

Enter & View Residential Care Report

Oak Tree House Res. Care Home

Oak Tree House, Oak Tree Estate, Station Road, Preston, E. Yorkshire HU12 8UX

Date of visit: 26th May 2017

Date of publication: 30/6/17

HWERY Representatives: Martin Davies and Pam Wakelam

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 measure the impact of previous visits to Residential Care Homes across the East Riding of Yorkshire conducted between January 2015 and March 2016 and check on recommendation progress.

Previous Recommendations:

- We would recommend trying again with some sort of music activity as this can prove very popular and entertaining for residents.
- If finances allowed a general spruce up would be in order as the internal decor looks a little tired.
- The main stair carpet needs cleaning and this is planned for.

Summary of Key Findings

The home has a friendly feel to it; the communal rooms are clean with pleasant views. Residents have access to all health services that they need. Good relationships between residents and staff are evident; positive banter was observed and encouraged by the manager.

A new recently appointed manager is in place and we were advised that the recent CQC visit has shown improvement with 'Good' in all areas.

Some residents mentioned there was nothing to do; there was a list of activities on display, but the manager told us that despite best efforts the residents are reluctant to take part. With regard to previous HWERY recommendations the Manager informed us that they have tried music activities but get a low take up. The internal décor was acceptable. The main stair carpet has not been cleaned; it is well worn but not dangerous.

Recommendations/Observations

- Appoint an 'Activities Champion' from existing staff to encourage more reluctant residents to actively engage with the activities on offer.
- Contact the 'Smile Foundation' (Hull) to borrow resources to offer a greater range/variety of activities for residents.
- Install a memory tree for residents use.



Full Report

Background

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.

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

Under its remit of 'Making a Difference Locally', Healthwatch has a responsibility to ensure that recommendations for change are heard and responded to by relevant decision makers.

Main Findings

How safe is the setting for service users?

The front door is locked at all times and there is hand gel available to use on entering for infection control purposes. The home is clean and tidy with no unpleasant odours. Any areas that residents are not allowed access to are kept locked and there are fire evacuation procedures in place.

Medicines are kept in a locked cabinet, with the key held by the senior staff member on duty and medicine management procedures are in place.

There is a call system in place in all rooms and the home has a system in place for monitoring falls and reviewing resident's footwear to minimise the risk of falls occurring.

The home has a food hygiene rating is 5 (the highest score possible).

How effective do service users consider the service to be?

The home has facilities for 20 residents with 18 living there at the moment. 7 rooms have en-suite and there are 2 double rooms. There are 4 other bathrooms and toilets available.

The residents have access to all health services, GPs from Hedon visit when required as does the Community Psychiatric Nurse. An optician visits annually and a podiatrist visits every 6 weeks; additional visits are arranged as and when they are required. Whilst we were there visits took place from a Community Nurse, and a Dietician.

A Chaplain visits the home at the residents or families' request.

A 4 weekly menu is available with input from residents considered; the manager advised she has just issued a survey to residents concerning menus. There were no complaints from any residents about the food.



Resident's money is not generally kept but a log of this is available for audit purposes; the home invoices the resident or their family (by arrangement) for any costs incurred e.g. hairdressers which the home pays direct on the resident's behalf.

How caring do service users find the service?

All residents have a named carer and relatives are involved in care plans that are in place for residents after 1 month of admission. End of life plans are also in place for residents although this can be difficult for those concerned to address.

Good relationships between residents and staff are evident; positive banter was observed and encouraged by the manager. Residents were complimentary about the staff one saying "they work hard all the time and are never stopping to chat to each other, only to us".

Residents appeared to be well kept and cared for, all residents were all dressed in clean clothes and were well presented; requests for drinks were always accommodated.

Resident's rooms were very clean and personalised with their belongings such as photographs, cards and memorabilia.

One resident is bed-ridden, as she was during the previous visit in 2016 - her husband has spends a lot of time with her and continues to do so.

