

# Jasmine Court Care Home Chorley

Date: Wednesday 26<sup>th</sup> February 2025

Time: 9:45am-1:15pm



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, residents and relatives who met members of the Enter and View team on that date.

# Contact Details

## Address

Jasmine Court Care Home  
Off Daisy Fold  
Botany Brow  
Chorley  
PR6 OJW

## Practice Contact:

Jeanette Fairclough (Care Home Manager)

## Date and Time of our visit:

Wednesday 26<sup>th</sup> February 2025  
9:45am – 1:15pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)  
Debra Worthington (Healthwatch Lancashire Volunteer)

# Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve local services and promote excellence throughout the NHS and social care services.

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an Enter and View is to listen to people who access those services and observe service delivery.

Following the Enter and View visit a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)

The report is available to members of the public along with the Care Quality Commission (CQC), Healthwatch England and any other relevant organisations. Where appropriate Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

## General Information

Jasmine Court Care Home is based beside the canal in Chorley and has 61 en-suite bedrooms.

## Acknowledgements

Healthwatch Lancashire would like to thank residents, staff, relatives and management, for making us feel welcome and for taking the time to speak to us during the visit.

# What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Jasmine Court Care Home on Wednesday 26<sup>th</sup> February 2025 and received feedback from:



## Pre-visit survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the care home manager. The aim of this questionnaire is to gather information about the staff structure, resident population, services offered and activities that are planned for residents to take part in. Some information from this questionnaire is included in the summary below.

## Introductory meeting with manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the manager to discuss the care home and view the facilities. This involved discussing the different areas of the home and aspects of the daily routine, and to hear the manager's perspective on what is currently working well at the care home.

## One to one discussions with residents and their relatives

Residents were asked about their experiences in the care home, including their opinions on the facilities, daily activities, food, and the care they received. They were also asked about how they were involved in the day-to-day life of the home, and whether they were included in planning activities.

## Discussions with members of staff

Staff were asked about their experience working at the care home and what they thought was working well, and anything they thought could be changed to improve the experience for themselves and the residents.

## Observations

Observations were made throughout the visit. We focused on resident and staff interactions, how accessible the care home was for residents, and the condition and cleanliness of the facilities.

# Summary



Healthwatch Lancashire representatives made an announced visit to Jasmine Court Care Home on Wednesday 22<sup>nd</sup> January 2025, and spoke with eleven staff members, five residents and three relatives.

Jasmine court Care Home can accommodate up to 61 residents in total over three floors. These floors cater for residential, dementia, learning disability, Parkinson's and stroke.

At the time of the visit there were 58 residents within the home. Healthwatch representatives were shown around the home by the manager, who explained about the types of care delivered on each floor. Each floor of the home had a similar layout with a dining room and lounge area together with seating available for residents and relatives to use. Food is prepared on site in the kitchen and is then delivered to the floors ready for meal time. The residents are able to choose from different choices on the menu every day, there were two choices for dinner. All bedrooms within the Care Home had ensembles in them but there were two communal bathrooms on each floor.

Healthwatch representatives spoke with a variety of staff members and residents on the day. Due to the complexity of some residents in the buildings, we were unable to have conversations with all residents due to their diagnosis of dementia. It was explained that there were two activities coordinators within the Care Home who go between the three floors and do activities with the residents. There was a colouring activity taking place on the middle floor at the time of the visit.

One activity coordinator had taken a resident out for the morning and the other activities coordinator was on annual leave. It was explained that there is another member of staff that supports with activities when one of them is on annual leave.

Overall resident feedback was positive, with them mentioning they were happy with the staff at the care home and happy with the food they receive. Two residents did mention activities within the home and said they would like to be involved in more if they could.

Staff feedback was positive towards the management team. Staff members spoke about how they feel supported by the management team and how they have an open-door policy in place. They mentioned they are always fully staffed, and staff will support in other areas if this is needed. The only recommendation staff suggested was more access to table top games on the three floors when activities are not taking place which would help stimulate the residents.

Relatives spoken with at the time of the visit commented that they were happy with the care their family members are receiving, and they feel well informed about their relative. The only recommendation suggested was around activities within the care home and how it would be nice if there were more going on during the day such as table top games and crafts.



