Enter and View Report
3L Care Home

Care Home Contact Details:
3L Care Ltd
Chapel House
Chapel Road
Winsford
CW7 3AD

Date of Visit: 20th December 2019. Time of Visit: 10.00am

Healthwatch Cheshire Authorised Representatives:
Jon Roberts and Alison Langley
Staff Present: Alison Murphy, Registered Manager.

What is Enter and View?

Healthwatch Cheshire (HWC) is part of a network of over 150 local Healthwatch across England established under the Health and Social Care Act 2012. HWC represents the consumer voice of those using local health and social services and trades as both Healthwatch Cheshire East and Healthwatch Cheshire West.

The statutory requirements of all local Healthwatch include an 'Enter and View' responsibility to visit any publicly funded adult health and social care services. Enter and View visits may be conducted if providers invite this, if HWC receive information of concern about a service and/or equally when consistently positive feedback about services is presented. In this way we can learn about and share examples of the limitations and strengths of services visited from the perspective of people who experience the services first hand.

Visits conducted are followed by the publication of formal reports where findings of good practice and recommendations to improve the service are made.

Contact Details: Healthwatch Cheshire, Denton Drive, Northwich, Cheshire, CW9 7LU Tel: 0300 323 0006

1. Description & Nature of Service

Details of home

- **Person in charge:** Allison Murphy (Manager)
- **Local Authority / Social Services:** Cheshire West and Chester Council
- **Type of Service:** Care Home with nursing – Privately Owned , Registered for a maximum of 10 Service Users and up to 5 clients for day care
- **Registered Care Categories:** Learning Disability • Physical Disability • Sensory Impairment • Younger Adults
- **Specialist Care Categories:** Cerebral Palsy • Epilepsy • Muscular Dystrophy • Profound & Multiple Learning Disabilities • Visual Impairment
- **Admission Information:** Ages from 16 to 60.
- **Single Rooms:** 10
- **Facilities & Services:** Day Care • Respite Care • Smoking not permitted • Close to Local shops • Near Public Transport • Lift • Wheelchair access • Gardens for residents • Television point in own room
- **Staff-** 1 Manager, 43 Carers, 2 Domestics, 5 qualified Nurses, Handy Man, 3 members of staff coordinating activities. Ratio per shift is 9 members of staff to 10 residents.

Latest CQC Report – the location was subject to CQC inspection in March 2018.

Website information: https://www.3lcare.co.uk/

2. Acknowledgements

Healthwatch Cheshire would like to thank the service provider, care home Manager, residents, visitors and staff for their contributions to this Enter and View visit.

3. Disclaimer

This report relates to findings gathered on a specific date of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the residents and/or staff and/or family members/friends but does provide an account of what was observed and presented to Healthwatch Cheshire Representatives at the time of the visit.

4. Purpose of the Visit

- To enable Healthwatch Cheshire Representatives to see for themselves how the service is being provided in terms of quality of life and quality of care principles
- To capture the views and experiences of residents, family members/friends and staff
- To consider the practical experience of family/friends when visiting the service in terms of access, parking and other visitor facilities
- To identify areas of resident satisfaction, good practice within the service and any areas felt to be in need of improvement
- To enable Healthwatch Cheshire Representatives to observe how the service delivers on the statements it advertises on its website.

5. Introduction/Orientation to Service

3L Care Home provides care for people with multiple and complex disabilities and acquired head injury, including 24-hour care, day care and respite care services.
The home has a programme of entertainment and activities for residents to enjoy, which is co-designed to reflect the interests of people living in the home. (from 3L Care Home Website).

6. Methodology

Representatives were equipped with various tools to aid the gathering of information. The following techniques were used by the Representatives:

- Direct observation of interactions between staff and residents
- Participant observation within therapeutic/social activities where appropriate
- Assessing the suitability of the environment in which the service. operates in supporting the needs of the residents
- Observing the delivery and quality of care provided
- Talking to residents, visitors and staff (where appropriate and available) about their thoughts and feelings regarding the service provided
- Observing the quality and adequacy of access, parking and other facilities for visitors

7. Summary of Key Findings

- The care home is situated in Winsford with access by public transport and car.
- Initial impressions are of a homely, supportive environment for residents. When the opportunity arose staff and residents interacted professionally and with ease, everyone appeared relaxed.
- Residents that we spoke to were, on the whole, positive about their care.

8. Detailed Findings

8.1 Location, external appearance, ease of access, signage, parking

The initial impressions of the mature building are good. The care home is located off a main road network in Winsford. Set back from the road, it is clearly signed and has its own private car park for 15-18 vehicles, this is tarmac covered and well maintained, containing accessible spaces and access ramps. The building is set on two floors and appears to be in very good working order.

8.2 Initial impressions (from a visitor's perspective on entering the home)

Access to the building was provided by a ramp and an accompanying automatic door. The building entrance is clearly signed. Upon entry there is a clean, modern and welcoming reception area, which at the time of the visit included a Christmas tree and accompanying decorations. The entranceway was bright and clean, with modern décor and was pleasant smelling. The Manager's office was situated just off the reception area.

