are happy with the care provided to their relatives and whether they are aware and feel able to report any concerns/ complaints.
- Speak to staff about training, turnover, support staff levels.
- Observe interaction at all levels between residents, staff manager, and visitors.

Information in the CQC report means that we would like to find out further details on the following:

Has all staff training been brought up to date?

Have staff received any specific training on dementia and challenging behaviour?

Have all staff undertaken moving and handling training and is refresher training being carried out on a regular basis?

Have all staff involved in the administration of medicines received additional training or received supervision to ensure safe practice?

Have there been any changes made to staff levels, either an increase in staff hours, or an adjustment of hours to provide extra cover at busy times?

Do residents feel that the staff have enough time to care for them well, with kindness and in a timely manner?

Have staff been given guidance to follow in relation to people's choking risks?

What type of activities are available to the residents and are one to one activities available to residents who would prefer this type of activity?

## **Physical Environment**

### **External**

The building is easily accessible with a large sign at the end of the driveway. It was suggested that a sign further down the road would assist people to find the location.

There is a car park and we were advised that this is to be made larger in the Spring 2018 with separate parking for staff and visitors.

The outside of the building is well maintained with a fish pond and large nicely painted planters.

There is a bell and Intercom on the front door.

### **Internal**

A reception desk has been built in the main hallway with staff in situ to greet visitors. There is a 'signing in' book also. There is no CCTV.

The soft furnishings are in good condition and the inside nicely decorated, a great deal of redecoration has been done recently and everywhere is clean, bright and welcoming.

The only area with a very slight odour is due to have the carpet taken up and new flooring put down very shortly.

The corridors are all clutter free.

The Home is divided into units and each has its own 'Unit Manager'.

## **Resident Numbers**

The capacity of the Home is 70 with there being 55 residents at present. As a room becomes vacant then it is redecorated

## **Staff Numbers**

The number of staff has been increased and they now run at 10% over minimum level.

The kitchen staff has increased, there are now 9 catering staff who prepare and serve the meals, they do not assist with feeding.

There are 14 members of domestic staff.

There are both gardeners and maintenance staff employed at Treetops.

There is a full-time activity coordinator now (new in post).

## **Resident Experiences and Observations**

All bedrooms are nicely decorated and furnished and the Manager has ordered new jugs for each room.

From our observations and talking to staff, we noted that the residents are treated with respect and dignity and their choices in all aspects of care are adhered to.

Dental and Chiropody care is provided at Treetops Court if the resident is unable to access this in town.

We discussed the issue of staff responding promptly to 'call bells' and the Manager told us this was always high on her list of priorities and in fact she frequently 'mystery shops' by going into a room and pressing the bell to test this theory.

Residents religious beliefs are catered for and we were told that they have such a good relationship with one Church Minister he acted as Santa Claus for them at Christmas. Each resident was bought a personal gift by the Manager for him to distribute.

Should a resident have to attend a medical appointment outside of the Home and no family were available to accompany them then a member of staff would do this.

Each day of the month there is a 'resident of the day' when relatives come in and they, plus the resident and staff go through all aspects of their Careplan to update, add or delete as appropriate.

## **Activities**

The Activities Coordinator has only recently started to work at Treetops and has already set up a full programme of activities. Treetops are interviewing at present for another full-time member of staff to assist the Activities Coordinator.

There are displays of photographs and handicrafts all over the Home and the Activity Coordinator has some amazing ideas in the pipeline.

On a previous visit we identified a room upstairs that had doors opening onto a patio area which sadly was only being used as a store room, this has now been cleared and will be used as a Craft area and the outside for growing plants and serving 'afternoon teas' to mention just a couple of the plans. We were advised that they have already booked a school choir to sing Carols to the residents at Christmas 2018.

We were told they do not have a dedicated budget but are able to buy any materials that are desired and that there is also an allocated £100.00 per month for entertainers. We were further advised that they intend to take the residents out of the Home on trips locally once suitable transport has been sourced.

Treetops is awaiting delivery of a large board which will be placed in Reception listing the weeks activities so that visitors can see what is happening and attend if they so wish.

The Activities Coordinator told us that they spend one to one time with residents on palliative care.

We saw a number of bird houses that the residents had made and painted which are going to be positioned around the grounds to enable the residents to watch the birds feeding.

One gentleman who used to be a painter and decorator had completed some art work that was displayed above a settee where he was stretched out fast asleep just as he would have done at home and when he awoke the first thing he would see would be his paintings.

## **Catering Services**

The dining rooms are bright and airy with lovely curtains at the windows, table cloths, wine glasses and menus on each table, which all gives the impression of a dining out experience. There are always 2 or 3 choices of food and the menus are changed monthly. Staff are all aware of resident's dietary needs and charts are kept of their intake. Residents are taken into the dining room at meal times and no one is left in there for a long time which was happening previously.

The kitchen has had a lock put on the door so that no residents can access it.

## **Staff Experiences and Observations**

Two new members of staff started today and prior to beginning they have to be trained in 'moving and handling'. Their intention is to work 'nights' but are required to complete two weeks on days so that they can become familiar with the residents.

Most staff training is done 'in house' with the Manager being responsible for Safeguarding, Falls prevention and DoLS.

The Nurses have frequent refresher training on Catheter care and Peg feeding.

We were advised that all staff understand the MCA framework.

We were advised that a trainer has been booked to deliver training for all on 'Living with Dementia'.

Staff are paid whilst training.

A training matrix is kept by the Manager.

One member of staff said that 'it was great to be more involved with residents choices and staff training and thought the changes were for the better'.

There is a proper 'handover' when day and night staff change.

Staff are in the process of being issued with name badges.

### ***Summary, Comments and Further Observations***

We were advised the following on some of the issues that were highlighted in the last CQC report.

- That a plan is now in place to support any resident during periods of agitation or if choking.
- A monthly audit is kept on medication and a weekly check by the Manager and Clinical Lead.
- The new Manager has held two 'relative meetings' the first one was very poorly attended but the second one 10 people came.

When we entered Treetops this time it was evident from the start that there was a lovely atmosphere in the Home, all staff were welcoming, smiling and chatty, the Manager has an 'open door' policy and aside of this there are two Post boxes in the Reception area one for residents and families and one for staff where notes, suggestions etc. can be left.

Whilst we were there we were introduced to a Manager from Harbour Care who was very enthusiastic about all the changes and very supportive of the Manager and her staff.

### **Recommendations and Follow-Up Action**

As there are so many new things happening at Treetops Court, it would be useful to make a return visit in six months time to see how things have progressed.

#### **Provider Feedback**

No feedback has been received from Treetops Court Care Home.

#### **DISCLAIMER**

*Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.*