Some residents mentioned there was nothing to do; although there was a list of activities on display, the manager told us that despite best efforts the residents are reluctant to take part. We did not witness any activities going on during our visit but we were advised that they are usually programmed for the afternoons as per the displayed notice. It was suggested that the introduction of a memory tree for residents use might be helpful.

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

Respite care is provided, we spoke to one resident who was generally pleased with his care but felt frustrated that he could not go out, the manager told us he regularly uses the garden. The resident was much younger than the other residents and thought he was "in the wrong place". The manager informed us he was due a care meeting in the next week where his needs would be assessed.

Books, CDs and games are available for residents use.

There is a complaints procedure in place and is displayed on the reception desk; however the residents that we spoke to were generally happy with life at Oak Tree. We asked one resident if he felt confident to speak out if he had a problem and he said he did.

One resident was receiving respite care after suffering a stroke; we spoke to his sister who was visiting. She said she was happy with the care he was receiving and said the staff were always helpful.

The manager said she would try and accommodate any request from a resident such as shopping.

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



A new recently appointed manager is in place since the last Healthwatch visit with 8.5 years care home experience and appeared to be very enthusiastic with new ideas. The manager made us feel welcome and had clearly displayed the Healthwatch poster in the reception informing service users of the visit.

The manager feels supported by the owner of the business. The manager speaks to her peers in other residential homes she is familiar with. The manager advised us that the 'Care Home Service' has now been discontinued and this is a concern to her. The problems with supply of incontinence pads continue; this has been an issue in the care home service for a long time.

We were advised that the recent CQC visit has shown improvement with GOOD in all areas. No residents we spoke to have any adverse comments regarding the leadership or the staff and staff levels are adequate, with two staff covering nights.

A work experience pupil from the local secondary school was present. He said he was enjoying his work at Oak Tree.

The home appears to be well led; however we did not have chance to interview any staff as regards support and training etc. The senior nurse was unavailable as she was caring for a resident with the visiting Dietician.

The building itself dates back to the 1800s and is on two floors with a small car park and communal garden area at the rear.

Response from Oak Tree Residential Care Home:

'I have appointed an Activities Champion who is looking into new ideas.'

| | | |
|----------------------------------|------------------------|----------------------|
| <i>Signed on behalf of HWERY</i> | <i>Matthew Fawcett</i> | <i>Date: 30/6/17</i> |
|----------------------------------|------------------------|----------------------|



HW Reference: 20180514R
 Time & Duration of Visit: 13.30 - 14.30
 Number of people engaged with: 7

Oak Tree House Re-visit Report

Date of first visit: 26th May 2017

Date of publication: 9th June 2018

Date of re-visit: 14th May 2018

HWERY Representative: Martin Davies

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

Healthwatch East Riding conducted an Enter & View visit at Oak 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 |
| Appoint an activities champion from existing staff to encourage more reluctant residents to actively engage with the activities on offer | | |
| Contact the SMILE Foundation (Hull) to borrow resources to offer a greater range/variety of activities for residents. | | N/A |
| Install a memory tree for residents use | | |

Summary of Key Findings & Progress towards Recommendations

The home has made good progress with regard to introducing more activities. Group activities can still be a challenge in getting residents to engage; however individuals are now taken out upon request, for example to the garden centre. A resident's dog spends time at the home during the week; this is popular with all residents. Young people visit and read to the residents and play games with them, Hedon Museum has also visited the home with a display. Other activities have included an Easter egg hunt, cake decorating and saving newspapers for hedgehogs. A resident of the week information board has been introduced with the resident of the week having a party tea on a Sunday. A garden table has been purchased to encourage residents to spend time in the garden and there are plans to hold a Royal Wedding film day. We no longer perceive a need to contact the SMILE Foundation as a greater range of activities is being offered without the need to borrow resources.

Impact and Additional Observations

The activities introduced are popular and the recruitment of new staff has improved the interaction with residents. During the course of the visit, three residents were spoken; one lady had previously been a care home manager and said that she was very happy with the care that she received at Oak Tree House. Another lady described how happy she was with the fact her dog could visit several times per week.

Signed: *M. Harvey*

Date: 14/08/18