We received a warm welcome from the Manager who was very happy to show us around and for us to conduct a visit. The Manager was happy for us to walk around by ourselves and to talk to staff and residents independently as well as giving us a tour.

8.3 Facilities for and involvement with family/friends

There is open access for relatives 24 hours a day, 7 days a week. No separate relatives' rooms exist; however, relatives are welcome to stay in residents' bedrooms or on a water bed in the lounge. On entry to the home there is a large lounge area, which is modern and pleasantly decorated. This appears to be the hub of the home where much of the social activity takes place and is large enough to accommodate all of the residents, staff and a few visiting relatives.

8.4 Internal physical environment

All areas, bedrooms and social areas were clean, modern, bright, well decorated and pleasant smelling.

8.4.1 Décor, Lighting, heating, furnishing & floor coverings

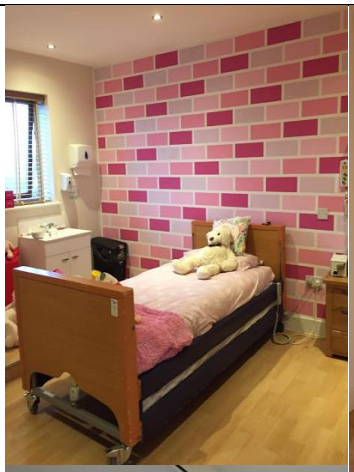
The care home appeared modern, pleasantly decorated and homely; we were told that it had recently been refurbished. Many residents were long term and so bedrooms were encouraged to be decorated to suit their tastes and interests. The rooms were well lit with down-lighting and the home was warm and cosy, with modern furnishings and laminated floors free from trip hazards.

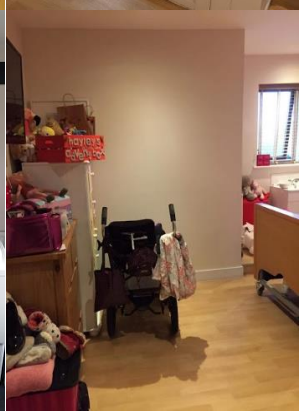
8.4.2 Freshness, cleanliness/hygiene & cross infection measures

The premises felt clean and homely, all furniture was in good condition and all rooms were well presented and cared for.

8.4.3 Suitability of design to meet needs of residents

A modern lift was available for residents whose bedrooms were on the first floor. The bedrooms on the first floor were all decorated differently, were of a good size with room for wheelchair access and all had electronic beds with automatic rise and lowering. The bedrooms had hoists fitted into the ceiling to help with patient moving and handling, and all had a call system. We also observed a mobile hoist in use in the lounge area. Residents were encouraged to have their own personal belongings and the rooms were decorated to personal taste and interests and were very pleasant and homely. There were also upstairs bathrooms with baths with lowering platforms in them.





8.5 Staff support skills & interaction

All staff that we met during the tour were friendly and welcoming and smiled and greeted us. All staff seen interacting with residents during our time there appeared caring, kind and gave residents plenty of time and didn't rush them. They knew the residents by name and knew their likes and dislikes and provided very person-centred care. There seemed a high volume of staff per resident and a speech therapist was visiting to support a resident with communication.

8.5.1 Staff appearance/presentation

Staff were easily recognisable, all wearing purple polo shirts. Our representatives were greeted upon arrival at the reception desk and directed to the Manager who offered us a tour of the home and were happy to allow us to view the home unaccompanied as well. In the reception area there was also a 'staff tree' with pictures of all of the staff in the home to help with recognition and communication.

8.5.2 Affording dignity and respect/Approach to care giving

One resident spoke to us using an electronic device. During the conversation the device kept slipping and a member of staff noticed straight away and asked if they would like a stand and fixed this to the wheelchair and then came back after a short while to see if it had helped and if it was in a comfortable position. The resident was happy with his care and the staff and he had been delighted to have been assisted to have been taken out by staff recently to vote, as he had worked in politics previously. Another resident who was bed bound and unable to get out of bed had been pushed into the lounge to be around other residents and the activities taking place.

8.5.3 Effective communications – alternative systems and accessible information

One resident was assisted in conversation via use of an electronic device. Another resident was observed learning the use of eye gaze, a method of navigating communication software via eye movement. All rooms that we observed were also fitted with a call system.

8.6 Physical Welfare

8.6.1 Appearance, dress & hygiene

All staff and residents appeared well attired and hygiene and cleanliness throughout the home was very good. Bedrooms were all equipped with hoists for assisting movement of residents for changing clothes etc. We were also shown into a bathroom with a shower-bed and hoist, so that bed bound residents could be helped to shower/be changed.

