

Nazareth House Enter and View Report

Based on a series of visits to care homes in Hammersmith & Fulham (St. Vincent's House, Farm Lane, Chiswick Nursing Centre, and Nazareth House)



November 2022

A report by Healthwatch Hammersmith & Fulham

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1. Visit Background

What is Enter and View?

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

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

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur 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 get an impartial view of how the service is operated and being experienced.

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

Safeguarding

Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, 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.

Disclaimer

Please note that this report relates to findings observed on the specific date(s) set out. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Acknowledgements

Healthwatch Hammersmith & Fulham would like to thank the service provider, service users and staff for their contribution and hospitality in enabling this Enter and View visit to take place. We would also like to thank our Authorised Representatives, who assisted us in conducting the visit and putting together this report.

The Authorised Representatives spoke to patients and staff. Suggestions have been made on how to improve the service and good practice has been highlighted.

2. Focus of the Visits

The last few years have been a real challenge for care homes across England with care home residents being one of the most at high-risk groups to catch Covid-19. Now that we have moved beyond the pandemic to living with Covid-19, it has become safe to allow visitors into care homes once again. The purpose of this visit was multifaceted. Healthwatch Hammersmith & Fulham were led by Hammersmith and Fulham borough priorities as well as the recent CQC inspection rating of “Good”.

The focus of our visit was to ask residents about their overall experience of living in a care home as well as how involved they and their family members are in planning their care. We also wanted to find out whether the care is tailored to individual needs such as cultural and religious beliefs, and if it is delivered in a way that is easy for all residents and their families to understand.

From the staff perspective, we wanted to find out about dementia friendly training, End-of-Life Care, management of services, staffing, and working with healthcare providers.

As standard we also RAG rate care homes against the Accessible Information Standard (<https://www.cqc.org.uk/guidance-providers/meeting-accessible-information-standard>).

3. Nazareth House

Visit Details

Service Visited	Nazareth House, Hammersmith Road, Hammersmith, London, W6 8DB
Manager	Claire Anderson
Date & Time of Visit	18 th November 2022, 1-4pm
Status of Visit	Announced
Authorised Representatives	Mari Tiitinen, Simone Brown
Lead Representative	Mari Tiitinen

On 18th November 2022, we visited Nazareth House. The care home is operated by Nazareth Care Charitable Trust.

Nazareth House provides care for up to 95 residents.

CQC Rating

The CQC are 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.

Nazareth House was last inspected by the CQC in June 2022. The subsequent [report](#) rated the service as ‘Good’ overall. The home was rated ‘Good’ at being Effective, Caring, Responsive, and Well-led, and ‘Requires Improvement’ in terms of being Safe.

Online Feedback

On [Carehome.co.uk](https://www.carehome.co.uk), Chiswick Nursing centre has as an overall score of 7.1 out of 10 based on reviews in the last 2 years.

4. Executive Summary of Findings

Our analysis is based on the feedback of 6 residents, 1 family member, and 7 staff members.

This is a summary of key findings - see sections 3.2-3.4 for findings in full.

Facilities and Environment

Notes

- The care home has three floors, all with similar layouts.
- On each floor nursing station is located at the front right next to the lifts.
- Each floor has a spacious dining room and a lounge area with comfortable chairs.
- The resident rooms are located on both ends of the dining hall and nursing station.
- The care home also has several spaces for the residents to use including a quiet library with comfortable seating and books.
- We also observed an activities room with board games, a piano, sound system, and an exercise bike.
- On the ground floor there is a hairdresser, admin room, managers' room, kitchen, baking room, and garden.
- The garden is large, and we were told that there are activities in the garden during the summer. It is accessible for a wheelchair, and there is a smoking area.

What has worked well?

- Many residents reported that the home is clean, and they feel very comfortable.
- Residents stated that the staff attitudes are upbeat and they make efforts to form connections with residents and understand their personal needs.
- The meals are all made from scratch, and most residents stated that they were happy with the meals provided. Furthermore, some residents were pleased that the chefs can occasionally make specific meals for residents on request.
- There are several noticeboards posted throughout the nursing home with health and safety notices, and activity planners.