# Service Overview

## Location and public access



Jasmine Court Care Home is located within Chorley and is near to a main road with a regular bus route. There is a small car park for staff and visitors to use at the back of the care home and additional parking on the road across from the Care Home. Signage to the Care home was clear from the main road and clear where visitors needed to report to on arrival.

The Care Home is near to local amenities including shops, pharmacy and a church. There is an in-house shop for residents who are not able to get out, so they are still able to access amenities.

## Background of the home

Jasmine Court Care Home is part of Amicura Care who own 3 care homes in Lancashire. Jasmine Court Care Home is registered to provide care for up to 61 people. The Care Home accommodate residential, dementia, learning disability, Parkinson's and stroke residents over three floors of the home.

Jasmine Court Care home has an active Facebook page where they share updates about activities within the home and trips out with residents.

## Services available

"Jasmine Court Care Home offer onsite hairdressers, in house shop for our residents to purchase items if they are unable to access the community, Church service, Music and movement,

The questionnaire also described some of the additional activities that are run by the home for residents to take part in.

Residents choir, around the world days where our residents celebrate traditions and taste foods from around the world, lunch days out, theatre, cinema, performers, high tea days for family to spend time with loved ones." (Taken from Pre visit questionnaire)



# Enter and View observations

## External Environment

The external area of the care home is well maintained, with enough space for staff and visitors in the car park at the back and off-road parking available. The care home is split over three floors. It was clear from the main road where visitors should report to, and the signage was clear on entry. The Care Home was secure with a fob access to the front of the building. Each floor is also secured with key code access to the stairs and lift.

## Internal Environment – first impressions

When Healthwatch Lancashire representatives entered the reception area they were greeted by a staff member and asked to show our credentials before being guided to meet the manager of the Care Home. The reception area was warm and welcoming, with a member of staff on the desk to welcome visitors. There is a visitors' book which representatives were asked to use on arrival to sign-in. There is a notice board with the staff pictures and what they are a champion for within the home. There was also a digital sign in option for staff when arriving and leaving.

There were information folders in reception for relatives and visitors to view at their leisure and information boards on the different levels on the staircase. These were around mental health, wellbeing, infection control and also a 'recognising diversity in the workplace' board which highlights different faiths and religions of staff and residents within the home.

Each floor of the care home had a similar layout in terms of bedrooms, bathrooms, lounge area and dining areas. The only difference was the amount of bedrooms, the top floor has 16 bedrooms, the second floor has 21 bedrooms and the first floor has 24 bedrooms. There was consistent dementia friendly signage around the different areas of the home with signage on ensuite bedroom doors as well. There was no sign of dementia clocks on any of the floors. (Recommendation 1) All three floors of the care home were clean, warm and welcoming for residents, staff and visitors.



There were signs on all bedroom doors with the resident's names and a picture of their choice. It was also explained that the Care Home manager has implemented a ribbon system on bedroom doors to highlight to staff anything they need to be aware of. These could mean allergies, diabetes, DNR or DoLs. The ribbon system

protects the individual residents and keeps a sense of privacy for them but highlights to staff what they need to be aware of.

It was explained that residents' families can visit any time day or night, as there are no set visiting hours. This allows for families to come when they want, at a time convenient to them. There is also a quiet lounge area that relatives or staff can use at all times of the day to receive visitors and help themselves to a drink.

## Observation of corridors, public toilets and bathrooms

All bedrooms within the care home were ensuite bedrooms with a toilet, sink and walk in shower. Bedrooms were decorated to residents' individual tastes; we were informed that some residents had brought items from home to make their rooms more personal to them. Details like this allow residents to feel more at home which is important when moving into a new space.

Communal spaces, including bathrooms and toilets, were clean and free from clutter. There are two large bathrooms on each floor, including one with a bath. All areas of the home had dementia friendly signage and direction signage so residents and visitors knew where to go.

The corridors were painted a neutral colour with a slightly darker handrail around the corridors. The corridors have large pictures on them, with different pictures used in different areas, including a beach, garden and transport. There were also smaller framed pictures in the corridors suitable for the theme of the floor. Some of the rooms were painted a different colour, which has been chosen by the residents. The manager explained to Healthwatch Lancashire representatives that residents could decorate their rooms however they like, and this includes a different colour paint if needed.



