

Findings of a dementia audit: Jasmine House Care Home, Reading

Where: Jasmine House Care Home, 16-22 Westcote Road, Reading RG30 2DE

When: 5 October 2018

Why: Healthwatch Reading is visiting all care homes in Reading and gathering residents' views. In addition, we are using a national audit tool during a separate 'walk-around' of six care homes to see how the environment has been adapted to specifically support people with dementia.

How: Healthwatch Reading visited at a pre-agreed time with the care home and then made observations for each of the seven themes used in the audit tool. Jasmine House's manager, Amanda Griffith, joined Healthwatch Reading for the audit 'walkaround', of the dementia section of the home, and answered any questions as they came up.

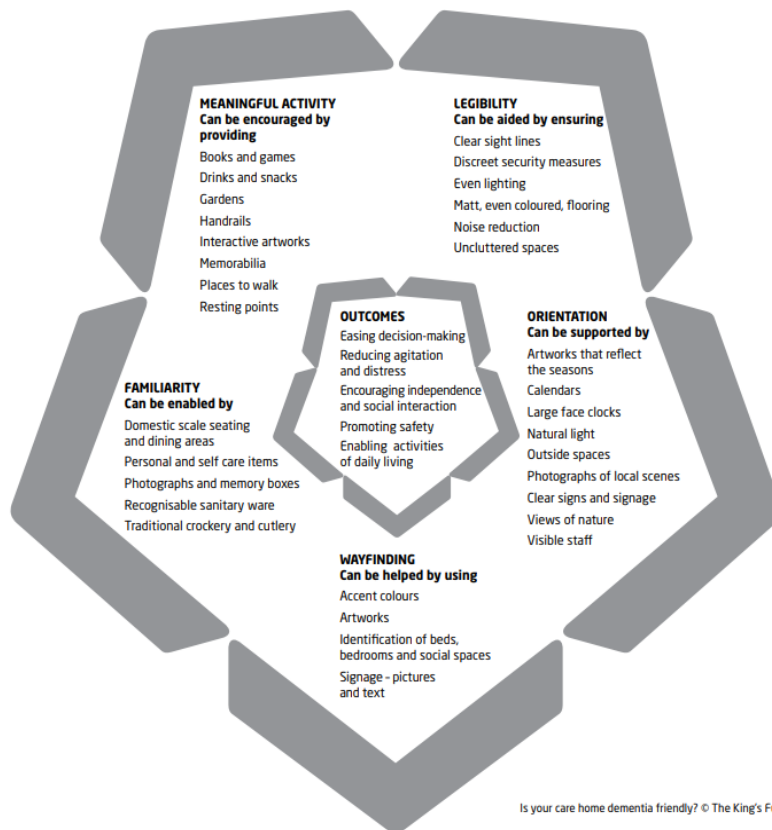
Main findings*: Overall, we concluded that Jasmine House is a dementia-friendly environment which displays many positive adaptations. We believe the care home could be even better if introduced colour contrast in some areas.

**Our findings relate only to the date of the visit and changes may have happened since then. Prospective clients (and/or relatives) are advised to carry out their own visit to a care home before making final decisions on whether they feel the care home is suitable for their needs.*



About the audit tool

Healthwatch Reading used an assessment tool called [*Is Your Care Home Dementia Friendly?*](#) It was developed by the national charity and research body, The King's Fund, as part of its Enhancing the Healing Environment programme, in 2014.



The tool is designed to be used during a walkaround of a care home. It is split into seven sections that ask up to 10 questions each, which should be scored from 1 (barely met) to 5 (totally met). A person can carry out the audit alone, but the King's Fund recommends it is done jointly with others involved in the person's care and/or life to ensure various views are considered and discussed.

Scores can be added up at the end of the exercise and used by

care homes to identify areas for improvement and/or make a case for extra investment, or by commissioners to compare different care homes in an area, according to the King's Fund.

How we used the audit tool

The audit visits are the second stage of a Healthwatch Reading project on the experience of care home residents across Reading. This firstly involved visiting all residential and nursing homes across the borough to collect residents' views about their daily life. Individual visit reports with care home managers' responses have been published on our website.

This second part of our project aims to look in more detail at the environment of dementia-specialist care homes. This would help us to understand if Reading is 'a place where people can live well with dementia' - one of the priorities of the *Reading Health and Wellbeing Strategy 2017-2020*.

Care homes voluntarily agreed to let us visit and carry out the audit and, in many cases, managers joined us for the exercise. We focused on observations and discussions about the seven themes rather than on scoring by numbers.

Jasmine House audit findings:

1. Does the environment promote meaningful interaction and purposeful activity between people who live in the care home, their families and staff?

