

## Jasmine House, Care Home with Nursing, Reading: a Healthwatch Reading visit report

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

**When:** 03 July 2018, for 2 hours in the morning and 06 July 2018, for 2 hours in the afternoon.

**Who:** 15 people spoke with trained Healthwatch Reading staff members. We spoke to 13 women and 2 men. Of these, 2 were aged 75-84 and 10 were 85 or older. Most people described themselves as white British, except one who identified themselves as Black Caribbean.

**Why:** Healthwatch Reading is visiting local care homes to:

- give older, frail, or unwell people, and people with a disability requiring nursing care, a chance to have their say about their care
- make observations about the general 'feel' of homes, how they meet individual needs and how their staff interact with residents
- understand residents' access to health professionals
- collect any experiences about residents being admitted to hospital from the care home, and/or discharged from hospital to the care homes.

**How:** Healthwatch Reading has statutory 'Enter and View' powers to visit care homes but arranged all visits with care homes in advance on a pre-agreed date, to allow staff to plan and understand the visits.

### How residents describe living at Jasmine House:

- Most said they liked the food
- More than half of those we talked to mentioned, in positive terms, the personal care and the way staff speak to them
- Most felt that they were usually included in their care and that staff talked to them about their medical needs or any changes
- All residents said they can see a GP when they needed to, and carers arranged visits for the GP
- Some residents would like the nurses to explain in detail about their medication
- One resident stated that they would like more audio books and to be able to listen to music and books - including listening to the radio in the evening, after having been put to bed
- Some residents had visited or stayed in hospital in the last six months and they gave positive feedback to us about the care they received

## Residents' comments: what they like

*'Food is good, enjoy the activities. The carers are good. They seem to look after me.'*

*'Food very good, I get a choice, I think I get fed too much. I can't walk or write with my hands. My family come and take me out. Carers are lovely ladies, my family come anytime, the home is really good. I love listening to classical music.'*

*'The carers are OK, they do their best. My daughter comes in every other day. Not very keen on the food, I like salmon, now and again they give salmon. A man comes, does activities, he does exercises, the other guy when he comes in was fantastic, we had a disco ball.'*

*'Friendly, I just like it. The food is good, the staff look after me. Visitors can come anytime.'*

*'They look after me. The food is very good.'*

*'Food is bland, I like prawn cocktail and beer. Carers do good. No joining in activities, I go out in the garden.'*

*'I like living here, it's alright. Food is good. The home is nice, noisy sometimes.'*

*'Very nice living here, food good. It's nice for me. They help me with washing and dressing.'*

*'I like the garden.'*

*'The food is ok. You don't really get to choose - you can say yes or no.'*

*'[They] do offer [to take you] into the garden - but they leave you there - you have to wait for somebody to bring you back.'*

*'Sometimes your meal doesn't turn out the way you like it, but the food is alright here. You don't get everything to your liking at all times [in life] - you have to give and take. Get choices [of food] - sometimes three things to choose from - it's up to you.' Activities: comes to church service once a month in the lounge - able to join in with the singing - can go in the garden.'*

**Residents' comments: What is care like? Is it discussed with residents? Are they listened to about their care?**

*'They do sometimes.'*

*'No.'*

*'The ladies sort all that out and then tell me.'*

*'We have excellent nurses, Sorna is a good nurse and Jo the nurse. She got me better. I couldn't remember anything when I came here, spent [...] weeks in hospital.'*

*'The staff talk to me about my tablets.'*

*'The staff talk to me about my care.'*

*'The carers come and talk to me about my care.'*

*'No.'*

*'They do speak to me.'*

*'The world revolves around the carers ...To bed too early. Radio 4 switched off - everything depends on them not us.'*

*'I am on tablets, they keep pressurising me to take my tablets. I want to know what is in my prescriptions.'*

*'They are kind.'*

*'Carers talk about my medicine.'*

*'Nobody is perfect everyone is different - if there is a folder [containing a care plan] I haven't seen one.'*

