



East Ayrshire
COUNCIL

SOCIAL WORK INSPECTION UNIT

INSPECTION REPORT AND SUMMARY REPORT

Name of Unit: Nazareth House

Date of Inspection: 15 February 01

**W.J. Duncan
Head of Inspection, Registration and Complaints Unit
East Ayrshire Council
Social Work Department
Council Offices
Lugar
CUMNOCK KA18 3JQ**

INSPECTION INFORMATION

NAME OF ESTABLISHMENT:	Nazareth House
LOCATION OF ESTABLISHMENT:	23 Hill Street Kilmarnock KA3 1HG
MANAGING ORGANISATION:	Sisters of Nazareth
CATEGORY (as per Registration):	Elderly persons
MAXIMUM NUMBER OF RESIDENTS TO BE ACCOMMODATED (as per Registration):	48
NUMBER RESIDENTS/ATTENDING AT TIME OF VISIT:	
NATURE OF INSPECTION	Focussed building inspection
INSPECTOR(S) PARTICIPATING:	Mrs Isobel M Dawson Mrs Mina Cassidy
DATE(S) OF INSPECTION:	15 February 2001
DATE OF LAST INSPECTION REPORT:	14 November 2000
FOR FURTHER INFORMATION ON THIS ESTABLISHMENT CONTACT	Sister Cabrini – Manager Mrs Claire Power – Administrator 01563 522835

QUALITY OF RECORDS

1. Sampled Case Files

- (a) **Recommendations in last report**
None made
- (b) **Findings at this Inspection – Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this focussed Inspection

2. Sampled Financial Records

- (a) **Recommendations in last report**
The unit were commended for the quality of their financial recording systems
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this focussed Inspection

3. Other records including specific comment on Fire Safety records and Medication records

- (a) **Recommendations in last report**
All records were appropriately maintained. Foodstuffs should not be stored in the refrigerator designated for the storage of medicines.
- (b) **Findings at this Inspection – Progress**
This recommendation was acted upon immediately.
- (c) **Additional Inspectors observations at this Inspection**
None

QUALITY OF MANAGEMENT AND STAFFING

1. Communication systems within the staff group

- (a) **Recommendations in last report**
None made
- (b) **Findings at this Inspection - Progress**

- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this focussed Inspection

2. Staffing Levels

- (a) **Recommendations in last report**
None made
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this focussed Inspection

3. Staff Training and Qualifications

- (a) **Recommendations in last report**
The Organisation was commended for their ongoing commitment to SVQ training, which is available to all care staff.
- (b) **Findings at this Inspection - Progress**
- (c) **Additional Inspectors observations at this Inspection**
Not examined as part of this focussed Inspection

QUALITY OF PHYSICAL ENVIRONMENT

1. Compliance with space standards

- (a) **Recommendations in last report**
The Management acknowledged that their commitment to the reduction in the ratio of single to double bedrooms should continue.
- (a) **Findings at this Inspection – Progress**
Since the last Inspection in November an additional single room has been provided.

The purpose of this building inspection was to examine:

1. Overall space standards
2. Adequacy, design, accessibility and freedom of movement for residents within the building.
3. Programmes of maintenance
4. Future upgrading plans
5. Privacy afforded within present building layout and personalisation of living space

6. Location, access to local facilities and ability to maintain contact with family and friends.

GROUND FLOOR	Size in Square metres	COMMENTS
Entrance hall		
Sitting room	14.83	Staff & visitors
Parlour (sitting/dining)	19.75	Staff & visitors
Kitchenette		Serving, not preparation of food
Rear left	No public access	Private area for Sisters
Rear building		
Staff/visitors meeting/dining room	20.34	Staff only
Staff locker room		Staff only
Staff smoke room	5.68	Staff only
Staff room	11.4	Staff only
Staff shower/w.c.	5.46	Staff only
Laundry/ironing room	14.59	For table linen and personal items
Kitchen Staff room	9.75	Kitchen staff only
kitchen	25.14	
Store		
Cold Store		
Dry store		
Residents' wing		
Bedroom 3	18.62	Double bedroom
Bedroom 5	18.13	Double bedroom
Toilet	1.54	
Medibath/whb/toilet	5.00	
Bedroom 2	19.08	Double bedroom
Bedroom 4	17.6	Double bedroom
Bedroom 6	17.01	Double bedroom
Bedroom 8		Double bedroom
Dining room	25.03	Dishwasher/microwave/sinks
Laundry	15.75 + 7.82	
toilet	5.06	
Lounge 10	36.77	
Sun lounge 11	32.34	

