

# Jasmine House



Enter and View report, September 2024

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# Introduction

## What is an Enter and View visit?

Healthwatch Liverpool has powers to carry out what we describe as 'Enter and View' visits. These are visits to health and social care settings which help us in our role as the independent local champion for health and social care. Enter and View visits are carried out by small teams of trained members of our staff and volunteers to observe a health and social care service at work, for example at a GP practice, a care home, or a hospital. We only visit services that are publicly funded, e.g. through the NHS or via local authorities.

## What happens during an Enter and View visit?

During an Enter and View visit we talk to people using the service, patients or residents, and to friends and relatives where appropriate. We also speak to staff to find out where they think the service is working well, and where it could be improved. We also observe the service. We write up our observations and the feedback we receive and publish it as a report. Our report is sent to the provider of the service, as well as to regulators such as the Care Quality Commission (CQC), the local authority, and NHS commissioners, when appropriate.

If there are recommendations in the report, the service provider is asked for a response, which we later publish online alongside the Enter and View report.

## Details of the Enter and View Visit:

**Name of the service visited:** Jasmine House

**Address:** 30 Higher Lane, Fazakerley, Liverpool, Merseyside, L9 9DJ

**Date and time of visit:** Monday 9<sup>th</sup> September 2024, 10:00-12:00

The members of the Healthwatch Liverpool Team that visited were:

- Alice Lloyd: Engagement & Project Officer (Learning Disability and Neurodivergent focus)
- Terence Ferguson: Engagement and Project officer
- Kerri Bradley: Healthwatch Liverpool volunteer

We would like to thank Jasmine House staff and residents for facilitating the visit and for taking the time to talk to us.

## Why did we carry out this visit?

Enter and view visits can take place for a variety of reasons, for example to find out more about a particular service, or in response to public feedback.

The Enter and View visit to Jasmine House was to learn more about the service, and to find out from observations and speaking with people where the service appeared to be doing especially well, in addition to finding out if any

improvements could be made. The visit was not in response to any prior feedback or concerns identified relating to the quality of this service.

## **Safeguarding**

Healthwatch Liverpool Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies, and the Local Authority will be notified on the same day as the Enter and View visit.

There was no safeguarding concerns identified during this enter and view visit.

# About the Service

## Background

Jasmine House is a residential care home in a large, converted house providing care to six people at the time of the inspection. The home is registered for up to seven people and supports people with complex needs including learning disability, physical disability and mental health. Accommodation is provided in single bedrooms.

It is provided and run by [J.A.D. Healthcare Limited](#). The manager Angela Jackson who we met on the day is also one of the owners of the business.

## Discussion with the manager

We were greeted by the care home manager Angela who asked us to sign in and checked our details. We were immediately introduced to residents and management seemed keen on residents speaking to us and giving feedback which we felt displayed a commitment to transparency.

## Residents

Staff advised that they carry out a full assessment with prospective residents. This includes speaking to the resident, their families and their wider care network such as social workers and GP before making any decisions. Staff try and keep residents similar in ages to help them integrate with other residents at Jasmine House. Management advised that there are monthly service users' meetings including residents and families and also a monthly newsletter. Staff advised every resident has a copy of their care plan in their rooms.

### *Quote from manager*

**"We use diversion techniques when helping to manage negative behaviours from residents. Strategies can include moving one person from a room to another setting or removing everyone else so the person can calm down."**

Management advises for supporting communication they have individualised strategies for residents. One resident uses Makaton and has a board to write down words if needed. Staff say this helps them to manage any frustrations with communication.

We witnessed staff facilitating communication, giving residents time to respond, asking them to repeat and then offering alternative communication methods. We saw residents giving others time to speak and encouraging them. It felt like there was a supportive atmosphere between the residents during our visit.

### *Quote from manager*

**“We are a big family here and it is their home”**

We did not go into any residents’ rooms but we saw that some residents had their own door decorations and doorbells. All the residents we asked told us they liked their rooms and found their beds comfortable. One resident told us she is happy with her room but would love a double bed instead. We were advised residents can decorate their own rooms and can bring their own furniture. Each resident has a specific laundry day to help prevent clothes becoming mixed up and staff say this has worked fine.

### *Quote from manager*

**“One of our residents has an Alexa set up in their room to play music and control the lights.”**

## **Activities**

Jasmine House has an external activity centre in the garden where residents can do activities such as arts and crafts and playing board games. Art by the residents is displayed around the care home as well as photographs of events that the residents have attended, creating a real homely feel.

Management advise that all staff pitch in with activities and support residents in taking part in a wide variety of activities outside of the care home. During our visit residents were excitedly telling us about an upcoming dance they were going to attend. Another resident who preferred a quiet life told us how they like to go to the local shop and to use the trains.

Jasmine House has accessible transport available for residents. Staff also advise that residents enjoy using public transport when possible and the care home is well served by a local train station and bus routes.

Management advise that the pandemic resulted in a lot of external activities closing and not reopening. Staff also advised that they have monthly residents’ meetings which includes families, and a monthly newsletter. They say that residents like to go out for trips to the shops, pubs and restaurants.

