

Enter and View Report

Threen House Nursing Home November 7th 2023



“[The staff] are the reason I continue to stay. I came here directly from the hospital and I decided not to go back. I am a local but I prefer it here!”

- Resident

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Visit Details	
Service Visited	Threen House Nursing Home, 29 Mattock Lane, Ealing, London, W5 5BH
Manager	Alan Hannon, Veronica Singh
Date & Time of Visit	10:00 AM November 7th 2023
Status of Visit	Announced
Authorized Representatives	David Crawley, Ruchi Wadhwa
Lead Representative	David Crawley

1. Visit Background

1.1. What is Enter & View?

Part of the local Healthwatch programme is to undertake 'Enter & View' (E&V) visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Authorised Representatives (ARs) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

E&V visits can happen if people tell us there is a problem with a service but can also be made when services have a good reputation.

During the visits, we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to gain an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter & View Report', shared with the service provider, local commissioners, and regulators, outlines what has worked well, and makes recommendations on what could work better. All reports are available to view on our website.

1.1.2 Safeguarding

E&V visits are not intended specifically to identify safeguarding issues. If safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an authorised representative (AR) observes anything they feel uncomfortable about they will inform their lead who will inform the service manager, ending the visit.

If any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

1.2 Disclaimer

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

1.3 Acknowledgements

Healthwatch Ealing would like to thank the service provider, service users, and staff for their contribution and hospitality in enabling this E&V project to take place. We would also like to thank our ARs, who assisted us in conducting the visit and putting together this report.

2. About the Visit

2.1 Threen House Nursing Home

On November 7th, 2023, we visited Threen House Nursing Home which is located in Ealing.

The service is operated by Alan Hannon who runs this home.

The home may accommodate up to 26 residents, this is due to the fact they have double accommodation in each room. Due to residents wanting single occupancy, 15 people were in residence at the time of the visit.

The home has a staffing complement of 28.

2.2 CQC Rating

The CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Threen House was last inspected by the CQC in February of 2022. The inspection [report](#) gave a rating of 'Requires Improvement' overall, with individual ratings of 'Requires Improvement' for being Safe and Well-led, and 'Good' for being Effective, Caring and Responsive.

2.3 Online Feedback

There is no recent online feedback for this service.

2.4 Purpose of the Visit

Enter and View visits enable Healthwatch Ealing to form an impartial view of how the home is operated and how it is experienced by residents, and to produce a report.

This visit is part of a series of E&Vs for homes that are rated as Requires Improvement.

3. Executive Summary

This section of the report details the key findings from our observations and the resident and staff feedback collected during our visit.

Observations

What has worked well?

- There is a code lock on the front door. A member of staff needs to enter the code for anyone to enter or exit.
- There is a house cat on the premises that residents enjoy taking care of.

- Residents are free to customise their rooms. Family members are able to come in advance of their relative moving in to decorate before their first night at the home.
- We witnessed staff wearing plastic aprons and following food hygiene protocols when serving food to residents.
- When a resident is in end-of-life care, family is able to spend the night at Threen House.

What could be improved?

- We did not see many examples of dementia-friendly signage in the home. One of the examples we did see was printed from a computer and taped to the door.
- We found that the menu and activity notices were in small print and hard to read.
- In "The Clubhouse" there was a motorised wheelchair that was being used to stack papers/records on top.

Resident Feedback

What has worked well?

- Residents expressed to us very strongly that they found the home to be very comfortable.
- Fish and Chips Fridays were highlighted to us as something one particular resident enjoyed.

What could be improved?

- One resident told us that they weren't given food options often.
- One resident said they would change the wait time for the rest room if they could.

Staff Feedback

What has worked well?

- Staff repeatedly expressed that they were very happy with how supportive their management is.
- All staff surveyed reported to us that they get adequate break and handover time.
- One member of staff expressed to us that they are very happy with how flexible the home's management is when it comes to breaks and leave.

What could be improved?

- Staff made no recommendations for improvement

4. Full Findings

During the visit, we collected responses from 8 residents, 15 members of staff, the provider, and the head manager (25 people in total).

This report is based on their collective feedback, plus notes and observations made at the visit.

We would like to thank the staff and management for their time, and for their warm welcome and cooperation.