- A majority of residents stated that the facility is comfortable, and they feel a high sense of safety.
- In order to access the resident's area, lifts requiring a key code must be used to move between floors.
- Many of the residents' rooms were adorned with personal effects and many had TVs.

What could be improved?

- The main door was somewhat difficult to find. There is no sign indicating the Nazareth House main entrance, and the door is slightly ambiguous. Proper signage would be helpful for visitors.
- Upon entry into Nazareth house, the temperature was uncomfortably warm. We were not sure if this was requested by the residents.
- The lounge on the third floor was quite dark.
- We went into a resident's room that was not currently occupied: the room had a bed, wardrobe, sink, chest of drawers, TV, fan, radio, shelves. The décor felt somewhat outdated and clinical.
- Both lifts in the home were very shaky.
- The kitchen door on the second floor was open, meaning anyone could have access.
- We observed that there were boxes in the hallway, which could potentially be due to a lack of storage room.
- In the baking room, there was a slightly raised threshold, which could cause someone to trip. There was hazard tape on it, but it was quite worn out and therefore not very noticeable.
- Some of the resident rooms were smaller than others, which some residents expressed displeasure of.
- One resident said that she is not satisfied with the meals provided, and wished the quality was better.
- We did not observe a complaints policy displayed, although this could have been missed by the Authorised Representatives during the visit.

Covid-19 Protocols

Notes

- There is signage stating to wear masks and to observe social distancing.
- Face masks are available at the entrance.
- There were hand sanitiser dispensers available within the resident halls.

What has worked well?

- Upon entry, all visitors must either provide a negative Covid test or take one at reception.
- One of the representatives was asked to take a test before entering the residents' area and they were also asked questions about their current health status, including any evidence of flu like symptoms
- All staff observed were wearing proper face coverings

Care and Support

Notes

- All of the staff members we received feedback from stated that the care they provide to the residents is always to the highest standard.
- The staffing team also mentioned that part of their job is to provide care that prioritises respect and dignity, as well as constructing care plans that reflect the diversity of the residents.

What has worked well?

- Most residents stated that staff attitudes are respectful and they communicated their treatment and care plan adequately.
- A majority of residents said that their family members are involved in their care and are promptly notified if there are any changes or concerns.
- Most residents stated that their religious and cultural beliefs are taken into consideration when planning their care.

What could be improved?

- One resident stated that they are not happy with their current care plan, and they feel they should be at home with a personal carer. Their general feeling was that they were “*misplaced*”.
- One resident stated that they felt their religious beliefs were not considered when implementing their care plan.
- One resident stated that although they get along with some staff members, there are some staff members that are not as friendly.

Communication

Notes

- We were told that family and other visitors are allowed to visit with no restrictions, and residents have access to an iPad/tablet in order to contact family.

What has worked well?

- One resident stated that they are very happy with their ability to contact their family, and occasionally they get four visits a day.
- One resident stated that the care home often helps them to contact their family virtually when they are not feeling well enough to have in person visits.
- A majority of residents expressed that they are treated with respect and dignity by staff members and feel they can freely communicate with staff.

What could be improved?

- One resident stated that they would appreciate more communication with staff, as the rubbish bin in their room was taken away and not returned. We were told by the home manager that the rubbish bin was removed due to a safety hazard involving the resident smoking within the facility without permission and using the bin as an ashtray.
- One resident stated that although their care plan was explained to them, they still do not completely understand their health rights and felt the communication with staff is poor.

Wellbeing

Notes

- The care home provides several activities including arts and crafts, board games, exercise equipment, baking area, and piano.

What has worked well?

- Many residents stated that they feel well stimulated throughout the day and are happy with the variety of activities available.

What could be improved?

- Some patients expressed that they were bored and wished there were additional activities and opportunities to leave the care home.

Based on findings, we have made several recommendations (see section 3.5).

5. Full Findings

5.1 General Observations

During the visits, the Authorised Representatives made the following general observations.

Location and Signage

Observations

- The care home is about a 5-minute walk from the Hammersmith tube station and is located in close proximity to bus stops.

- The main entrance to the Nazareth Home is difficult to find, and there is no sign indicating where reception is located. The reception entrance is somewhat outdated and has the appearance of a “side-door”. Proper signage would help to make it more noticeable.
- The building has a chapel which is used daily.