We found the care home:

- has a welcoming feel to it, with clear signage, and the doorbell is easy to use
- seems well cared for and is tidy
- has staff pictures and names up in the hall and a notice board with all activities listed
- has a mix of day rooms and quiet rooms, with a different array of chairs, single armchairs, sofas and also chairs and table for residents to sit and carry out activities
- on the walls there are many different artworks that are age and culturally sensitive

2. Does the environment promote well-being?

We found:

- there is good natural light coming through large patio doors and low windows
- the level of light can be adjusted by lamps in residents' rooms.
- the bedrooms all have lined curtains to support normal sleep and wake patterns
- light switches are not in a contrast colour to walls
- there are big patio doors to the outdoor space and different places to sit with a circular path that is wheelchair accessible
- plants still had visually appealing flecks of colour throughout the garden, considering it was autumn.

3. Does the environment encourage eating and drinking?

We found:

- residents have access to the tea trolley and there is always staff present to support the residents who are not able to make a drink
- they have fruit bowls for residents to help themselves
- relatives can make food and wash up in the kitchen
- there are different coloured beakers used for tea and coffee
- plates are coloured yellow or blue
- residents have a choice of where they want to eat, either in their rooms or in the communal spaces
- one of the dining rooms is styled like a restaurant with framed pictures of food, and a menu written on the board
- in the communal rooms and dining room there is enough space for staff to support residents who need help with eating and drinking.

4. Does the environment promote mobility?

We found:

- here is enough space to walk around the home both in and outside
- hard flooring is wood and not shiny
- carpets are being replaced with plain carpets without any designs
- in the hallway there are handrails, but they could be painted more brightly to stand out easily
- there are seating areas in the hall spaces with tables so that residents can take a break if they choose to
- many art work pieces are on the walls including photos of Hollywood stars and framed artwork that is age appropriate
- the wall also includes three-dimensional wall mounted panels for residents to support them with fine motor skills and for visual tracking
- the lift has large buttons and is labelled
- the outside area has lots of sheltered seating for residents with raised flower beds and a wooden gazebo.

5. Does the environment promote continence and personal hygiene?

We found:

- the toilet sign can be seen from all areas, with large pictures and words
- toilet doors in communal areas are in a contrast blue colour
- toilet seats are blue and stand out in the bathroom
- taps are coloured with blue and red but not marked as hot and cold
- bathrooms are big enough for a wheelchair or for staff to come in and assist
- there are no sensor lights in the bathroom, only in hallways.

6. Does the environment promote orientation?

We found:

- most of the communal spaces in the home have transparent panels in the doors so residents can see which room they are entering
- signs we saw, such as those for the laundry and hairdresser's, were big and in contrasting bright colours
- communal toilets in the corridor had signs containing pictures and words, and were coloured blue
- there many different objects for residents to find themselves around the corridor
- on our earlier visit to the home the residents each had their picture on their door, so they knew it was their space, but these had since come down due to feedback about new general data protection regulation (GDPR) rules data and also reflection by the care home manager on whether such pictures are meaningful for the residents
- we saw no mirrors throughout the home, apart from bathrooms

- there were strong patterned carpets and wallpaper, but these will be replaced with plain designs under a refurbishment
- there are clocks in communal spaces, stating the time, date and weather status

7. Does the environment promote calm, safety and security?

We found:

- space in the care home is clutter free
- the home tries to keep the noise to a minimum level
- residents do not have control over the communal TV, however the manager said staff are very good at noticing what they like to watch as a group and will change channels to their response; residents have a TV in their room - if they don't own one, the home will provide one
- staff play a selection of music
- the home maintains the appropriate level of safety and security in keeping the residents safe with all the hazardous liquids locked away
- a trolley with medication was locked but not attached to the wall, as it is recommended good practice.
- the home can provide facilities for relatives to stay during end-of-life times

Areas for improvement

- light switches could be changed to show contrast with the surroundings
- taps could be labelled as hot and cold

The King's Fund tool states: '...providing visual clues...including accent colours...will help with orientation'. Older people also 'need higher light levels'.

Response from Jasmine House:

'We will be looking and working towards different coloured handrails and light switches as pointed out in the report.'

Acknowledgements and other information

Healthwatch Reading thanks the manager for welcoming us for an additional visit to carry out this dementia audit. Our findings relate to how we observed the care home on the date of the visit and the care home may have made changes/improvements since this date. Good practice guidance suggests that prospective residents and/or families carry out their own visits to a care home before making a final decision.

Healthwatch Reading is an independent charity with some statutory powers. We can take your feedback in confidence, help you make complaints, and refer serious concerns to other agencies. Contact us if you do not have internet access and would like help accessing any online information referenced in this report.