

Navara Lodge Care Home, Reading: a Healthwatch Reading visit report

Where: Navara Lodge Care Home, 1009 Oxford Road, Tilehurst, Reading Berkshire RG31 6TL

When: 14 June 2018, for 2 hours in the afternoon.

Who: 12 people spoke with trained Healthwatch Reading staff members. We spoke to 11 women and 1 man. Of these, 3 residents were aged 55-65, 3 were aged 75-84 and 6 were 85 or older. The residents all described themselves as White British.

Why: Healthwatch Reading is visiting local care homes to:

- give older, frail, 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 Navara Lodge:

- All the residents told us how good the food was and how much they enjoyed it, with a good choice available to them.
- Nearly all the residents we talked to mentioned positively the care they receive from the staff.
- All residents felt that they were usually included in their care and staff talked positively to them and treated the residents with respect and dignity.
- All residents said they can see a GP when they needed to and the carers at the home arrange for the GP to visit if needed.
- One resident explained to us that they did not know how to organise to see a dentist.
- They enjoy the activities that the home organises, like quizzes, exercises and bingo.

Residents' comments: what they like

'Very good people, staff. Food marvellous, do get choice, go out on my own, watch trains. Enjoys sitting in garden. Visitors can come anytime.'

'I am happy here, like residents and staff - hope I can stay. Food is lovely, just like home, do have choice but [I] always like what on offer.' Joins in activities like bingo and exercise. Likes the garden.

'Good company, staff generally good.' Joins in with some activities. Likes bingo.

'No complaints about the food, I like everything, when Sue [staff member] is around we do activities. [I] need support with bathing. Visitors come regularly. No complaints - I just tell them.'

'The food here, they please me, my mum always gave me what I wanted. Don't like fatty or sugary food. They do lots of activities, they don't leave anyone out. Very good with helping me wash and bath. The staff look after me well and treat me with respect.'

'Food very good, varied - the cook will change if you do not like what is on the menu. They do exercise and quiz. Easter and special times we make things. Nice garden outside. I get help with bath and hair wash. Visitors come, and you can go out whenever you want. It's a very nice house to be in. Staff are very good they do everything to help you, show me respect and treat me with dignity.'

'Food good, if you don't like something the cook will prepare something else. Bread and butter pudding is lovely. I manage my bath and wash on my own. Staff are friendly. When Sue comes in we do lots of activities. Every Friday I go to Waitrose. The best thing I did is to come here - the staff are happy, and Paul [the manager] and his family are lovely. Paul makes adjustments for me [around mealtimes]. Paul the manager has a great sense of humour.'

'Food is lovely, mince and potatoes are my favourite. We do exercise - would like to do arts and crafts. I can wash but some carers help with a bath. Staff are very good and treat me very well.'

'The food that is provided is very good, activities are good. I manage my daily care, treated very well, I have not had any negative experience.'

'Been here once before, all good, staff fine. Food good, no choice, portion are too big. Sometimes plays dominos but I don't like other activities.'

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

'Staff help me to wash and dress. Staff look after me well and know history, one of the carers very good.'

'I try do it myself. Staff give me tablets.'

'Self-care but will help me if required. Staff give me my tablets.'

'Staff help me wash and dress - do it well. Staff give me tablets. Like having bath and the way I want'

'They let me know if they are changing the medication.'

'The staff do come and talk to me about my care and if there are any changes.'

'No, but I know what tablets I take.'

'Staff come and give me my medication.'

Residents' comments: what they say could be improved

'I would like a bigger bed. I do sleep OK, but would like a [bigger] bed.'

'Getting to the toilet, I need to press the button. The staff have to help me with my frame.'

'I would love a cat.' [Person has allergies]

Healthwatch Reading observations

- The home is a detached property and is located within a residential area on the outskirts of Reading.
- The main reception area is bright and welcoming, with a sign-in book.
- The garden is big, and many residents told us they like spending time in the garden and like to do a bit of gardening.
- We observed that the residents did not have any personalisation on their doors, like a picture of themselves which might support some residents to indicate that is their room.
- The interior of the home is dated and dark but fully functional and clean with no odour throughout the home.
- We noticed that the manager seemed to know the residents well and their response towards him was a positive and happy one.

- The home had a pleasant, homely atmosphere and appears very welcoming.

Residents' suggestions for improvement - summary:

- Eleven residents had no suggestions, one saying 'I don't think so, I am lucky to be here'.
- One resident said they would like a bigger bed in her room.

Other information

Navara Lodge Care Home

Navara Lodge is owned and managed by Mr Paul Bhugooa and can accommodate up to 12 people. The rooms are not en-suite, but bathroom facilities are provided.

Navara Lodge was last inspected by the Care Quality Commission on 16 August 2016 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 overwhelmingly told us they are happy with the way staff care for them. We observed an environment that was homely and stimulating, with a range of activities available.

We were not able to identify themes in suggestions for improvement. 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 Navara Lodge.

Healthwatch Reading will produce a separate report in the future, drawing together themes about the care home sector in Reading, when we have completed our series of visits across the borough.

Response from Navara Lodge:

Thank you very much for your visit to Navara Lodge Care Home and talking to our residents. We are pleased with the overall report, but I would like to clarify a few points.

- First, we are registered with CQC to accommodate 18 people as the registration certificate indicates (display hallway).*
- Appointments to visit a dentist is usually made by care staff as and when required in the same way we arrange for a G.P to visit the Home.*
- Regarding a bigger bed, we discussed it with the resident and her daughter and she agreed that it would not be practical to have a double bed in her present room. She has a 3-foot wide single bed.*
- At present, we have personalised names in a plaque on the doors of residents. We have plans to personalise their doors with a picture of themselves.*
- Prior to writing individual care plans, we discuss their needs with residents as well as their representatives. The care plans are then given to residents and their representatives to read, sign and date them before they are filed. All care plans are available for inspection.*

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.