*'The nurses just give you the tablets. I object to that. I want to know what they are for.'*

*'Carers talk about my medicine.'*

*'They are kind.'*

*'Nurses don't talk to you about the tablets - they just dish them out.'  
Discussing care plan, nor aware of one - finds no fault with the running of the place 'nobody is perfect everyone is different - if there is a folder [containing a care plan] I haven't seen one'.*

*'Sometimes it's OK. The food was excellent - two chefs but now not so good. The staff come and go, good staff have gone. My friends come and visit.'*

## Residents' comments: what they say could be improved

*'Not that I can think of.'*

*'No, not really, sometimes they feed you too much.'*

*'The food needs to be better, that is it'*

*'No, I wouldn't change anything.'*

*'The menu.'*

*'No nothing.'*

*'No, I wouldn't know what to change.'*

*'Yes, I would, when you speak to the staff and when they don't answer, you must speak politely, it makes my blood boil. I hate being locked in my bed (bed guards). They take my freedom away. I understand they cannot have favouritism.'*

*'I don't like communal living, I have to stay here to be looked after, well as you expect more staff is needed.'*

*'There's not a Sunday service here every week, though church does bring communion [to the home].'*

*'We've never had a residents' meeting. Carers' meeting? I don't know.'*

*'Clothes get lost in the laundry. [My family] sent me a pack of new knickers and I won't wear them though she thinks I should. I keep them in case I go out anywhere.'*

*'There are no activities here and that's what bothers me. They do have bingo I think, sometimes on a Friday. I can talk to nobody - all day long. No conversation.'*

*'A befriending service would depend on the person. My family are miles away - she [family] thinks she knows what interests me and she doesn't.'*

*'Voices matter a lot when you can't hear.'*

*'I would like more readers [audiobooks]. I used to like CDs of music, but I don't get the chance now - and I can't play the Reading news here. I have a player, but I don't think anybody knows how to use it. They seem to resent you having anything.' 'Nobody wants to die but you want to get there. It's the getting there I'm afraid of'*

*'I can't get to the meetings and clubs I used to be part of.'*

## Healthwatch Reading observations

- The home is a converted three storey Victorian property with garden and is in west Reading.
- The main reception area is welcoming and bright with a notice board explaining all the activities and listing special visitors coming to the home to do shows/events.
- The home has two wings, Jasmine wing specialises in nursing and end of life care and Hawthorne wing specialises in dementia care. There are two managers, one for each wing.
- We observed that communal areas were big with good seating areas for the residents.
- All staff and managers were very welcoming and knew the residents very well.
- The garden is in keeping with the property with seasonal flowers and plants which is also wheelchair accessible.
- As we walked around we could see there were sensory puzzles and tactile objects on the walls and big signs so that residents can easily read and see them.
- We noticed that all meals were cooked in the premises and the menu written on white boards.
- We observed the activity coordinators interacting with residents in both wings. The home has three activity coordinators who work from Monday - Friday.
- We found quiet rooms where residents could go and sit and reminisce if they wanted to.
- Along the corridors there were seating areas, so if residents need a rest while moving around the home, that is possible.
- We observed activity coordinators reading with residents and interacting with them.

## Residents' suggestions for improvement - summary:

- Based on comments about the food, residents could be consulted about the food menu.
- Seven residents had no suggestions, two saying 'I wouldn't change anything'.
- One resident told us that they would like more audio books, something the home could think of improving for their residents.
- Some of the residents would like more and varied activities and to be able to go out.

## Other information

### Jasmine House Care Home/Nursing

Jasmine House is run by Jasmine Care Holding Ltd and can accommodate up to 79 people, 50 rooms have an ensuite WC.

Jasmine House was last inspected by the Care Quality Commission on 3 October 2017 and was rated Good, the report is available [here](#)

The CQC checks if care homes are: safe, effective, caring, responsive and well-led. It has legal powers to order improvements at any NHS or care service, when needed. The CQC usually asks the local Healthwatch for any public feedback it has collected on care homes it is due to visit.