## Lounges, dining and other public areas



Each building at the home comprised a large joined up lounge area, dining area, kitchen and separate seating area. All of the buildings are similar in layout, with the only difference being that the second floor has a movie room/shop for residents to use. Residents from all three floors use the film room. During the visit the top floor and middle floor had a lot of residents out in the communal dining area and lounge areas with staff tending to them and speaking with them. The ground floor was quieter with only five residents in the lounge area with three members of staff sat with them.



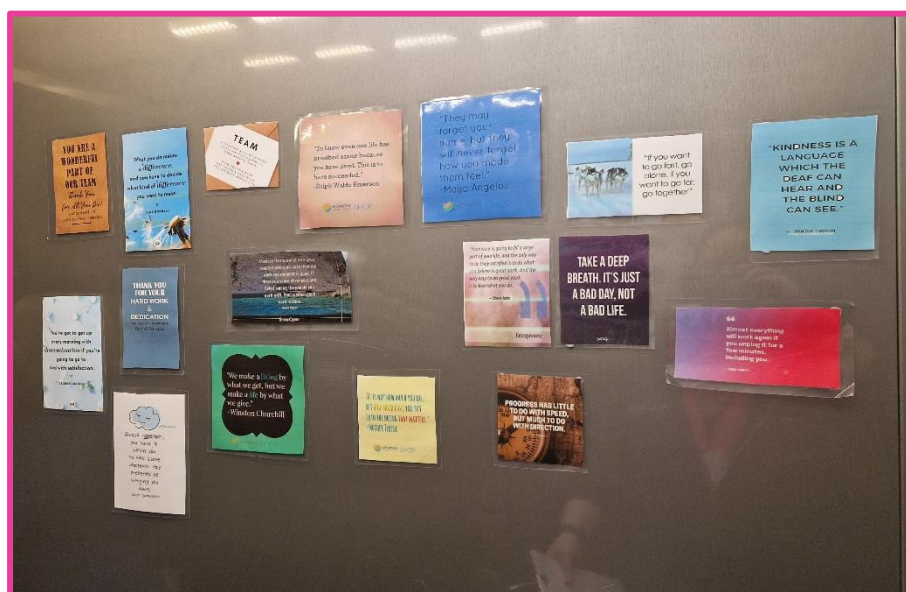
The dining rooms had enough seating for residents, but it was observed that not all residents use the dining room and some prefer to have their meals in their own rooms. The activities schedule was present outside of all the main dining rooms and were visual with pictures and words explaining what was happening. These were different on the three floors, the only activity observed at the time of the visit was a colouring activity which was taking place on the second floor.

On each floor there was a board showing what the meals were for the day and also a notice board with meals for the week. There was also a newsletter for that month which highlighted what happened within that week and what is coming up. This was also used to highlight birthdays within the care home.

There is garden access on the first floor of the Care Home but residents from the other two floors are regularly taken out. Healthwatch Lancashire representatives noticed that when walking around the three floors that there was one activity taking place, we were made aware that one of the activity coordinators had taken a resident out into the community.

There is also a hairdresser and a nail bar on site for any resident to use. The hairdresser is on site every day and has regular residents booking in and then is open to others. A member of staff explained that the church come into the Care Home every Sunday and sing hymns and offer Holy Communion to all residents who wish to join in.

There was stair and lift access for residents, staff and relatives to use. Within the lift there was a photo opportunity to celebrate staff. There were also positive quotes and daily affirmations for staff and visitors.



## Staff and resident Interactions



Interactions were different on the three floors dependent on how many residents were in the lounge area.

On the top floor there were a lot of residents sat in the dining room and lounge area with staff making sure they had breakfast and if they needed a drink. Staff were observed to be helping residents around the floor and supporting some from their bedroom into the lounge area. It was observed that the domestic staff were continuously changing the washing trolleys on each level. There were domestic staff cleaning each individual room and they were also interacting with residents at the time and helping them find their way to the lounge area.

There were a lot of residents in the lounge and dining area on the second floor of the home. Staff were seen sat with residents having a conversation with them about what they wanted to do today. One member of staff was seen handing out biscuits to residents, calling them by name and ensuring they had everything they needed. There was a relative sat with their family member at the time of the visit and they were joining in with a colouring activity. Staff were observed supporting residents to the bathroom and around the floor.

