

Chapter 4: Discussion, recommendations and responses

Responses from organisations

Reading Borough Council's response

Reading Borough Council welcomes the 'Conversations about Care' project undertaken by local Healthwatch; it demonstrates well, some great practice examples in person centred care that is taking place across a wide range of care homes.

As a general point of information Reading Borough Council commission beds supporting 292 people of all ages (under 65 and over 65) with 20 care home providers, older people in this regard make up about 172, with needs ranging from low level general needs in residential care to people with more advanced stages in dementia.

We welcome the opportunity to improve standards in care and proactively work with a wide range of health and social care partners in the on-going monitoring of quality in care, and in this regard we are developing with people who access services, carers and their representatives, what quality monitoring should look like in the near future from a person centred view, consulting and

engaging with a wide range of people who are experts in their own right.

We welcome further consultation, assurance and planning with our health and social care partners regarding the following concerns which the report now highlights:

- Choice of food that is focused on people's personal preferences and choices
- How staff engage & approach people through dignity and respect
- How to ensure people know about their care plan and that they have the opportunity to be fully involved
- Loneliness in care: This area is the most surprising, as it's such a shame that people in a care home environment should still feel a sense of loneliness and this does need to be further explored with people/ their families and the care providers, so we can better develop a comprehensive plan working with a wide range of partners.

Chapter 4: Discussion, recommendations and responses

Reading Borough Council believes the timing of this report and findings are good as we have commenced the consultation of our draft contract and service specification for care homes, therefore the findings of the Healthwatch Reading report can positively influence standards of care looking forward.

We continue to engage with a wide range of care home providers including our health and social care partners, working to support a clear understanding of what people want from care home provision and welcome collaborative commissioning approaches with wider councils and CCGs' to better influence improved integration of care.

Our established care market engagement events are best placed with a wider range health and care partners to start to develop our plan for the near future.

Other responses from organisations

The response from Berkshire Care Association has not yet been received.