

# Enter and View Report

**Admiral Jellicoe House**

**25 April 2023**

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# 1. Introduction

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Healthwatch Portsmouth (HWP) received a presentation by the Royal Naval Benevolent Trust on their new Nursing Home opening in Summer 2022 for Royal Naval and Royal Marines Veterans of rank up to Warrant Officer, also providing to spouses, now and if later widowed.

It was agreed that once settled, HWP would carry out an Enter and View visit to find out more about this flagship development and provide feedback on this new, significant, investment in Nursing Home care, and dementia care provision. HWP has not previously visited a service designed to provide Residential and Nursing Home care to Veterans, this offered a unique opportunity. HWP visited AJH Nursing Home on 25<sup>th</sup> April 2023.

## 1.1 Acknowledgements

Healthwatch Portsmouth would like to thank Admiral Jellicoe House (AJH) leadership team, residents, and staff for their contribution to the Enter and View visit.

## 1.2 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.



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## 2. What is Enter and View?

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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, Disclosure and Barring Service checks are 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 on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can take place when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

### 2.1 Purpose of the visit

- To engage with residents at AJH, their families and friends to better understand the delivery of care at AJH and the development of new accommodation in the city.
- To better understand how dignity is being respected in a care home environment designed for Veterans.
- To Identify examples of good working practice in provision of nursing care and dementia care.
- 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 work with the Hampshire and Isle of Wight Integrated Care Board's (HIOW ICB) integrated team in Portsmouth (Health and Care Portsmouth) whose Quality Group, which Healthwatch Portsmouth is a member of, monitors Care Quality Commission (CQC) inspection and rating of care in the city. Portsmouth has previously been "rated inadequate" in 44% of the city's care homes, and it is the task of the Health and Care Quality Group to improve this. HWP are contributing information and feedback to support the Quality Group.



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.

## 2.3 Methodology

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 make contact outside of the formal visit. The visit was promoted in the family and friends Newsletter of the month before, 2 weeks prior to the visit. We asked that the visit is promoted by staff.

We met with the Registered Manager of AJH in advance of the visit and took their advice on whether any residents should not be approached due to their inability to give informed consent, or due to safety or medical reasons. No residents were identified who might find our visit distressing or difficult. If that were to be the case, we would look to remove ourselves and seek staff support. 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.

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## 3. The environment

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We were aware the service used the “15 step challenge” an observational approach to understand what service users and carers experience when they first arrived, despite ongoing work around the site AJH has a welcoming appearance, flower troughs and small borders decorate the front building which is clean modern and imposing. AJH sits at the entrance to the development of the decommissioned St James Hospital estate, as such its



neighbours will grow around it. The building fronts onto the road, set back by a garden and trees. There is a lively area of shops and links into the city.

The building is secure, access to enter is enabled by reception and a door release. Security includes a sign in/sign out touchpad for visitors.

Outside access from the ground floor is available to residents and the perimeter is fenced off such that residents can go out into the garden and be safe.

We were warmly welcomed by the manager Nikki Whyte and deputy manager Jade Delaney and set up our banner and leaflets in reception. 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.

The building has three levels, each with an accessible kitchenette area and lounge. There is a naval theme throughout, the walls are adorned with photographs of memorable ships and service life. There are small and larger lounge areas, these are easily found at each end of the building, to meet or do small group activities. The central lounge offers a more communal space for people to get together, across the hall on the first floor a quieter lounge overlooks a cricket field. As with all rooms it is light and airy with big windows.

We were able to see a vacant bedroom, each bedroom has an en-suite with walk in/wheel in shower access, a small double bed that is in effect a hospital bed, without looking like one, built in wardrobes with some lockable cupboards. The rooms are a good size and would accommodate personal belongings and effects.

In addition to a central lounge on each of the 3 levels, each floor has welcoming areas to sit down. The ground floor at one end offers hands on involvement and experience in potting plants, plus access to the outside NW facing area where accessible planters are placed at varying heights. The top level has access to a small bar.

A secure second floor (by required Lift Passes) allows residents with dementia freedom of movement across the whole floor which is extensive. The accommodation is organised so that women have bedrooms at one end of each floor and males are at the other, as a services layout would be.

### **3.1 The promotion of independence, privacy, dignity, and respect.**

Staff are trained using Grey Matters an e-learning platform in safe care and promoting dignity, this is supported by an onsite experienced trainer and team leader. AJH has a specific atmosphere and culture geared to be familiar to naval veterans, Warrant Officers



and below- these are admissions criteria. It is fair to consider the service with an understanding that service values and standards are the norm.

