

## Nazareth Care Charitable Trust

# Nazareth House - Southend

### Inspection report

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22 June 2017  
28 June 2017

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### Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

Nazareth House is a residential care home with nursing for up to 64 older people some of whom may be living with dementia or other complex conditions. The service is divided into two units, Maris Stella, which provides residential care, and St. Josephs, which provides nursing care. When we inspected there were 52 people living in the service.

At the last inspection, the service was rated good and at this inspection, we found the service remains good.

The registered manager left in February 2017 and a temporary manager and the head of care managed the service until April 2017. The new manager was appointed in April 2017 and is in the process of registering with CQC. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People were very positive about feeling safe and secure. There were systems and processes in place to protect people from the risk of harm and to keep them safe. The service employed enough suitable safely recruited staff to help keep people safe and to meet their needs. Medication was well managed, staff were trained and competent and people received their medication as prescribed.

People were cared for by supported, experienced and well-trained staff. The service ensured that people had the support they needed to have as much choice and control over their lives in the least restrictive way possible. People received sufficient food and drink to meet their needs and preferences and their healthcare needs were met.

Staff knew the people they cared for well and were kind, caring and understanding in their approach. People were supported to remain as independent as possible. Staff ensured that people were treated with dignity and respect and their privacy was maintained at all times.

People were fully involved in the assessment and care planning process. Their care plans had been regularly reviewed to reflect their changing needs. People were offered a range of activities that suited their individual preferences and interests. People had confidence in the service when it comes to complaints and the service had dealt with any complaints in an appropriate well-timed way.

People were positive about the quality of the service and told us they would recommend it to others. The new manager and staff were committed to providing people with good quality person centred care that met their needs and preferences. There were systems in place to monitor the quality of the service and to drive improvements. The service met all relevant fundamental standards.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service remains Good.

### Is the service effective?

Good ●

The service remains Good.

### Is the service caring?

Good ●

The service remains Good.

### Is the service responsive?

Good ●

The service remains Good.

### Is the service well-led?

Good ●

The service remains Good.

# Nazareth House - Southend

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 22 and 28 June 2017. It was unannounced and carried out by one inspector and an expert by experience. An expert by experience is a person who has personal experience of using or caring for someone who uses this type of care service.

We reviewed information that we hold about the service such as safeguarding information and notifications. Notifications are the events happening in the service that the provider is required to tell us about. We used this information to plan what areas we were going to focus on during our inspection.

We spoke with 19 people, three of their relatives, the manager, the head of care and 24 members of staff. We reviewed eight people's care files and medication records and 10 staff recruitment and support files, training records and quality assurance information.

# Is the service safe?

## Our findings

At this inspection we found the same level of protection from abuse, harm and risks to people's safety as at the previous inspection and the rating continues to be good.

People repeatedly told us they felt safe and well cared for living at Nazareth House. One person said, "I do feel safe here and I think I would be looked after very well in an emergency." Another person told us, "I sleep well but I know that staff check on me during the night and that gives me peace of mind." Staff displayed a good knowledge of how to protect people from the risk of harm. One staff member told us, "I would report any concerns to the manager or the council." Another staff member said, "If I ever suspected abuse I would make sure the person was safe and report it straight away." There were clear policies and procedures and simple flowcharts prominently displayed to guide staff in the process. Safeguarding issues had been dealt with appropriately. There were risk assessments and management plans in place to minimise any risks to people's health, safety and welfare. Staff were aware of any risks to people and were able to describe how they were managed.

There were sufficient numbers of skilled and experienced staff to meet people's assessed needs. People told us that staff did not seem rushed and that they answered their call bells quickly. Staff told us, and the duty rotas and staff diary entries over a four-week period confirmed there were enough staff to care for people safely. The service had a robust recruitment process where the appropriate checks were carried out before staff started work. The service had a safe system in place for managing medication. People told us that they received their medication when needed and that staff never rushed them. We carried out a random check of the medication system and observed a medication round. We found that the system was in good order with clearly completed records and we saw that people received their medication appropriately. Staff had been trained and had their competence to administer medication regularly assessed. People received their medication as prescribed.