4.1 Observations

During our visit, our team of Authorised Representatives made observations on Entry and General Accessibility, General Environment, Safety and Visiting, Personal Care and Activities, and Staffing and Management. We have highlighted both good practice and areas for improvement.

Entry and General Accessibility

Notes

- Threen House is a short distance from bus stops.
- There is step free entry into the home.
- Visitors must sign in and out when visiting the home.
- There are six parking spots for residents to use.

What has worked well?

- There is a code lock on the front door. A member of staff needs to enter the code for anyone to enter or exit.
- ARs were asked to stand in front of a device that checked their temperature.

What could be improved?

- We found no areas for improvement in this category.



General Environment

Notes

- The home is a converted house.
- Not every room has an ensuite toilet, due to this there are communal bathrooms.
- All of the residents' rooms have sinks.
- There are four floors, a basement, ground floor, first and second. Residents reside on all floors.
- The home is registered for 26 patients. They can get to this number by having some rooms be doubled up with two patients in one room. However, there are only 15 in residence, as they do not want to have others in their room.
- ARs found the home to be very clean during our visit.
- Residents' rooms are spacious and well-lit.
- There is a lift for residents to use.
- All laundry is done on-site.

What has worked well?

- Despite being a converted house, the home does not feel cramped as some tend to do. The home is large and spacious, taking good advantage of the space available.
- There is good natural lighting.
- There are several large TVs for residents to enjoy. During the time of our visit, many residents were watching and enjoying the King's Speech.
- There is a house cat on the premises that residents enjoy taking care of.

- Residents are free to customise their rooms. Family members can come in advance of their relative moving in to decorate before their first night at the home.
- The home is very well decorated.
- There is a large well-maintained garden that residents enjoy using during warmer weather.
- Whenever a room becomes available, the home renovates it. They have an on-site maintenance crew who undertakes these jobs.

What could be improved?

- We did not see many examples of dementia-friendly signage in the home. One of the examples we did see was printed from a computer and taped to the door.



Safety and Visiting

Notes

- Fire alarm tests are done every Friday.

- The nurse's station is locked. All medicine is also kept under lock in that station.
- Medicine is stored properly, with a fridge for medicine that requires it.
- All staff are trained in safeguarding measures.
- The home uses communal restrooms, each restroom is equipped with mobility aids and shower seats.

What has worked well?

- There are no official visiting hours. Family is free to come and go as they please.
- We witnessed staff wearing plastic aprons and following food hygiene protocols when serving food to residents.
- When a resident is in end-of-life care, the family is able to spend the night at Three House.
- There is an alarm system throughout the home. Panels on each floor alert staff to which room the alarm is being set off from.
- All staff reported to us that they were trained in safeguarding procedures and knew what to do in a safeguarding situation.

What could be improved?

- We found no areas for improvement for this category.



Notes

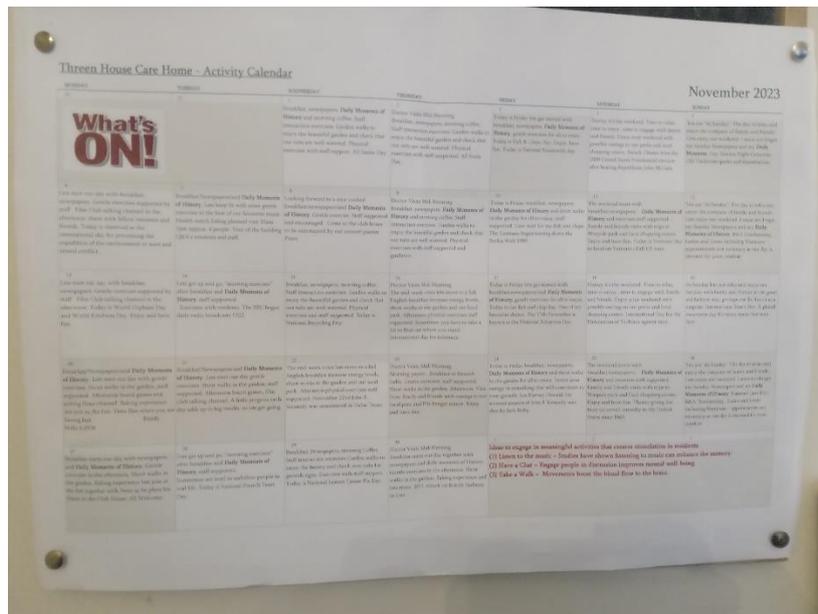
- Care plans are created using a pre-assessment, along with a consultation with the resident's GP and family.
- The menu is formed with input from residents' families, staff, and the home manager.
- Activities offered include, but are not limited to, playing music, singing, puzzles, trips to the shopping centre, reading, and board games.
- Residents have input on activities.
- Activities are posted monthly.
- Menus are posted weekly.
- The kitchen was clean and well-organized.
- There is a separate structure in the garden used for activities that the residents have called "The Club House".

