

Barnet LINK Enter and View Visit – Monitoring Report

Name of Establishment:	Nazareth House Residential Care Home - Finchley
Staff met during visit:	Manager Anne Fenlon, Sister Nuala O'Byrne, Senior Healthcare Worker Anet Chila
Date of Visit:	13 August 2012 – 2 pm – 4.20 pm
Purpose of Visit:	(a) To view the standard of care provided and potentially identify any area of improvement (b) To submit a report on the findings from the visit, outlining any conclusions and recommendations arising from the visit
LINK Authorised Representatives Involved:	Dipak Jashapara, Janice Tausig, Jeremy Gold
Introduction:	One of the LINK's legal powers is the right to enter service premises and view what is happening there. The visit to Nazareth House was undertaken by Authorized Representatives mentioned above.
General Impressions:	<p>The building is purpose-designed with two residential floors and appears to date from the 1970s.</p> <p>Residents' rooms range from small to large. Only 20 out of 64 rooms currently in use (20 closed due to water leakage) are en-suite. The remainder have one toilet / shower room shared by two residents.</p> <p>There are three dining rooms and several large lounges, supplemented by smaller ones and by seating alcoves off the corridors.</p> <p>The large lounges appear more "functional" than</p>

	<p>homely, with high-back chairs in rows. Some of the smaller lounges have deep armchairs and softer décor but, interestingly, were all empty.</p> <p>The atmosphere was friendly. However many residents were in their rooms, and there was little interaction between those who were in the lounges. There were no activities being organized in the lounges we saw but we were told residents had just finished a ball game.</p> <p>Nazareth House is a residential home for the elderly, one of a group of 14 in the UK. As a Roman Catholic foundation there is full provision for this faith, with a chapel, a resident priest who takes daily Mass, and resident Sisters who provide pastoral care – particularly for residents with no visiting relatives. However the home accepts residents of other faiths or none. It was unclear how many people of other faiths there are, and if so, what provision was being made for their spiritual care , if they had asked for any.</p> <p>24-hour care is provided, but there are no resident nurses, so those requiring nursing care cannot be accommodated. Parkinson's disease is catered for, but dementia is not – except for existing residents who develop this condition but only so long as they are not a danger to themselves or others. Residents who develop conditions for which the home cannot cater can be offered a place at Nazareth House Hammersmith.</p>
Policies & Procedures:	Various policies and procedures including individual Care Plans and Health & Safety Policies were looked at and were found to be in order.
Health & Safety Considerations :	Residents at risk of falling from bed are supplied with mats which detect a fall and sound an alarm.
Staff:	Staff wore uniforms and had name badges. They were pleasant and cheerful, and did not appear to be under

	<p>stress.</p> <p>The Manager explained that some extra English classes had been laid on recently for staff needing this support..</p>
Residents:	<p>Many residents in the lounges were asleep but we spoke with several of those who were awake. Most of these were not very communicative but none expressed any dissatisfaction. The staff were not proactively engaging with the residents in the lounge.</p> <p>We also spoke to two residents who invited us into their own rooms. They were both communicative and expressed satisfaction with living at Nazareth House, particularly praising the Manager for her industry, care and consideration.</p>
Privacy and Dignity:	<p>Many residents were in their rooms, with doors closed, and as we were shown around, staff always knocked before entering.</p>
Relatives/ Carers:	<p>We were only able to meet with one relative, who spoke of Nazareth House very favourably compared with other homes her mother had used. She said Nazareth House was not 100 per cent, but that this was an unattainable goal. She felt Nazareth House was open to resolving difficulties though chatting with the Manager who took a close interest in her relative.</p>
Environment:	<p>Corridors are wide, carpeted, decorated with framed prints and provided with armchairs at frequent intervals.</p> <p>Bedrooms, which are carpeted and have TVs, vary in size from small to very large. Décor is plain and some rooms looked rather institutional. However this effect was substantially softened where residents had framed family and other photographs. Décor and carpets were in some cases a little worn.</p> <p>The large lounges have serried rows of high-back chairs</p>