FIRST FLOOR	SIZE IN SQUARE METRES	COMMENTS
Chapel & sacristy		
Office		Administrator
Single bedroom with ensuite bathroom	16.37 + 4.61	
Single bedroom with en suite bathroom		Used as a Sister's bedroom at present
Double bedroom	16.94	
Double bedroom	24.05	
Double bedroom	21.33	
Double bedroom	26.34	
Double bedroom	20.2	
medibath	7.5	
linen		
Dining room	36.02	
lounge	29.07	
Sun lounge	47.99	
Toilet		
Toilet		
Toilet		
Shower room	3.97	
sluice		
Rear of building - no lift access		
bedroom	23.05) self contained
bedroom	10.30) not registered for
Bathroom	3.30 approx) residents' use
kitchenette	2.0 approx)
Sitting room	22.12) self contained
Bedroom	6.7) not registered for
Bathroom en suite	7.6) residents' use
Upper floor rear - no lift access		
Single bedroom 47	12.67)
Single bedroom 46	12.75)
Single bedroom 45	19.85) Self contained
Single bedroom 44	12.57) not registered for
Single bedroom 43	16.30) Residents' use
Single bedroom 49	14.16)
toilet	2.76)
toilet	1.65)
Bathroom + shower	6.07)

	Sizes in square metres	comments
Attic – no lift access		
Bedsit	20.56) self contained
Shower room)
Kitchen		Shared by both bedsits
bedsit	20.56) self contained
bathroom)
2nd floor Main area		
Single bedroom 25	15.35	
Office	15.35	
Single bedroom 27	15.35	
Lounge 26	16.9	
Single bedroom 28	33.62	
Sluice	19.84	
Toilet		
Bath/shower room toilet		
Dining room 29	33.29	
Double bedroom 31 a	22.67	
Single bedroom 31 b	19.66	
Single bedroom 33	15.97	
Double bedroom 36	18.86	
Double bedroom 38	18.59	
Single bedroom 41	11.25	
Room 37		Not in use.
Sun lounge 42	32.34	
Sewing room	6.63	
Hairdressing room	6.6	
Toilet	3.37	
toilet	3.34	
bathroom	9.54	
Double bedroom 35	29.32	
Double bedroom 34	21.57	
Single bedroom	Unable to measure	Appear to meet requirements
Bathroom 20		Medi bath

(b) Additional Inspectors observations at this Inspection

GROUND FLOOR can be separated into five quite distinct areas. The **entrance hall** contains good-sized lounges and a small kitchenette, used mainly for visitors. The **second separate area** is private accommodation for resident Sisters. Moving through towards the **rear of the building**, to the **left** there is a dining room for visitors and to the **right** staff facilities. At the **rear** of the building is the kitchen and kitchen storage area all of which is fitted with modern, good quality equipment.

From the front hall is the entrance to the **residents' accommodation** which includes six double bedrooms, lounge, sun lounge, dining room, bathroom/toilet + two separate toilets.

A further bathroom and toilet are required in the area of the four double bedrooms. It is understood that the proposals to reduce the number of double rooms will incorporate plans to provide en-suite facilities. Depending on the timescale for such a scheme, consideration may have to be given to adding the additional bathroom/toilet and separate toilet in the shorter term.

The number of double rooms is well above the recommended ratio of one double to eight single bedrooms.

FIRST FLOOR can be separated into two distinct areas.

One area contains the chapel (available to all), sacristy, two single bedrooms with ensuite bathrooms (one of which is used by a resident Sister) and the administrator's office.

The second area contains five double and one single bedrooms, lounge, dining room, sun lounge, medi bathroom/toilet, shower/toilet + two separate toilets. In addition there is a small laundry, sluice and a linen room.

The number of double rooms is well above the recommended ratio of one double to eight single bedrooms.

SECOND FLOOR has adequate lounges (2); dining rooms (1); bathrooms which include toilets + one with shower (3), toilets (3), for residents' use. In addition in this area there is a sewing room, hairdressing room, sluice and an office.

There are 5 double to 7 single bedrooms, which is well above the recommended ratio of 1 double to every 8 single bedrooms. When looking at how this requirement can be met in the future, it would be useful to review how en-suite facilities could be incorporated into the upgrading.

It is noted that the medi bathroom has two entrances, one from the vestibule and another direct from a bedroom. In order to maintain privacy there should be only one entrance to this bathroom. If this bathroom is not viewed as ensuite for the bedroom, then the access door between the bedroom and bathroom should be permanently secured. If considered ensuite then an additional bathroom is required within this area. A separate toilet is also required.

The number of double rooms is well above the recommended ratio of one double to eight single bedrooms.