What has worked well?

- Residents we spoke with reported being happy with the food. They described it as delicious and lauded the variety.
- Bed-bound residents are given 1:1 time with the activity coordinator.
- ARs witnessed a member of staff dealing with a resident displaying difficult behaviour calmly and professionally.
- It is clear that there is a good rapport between staff and residents.
- The manager of the home is very involved with residents. Going out of his way to ensure that they are comfortable and happy.
- The home encourages volunteers from the community to take part in the home. After undergoing a DBS check, volunteers can come and interact with residents.
- The home aims to take care of its residents' religious beliefs. Holidays are celebrated, and arrangements are made for worship.

What could be improved?

- We found that the menu and activity notices were in small print and hard to read.
- In "The Club house" there was a motorised wheelchair that was being used to stack papers/records on top.



Staffing and Management

Notes

- The home has a staffing complement of 28.
- Languages spoken by staff include English, Irish, Punjabi, Urdu, Hindi, Bengali, Haryanvi, Spanish, Polish, French, and Portuguese.
- Staff wear uniforms and have name badges.
- Management wears business attire and a name badge.
- Staffs' birthdays are celebrated.
- Parties are hosted for both staff and residents around holidays.

What has worked well?

- The manager and provider of the home are very involved with staff and residents.
- Management provides flexible hours for staff.
- Professional development is something Threen House wants to emphasize for their staff.

What could be improved?

- We found no areas for improvement in this category.

4.2. Resident Feedback

At the visit, we collected feedback from 4 residents and 2 family members. It should be noted that the residents in this home are in the further stages of dementia and that not all surveys conducted were able to be completed due to this.

Staff

- The residents had very positive things to say about the staff.
- Staff was described as helpful, kind, and pleasing to talk to.

Environment

- The environment was described as calm, good, and peaceful.
- Residents expressed to us very strongly that they found the home to be very comfortable.

Food

- Overall, the residents said that they enjoyed the food.
- Food is described as nice and warm, tasty, and good.
- Fish and Chips Fridays were highlighted to us as something one particular resident enjoyed.
- One resident told us that they weren't given options often.

Improvements

- One resident said they would change the wait time for the rest room if they could.

Feedback and Complaints

- Residents told us they had nothing to complain about.

Selected Comments

General Care

"[The staff] are the reason I continue to stay. I came here directly from the hospital, and I decided not to go back. I am a local, but I prefer it here!"

Thoughts on Staff

"They are very nice to talk to".

"They take good care of me. If I need something I just ask, and they get it for me".

Environment

"It's homely. I mean I would prefer to stay at my home, but I understand why I can't. You know, when I moved here, I dreaded Christmas because I thought it would be bad but it was amazing. It was exactly how we had it at home!"

Diet and Nutrition

"It is lovely! I love the cooked food here".

4.3. Staff Interviews

During the visit, we received feedback from 15 staff members, from varied roles. Length of service ranges from six months to 30 years, with most staff serving over 1 year.

General Feelings

- Staff told us that they enjoy working in the home.
- Some had noted that interacting with residents is the highlight of their day.
- Staff repeatedly expressed that they were very happy with how supportive their management is.
- Not every member of staff expressed satisfaction with their pay. While none expressed disaffection per se, some did report feeling neutral about their pay.

Selected Comments

"I feel accomplished and satisfied at the end of the day."

"Families, management, and staff work together as a team to be champions for residents. It works very well."

Training

- Training includes but are not limited to, manual handling, food hygiene, fire safety, infection control, and personal care.
- E-Learning is available for staff development.

Break and Handover Time

- All staff surveyed reported to us that they get adequate break and handover time.
- One member of staff expressed to us that they are very happy with how flexible the home's management is when it comes to breaks and leave.

