

Enter and View Report

Admiral Jellicoe House

17 September 2024

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1. Introduction

1.1 Details of visit

Details of visit:	
Service address:	Locksway Road, Southsea PO4 8JW
Service provider:	Admiral Jellicoe House
Date:	17 September 2024
Authorised Representatives:	Jan Dixon, Graham Keeping, Michael Hammond, Fergus Cameron, Jonathan Crutchfield (Observer)

Admiral Jellicoe House (AJH) is a purpose-built Veterans Care Home run by the RNBT (Royal Naval Benevolent Trust) with specialist dementia facilities for Veterans of the Royal Navy who began their careers up to Warrant Officer, and their dependents. It opened in June 2022 and offers resident-centred care and dedicated dementia support. Facilities include 66 ensuite rooms, inhouse library, cinema room, bar, formal and informal dining rooms and a communal balcony overlooking the neighbouring park and cricket ground.

HWP carried out an Enter and View visit on 23rd April 2023 to find out more about this flagship development and provide feedback on this new, significant, investment in Residential and Nursing Home care, and dementia care provision. That visit's published report can be accessed via this link: [Admiral Jellicoe House Enter and View report 25th April 2023](#)

Given the very new nature of the service, it was felt worthwhile to make a return visit and see the service after its first operational year and with more residents. This visit was carried out on 17th September 2024.

1.2 Acknowledgements

Healthwatch Portsmouth would like to thank the Registered Manager, Jade Delaney, residents, and staff for their contribution to the Enter and View visit.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

2. What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch have trained Authorised Representatives to carry out these visits, for whom



Disclosure and Barring Service checks have been carried out. The Health and Social Care Act 2012 allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families, and carers.

2.1 Purpose of the visit

- To review AJH progress on previous recommendations made by HWP
- To engage with residents at AJH, their families and friends to update and better understand the delivery of care at AJH and the development of this new accommodation in the city after its first full operational year.
- To Identify examples of good working practice in provision of nursing care and dementia care to the community veterans.
- To observe residents and relatives engaging with the staff and their surroundings.
- Portsmouth is a city of great naval heritage; this is an opportunity to visit a Veterans specific service and consider its place in the city and wider community.

2.2 Strategic drivers

HWP have a statutory role to provide feedback to service providers and inform Portsmouth residents of the standards in residential and nursing care in the city, and what is being done to raise the quality of care.

The CQC published a report on 6th September 2024 on the quality of care or resident experience of living at AJH and had made an Overall rating of Requires Improvement. Independently of this HWP wished to update their published report of 2023.

2.3 Methodology

This report builds on and might be read in conjunction with the visit we made on 23.4.2023 available on HWP website [Admiral Jellicoe House Enter and View report 25th April 2023](#)

This was a pre-arranged Enter and View visit; promotional posters were provided by HWP which announced the visit and provided contact details for those wishing to speak to HWP outside of the formal visit. We asked that the visit is promoted by staff.

No residents were identified who might find our visit distressing or difficult. If there were issues that caused serious concern or indicated abuse, we would look to remove ourselves and return to our HWP information desk in reception and contact the visit leader, and safeguarding lead.

HWP Authorised Representatives hoped to have informal conversations on topics such as quality of care, safety, dignity, respect, and life as a veteran living at AJH. We were able to walk around the communal areas and gain an understanding of how the home works, and how the residents engaged with staff members and the facilities. The Authorised Representatives set up an HWP information desk in the AJH Reception area, talking to people coming in and out of the building.

We are grateful to AJH team for their enthusiasm and welcome to the service and engagement with the purpose of the visit. Authorised Representatives wore Healthwatch Portsmouth identification badges. These were checked on our arrival to ensure we were fit persons to carry out our visit, and who we said we were.

Our posters, informing residents about our visit, were clearly visible throughout the building, and on the door of the Visitors toilets, a novel approach to catching the eye. HWP Information leaflets were also set out on reception coffee tables.

2.4 Environment

On the day of the visit there were 60 rooms occupied by residents (including one short stay resident) out of 66 rooms in total. There is a naval theme throughout, the walls are adorned with photographs of memorable ships and service life. The Authorised Representatives not from a services background had a first impression on arrival that the reception was very regimental, but very clean and tidy, others in the team appreciated the clear identification of Reception area, found it very welcoming with a light and airy space. It was welcoming to be offered refreshments by the Receptionist whilst signing in, and there was a book on the reception table with photographs of activities residents have undertaken. The service appeared fully open to feedback and was proactive in engaging visitors who sign out via a

brief touchpad survey asking questions about what you think about your visit to AJH. This is a very good system whereby any problems reported can be acted on right away.

There was a crowded Information Board including a weekly menu and options which was nice to look at but printed in small size font and so it was difficult to read.

One Authorised Representative was shocked by the size of bedrooms, “a four foot double and just enough room for a chair next to the bed, and the decoration in the rooms was all the same, which I found very depressing, the ensuite bathroom although very clean but very clinical and impersonal as was the whole layout.”

Another Representative felt the accommodation was of “hotel standard” and to be aimed for in other care homes in the city.

There is an outside fenced area with a small boat in it with a cabin with instruments in it. It would have been nice to have seen a video or something of this area in action and how it works.

“My general comment is that the whole building was very institutionalised and perhaps would therefore suit ex-navy personal. But I found the whole experience very depressing.”