The service was clean, tidy and hygienic. People told us that it was always clean in Nazareth House and that staff paid particular attention to hygiene and safety. For example staff always washed their hands and cleaned up any spillages quickly. One person said, "They're quick to notice things here and will not leave us, or things around us, in a dirty state." Regular checks had been carried out to ensure that infection control practices were adhered to.

## Is the service effective?

### Our findings

At this inspection we found staff had the same level of skills, experience and support as they did at the previous inspection and the rating continues to be good.

People were cared for by staff who were supported, valued and well trained. Staff told us, and the records confirmed that they had received regular supervision. One staff member said, "We have regular staff meetings where we can discuss any issues. We are supported well." Other staff told us that the new manager was firm but fair and very supportive. They said that the new manager listened and acted upon what they had to say. People told us they felt that staff were well trained. One person said, "The staff are very good here, they know what they are doing and I feel listened to." Staff told us they had received a wide range of training that was appropriate for their role. They said it had been regularly updated to refresh their knowledge and the records reviewed confirmed this.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act 2005 (MCA). The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty were being met. Staff had received training in MCA and DoLS and they demonstrated a good understanding of how to support people in making decisions. One staff member said, "I had this training recently and am aware of the signs of abuse and know to report it to the manager and/or the local authority or the CQC." Where necessary appropriate DoLS applications had been made to the local authority.

People were supported to have sufficient to eat and drink and to maintain a balanced diet. People told us the food was tasty and appetising, with a good choice. One person said, "The food here is brilliant." Another person told us, "You never go hungry here, there's always plenty." At lunchtime, the atmosphere was very social and the conversation was flowing between people. Staff engaged in a friendly, natural way offering people choice and supporting them appropriately when needed. The catering manager told us, and the records confirmed that people had the opportunity to provide feedback about the food. The chef was seen asking people if they were happy with the meal. There were menu suggestion books on both St Joseph's and Maris Stella units, which had been completed by, or on behalf of people using the service. Menu suggestions had been acted upon and incorporated into new menu planning to ensure that people's tastes and cultural dietary needs were catered for.

People told us that staff supported them to remain healthy. They said, and the records showed that they had attended routine health appointments when needed. One person said, "The staff know me well, and would notice any change in my health." Another person told us, "In the past they called the GP because I was feeling dizzy. They know just what to do for me." People receive the healthcare they need.

## Is the service caring?

### Our findings

At this inspection we found that people were still cared for by kind, caring and compassionate staff and the rating continues to be good.

People told us they were cared for by staff who treated them with respect, maintained their dignity and were kind, caring, thoughtful and understanding. One person said, "The staff are very kind here, they never make you feel as if you are a nuisance. I feel well cared for." Another person told us, "All the staff here treat me well, they are caring and very understanding." Relatives said that staff were kind, friendly and approachable. One relative told us, "The staff look after my relative well, I've been amazed at how kind they all are. They also look after me and make me feel welcome. They understand how hard this is for me too." Staff provided people with a supportive and caring place to live.

People told us they and their relatives were kept fully involved in their care and support planning and in making decisions about their care. One person said, "The staff always ask me for my views and they listen to what I have to say. They respect my privacy and always knock on the door before coming in. They are all very friendly and helpful." People's care plans provided detailed information about their likes and dislikes and described how they wanted to be cared for. People told us that staff supported and encouraged them to retain their independence. One person said, "I make my own tea in the resident's kitchen, it's nice because it gives me a little independence." Another person told us, "I am almost blind but staff understand my need to be as independent as possible. They know that I need to have things put in the same place so that I can find them. This helps me a lot."

People were encouraged to maintain relationships with their friends and families. One person said, "The staff are great, they notice if you need anything and they help you to make friends with other people too." We spoke with visitors throughout our visits and they told us they were made to feel welcome. One relative said, "I come in every day to visit my relative as I like to help them with their meal. It gives me peace of mind to know they have eaten well. I always feel very welcomed by the staff." People had the opportunity to practice their faith as there was a Chapel in the service. This meant they could practice their faith at a time of their choosing. People told us this gave them great comfort. Where people did not have family members to support them, they had access to advocacy services. An advocate supports a person to have an independent voice and enables them to express their views when they are unable to do so for themselves.