A [CQC survey](#) carried out in early 2018 showed that the top three most important factors for the public when deciding on a care home, are:

- the care home's ability to meet the needs of the person
- the feel of the home
- staff being caring.

A care home's quality rating is also important and 65% of people read the CQC's report on the home before they choose.

### Hearing from care home residents about quality of care

Healthwatch Reading launched its care homes project to ensure that the voices of older Reading people who live in care homes are heard. This group includes people who are vulnerable because of the effect of aging or illness on health.

Residents in care homes have views that they wish to make known, as our interviews illustrate. They wish to be kept involved in and informed about matters that affect their wellbeing and health, including how their home is run.

Reading organisations responsible for planning, funding or running NHS or social services, have launched a variety of care home initiatives in recent years. These will be summarised in the further report drawing together themes about the care home sector across Reading that we mention below.

The following organisations highlight the need to listen to care home residents:

- Healthwatch England - [‘what it’s like to live in a care home’](#)
- NHS England [People and Communities Board](#) (working with National Voices)
- Social Care Institute for Excellence, in their practical [‘how to guide’](#) introduction to co-production with service users and a link to [12 short films](#)
  - National Institute for Health and Care Excellence (NICE), see box, below:

*‘...service providers should consider using a range of approaches to gather views and experiences (for example, focus groups, interviews or observation in addition to surveys), and use evidence from a range of sources. This could include:*

*the lived experiences of people who use services  
information from voluntary organisations that represent people  
who use social care services - for example, Healthwatch  
existing sources of information, such as complaints.’*

*‘Service providers should seek the views of people who use services about the extent to which the things that are important to them are being addressed. This should be done in such a way that the person feels safe to express their views, even if these are critical (for example, a care home resident may not want to give feedback directly to the manager).’*

NICE, [Guideline NG86](#), February 2018 (1.6.4 and 1.6.7)

## Healthwatch Reading visit conclusion:

Residents told us they are happy with the way the staff looked after them and cared for them. We observed an environment that was homely and we observed positive interactions between residents and staff.

We heard that some residents would like more and varied activities and the food menu to be improved. Some residents would like to be able to listen to the radio and have variable bedtimes.

We suggest that the home continues to make residents and families aware of ways to share feedback about the experience of care - by speaking to staff at the home, or by speaking directly to us or by contacting the Care Quality Commission helpline, if appropriate.

We noted that most residents were not familiar with the idea of a care plan, though several residents told us that staff do talk to them about medicines and their health. However a number did state that they wanted to know what their medication was. It is a right under the NHS Constitution for people to be involved in planning their NHS healthcare, and good practice in residential care to involve people in their care plan. We concluded that communicating this in a way that residents can understand and relate to, and involving them more, could be one area for developing existing good practice at Jasmine Care Home.

### Response from Jasmine House:

*We both agree with comments made within the document and are pleased with the overall comments made. However, this has also provided the opportunity for ourselves to revise areas of improvement within the nursing home, i.e. more involvement with residents around their care planning. We often provide surveys around the menu and will continue to do so whilst feeding back to Kitchen Lead.*

*We have also recently refurbished an additional lounge area in Jasmine wing to enable more choice for those residents living within Jasmine House, this will enable residents the opportunity to listen to music and engage with others in another area of Jasmine Wing.*

### Acknowledgements and other information

Healthwatch Reading thanks residents for giving their time to share their views. We also thank the home's staff for their assistance. Enter and View findings are only a 'snapshot' of services on a day/s, so they are not a comprehensive judgement on the overall quality of the service. 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.

Phone us 0118 937 2295, email [info@healthwatchreading.co.uk](mailto:info@healthwatchreading.co.uk), visit our website [www.healthwatchreading.co.uk](http://www.healthwatchreading.co.uk) or visit us on the 3<sup>rd</sup> floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ.

Contact Healthwatch Reading on 0118 937 2295 if you do not have internet access and would like help accessing any online information referenced in this report.