

Lakeside Residential Home, Reading: a Healthwatch Reading visit report

Where: Lakeside Care Home, 25 Whiteknights Road, Reading, RG6 7BY

When: 08/05/2018, for 1.5 hours in the morning and 15/05/2018, for 2 hours in the afternoon.

Who: 22 people spoke with trained Healthwatch Reading staff members. We spoke to 21 women and 1 man. Of these, 4 residents were aged 75-84 and 11 were 85 or older (not all answered this question). The 20 residents all described themselves as 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 Lakeside:

- Most like the food with some saying there could be more variety.
- More than half of those we talked to us mentioned positively the care they receive at the home.
- Most felt that they were usually included in their care and were treated with dignity and respect.
- All residents said they were able see a GP, some saying that a GP comes every Friday
- One resident explained to us that the GP is good and takes their time.
- Four residents told us that they would rather be treated at the care home if possible then go into the hospital (however none of the 22 residents had been a hospital inpatient in the past six months)
- Four residents mentioned that their relatives/friends took them to see a dentist or opticians
- One resident informed us that staff arrange the appointments, and generally they go to their appointment on their own.

Residents' comments: what they like

'Food is lovely, they do everything I cannot do myself, they help me when I am poorly. the staff are well, always ask me how I am doing. Have cereal, lots of walking, love word searches.'

'Good size bedrooms and ensuite, carers very good, food very good, get choices and visitors come anytime.'

'Most days food is good, you get a choice, fish and chips. I join in with activities, word wheel [likes to think]. Went to the optician and Sainsbury's with [relative]. My daughter comes and visits. Look after myself but need support in the shower. Can take my own medication, look after my own money. Staff are great crew - Leanne and Bev are very good.'

'Good food, carers do a good job, entertainment, singers and dancers, don't see anything to complain about. My son comes to see me. New cooks are doing a good job.'

'Everything is right, staff all nice to us, and we all know each other.' Manages own care but ask if needed. Food is fine. I join in activities.' Likes joining in with others.

'Very pleasant staff look after me, food get a choice not yet joined in but would like to exercise.'

'Looked after well, my family live far away. Most of the time, not a big eater. Like to do more activities, I go and walk around 6 times in the garden, they look after me. Made lots of nice friends, staff are very pleasant.'

'Staff are exceptional, very polite and understanding. Join in activities, singing and exercises. Go for walk in the garden. Got a rota, food great'

'It varies, sometimes good, sometimes bad food. Good selection of activities can join in with downstairs activities, can do all daily. Staff vary, majority are good, different faces all the time. Family can visit.'

'Good food, no complaints what so ever, so many people to talk to, looked after well by carers, so far, no complaints.'

'I like everything, no visitors, wash myself, like the food. Food is good, join in activities, they can do more. Very good carers, the carers provide good care. Visitors come when they want.'

'Very happy here, nice food, joins in activities, went to church service this morning.'

'Like to go out, garden is lovely, I go and sit, I feel happy and safe, if I did not feel well, I will ring the bell.'

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

'Wash and dress myself but can call for help bell response quickly, have lifted me in a hoist and they were very careful.'

'They come and talk to me about my change in medication.'

'Yes, I am a diabetic, so staff come and talk to me.'

'Staff talk to me about my care, looked after well when I was ill'

'Self-care, staff do talk to me about changes.'

'The carers come and talk about my care and my medication.'

'Do my medication but staff keep a good check on me.'

Residents' comments: what they say could be improved

'The food needs to be better. The gravy was dark. Would like more outings.'

'Same food, different variety, change would be good. Different foods on different floors.'

'They used to take orders the night before, feel there is a lot of waste. The lack of communication between carers and cooks. BBQ once a year, not enough staff to take the residents.'

'The way carers talk to me.'

'Annoying people slamming doors, especially at night, often wakes me up at night, seems to be staff and alarms very sensitive.'

'Too many sweet things and no provision for diabetics, too many cakes.'

Healthwatch Reading observations

- The home is a purpose-built property and is located on Whiteknights Road with views across the Whiteknights Lake reserve.
- The main reception area is bright and welcoming, with a book with reviews that resident's relatives have written in it.
- We observed that all rooms were big and spacious and heard that residents can bring their own furniture when they move in.
- As we walked around we noticed that communal spaces were used for activities and other events, with beautiful views to the lake.
- We observed staff putting in data in an app which displayed all the information about each resident, for instance how much they have drunk, which would highlight if that person has had not had enough fluids.
- As we walked around we came across a café for relative/visitors to have a break and a coffee, which leads out to the spacious garden.
- We noticed that in communal spaces there were many items for residents to use like puzzles, cards and magazines to read.
- The home had an activities list and most residents we spoke to in their rooms had a copy.
- We were told that the home is going through a transformation to make it more dementia-friendly, having blue toilet seats, signage for residents, plainer wallpaper and less cluttered use of wall space. They are also redesigning the menu with pictures alongside with the writing.

Residents' suggestions for improvement - summary:

- Based on comments about the food, residents could be consulted about the food menu and given a varied choice.
- Fifteen residents had no suggestions, one saying 'Wouldn't change anything, happy, satisfied, always there to help.'

Other information

Lakeside Residential Home

Lakeside Residential Home is run by B&M Care and can accommodate up to 72 people. All rooms have an ensuite WC.

Lakeside was last inspected by the Care Quality Commission on 15th January 2018 and was rated 'Requires Improvement' - 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 that they were happy the way staff cared for them. We observed that the home is homely and welcoming and provides a wide variety of activities for the residents.

We were not able to identify themes in suggestions for improvements. The manager is in the process of making the home more dementia-friendly, which will benefit the residents hugely. We suggest the home continues to make residents and families aware of ways to share feedback about experience of care-by speaking to staff at the home 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 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. Helping residents to be aware of and understand a care plan could be one way in which Lakeside could develop its care practice.

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 Lakeside

- We are currently reviewing our menu
- [Our activities list] is also sent out to families via email and there are copies at the front door for guests to take
- [To make the home more dementia friendly} we now have black toilet seats, the menu is now in place with pictures, we have red surrounds on the light switches for residents to be able to locate the switches, and we have also added contrasting grab rails
- The home holds quarterly meetings with families and regular meetings with residents.

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.