Some residents were sat in the lounge area watching a film at the time of the visit and staff were seen to be checking on them and seeing if they needed anything.

Representatives then went to the ground floor which on the first walk around was busy with residents sat eating breakfast but was a lot quieter on our return with five residents sat in the lounge area with three members of staff. The television was on at the time of the visit and residents were sat in their specialist chairs watching this. There was a member of staff setting up for dinner time in the dining room.

During the lunch time period, staff were observed bringing residents into the dining room and sitting them at the table. They asked them if they would like an apron to wear whilst eating their meals. A member of staff then went round and asked all the residents what they would like to drink, each drink was served in glasses that were suitable for individual needs. Staff sat with residents whilst they were waiting for their lunch to arrive and were engaging in conversation with them. Before lunch arrived, staff members were encouraging residents to clean their hands with hand wipes provided on the table.

Staff were then seen to put aprons on before going round and asking residents what they would like for their dinner. They then brought meals over and said 'be careful the plate might be a bit hot.' Staff were observed to be taking meals into bedrooms on trays and ensuring everyone had their meals.

When speaking with staff it became clear that staff members do nightly checks before residents go to bed including ensuring the mattress is right, the fall mat is in place, the bedroom is clean and if the bedroom is warm enough. It was also made clear that all residents have weekly body maps, this includes checking their weight and ensuring the residents are safeguarded and nothing goes amiss for long periods of time. This ensures that residents are looked after effectively but also ensures that any illnesses or concerns can be dealt with quickly and efficiently to stop that resident becoming more poorly.

During the visit some residents were using the dementia pets and staff mentioned how these have been really beneficial to the residents and the staff as this has really helped the residents.

# Resident feedback

Healthwatch Representatives spoke with five residents during the visit. Some of these residents had a diagnosis of dementia and conversations were limited.

## Tell us what you think about the home.

When speaking with residents they spoke about how they are happy within the care home and like the staffing over the three floors.



**“I like it here; the staff are really good with us.”**

Two residents spoke about how they liked that they had a bathroom in their own rooms. They said this gives them the privacy they need and means they can have a shower when they want instead of waiting for a separate bathroom to become free.

**“I like that we have our own bathrooms, it feels more private than using a communal bathroom.”**

## What activities are on offer and do you join in?

When speaking with residents they weren't aware of activities happening within the Care Home and asked if there could be more.

**“I don't feel there are as many as there could be, the staff here do their best but it would be nice to have more activities out.”**

## How do you find the care you receive?

Residents were complimentary of staff members within the Care Home commenting on how they are good with them and support them where needed. A few residents spoken with talked to us about how they prefer to stay in their room and come out at meal times.

**“The staff are good with me here and they will help me wherever I need it.”**

**“The staff are nice here but I tend to stay in my room and come out at meal times, that's just what I prefer, but when I do come across staff they are always friendly.”**

## How do you find the food provided?

Residents spoke about how they get asked in the morning about their dinner choices, but they were able to change their minds once sat down for dinner.

“I think we have a good choice here and we always get asked at dinner time what we would like and if we change our mind its ok.”

“its ok most of the time, it can vary from time to time but if we don't like it we can change it which is good.”

# Relative feedback

During the visit Healthwatch Lancashire Representatives spoke with three relatives.

## **At your relative's care home, how do you feel generally about the service?**

The three relatives spoken with all mentioned that they were happy with the service and couldn't fault the staff within the care home.

“I can't fault this care home, it's so clean, they clean their rooms daily and I'm really happy with the care.”

“The staff are fantastic here, there are sometimes bank staff that I feel don't know my relative but other than that the full-time staff are great.”



## **Do you think that you are kept informed about your relative? For example, with their health and future care plans?**

All three relatives felt they were kept up to date regarding their relatives and felt the care home allows relatives to be involved in appointments and support. They also spoke about having a relative newsletter that keeps them up to date.

“yes, I really do, my relative became poorly a few weeks ago and they had to call the doctor but the care home let me speak to the doctor as well which I felt was really good.”

“we get a relative newsletter telling us what is coming up within the care home and any relevant updates.”

