

Moorlands Care Home, Reading: a Healthwatch Reading visit report

Where: Moorlands Care Home 987 Oxford Road Reading RG31 6TN

When: 11 July 2018, for 2 hours in the morning.

Who: 8 people spoke with trained Healthwatch Reading staff members. We spoke to 4 women and 3 men. Of these, 1 resident was aged 65-74, 4 were aged 75-84 and 2 were 85 or older. All were white British.

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 Moorlands Care Home:

- Nearly all said that they thought the food was good.
- More than half of those we talked to mentioned staff and how they interact with the residents positively, including positive comments about personal care.
- Most felt that they were usually included in their care, and that staff do come and talk to them about their medication.
- All residents said they can see a GP when they need to and that carers would arrange the visit.
- Residents would like more activities and would like to go out more on short trips.
- We heard that the activities are not varied enough and do not cater to individual needs and tastes.
- Two residents we spoke to would like to go out more often, even if it's a short trip to the supermarket or for a walk.
- Two residents told us that the care home is not a sociable place.

Residents' comments: what they like

'Food is very good, I like the chicken. I don't join in activities, we had an animal came in ages ago. The carers are very good and look after me, no complaints. I don't call them a lot. If I need them they come and help me. Very good care home, no complaints.'

'It's lovely and clean, food is good, get a choice. Very helpful carers, they get me up and help me wash'

'Food is good, it's very calm, pictures on the wall. The carers do a good job, very caring. Nanda is very good. Enjoy the exercise.'

'I like living here. Not good the food, it's all oven stuff, the food is OK. Staff are nice and helpful, join in activities. I go out to the shop by myself.'

'Very good food. I join in with activities. Some of them are, they are good and try to help.'

'The daily menu is ok - pretty average. Staff are kind. [I would] rather be at home with a home help and [delivered] frozen meals.'

*'Everything is so free and easy - people not rabbiting at you.' [Had seen other care homes that were not so good] 'Staff here brilliant - top notch - very good. It's their attitude - they are kind and polite - nothing dogmatic' 'It's a bl**dy good place - I am glad I came here.'*

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

'No, but my medication is not a lot'

'The carers come and tell me if there are changes'

'Staff come and talk to me; the staff come and tell me about my medication'

'I can't remember if they tell me'

Residents' comments: what they say could be improved

'More activities, people are different, people like different things. Bingo is not my activity. People in the home do not talk to each other. Sometimes we sit in silence, I cannot understand that, I lived a life..[mentioned details of working life].. I have had a physically and mentally active life. I get bored and fed up. When I mention it, they say people are old. Have they been encouraged to speak to one another? I...I don't understand why people do not speak to one another, people are happy to sit in silence.'

'No, would not change anything.'

'No. not really, would like the lady dancer to come back, very good.'

'I don't think so.'

'More exercise, more going out, even if it's around the garden.'

'The activities, something to let your brain stimulate. The other thing I would like is to go out, sometimes for a walk. I don't go out in the garden very often. Walking in the garden gets your legs going.'

'I can't see the point of the seated exercise - came to try it, to be sociable. Would rather be at home - I have a stair lift. People don't talk much here - it's like sitting in a prison cell.'

'Not really any suggestions - this is not a hotel! The staff are brilliant to work in a place like this - you have to be a dedicated type of person.'

Healthwatch Reading observations

- The home is a large converted house, located on the Oxford Road.
- The main reception area is welcoming and bright.
- Residents had their picture and name on the front of their bedroom doors.
- We saw fresh flowers, bowls of fruit and cold drinks laid out on the table in the conservatory.
- We saw a notice displayed giving details of regular visiting times for a group providing a church service, a hairdresser and a chiropodist.
- Activities, the daily menu, and duty staff that day were written on a board.
- The residents had CD's, books and puzzles on the shelves that they could help themselves to.
- We heard music being played in the background - music older residents would be able recognize, from their younger days.
- The garden is small and well-kept, and residents can go out and have a walk around.
- The home felt homely, with a nice atmosphere - it looked clean and well maintained.
- All meals are prepared on the premises and laundry is done in the care home.

Residents' suggestions for improvement - summary:

- More varied activities for residents, and short trips out.
- More interaction between the residents, so that they socialise with one another.
- Three residents had no suggestions, one saying: *'No I would not change a thing'*.

Other information

Moorlands Care Home

Moorlands Care Home is run by Mrs Nanda Ramdany and can accommodate up to 12 people.

The rooms are not ensuite but bathroom facilities are provided in the home.

Moorlands Care Home was last inspected by the Care Quality Commission on 28 September 2016 and was rated as 'Overall Good' but requires improvement on 'Safety' - 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 look after them. We observed an environment that was homely, pleasant and caring.

We heard that some residents would like different activities and would like to go out more often on trips or to the garden. The residents would like more social interaction with one another within the home.

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. 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 Moorlands Care Home.

Response from Moorlands

I thank all the Healthwatch officers who contributed to this report.

We are pleased to hear that almost all the residents are happy with our food.

Activities: We are always reviewing our activities to cater for the varying age groups to meet their needs. All the activities we run are as per residents' requests/suggestions. However, we are in the process of reviewing the activities and plan more trips for the residents.

Care plan: I am pleased that the residents reported that staff discuss about medication and their health. I feel they probably do not remember the word 'care plan'. All the care plans are signed by residents and their representatives. During our care plan review, we would remind residents of this so that they are familiar with them.

Interaction between residents: We always encourage residents to interact and socialise with one another. This was mentioned by one resident. We plan to improve interaction among residents, although, some of our residents do not like group activities. They prefer one to one activities because of their varied needs and wishes.

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, visit our website www.healthwatchreading.co.uk or visit us on the 3rd 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.