	<p>around the walls. Those which were occupied had TVs switched on, but not at excessive volume. This meant that they provided background noise but in many cases residents were not listening to or looking at them. Chair arrangement did not encourage small group discussion or chat.</p> <p>There is a very large garden, with several seats for sitting out.</p> <p>Nazareth House is not air-conditioned and as it was a rather "stuffy" day, some (but not all) public parts of the home were rather hot and airless.</p> <p>Everywhere was very clean.</p> <p>One resident commented that maintenance staff reductions mean that it is now difficult to get building or equipment defects repaired at weekends.</p>
<p>Furniture:</p>	<p>Apart from a few small lounges with deep armchairs, furniture looked rather outdated. In the bedrooms, apart from some with hospital type beds, all furniture looked kit-built.</p>
<p>Food:</p>	<p>We did not see a meal service but were shown the areas next to the kitchens where they were setting up tables and preparation areas for the next meal. These looked very clean and well set up. The quality of both cutlery and crockery was exemplary. The close proximity of the kitchens/preparation areas to the dining areas meant that food could be delivered fresh and hot</p> <p>The Manager said all food is fresh, with service of breakfast, lunch, supper at 5 pm, and sandwiches in the evening. She said that residents choose their meals in restaurant style – i.e. at the time, rather than in advance in hospital style. However inspection of menus showed that choice is limited to two main courses. It was not clear from the menus seen whether there was a</p>

	<p>good variety of vegetarian meals and food that would be found in a number of other cultures</p> <p>Residents we spoke to – when specifically asked - said the food was OK.</p>
Smells:	<p>The atmosphere was clean and fresh, with no smells.</p>
Activities:	<p>The Manager said that arts, crafts and entertainment activities are provided in a separate activities room, but only five days per week. However in talking to residents it became apparent that there is currently a hiatus as the activities organiser has left and not yet been replaced. Apart from weekly exercise session led by external suppliers, activities are therefore limited to what care staff can provide.</p> <p>The Manager also said that the more mobile residents go out locally, including (for example) using the local bus to go to Brent Cross or North Finchley. She also spoke of a keen gardener who cultivates vegetables in the greenhouse.</p> <p>Nazareth House has its own minibus with a volunteer driver. The Manager said it is used for outings around London or to the seaside, as well as to take residents to external health appointments.</p> <p>Unlike in some homes we have visited, we saw no instances of staff playing board or other games with residents in the lounges. One resident made a complaint that people used to play card games but now no-one wanted to play.</p> <p>The Home’s computers were down on the day we visited but there did not seem to be any provision for residents computer usage in a lounge or elsewhere.</p>

Recommendations:	
En-suite rooms	The lack of en-suite rooms is now anachronistic. The Manager said Nazareth are looking to correct this in their next 5-year plan. We strongly support this.
Food	We detected a lack of enthusiasm for the food. As the Manager said that a new head chef has just started, we consider he should investigate this urgently. This could include a variety of main dishes from other cultures in addition to a vegetarian dish.
Residents' feedback	A resident suggested that regular residents' meetings should be supplemented by senior staff conducting short (say 10 minutes) one-to-one feedback discussions with residents every couple of months. This would cater for those who are reluctant to criticise in an open forum. We support this idea.
Activities	Full scheduled activities should be resumed as soon as possible. Also, consideration should be given to offering group activities every day, not just on weekdays. A programme of activities should be visible for all to see.
Staff	Staff should be trained /encouraged to run some activities themselves so that if the organiser is away, or the post is vacant, the program can
Lounges	

<p>Spiritual Care</p> <p>The future</p>	<p>continue. The provision of English classes for staff sounds very beneficial and helpful.</p> <p>As these are plentiful at present, it is worth considering arranging smaller groups to chat / discuss /watch TV etc so that residents individual needs and questions could be addressed in a more homely way.</p> <p>As a religious based organisation, if there are residents who are not of the RC faith, it should be clear what alternatives are offered in this area. The provision of care for people with dementia needs some consideration as this is now a significant problem for large number of people entering Care Homes.</p>
<p>Conclusions:</p>	<p>Nazareth House is a clean home for residents who do not need nursing care, and is particularly suitable for those wishing to practice the Catholic faith.</p> <p>The residents appeared well looked after and the staff did not appear stressed. The Manager was</p>

	<p>approachable, and wanted to do her best for Residents.</p> <p>However on the evidence of our visit the home does have a rather soporific feel to it, so potential long-term residents seeking a more communal or active environment should bear this in mind.</p> <p>Thank you to the staff for making us welcome and showing us around.</p>
Signed:	
August 2012	

Email response received from Nazareth House on 22nd January 2013:

The home replied saying 'they were experiencing difficulties in recruiting the activities co-ordinator post, but had tried to continue with some organised activities 4 days a week, for the residents provided by external services'.

Email response received from Nazareth House on 7th February 2013:

The home replied saying 'the position has now been filled and they are awaiting CRB checks'