### *Quote from manager*

**“Wetherspoons in the vale are really good for the home. It is accessible and the staff there know them”**



Staff advised that Walton Life rooms has supported all the residents in the care home with activities and the staff are very happy with the support they offer. They do require residents to commit to a block of visits which can be daunting, but staff advise they make allowances for the residents.

## **Visitation**

Management stated that Jasmine house has an open-door policy for visitors within reason. Relatives can visit in bedrooms for more privacy but often spend time in the communal spaces. Management advises that families have built up good relationships with other residents and families and enjoy spending time together. Some residents visit their family for weekends or overnight stays.

## **Food**

We asked residents if they like the food and the responses were all positive. Residents advised that the food was tasty, portions are filling, and they could get their own snacks. Residents are encouraged to contribute to cooking and shopping and help to create menus. Staff advise that menus have three choices, and they can choose where to eat as some like to sit at the dining table whilst others prefer to eat in their bedrooms.

### *Quote from resident*

**"I love all the food; I don't feel hungry."**

The kitchen looked brand new and there was colour coded information for residents about food safety and chopping boards. There was information about food safety and cross contamination. Artwork made by residents about recycling was on display. One of the residents who is coeliac is provided their own cutlery, toaster, microwave and air fryer to prevent cross contamination. We saw that there were duplicates of each of these items.

## **Staffing**

Management advised there are 34 members of staff, and they don't use outside agency staff. They said many staff are long serving with some only leaving due to retiring. They say that residents sit in on interviews with prospective staff members.

Management advises that staff have two mandatory training sessions a month, but they are always trying to source extra training if available and staff provided reading lists and key documents. Management advise that all staff members have completed level 1 Oliver McGowan training and aim to have all staff complete level 2 in the near future. Staff found some elements of the training to be distressing and discussed this and arranged support for each other. Staff are supported by qualified mental health champions and these certificates were on display in the manager's office.

The manager gave us an example of how staff support residents in their healthcare journeys. When it came time for flu injections some residents were afraid of the process. To put them at ease the staff arranged to have their own flu jabs at the home with residents present to help them understand the process.

### **Relationship with GPs and trusts**

Management advises that all care home residents are registered with Westmoreland GP Centre. The practice is highly regarded by management and staff with praise given to a Dr Julie (Coleman?). Residents are able to get home visits when needed.

#### *Quote from manager about GP*

**"I love her, can't sing her praises enough. The practice was brilliant with us during Covid"**

There was also praise for Lynne a district nurse who supports the care home.

#### *Quote from manager about District Nurse*

**"We get weekly phone calls and if there are any issues she makes sure we get appointments".**

Management advises their optician services are provided by CJ Optics who they describe as very good. They say one resident is prone to breaking glasses and they are quick to respond and sort that out. Residents proudly showed us their glasses unprompted, and said they were very happy with them.

Management advise they have not had any recent problems with hospital admissions or discharge. They said that during past hospital admissions staff members stayed with the residents for the duration of their stay.

Staff advised the recent tragedy in Southport affected both staff and residents. There was information from local partners aimed at supporting staff but nothing specifically for residents with learning disabilities. One of the residents brought up the tragedy unprompted and mentioned how scared and upset it makes her feel watching the news about it.

Management advised they do not know who their contact would be at Liverpool City Council regarding non-emergency situations and would like a consistent point of contact. Management are looking at the different regulations around care homes vs supported living and would like more information about this. They advised they had a recent infection control visit and passed with a 100% score.



# Observations

## Observations on arrival

We were met by the manager Angela Jackson who confirmed our identities and asked us to sign into the care home visitors' book. The care home was warm and smelled pleasant and there were windows open for ventilation. There was information on display about the mental capacity act and PPE and hand gel units located on each floor, but the one in the conservatory was empty. There was easy read COVID-19 information and instructions on hand washing.

Jasmine House had a very nice feel to it and looked like a well decorated domestic house in many areas. Staff advised this was a design choice and they wanted to keep it homely and not institutional. There were areas without easy read signage, but staff advised this was to keep Jasmine House homely as possible and it is in areas where they felt it was needed such as the kitchen and activity centre.

## Observations of the building and facilities

### External areas

There is a large, paved rear external area with multiple external buildings including the manager's office, a yoga hut and the activity centre. There are external cameras in use but none inside the care home for residents' privacy. The external stairs are in good condition and high visibility have yellow strips to indicate the edge. The Front car park area was well maintained with no rubbish. The exterior of the building looked in good condition.

### Managers office

There is an external office in the grounds. Management advise they don't lock the office when staff are around but do lock away documents.

### Activity centre

This is an external building and has a table, sofa and large fridge freezer. There are board games and arts and craft activities. The activity centre has easy read information on boards about safety and healthy eating. Each resident had their own personalised drawer to keep their favourite games and activities.

There were also pictures of residents, staff, and family members on the walls throughout the activity centre and in the living room in the main building, which added to the homely feel. The activity centre was colder than elsewhere, but staff advised it is not heated when unused (residents were going out to a dance).

