

# BRIGG CARE HOME SETS HIGH BAR FOR OUTSTANDING CARE

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A Brigg care home for older people, has joined an elite group of only 3% of elderly care homes across the country to be judged as *Outstanding* by the independent body that rates care homes, the Care Quality Commission (CQC). Orchard Court currently provides a welcoming and happy home to 29 residents.

Manager Tracy Mussett who has led her team to achieve the *Outstanding* rating said "we are delighted that the exceptional standards of care which our dedicated team offer have been recognised. The CQC saw the dedication of our team, and how their commitment impacts on offering a fulfilling and happy experience for our residents."

Orchard Court was praised for the safe environment offered with relatives telling the unannounced inspectors that they would not want their parents to be "anywhere else." The CQC inspectors said "Staff were extremely attentive and went the extra mile to ensure people's lives were fulfilling and meaningful...The staff were described as "highly motivated" and "went out of their way to ensure people's emotional needs were met."

Orchard Court is part of the Jasmine Healthcare group which seeks to move the care industry away from large impersonal new build care homes, to more homely environments, with smaller numbers of residents, and a loyal friendly team of staff to care for their residents.

Orchard Court was once a Victorian Coaching Inn, and the management team have retained as many of the original period features as possible, including the main staircase, ornate coving and ceiling roses, and even many of the original fire places. At the same time, they have created a functional home which meets the wide and often complex needs of their residents.

The continuous refurbishment of Orchard Court was also commented on by the CQC, with the most recent programme of refurbishment, including one of the original nineteenth century living rooms being renovated. This has created a bright and stylish living room for residents to enjoy a daily programme of activities, or to simply relax in a safe, calm and personalised space.

In addition, eight of the home's bedrooms have been totally refurbished, with three of these still available. Tracy said, "We are looking forward to welcoming new residents to the home to enjoy the newly refurbished bedrooms and the *Outstanding* care we provide. One of Jasmine's objectives is to provide great care to as many residents as possible, as part of our mission to improve the standards of elderly care in the UK."

The home is active in the local community and proudly takes part in local events. Every Friday, the staff team invite local people to come and join their residents for a piece of cake and a chat. Home Manager Tracy said "this is something which is really enjoyed by our residents who are always keen to share their stories of the past. This month we also came joint first in the Brigg is Best contest for our commemorative window display for Remembrance Sunday." Tracy said "our residents really valued being able to create a spectacular display to honour those who were lost, including their friends and family members, in the two World Wars and in more recent conflicts."

Chris Clark, Managing Director of the Jasmine Healthcare group, which runs Orchard Court said he was delighted with the CQC's report. He explained "Jasmine Healthcare is currently a small group with great ambition. Our mission is to provide the highest standards of elderly care in our own homes, and to improve the standards of elderly care in the UK. Orchard Court is proof that it is possible to provide *Outstanding* care in an environment which feels like home."

Chris founded Jasmine Healthcare in 2004 after becoming dismayed by the options available for his own grandparents when they could no longer manage in their own homes. Chris explained "I found that

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homes either felt clinical and impersonal, or were in poor condition and did not offer older people the dignity and standard of care they deserved. The CQC have recognised the commitment of our staff and the passion that we all have to provide something truly innovative and *Outstanding* for our residents."

The full CQC report can be read here: <https://www.cqc.org.uk/location/1-142919468>

Photo of Orchard Court Care Team attached

## Company Contact:

### Jasmine Healthcare Limited

T. 07753 851 015

E. [chris.clark@jasminehealthcare.co.uk](mailto:chris.clark@jasminehealthcare.co.uk)

W. <http://www.orchardcourt.co.uk/>

## Additional Contact(s):

Tracy Mussett

Telephone: 01652 653 845

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