## Is the service responsive?

### Our findings

At this inspection we found that people still received personalised, responsive care that met their individual needs and the rating continues to be good.

People had their needs fully assessed before moving into Nazareth House. Their care plans had been devised from the assessment process and were regularly reviewed and updated to reflect their changing needs. Care plans described people's preferences and provided a brief history to inform staff of their background. They included clear information about people's likes and dislikes and informed staff how to care for them safely. This included all areas of identified risk and how to manage them. Staff knew how to care for people and were responsive to their needs. For example, people were very hot on the day of our visit and staff supported them to go out into the garden in the shade. Staff ensured that they had sun hats on and appropriate cushions on the seats to make them comfortable. People were then offered a choice of ice creams. One person said, "Ooh isn't this lovely, they're like that here, nothings too much trouble." We saw that people who were in their rooms were also offered a choice of ice creams.

People enjoyed a range of activities. There were photographs of recent events posted on the walls around the hall. People told us they had parties, visiting reptiles, the music man and regular visits from children from a nearby primary school. One person said, "We are having a poetry class this morning and I am taking my poetry book with me." We saw that people took turns to recite their favourite poems to the rest of the class. The activities coordinator also read out poems and was very engaging, spoke very clearly and read in a dramatic way. The poems were often about history such as how life used to be years ago. People were nodding when they remembered something and laughing when they found the poems amusing. Another person said they looked forward to the school children's visit. They told us, "I can join in their games and its fun. I feel happy when I see the children. It takes me back to when my children were small. It makes me feel like a grandparent."

People told us they had no complaints but they were confident that any concerns would be listened to and acted upon quickly. One person said, "If I had a complaint I would talk to the staff I am sure they would put things right as they want us to be happy here." Another person told us, "I'd be very surprised if anyone complains because we've got nothing to complain about." There was a clear complaints process in place and the records showed that complaints had been fully investigated. The new manager told us that they would be auditing all complaints to look for any themes or trends to help them to make any necessary improvements.



# Is the service well-led?

## Our findings

At this inspection we found that the service still provided people with a well led service and the rating continues to be good.

The registered manager left the service in February 2017. There was a new manager in post who is in the process of registering with CQC. Staff told us that the new manager was very supportive and a good leader. One staff member said, "The new manager is firm but fair. You know where you stand and I prefer that. They are making positive changes and staff are getting on much better together than they were." Another staff member told us, "The new manager is very visible in the service and is getting to know all of the people who live here and the staff."

Staff shared the new manager's vision to provide people with good quality person-centred care. There was an open and inclusive culture where people, their relatives and staff could raise any issue with the new manager. One staff member said, "I think the new manager is going to be good, she's got ideas, but she also listens to us." People told us they would recommend Nazareth House to others. One person said, "This home is good, it's organised and the systems work well. People know what they are supposed to do here, and we know who to talk to." Another person told us, "They [staff] are on the ball. I'd thoroughly recommend this home."

People's views and opinions had been sought. They told us, and the records confirmed that regular meetings had been held where a range of issues such as meals, activities and laundry had been discussed. They also said that they had taken part in one of the staff meetings, which they said they really enjoyed. The new manager told us and people confirmed that their door was always open. The new manager was working on the continual improvement of the quality assurance system and had carried out checks to ensure people's health, safety and well-being. Where minor shortfalls had been identified, an action plan had been put in place and was regularly updated to chart progress. There was an effective quality monitoring system in place.

People's personal records were stored safely in lockable cupboards and offices when not in use. There were two systems in place for record keeping. Care plans, risk assessments and safety records were kept on the computer together with a paper copy on each person's care file. Daily notes were entered directly by staff into handheld tablet computers which meant that information was on the computer system instantly. Staff told us they felt the system was good and that it freed up their time to allow them to give people more good quality care. The new manager and staff had access to up to date information to ensure that they had the knowledge to keep people safe and provide a good quality service.