

## Enter & View Residential Care Report

# Beech Tree House

240 Boothferry Road, Goole, East Yorkshire DN14 6AJ

Date of visit: 23<sup>rd</sup> August 2017

Date of publication: 19/9/2017

HWERY Representatives: Denise Lester & Jessica Mell

**Disclaimer:** This report relates only to the service viewed on the date of the visit and is representative of the views of the service users who contributed to the report on that date.

### Main Purpose of Visit

This visit was part of a Healthwatch East Riding programme to carry out a required number of Enter & View visits per year to collect the views of people whilst they are directly using services. This will then contribute to its remit of helping ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.

It is important to note that Enter & View is not an inspection; it is a genuine opportunity to build positive relationships with local Health & Social Care providers, provide opportunity to demonstrate that providers support service user engagement and give service users the opportunity to give their views in order to improve service delivery.

### Summary of Key Findings

Beech Tree House is a residential care home owned by Four Seasons Health Care. It offers accommodation and personal care currently for 27 people, 8 of whom have a dementia related condition. Residents each have a single room, 7 having en-suite facilities. There are 9 additional bathrooms/toilets. The bedrooms we saw on our visit were clean, homely and well-furnished often with residents' own furniture and belongings. The home has several spacious lounges including a conservatory and attractive gardens with seating areas.

Neither the registered manager, deputy manager nor the support manager provided by Four Seasons was available on the day of our visit. They were either on sick leave or annual leave. We were, however, able to speak with the admin officer.

### Recommendations/Observations

- Arrange annual leave so that a manager/deputy manager is always on duty.
- Although staffing levels were in line with guidelines many staff felt that they did not have sufficient time to deal effectively with residents' needs.



# Full Report

## Background

Local Healthwatch has a number of specific statutory activities that it is required to deliver, defined in five Healthwatch Quality Statements, specifically

- Strategic Context & Relationships
- Community Voice & Influence
- Making a Difference Locally
- Informing People
- Relationship with Healthwatch England

Within the context of Enter & View:

Under its remit of 'Community Voice & Influence', Healthwatch has a responsibility to support local people to share their experience and opinions of local services.

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to capture the experience of local people in our research and reports, use the opinions and experiences of the public to produce recommendations for change and ensure our recommendations for change are heard and responded to by relevant decision makers.

Under its remit of 'Informing People', Healthwatch has a responsibility to ensure that we provide the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.

## Main Findings

### How safe is the setting for service users?

Beech Tree House was formerly an Edwardian house. It is clean and well presented. The entrance hall and communal rooms were fresh with no underlying odours. The entrance door is opened using a keypad. Some areas of the home such as staff rooms, the laundry, and medicine room are not accessible to residents and are kept locked. All rooms are fitted with fire safety doors.

The home operates a "Resident of the Day" system. Residents are identified in sequential room order, their room is fully cleaned and their care plan updated.

Robust infection control measures were in place with hand sanitisers present on walls throughout the building.

None of the residents were self-medicating. Medicine management procedures were in place, all carers being supervised regarding safety measures.

We saw that the kitchen was spotlessly clean and the home had the Local Authority Food Hygiene rating of 5.

### How effective do service users consider the service to be?

Residents had access to services with an optician calling once a year and a dentist as needed. A GP called every day from one of the 2 local surgeries. We were told that the home had had difficulty making contact with the local falls team. It was unclear whether any support from the team had been provided.

Staff communicated effectively with residents in a positive, caring and respectful way. There were often times when we could see staff enjoying a joke with residents.

Residents were encouraged to make their own choices regarding their activities. They could choose where to eat and although lunch, tea and supper were served at fixed times,

breakfast was available as required. Catering was by “Elior” - a catering company - and a 4 weekly varied menu was displayed on the wall outside the dining room. The main meal was served at lunchtime and a lighter meal for tea. During our visit the afternoon tea trolley was being much appreciated. Residents were weighed on a monthly basis and the GP contacted should there be a significant loss or gain in weight.