There were environmental issues, the hotel feel could backfire and present as corporate and even Impersonal. This was not helped by the Beep noises – (in corridors – irritating) and in some locations bare shelves. We were told that items that had been on the shelves were taken away because they had been used as missiles, but the effect is empty and jarring.

There is a plan to create a day centre for veterans.

The promotion of independence, privacy, dignity, and respect

AJH has a specific atmosphere and culture geared to be familiar to naval veterans. It is fair to consider the home with an understanding that service values and standards are the norm. In this respect residents at AJH were happy and relaxed with a strong sense of dignity and respect for themselves as veterans, having served in the Royal Navy across the world.

2.6 Health and wellbeing

Most residents are registered with the Portsdown GP Practice. A Nurse Practitioner (who can prescribe) attends AJH weekly for three weeks; a GP attends once a month. The in-house nursing team provide nursing support on site, and may take bloods for health monitoring, maintain catheters, manage wounds, and maintain syringe drivers all in house. AJH rely on the district nurses if there is a problem or complication.

2.7 Summary

Every member of the visiting team wanted to express their observations of Jade Delaney as a strong and confident leader, with enthusiasm and a willingness to learn and develop the service. It is hoped she will continue to receive regular support and supervision in this challenging role of managing a team of 106 staff.

It appeared there has been structured growth in resident numbers alongside the recruitment and training of the staff team- recruitment has been successful with limited use of agency staff.

The Authorised Representatives were told AJH was originally built as a residential home, not for nursing or dementia care. This design omission is reflected in our recommendations.

Family feedback "A representative while walking in the garden spoke to a husband and wife who was sitting in the garden enjoying the sunshine. He informed me that he was a long serving seaman in the navy and the fact that his wife had dementia, hence why he sold his house to move in."

2.8 Recommendations

After the 2023 visit to Admiral Jellicoe House, HWP made the following recommendations and reviewed these as part of this follow-up visit which took place in September 2024. Our comments are in light blue. Any comments from AJH we have received relating to each point appear in black.

1. The service would benefit from consideration of the needs of a younger resident group, registration includes under 65's. To consider intimate personal relationships, and how individual needs can be met and promoted.

It is still not clear from our visit in 2024 how the provision of privacy and relationships have been acknowledged by AJH.

2. We support the planned development of the “Gatehouse” so that residents’ partners/family or close friends can stay over.

We understand from our visit in 2024 that there is to be a change in purpose of use of the Gatehouse (West Lodge)

Admiral Jellicoe House response: *Note that the future use of West Lodge has not been decided but is likely to house at least one en-suite bedroom for occasional use by relatives and friends.*

3. The use of music was powerful and joyful, immediately accessible technology, access by verbal command, to any style of songs would seem ideal.

From our visit in 2024 we did not see that there was yet access to online, at request, music and films

Admiral Jellicoe House response: Alexa units are available in the Lounges and Dining areas. There are also CD players, radios and turntables throughout the Home.

4. The service sits in a wide veteran community operating across the city and through a variety of Veteran agencies. The engagement with this wider community and the sharing of new initiatives, learning, and perhaps physical resources would prevent the risk of becoming inward looking or insular.

From our visit in 2024 it remains unclear if the development of a daycare unit will extend the service to Veterans across the city

Recommendations made by HWP on visit 17.09.24

- Corridors on all floors carpeted throughout (beige colour) were showing signs of wear and tear so could be updated. Handrails to be painted in a contrasting colour to the grey walls.
- Library – stocked with books and puzzles; however not enough storage space to clearly identify stock easily (cluttered). No IT provided though it is appreciated that many residents use their own iPads’. It was felt though that a small room could have been dedicated to have one or two laptops available for residents to use from time to time.

Admiral Jellicoe House response: There are a number of tablets which residents can use for video calls, games etc. Resident Wi-Fi is provided.

- Cinema Room – used every day. We understood that only DVDs are projected, no streaming of films available. This should be developed given the range of content out there, e.g. Naval archive material.

Admiral Jellicoe House response: The cinema room has the capability to stream from Netflix, Prime, Disney etc.

- To the front garden it was felt a wooden fence with bushes and flowers beds would have been more friendly.

Admiral Jellicoe House response: The existing railings were a feature of the former St James's Hospital site and a decision was made at the construction stage to keep them. The railings extend around the West Lodge site providing security and continuity.

- It was clear there were difficulties with storage and the issues of walking aids and wheelchairs left outside residents' rooms on the carpeted corridors. We understand though that work was to be started later in September 2024 to change the flooring in the residents' rooms from carpeted to linoleum for hygiene reasons. This is needed and was an original design/build fault.

Admiral Jellicoe House response: This has been completed.

- There is a severe lack of storage in the building, which meant that if a resident chose to bring in their own chairs, there was no space available to store the original chairs. Lack of storage is an ongoing problem, and while a container has been purchased by AJH and installed nearby to store excess/unwanted furniture, better preparation for any future new building by RNBT is needed.

Admiral Jellicoe response: Residents are encouraged to bring their own furnishings, we have always facilitated storing the original furniture.

- Some soft music perhaps around the building, and especially on the dementia floor would be appreciated and soften the environment.

Admiral Jellicoe House response: Alexa units are available in the Lounges and Dining areas. There are also CD players, radios and turntables throughout the home.



Any enquiries regarding this report should be sent to:
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You can download a copy of this report from:
www.healthwatchportsmouth.co.uk

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