8.6.2 Nutrition/mealtimes and hydration

Food in the home is often bought from local shops and residents are taken along to help with the shopping. All food is freshly prepared on site and apples are grown in their own garden to make fresh apple pies. Staff and residents eat together around the table for those who are able. Half of the residents are unable to eat and receive peg feeding. Some residents require liquidised food and this is served on plates at the table. There is a choice of food menus at the home, two choices per meal. Fluids and hot drinks are offered throughout the day, although some residents have restricted fluid intakes that need observing.

8.6.3 Support with general & specialist health needs/Maximising mobility & sensory capacities
GPs visit once a week to hold a surgery, and hairdressers, chiropodists and therapists also visit. They also work with District Nurses and other healthcare professionals. The home used to have its own hydrotherapy pool in operation but found it hard to maintain and now use hydrotherapy facilities at Hebden Green. They take residents to a local Dentist for dental treatment.
8.7 Social, emotional and cultural welfare
8.7. 1 Personalisation & personal possessions
Residents were encouraged to have their own personal belongings and the rooms were decorated to personal taste and interests and were very pleasant and homely.
8.7.2 Choice, control & identity
There is a regular timetable of activities at the home which is set by staff and the Activities Coordinator, however, residents are given the choice as to what activities they undertake dependent on their preferences and how they feel on any given day.
8.7.3 Feeling safe and able to raise concerns/complaints
The home operates an open-door policy on concerns and complaints. Due to the nature of care being delivered at the home, however, concerns can be raised via family/friends who visit regularly and advocates who visit on a 6-monthly basis. It was not clear to representatives how this process is formalised or monitored, to ensure that residents are happy at any given time. There is currently no formal relatives committee operating at the home, however this is due to there being no take up from families, at this time. Families have opened lines of communication with each other and we were told that they regularly discuss experiences or recommendations for the home. Any major changes at the home are opened up to relatives and friends for consultation.

8.7.4 Structured and unstructured activities/stimulation

Activities are an important part of everyday care for residents at the home and they take residents out as much as possible. They have their own mini bus and four cars as well that can transport residents. Residents all have individual activity plans and activities are based on personal interests. Cooking was in evidence when we visited followed by a Pantomime Trip. Other activities include going to the local allotment and garden centres, a resident keen on football is taken to football matches, another with an interest in politics was taken out to vote for the first time since his accident. Another enjoys cake and is taken out to coffee shops across the area, staff helped her to make a map of where she had visited and what her rating was. Another resident recently had a 21st birthday and a party was held party, the balloons were still up in the lounge and a special machine had been obtained which could be used for people who can't swallow and eat or drink which creates foam so that the resident could have a taste and the sensation of an alcoholic drink.

8.7.5 Cultural, religious/spiritual needs

One resident attended church regularly prior to living at the home. The staff observe this tradition, continuing to take him to the local Sunday service each week.

8.7.6 Gardens – maintenance & design/suitability for use/enjoyment

We were shown into (a ground floor) garden accessed by a good sized ramped and decked area. The garden was medium sized and very pleasant with raised beds, bird feeders, trees and shrubs and different areas where residents could sit and enjoy some fresh air.

9. Observations

9.1 Elements of observed/reported good practice

The overall feel was of a clean, modern, homely, friendly, well-staffed and well-equipped facility with kind, caring staff who know the residents and their care needs, hobbies and interests.

Activities were a priority and plenty was on offer for residents to do. Staff interaction with residents was constant and well considered, this included eating with residents at meal times.

There is a good balance to the atmosphere and living environment of the home with busy, lively central areas but also quiet areas and a sensory room and personal, nicely decorated bedrooms should residents want a quieter space.

9.2 Other observations/findings of note applicable

It was noted that the last CQC inspection highlighted an unlocked medicine fridge and cleaning plans on the outside of bedrooms which were not thought to be necessary or homely. It was noted that there weren't any plans outside bedrooms when we visited.

Representatives were unable to talk to any relatives as there were none there at the time of the visit, However, there was a lot of feedback and thank you messages which we were able to look at including, the following comments:

- 'In the few short months that my relative has been at 3L his life is being transformed. At 3L the true 'Can Do' empowering approach to the life of the client is evident.'
- 'The way 3L invest and value their staff is obvious by the way everyone carries out their work with pride, professionalism, kindness, empathy and loving care.'
- '3L is happy, lively, clean, bright and fresh where patients and staff continually interact and each patient's individuality is respected and their dignity preserved.'

10. Comparisons

10.1 Comparisons of observations against providers website

The website lists a hydrotherapy pool as part of the available facilities at the home, however, it was explained to representatives at the time of our visit that staff found it hard to maintain this, and now alternatively use the hydrotherapy facilities at Hebden Green.

10.2 Comparisons with previous Healthwatch visit(s) where applicable

Not applicable.

11. Recommendations

- Make alterations to the website regarding advertisement of the hydrotherapy pool on site, which is currently not in use
- Consider the introduction of more regular formal processes for the monitoring of concerns/complaints.

Feedback from Provider of Service

At the time of publication no feedback was received from the provider.