

Pembroke Lodge Care home, Reading: a Healthwatch Reading visit report

Where: Pembroke Lodge Care Home, 32 Alexandra Road, Reading RG1 5PF

When: 15 May 2018, for 2 hours in the morning.

Who: 11 people spoke with trained Healthwatch Reading staff members. We spoke to 10 women and 1 man. Of these, 1 resident was aged 65-74, 2 were aged 75-84 and 8 were 85 or older. The 11 residents who wanted to tell us about their characteristics were all white British.

Why: Healthwatch Reading is visiting local care homes to:

- give older, frail, unwell, 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 Pembroke Lodge:

- All the residents liked the food.
- All residents we talked to mentioned positively on how staff respond to residents.
- Most felt that they were usually included in their care plan, and that it was discussed with them or family members.
- All residents said they were able to see a GP when they needed do and most said that staff would organise any other professionals.
- One resident explained to us that they had a fall and the nurse comes and changes the dressing
- Two people who have had check-ups at the Royal Berkshire Hospital within the last 6 months said care was good.
- All residents said that they were well looked after by the staff and they were responsive to their needs.

Residents' comments: what they like

'Staff are absolutely marvellous'

'Friendly staff look after me'

'Everybody is nice, and staff are lovely'

'Being a part of a family'

'They help me to get up, wash and dress me'

'Pretty good but short staffed, rushed to get up in the morning and at the end of the day'

'Staff look after me'

'Food very good and tasty wonderful place, helpful and kind'

'No change cannot fault them, they are perfect'

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

'They help me to get up and washed and dressed'

'Help if needed, staff give me tablets, talk to me about any changes'

'They discuss with my daughter about my care plan'

'Help when needed, treated with dignity, good response to call bell'

Residents' comments: what they say could be improved

'One cooked meal, no cooked breakfast'

'More activities in the winter'

'More staff, more variety-more choice at tea time'

'More flowers in the garden'

Healthwatch Reading observations

- The home is an Edwardian property in a conservation area of Reading
- The main reception area is bright and has a television screen with residents' pictures on it.
- We observed that on each door to private rooms the resident had their picture on the door
- Residents can bring their own furniture to make their room homelier and are allowed to bring their animals - one resident brought her pet birds when she moved to Pembroke Lodge. The staff bring them down to the lounge with her each day
- As we walked around we noticed the garden is attractive and wheelchair accessible. The garden is large enough for residents to walk around in and has lots of seating suitable for older people. There is an outhouse at the end of the garden where staff do cooking with the residents as an activity.
- Pembroke Lodge has a six-person golf buggy that the is used to take out residents to the park and for a drive around the local area.
- The home was clean, with no unpleasant smells.
- We observed that the shared lounge was rather crowded when residents were seated there.
- All meals are cooked on site, with the menu being written on white boards.

Residents' suggestions for improvement - summary:

- One resident said that a cooked breakfast should be offered with more variety at meal times.
- More activities, especially in the winter.
- 10 residents had no suggestions, one saying 'No change, cannot fault, they are perfect.'

Other information

Pembroke Lodge care home

Pembroke Care is a family-run organisation providing a variety of care and accommodation. The Lodge can accommodate up to 20 people.

Pembroke Lodge was last inspected by the Care Quality Commission on 16 December 2016 and rated 'good' - the report can be read [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)

Response from Pembroke lodge:

Shahanaz and her team from Healthwatch Reading were very friendly and carried out their questionnaires with our residents with minimal disruption and in a very efficient manner.

I am glad that our residents were given the chance to express their views and opinions and I would recommend the team from Healthwatch in to any care home.

Healthwatch Reading visit conclusion:

Residents made many positive comments about the home. Residents told us that they like the staff and find them responsive (only one comment was made to us suggesting short-staffing).

Most of the residents were aware of their care plans, which they told us were discussed with them or their relatives.

The residents told us that they enjoy activities, but we did not see an activities list during our visit.

We observed that the shared lounge that the residents sit in was crowded and maybe the room could be thought out differently, giving the residents some more space.

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.

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.