Accessing community health and social care services

- There have been no issues for residents accessing these services according to staff.
- Nurses make referrals when appropriate and these are seen promptly.
- A GP regularly visits the home to see residents.

Communicating with patients and their family

- Staff reported no issues communicating with residents and their families.
- Some attributed this success to their use of person-centered care.

Selected Comments

“We want residents to treat this place like it is their own home”

4.4 Management Feedback

We also spoke with the provider of Threen House Nursing Home, Alan Hannon, about a variety of topics.

In Summary

Identifying Healthcare Needs

- All healthcare needs are determined by a pre-assessment that is filled out by the resident’s GP, family, and the home.

Supporting Cultural and Religious Needs

- We at Threen House celebrate diversity by marking religious festivals and events.
- We are in constant communication with families. We want to ensure we are always respecting people’s cultures and beliefs.
- Our staff having a greater cultural understanding helps them be better carers.

Raising Safety Concerns

- All staff are trained on how to raise a safeguarding issue.
- These are reported as and when they occur.

Challenging Aspects?

- Funding from the council is our biggest challenge at the moment. It is something we are working with them on; however, we are stretched thin because of it.

Improvements

- We conduct a yearly check to see which renovations need to be done for the home.
- We are working closely with the CQC on a work plan to improve our service.

5. Recommendations

Healthwatch Ealing would like to thank the service for the support in arranging our E&V visit.

Based on the analysis of all feedback obtained, we would like to make the following recommendations.

Recommendations

Entry and General Accessibility

We found no area for improvement in this category.

General Environment

- We did not see many examples of dementia-friendly signage in the home. One of the examples we did see was printed from a computer and taped to the door.

5.1 It is our recommendation that dementia-friendly signage be placed consistently throughout the home in areas where needed.

Response: We acknowledge this and appreciate the positive feedback. We will certainly look at purchasing dementia-friendly signage throughout the home whilst “maintaining the home from home feeling”.

Threen House currently has no resident that requires dementia-friendly signs. These have been placed in specific areas to support our resident maintain the residence independence, and hygiene care needs. However, should further residents require dementia-friendly signage we will certainly increase the number of appropriate signage in visible places and where needed.

Personal Care, Diet, & Activities

- We found that the menu and activity notices were in small print and hard to read.

5.2: We recommend changing the style of the menu and activity notices to be in a larger print so residents can read them more easily.

Response: Thank you for the feedback.

We shall review our style of Menu and the activity notices so that they are on a much larger print. We would like to add that we do share this information through one to one's approach, group engagements, on a large board props and pictures are displayed on what our Daily Activities are for that day, week and month, on a daily basis. This is in a visible place for all residents and families to view.

- In "The Club house" there was a motorised wheelchair that was being used to stack papers/records on top.

5.3: We recommend correcting this and finding a better storage solution where appropriate.

Response: We understand this could appear to be just a motorised wheelchair with records stacked upon. However, this wheelchair was donated to Threen House from a previous resident who sadly passed away. They loved to spend time at the club house. We now have a resident that loves to play the piano in the club house. He has decided this is the place to keep his music books and papers (right beside his piano).

The club house is a place where we keep special items that have been gifted to us from families such as, tea sets, blankets and photos and lots more/precious heirlooms for family and friends' reminiscence.

Resident's Improvements

- One resident told us that they weren't given food options often.

5.4: We recognise that this might be an isolated incident, but to be sure we recommend staff ensure that all residents are informed about menu options

Response: We appreciate your observation and understanding this could possibly be an isolated incident. We certainly do give our residents a choice of 3 menus and also the choice of something that is not on the menu.

- One resident said they would change the wait time for the restroom if they could.

5.5: We recommend reviewing wait times for the restrooms to see if there is a trend of residents waiting for a long time. Make corrections if there are.

Response: We will monitor the wait times to see if there is a trend. We have not received any complaints concerning wait times before. We currently have 5 toilets downstairs to facilitate current needs.

6. Glossary of Terms

AR	Authorised Representative
CQC	Care Quality Commission
Enter & View	E&V

7. Distribution and Comment

This report is available to the general public and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

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“Everything is good here for my [relative]. I am happy they are here.”

- Family Member of Resident.