Throughout the visit it was observed that people were supported by kind and caring staff and people were treated with dignity and respect. Doors had symbols on them showing the use and purpose of the room. An outside area which is fenced off and was locked, is still being developed. However, we saw the area from the top floor. It houses a small boat which we were told is fitted with instruments and we could see has been converted for easy access. It will be fitted with a virtual screen in due course so residents can select the conditions they would like to 'steer' the boat in.

Residents clearly enjoyed activities that were taking place: When we arrived ducklings could be touched, and pre-school children were visiting. Later, we joined an ex-physical instructor trainer, a role that veterans will understand encouraging participation in rousing songs and movement. The session was well attended and organised, people who wanted to leave, it was noisy, were enabled to move away. It was a hearty singing session, and we were pleased to sit and join in with residents fully participating- remembering words to songs and expressing emotions perhaps otherwise now remote due to the impact of dementia. People were happy, some wandered in and out. We were struck by how well dressed and independent people were in making choices. Residents are welcome to help themselves in the small kitchenettes on each level.

In addition to a varied regular daily menu, on Saturday's a 'fine dining event' experience is offered to residents, which takes place at lunch time in response to residents' requests that it was moved forward from a supper time event.

Residents like to do regular, familiar, activities, like shopping, folding laundry, gardening. The home caters to this need, we saw a room that has been set up to look like a shop, residents can 'buy' what they need although they don't need to pay for it. A hairdresser visits once a week. They can pot plants and plant them out in accessible plant boxes outside.

There is a dedicated activities lead responsible for organising wellbeing activities, we met and she spoke passionately about getting residents involved and we were able to see her talking with people on what they liked or were enjoying about what was available today- activity news boards are located in central areas on each floor..

A resident who had recently moved in was happy to chat to me, talking about his job as an armourer on an aircraft carrier. Said that he was happy at AJH, he had regular visitors however his son lived overseas.

There were opportunities for choice at mealtimes and to have snacks and drinks during the day. AJH offers a flexible environment which at current occupancy levels is spacious



and responsive to individual needs, the service is currently growing and plans to be at full capacity over the next 12 months, currently offering 38 of the 60 bed capacity.

### 3.2 Health and wellbeing

While on a tour of the building we saw how a resident, who was sat down at the end of a corridor and appeared distressed, was immediately approached and reassured. We were told that he has dementia and had tired himself out walking up and down the passage (the walker on wheels had created ruts along the route).

There is a strong clinical team of 8 with a dedicated Clinical Lead, in addition to the Registered and Assistant Manager. We spoke about the residents' local GP registration and of a fluent relationship between primary care support and nursing care on site, residents were accessing local dentistry and were supported in all secondary care appointments. This includes liaison with the NHS Adult Mental Health Team and the application of the Mental Capacity Act to safeguard the best interests of residents when restricting freedom of movement, e.g. the secure floor for patients with dementia and who may be at risk if not supervised.

The service appeared fully open to feedback and was proactive in engaging visitors who sign out via a touch pad to complete a brief 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.

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## 4. Summary

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AJH is an outstanding environment, the level of privacy and quality of the bedrooms is exceptional.

There is strong and confident leadership that embeds enthusiasm and a willingness to learn and develop the service. Structured growth in resident numbers is planned to move alongside the recruitment and training of the staff team- recruitment has been successful with limited use of agency staff.

We saw a high quality and energy that can be difficult to sustain in a more established service, we want to congratulate the team on their enthusiasm and commitment to launching this new and exciting project.





## 4.1 Recommendations

HWP make the following recommendations and invite a response from the service provider.

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.
2. We support the planned development of the "Gatehouse" so that residents' partners/family or close friends can stay over.
3. The use of music was powerful and joyful, immediately accessible technology, accessed by verbal command, to any style of songs would seem ideal.
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.

## 4.2 Provider's response

Nicola Whyte Home Manager Admiral Jellicoe House:

"Thank you for your report, it was lovely to read, and I feel really captures the feel of our home."

Enter and View Authorised Representatives.

Pam Pritchard, Avril Adams, Fergus Cameron, Marianna Gardener



## 5. Next steps

1. Healthwatch Portsmouth will revisit the recommendations made in this report approximately six months on, during 2023/24 to understand what actions have taken place.

**Healthwatch Portsmouth Enter and View Authorised Representatives.**

Pam Pritchard, Avril Adams, Fergus Cameron, Marianna Gardener



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