### **How caring do service users find the service?**

Relationships between residents and staff were positive and friendly. One resident we spoke with had been in the home for a few months and said she loved it there, felt safe, was well looked after and really enjoyed the food. Her en-suite room had a view into the garden and was personalised with her own possessions, including family photographs.

All residents had a lengthy and comprehensive care plan which included an end of life plan. This was written on admission to the home. One relative when questioned did not feel that relatives were involved in the care plan.

We were told by staff that efforts to set up a system whereby residents each had a key worker had been unsuccessful.

An activities co-ordinator is currently in post. On the day of our visit we only saw residents reading, chatting, watching television and listening to music. The activities coordinator arranged regular themed days. The day before our visit had been a “seaside day” and had obviously been much enjoyed by both residents and staff. Some residents also enjoyed trips outside the home for shopping and social occasions. We saw a poster in the entrance about a trip to Burnby Hall and one resident we spoke with explained how much she had enjoyed feeding the fish.

We spoke with a senior care worker about the activities programme. She explained that it was often difficult to interest residents in planned activities. One gentleman resident obviously spent much of his time painting as witnessed by the easel, with paints and part completed painting set up in his room.

### **How responsive to their needs do service users find the service?**

Although Beech Tree House is a residential care home, respite and day care can be provided when there is a room available.

Residents and family meetings are held approximately every 3 months and feedback is sought regularly from residents, relatives and visitors through a survey available on an iPad.

There is a complaints procedure in place with the manager generally being the first port of call. One relative when questioned was aware of the complaints procedure and felt that their views were listened to.

### **How well-led do service users consider the service to be?**

Neither the manager nor her deputy were available at the time of our visit. The manager was on long term sick and the deputy manager on annual leave.

Staff however spoke positively about the management and were happy working there. The senior care worker we spoke with had been in post for 10 years. Although staffing levels are in line with government guidelines all staff we spoke with felt the home was understaffed.



All staff are well trained. New staff have a 3 day induction followed by the statutory training which is regularly updated. Much of the training uses an e-learning package.

Robust Quality Assurance Systems are in place as witnessed by the shelf full of box files of necessary audits and policies. This Quality Assurance is made more effective by a visit from the regional manager on a monthly basis.

***Response from Setting:***

*The home has offered no response to the report (19<sup>th</sup> September 2017).*

Signed on behalf of HWERY	<i>Matthew Fawcett</i>	Date: 19/9/2017
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HW Reference: 20180906R  
Time & Duration of Visit: 13.00 - 14.20  
Number of people engaged with: 3

## Beech Tree House Re-visit Report

Date of first visit: 23<sup>rd</sup> August 2017

Date of publication: 8<sup>th</sup> October 2018

Date of re-visit: 6<sup>th</sup> September 2018

HWERY Representative: Martin Davies

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### Main Purpose of Visit

Healthwatch East Riding conducted an Enter & View visit at Beech Tree House within the last twelve months. From the visit Healthwatch would make a series of recommendations to help drive improvement based on service user feedback.

COMPLETE	PROGRESS HAS BEEN MADE	NOT STARTED
Recommendation		Progress
Arrange annual leave so that a manager/deputy manager is always on duty		
Although staffing levels were in line with guidelines many staff felt that they did not have sufficient time to deal effectively with residents needs		

### Summary of Key Findings & Progress towards Recommendations

Since our original report there has been a change of management and the CQC rating of the home has now improved from 'Requires Improvement' to 'Good' in all areas.

The staffing rota is now arranged so that the home is not left without proper cover and the home has access to a support manager system operated by Four Seasons Health Care. The staffing was upgraded to five in a morning and four in an afternoon; however since they are not at full capacity at the moment less staff are needed to maintain adequate levels.

The home operated an online feedback system, three colleague feedbacks are sought per week - in these feedback results staff do not mention that they feel understaffed.

The home also has review cards on display from carehome.co.uk inviting feedback from service users and their family and friends. These are personalised to Beech Tree House

### Impact and Additional Observations

We spoke to two residents during our visit; both said that they felt well cared for and that there was enough staff to provide the care they needed. They said the food was good and activities were provided for them such as bowls and bingo.

Signed: *M. Harvey*

Date: 1<sup>st</sup> October 2018