## **Do you understand the process to make a complaint if you needed to?**

All relatives were aware what to do if they needed to complain and a comment was made about how management ask relatives what could be done differently to improve communication.

**“yes the management team are great and I would go to them if I had any problems, they are very proactive though and ask relatives if there is anything we feel could be done differently.”**

**Are you aware of the social activities provided by the service? And do you feel that you are able to join in these activities?**

Relatives spoken with mentioned that they see some activities happening and feel at times there could be more out for residents to do.

**“I have been before when they have been doing crafts with the residents and they loved it, I feel there could be more tabletop activities for residents to take part in.”**

(Recommendation 2)

**Would you recommend this service to others?**

**“I already have recommended this care home to someone else, its lovely here and I would highly recommend.”**

# Staff feedback



Healthwatch received feedback from Eleven staff members during the visit.

**Do you have enough staff when on duty?**

All eleven members of staff commented that they felt they always had enough staff when on duty.

**“I are always fully staffed, and I feel if we had any concerns, we could voice them to management. There are always care staff and a senior on each floor at all times.”**

**Do you feel supported to carry out a person-centred experience?**

All staff members spoken with mentioned that they feel supported to carry out their duties and feel they could ask for more support if they needed it.

**“I feel that the support has been better since we’ve had the new management team, they are very open and honest and I feel I can go to them for support if I need it.”**

**“I feel we all work as a team here and support each other so I do feel supported to carry out my duties and I feel I have the time to support those in our care.”**

**Do you feel you have enough training to carry out your duties well?**

When speaking with staff members it was clear to see that training was something that was ongoing and they ensure there is a mix of face to face and in person training available.



**“We do in person and online training which I like as it’s a mixture and it helps us learn different things.”**

**“We get a good variety of training and I feel if we need any extra we can ask for it and the management team would help us with that.”**

## **What is your experience of working here?**

Members of staff spoke about how long they had been with the care home, the management team, the support and the care that they provide within the Care Home.

**“I love working here, I feel so supported by management and they are always there if you need them which helps me with my role.”**

**“I’ve been here for many years now like a lot of staff here and we all help and support each other.”**

**“It’s very welcoming here and staff are always offering to help and support, I’ve never worked anywhere like that and it’s lovely.”**

**“We have bingo once a week with the residents and they love it, we also do a church service every Sunday which the residents can join in with if they would like to.”**

## **Are there any changes that can be made to improve the patient experience?**

There was only one suggestion made by staff members that was brought up on all three floors was the access to more table top activities so staff can get these out when activity coordinators are not on the floor. (Recommendation 3)

**“It would be nice to have access to more table top activities including games, jigsaws and crafts so we can get these out when we don’t have anyone to do activities.”**

**“There isn’t always a timetable of activities on all three floors so more activities would be nice, maybe a dedicated activities coordinator for each floor to help with capacity.”**

## **Any other comments?**

**“I feel this care home is run really well and any issues are dealt with quickly.”**

**“We have regular team meetings that are very informative and management do regular walk rounds which I really appreciate.”**

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from residents, relatives and staff.

1. Implement dementia clocks on all three floors of the Care Home.
2. Ensure there are table top activities for staff to bring out during the day when activities aren't taking place.
3. Look into the possibility of having an activities coordinator on each floor of the Care Home who will be responsible for organising activities for that floor.

# Provider response

Recommendation	Action from provider	Timeframe	Comments
Implement dementia clocks on all three floors of the Care Home.	Dementia clocks to be purchased for all floors.	01-06-25	1 each month over 3 months
Ensure there are table top activities for staff to bring out during the day when activities aren't taking place.	Activities are now in place for care staff to carry out activities in the evenings and when the activities coordinators are off shift	Implemented immediately and ongoing	Observed use.  An activities schedule has been introduced to accommodate for the 3 <sup>rd</sup> person with suitable activities programme tailored for the residents.
Look into the possibility of having an activities coordinator on each floor of the Care Home who will be responsible for organising activities for that floor.	A third activities coordinator is now in place and allocated to the top floor dementia unit	24-03-25	Now in place

## Questions

### Any other comments?

The health watch team were professional and friendly. They took time to speak with both staff and residents in a respectful and reassuring way. Staff also felt the visit was open and supportive.



# healthwatch

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