

Nazareth House Care Home Service

13 Hillhead
Bonnyrigg
EH19 2JF

Telephone: 0131 663 7191

Type of inspection:
Unannounced

Completed on:
5 February 2021

Service provided by:
Nazareth Care Charitable Trust

Service provider number:
SP2013012086

Service no:
CS2013317815

About the service

Nazareth House is a care home registered to provide a care service to 37 older people and is situated in a quiet area of Bonnyrigg in Midlothian, set in substantial grounds.

The provider of the service is Nazareth Care Charitable Trust. Nazareth House, Bonnyrigg is one of two care services in Scotland operated by this provider. The provider also operates care homes in England and Wales.

The service aims 'to provide a high standard of care with the Scottish Care Standards and is person focussed and upholds the mission statement and core values of the Congregation of the Sisters of Nazareth. To ensure competent staff through training and development. To aim for continuous improvement'.

This was a follow up inspection to evaluate how well infection prevention and control was being managed during the COVID-19 pandemic.

This inspection was carried out by inspectors from the Care Inspectorate and Healthcare Improvement Scotland.

What people told us

We spoke to most of the 33 people living in the care home. People looked well-kempt and comfortable when engaging with staff. People were pleased to chat with us. We asked how they spent their time and were told there was not a lot to do. Some things people told us included;

'We sit here and watch the telly'

'It can be a long day' and

'It can be painfully lonely living in a care home.'

Some people enjoyed spending time in a sensory room and others were enjoying the views from the lounge windows. People told us the food was very nice.

How good is our care and support during the COVID-19 pandemic?

This was a follow-up inspection to evaluate the progress that had been made to meet Requirements made at the inspection carried out on 20 January 2021. Please refer to the outstanding requirements section of this report for detail of our findings.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

People should feel confident they are living in a clean and safe environment. Measures must be introduced to reduce the avoidable risk of transmission and infection of COVID-19.

In order to ensure good outcomes for people experiencing care, the provider must, by 3 February 2021, ensure the care home environment is clean and infection prevention and control measures are improved. In order to achieve this, you must ensure:

- a) the home environment, including painted surfaces, floors, soft furnishings and furniture, must be uncluttered, clean, intact and safe for use
- b) all care equipment is clean and safe for use. This includes, but is not limited to, mattresses, hoists, toilet risers, commodes and shower chairs
- c) all staff must perform hand hygiene at the correct times and support residents to do so where and when required
- d) staff must, at all times, demonstrate appropriate use of PPE
- e) hand sanitiser must be available at strategic points within the home
- f) physical distancing must be promoted in line with current national guidance.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (Health and Social Care Standards).

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 20 January 2021.

Action taken on previous requirement

The care home was clean, fresh and tidy. Social distancing was being well managed in communal lounge and dining areas, helping to reduce the risk of infection.

There were good supplies of personal protective equipment (PPE) and staff knew how to access it. PPE stations were situated at key points throughout the care home and well organised. This meant PPE was available at the point of use. Staff and visiting professionals were wearing masks appropriately.

Staff performed hand hygiene at the key times, when entering or exiting different areas of the home, and before serving meals. However, there were missed opportunities for hand hygiene when, for example, delivering drinks from the tea trolley.

Bedrooms and ensuite shower rooms were visually clean however, effective cleaning was limited. This was due to the poor state of the fabric of the building in areas that had not been refurbished; a number of handrails, door frames and walls with damage prevented effective cleaning.

There was a good supply of cleaning equipment, products and solutions which were suitable for a range of cleaning purposes. However chlorine releasing agents were not always used according to current guidelines, reducing their effectiveness in combatting COVID 19.

Most shared equipment, such as hoists and assisted baths, were visually clean. However, some had damaged paintwork and signs of rust. Hoist slings were not individually allocated, increasing the risk of transmission of infection. A recent mattress audit had identified a large number requiring replacement and this was well in hand.

The laundry was clean, and had a suitable infection prevention and control process.

We have extended the time for the requirement we made at our last inspection to 18 February 2021. This will allow the provider more time to fully implement the improvements that are still needed.

Not met

Requirement 2

People experiencing care should be confident that the care home environment is clean, comfortable and fit for purpose.

In order to ensure good outcomes for people experiencing care, the provider must, by 12 February 2021, have an effective and comprehensive quality assurance system in place. This must include:

- a) the cleanliness and condition of equipment and the environment
- b) decontamination of reusable care equipment between each use, after blood and/or body fluid contamination, and at regular predefined intervals
- c) compliance with standard infection prevention and control precautions such as hand hygiene, respiratory precautions and PPE use
- d) the management of linen.

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 20 January 2021.

Action taken on previous requirement

The timescales for meeting this requirement had not been reached at this visit.

Not assessed at this inspection

Requirement 3

In order that people experience good health outcomes the provider must ensure that people's medications are administered in the way they were intended and that staff take ownership in recording any changes to

this administration by 7 June 2019. This is in order to ensure that care and support is consistent with Health and Social Care Standard 1.24 'Any treatment or intervention that I experience is safe and effective' (HSCS) and in order to comply with Regulation 4 (Welfare of Users) of the Social Care and Social Work Improvement Scotland Regulation 2011 (no.210 'Requirements for Care').

This requirement was made on 6 August 2019.

Action taken on previous requirement

We did not assess this requirement at this inspection visit.

Not assessed at this inspection

Requirement 4

In order that people have good outcomes the provider must ensure that care records reflect care given by 7 June 2019.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.23, which says that 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS) and in order to comply with Regulation 4 (Welfare of Users) of the Social Care and Social Work Improvement Scotland Regulation 2011 (no 210 'Requirements for Care').

This requirement was made on 6 August 2019.

Action taken on previous requirement

This requirement was not followed up at this inspection.

Not assessed at this inspection

Requirement 5

People experiencing care should be confident that the care home environment is clean, comfortable and fit for purpose.

In order to ensure good outcomes for people experiencing care, the provider must, by 12 February 2021, submit an up to date refurbishment plan to the Care Inspectorate. This must include, but should not be limited to:

- a) Details of the refurbishment work that remains outstanding, inside and outside of the home.
- b) Detail of when this will be carried out with proposed completion dates.
- c) Detail of what work will be prioritised to ensure infection prevention and control interventions can be carried out effectively.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (Health and Social Care Standards).

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 20 January 2021.

Action taken on previous requirement

The timescales for meeting this requirement had not been reached at this visit.

Not assessed at this inspection

Complaints

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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