### Conservatory

There was plenty of comfortable seating a large television and lots of natural light. There was a recycling display created by residents.

## Hallway

There was a visitors' book and CQC, fire marshal and easy read evacuation information was also on display. Staff advised there are weekly fire alarm drills and multiple fire extinguishers were seen. We did notice that a key was left in place in the alarm system. Management advised this was because they were testing the system that day.

Stairs have a thick plush carpet in a good condition with handrails on both sides. Some of the blinds were damaged and the manager advised that a resident likes to self-stimulate by using the mechanisms. She joked that they have built a fantastic relationship with the local blinds company because of the repairs.

## Living room

The room had big windows that let in lots of light and a large screen TV. There is a fireplace and large sofas making the room feel cosy. There were ornaments, clocks and photos of residents on display in multiple locations.

## Bathrooms

The Bath and shower looked clean and well maintained and there was a cleaning rota on display. Staff advised that residents could request a bath or shower whenever they like. The second-floor bathroom had a shower and toilet with an accessible seat. Accessible bathroom facilities on each floor as well as some en-suite facilities for residents with more complex needs.

## **Observations of the how Jasmine House engages with friends, family and residents.**

During our time at Jasmine House, we noticed staff were dressed smart casual which made things feel more homely. The manager was keen for us to chat to residents right away and had a good rapport and personal knowledge of residents. We saw many pictures of residents on display that included the manager throughout the years which indicates they are an ever-present feature in residents' lives at the care home.

Residents appeared relaxed and friendly with all looking clean, happy and well cared for. They were excited about upcoming activities and were keen to share their interests with us. We saw family visiting residents during our visit and they seemed comfortable and familiar with staff.

# Feedback

Healthwatch spoke with 5 residents and multiple members of staff.



“The house is like a family; we call it Happy Jasmine”



## Feedback from residents

“I like cars and going out. They help me with everything”

“Jasmine is the nicest house I’ve ever had. It took me a long time to wait to come here. They go the extra mile constantly. I like dancing and singing. I like anything except head banging music. We have Halloween parties.”

“I love living here. I love all the food; I don’t feel hungry. I like the disco and things, cooking and baking cakes. I love my bedroom”

“It’s ok I’ve been here a while. I go out every day for walks and stuff and get drinks and crisps. You can get your own snacks, crisps and sweets and can use the kitchen”

“I like to stay in over the weekends” “I’m making progress with travelling”

## Personal stories: Residents journey



“One resident told us how when they first came to Jasmine house, they struggled to leave their room but with support from the staff they transitioned into going into the outside garden spaces.

Now they can travel in the car, and they go to the Life rooms for activities and were going to a disco that day. Staff advised that they were very proud of the resident's progress.



# Summary and recommendations

## Summary

Overall, we observed during our visit that Jasmine House felt like a caring and entertaining place to live. Staff appeared committed to providing the best care and quality of life to their residents. Staff are staying for many years in their roles and management has been consistent and in place for a long time.

Residents appeared happy and really enjoying their lives at Jasmine House. Those we spoke to said they were happy with all aspects of Jasmine House and had great relationships with staff. The friendships between residents and the support they offer each other is probably the best evidence of how well Jasmine House is doing.

## Recommendations

We have no recommendations to add as Jasmine House during our visit seems a fantastic place to both live and work.

## Positives and good practice

We found during our visit examples of positives and good practice which included but were not limited to:

- There seems to be a real caring atmosphere at Jasmine House that extends from staff to residents. We saw residents taking the lead in supporting each other and this is a testament to all at Jasmine House.
- Residents gave examples of how staff support them in taking small steps that lead to big changes. Residents that were previously afraid to leave their rooms discussed how they were now enjoying activities in the wider community. Staff have a focus on allowing residents to live full happy lives and worked hard to support this.
- Management and staff have been in place for many years at Jasmine House. This consistency of staffing and management seems to have built understanding and trust between staff and residents.

# Appendix

## Healthwatch Liverpool – Powers to Enter and View Services

Healthwatch Liverpool was established under the Health and Social Care Act 2012 and came into being in April 2013. We work to give local residents a stronger voice to influence and challenge how health and social care services are provided.

We enable people to share their views and concerns about local health and social care services, helping build a picture of where services are doing well, and where they can be improved. Enter and View visits are undertaken in accordance with the remit of Healthwatch Liverpool, and assist us in carrying out our statutory functions under the Health and Social Care Act 2012.

Enter and View visits are not designed to be full inspections, audits or an investigation of the service, rather they are an opportunity for us to get a better understanding of the service by seeing it in action and by talking to staff and service users.

We aim to identify and share good practice wherever possible. However, if during a visit we identify any aspects of a service that it has serious concerns about, then these concerns are referred to the appropriate regulator or commissioners of the service for investigation or rectification.

Any safeguarding issues identified will be referred to the Local Authority for investigation. Addressing issues of a less serious nature may be done directly with the service provider.

For more information about Healthwatch Liverpool, please visit our website [www.healthwatchliverpool.co.uk](http://www.healthwatchliverpool.co.uk) or contact us using the details at the end of this report.



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