Recommendations

- **Plans for the ongoing reduction in the number of double rooms should continue with some indication given as to the proposed timescale.**
- **Bathrooms, shower rooms and toilets should meet minimum size requirements, be conveniently situated and accessible. Toilets should not be cubicles in style.**
- **Consideration should be given to upgrading the passenger lift; particular reference is made to the requirement for automatic doors.**

2. Heating levels (including water temperature control)

- (a) Recommendations in last report**
None made
- (b) Findings at this Inspection - Progress**
- (c) Additional Inspectors observations at this Inspection**
Not examined as part of this focussed inspection

3. Hygiene and cleanliness

- (a) Recommendations in last report**
None made
- (c) Findings at this Inspection – Progress**
- (c) Additional Inspectors observations at this Inspection**
Not examined during this focussed inspection. However, it was noted that the unit appeared clean and fresh throughout.

4. Safety of the environment

- (a) Recommendations in last report**
None made
- (b) Findings at this Inspection - Progress**
- (d) Additional Inspectors observations at this Inspection**
Not examined as part of this focussed inspection

5. Fabric and decor standards

- (a) Recommendations in last report**
None
- (b) Findings at this Inspection - Progress**
- (c) Additional Inspectors observations at this Inspection**
Not examined in detail during this focussed inspection. However it was seen that the previously reported high standards of fabric and décor continue.

6. Standards of building maintenance

(a) Recommendations in last report

None

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

A full time maintenance person is in post within the unit. The standard of maintenance is high; an excellent system for the monitoring of repairs and maintenance requests is in place. It is noted that there are no outstanding repairs.

QUALITY OF CARE ARRANGEMENTS

1. Care System: Methods for Individual Care Planning and Review

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined during this focussed inspection.

2. Quality of Menus and Catering arrangements

(a) Recommendations in last report

None made. All previous reports have commented on the quality of catering arrangements, menus and the presentation of food.

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined during this focussed inspection.

3. Quality of activity programmes

(a) Recommendations in last report

None made

(b) Findings at this Inspection - Progress

(c) Additional Inspectors observations at this Inspection

Not examined during this short, focussed inspection.

EAST AYRSHIRE COUNCIL - SOCIAL WORK INSPECTION UNIT

SUMMARY INSPECTION REPORT

Nazareth House

15 February 2001

Summary of Inspection

The purpose of this Inspection was to examine the building in terms of space standards, the adequacy, design, accessibility throughout, programmes of maintenance, privacy of living space and location in respect of access to local facilities and the ability to maintain contact with family and friends.

Nazareth House is a large Victorian building, designed and constructed at a time when philanthropic and religious organisations offered care to a wide variety of people in need within the community. Clearly changing the style and internal design of such buildings in order to reflect current thinking and requirements is a complex task.

Within the limitations of the building, the Sisters and staff have been committed to providing homely, pleasant and comfortable rooms for residents. The décor, furnishings, privacy screens, curtains and bedding are colour co-ordinated, residents are able to bring small items of furniture and other items to personalise their rooms.

The Organisation are committed to reducing the number of double bedrooms over an agreed period and, wherever possible, to include en-suite facilities in these plans.

In the meantime, privacy curtain screening is fitted in all double bedrooms.

This inspection highlighted some concerns about the travelling distance from certain bedrooms to bathrooms and consideration should be given as to how this should be overcome. Reference is also made to the need to upgrade the passenger lift, the doors of which are heavy and difficult to manage.

The unit is situated near to the centre of Kilmarnock; residents have access to the unit transport. Family and friends are encouraged to visit regularly and efforts are made to support residents in maintaining links with their community. Residents are supported in observing and preserving their religious identity, a chapel within the building is used for daily Mass and Ministers of Religion visit their parishioners in the unit.

Standards of maintenance are high with an excellent system for the reporting and monitoring of complaints in place.

No detailed Inspection was made of other areas of care. However, previous inspection reports have referred to the quality of care, the high standard of menus, and the Organisations ongoing commitment to training

Recommendations

Recommendations

- Plans for the ongoing reduction in the number of double rooms should continue with some indication given as to the proposed timescale.
- Bathrooms, shower rooms and toilets should meet minimum size requirements, be conveniently situated and accessible. Toilets should not be cubicles in style.
- Consideration should be given to upgrading the passenger lift; particular reference is made to the requirement for automatic doors.

LEAD INSPECTOR:

SIGNATURE: _____ **Date** _____

COUNTERSIGNED BY HEAD OF UNIT: W J Duncan

SIGNATURE: _____ **Date** _____

AGENDA