Accessibility

Observations

- The entrance to care home is located on the ground floor and is accessible to those who use a wheelchair or have less mobility.
- Upon arrival, we were greeted by a receptionist and asked to check in.
- The reception is located in a separate building from the residents’ area. Visitors that are unfamiliar with the grounds must be escorted.
- In order to access the resident’s area, lifts requiring a key code must be used to move between floors.
- The nurses’ offices on all three floors of the care home are located to the left of the lifts.

5.2 Accessible Information Standards (RAG Rating)

R = Red, A = Amber, G = Green

Does the care home keep record of the residents and their families’/carers’ additional communication and information needs in a way that is easily accessible for all staff members?	G
Is information about translation/interpretation services displayed in the care home?	R
Are information leaflets available in formats such as Easy Read and Braille, and in other languages?	R
Is the internal signage in a format that is easily understood by all residents and their families/carers?	A
Are residents provided with appropriate equipment to enable them to contact their families/carers?	G
Have staff received Dementia Friends awareness sessions?	G

Have staff received training in Accessible Information Standards?	
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Covid-19 Protocols

Observations

- Face masks were available at the entrance of the care home.
- Visitors must provide a negative Covid test at reception or they will be directed to take one with the receptionist before entering the residents' area.
- There were several Covid-19 notices and safety precaution leaflets present throughout the care home.
- We observed that most of the nursing staff were wearing face masks and proper PPE.
- There were hand sanitiser dispensers available throughout the care home.

General Environment/Facilities

Observations

- The care home has three floors, all with similar layouts. The nursing station is located at the front right next to the lifts.
- Each floor has a spacious dining room and a lounge area with comfortable chairs.
- The resident rooms are located on both ends of the dining hall and nursing station.
- The care home also has several spaces for the residents to use including a quiet library with comfortable seating and fully stocked with books.
- We also observed an activities room with board games, a piano, sound system, and an exercise bike.
- On the ground floor there is a hairdresser, admin room, managers' room, kitchen, baking room, and garden.
- The garden is large, and we were told that there are activities in the garden during the summer. It is accessible for a wheelchair, and there is a smoking area.
- We were told that all meals are prepared from scratch within the facility.
- We went into a resident's room that was not currently occupied: the room had a bed, wardrobe, sink, chest of drawers, TV, fan, radio, shelves. The décor felt somewhat outdated and clinical.

- The resident rooms were comfortable, and most were spacious. We observed that some resident rooms were smaller than others, however we were told this is mainly due to some residents' mobility issues.
- The bathrooms within the residents' area had proper handrails and low toilet seats for residents with mobility issues.
- Many of the residents' rooms were adorned with personal effects and many had TVs.

Noticeboard/Information

Observations

- Each floor has noticeboards that display relevant information about the home including number of residents on the floors, number of residents in the care home, number of carers on duty, kitchen staff, number of empty beds, and information about a daily Cathloic mass.
- Each floor had a "resident of the day" poster, which is used to dedicate each day of the month to one resident in order to enhance quality of care.
- Each floor has a noticeboard which details of snack suggestions, tips for healthy eating and healthy diet, as well as "Food First Advice".
- There were notices for the "health assured" service which is a service providing additional health and wellbeing services.
- Activities timetable was displayed.
- We did not observe a complaints policy displayed, although this could have been missed by the Authorised Representatives during the visit.

Additional Observations

Observations

- All resident rooms had a clear picture of them for easy identification as well as their names.
- There was internal signage on the doors that were dementia friendly. (See picture on the top of the next page.)
- On the second floor, we observed a leaky ceiling- the area below was closed off with a fabric partitioning. The floor was very wet and there was a wet floor sign. (See the

picture on the top of the next page.) When we observed this, a staff member came to mop the floor.



5.3 Resident / Family Member Feedback

During the visit on 18th November 2022, we engaged with 6 residents and 1 family member in total.

We asked questions around the general experience, care and support (including involvement in planning care), communication, and wellbeing.

Below is the summary of the feedback received.

General

Overall, a majority of the residents expressed that they are satisfied with the care home and were happy that there were no delays in receiving placement within Nazareth.

Facilities and Environment

Many residents stated that they are happy with the facilities and general environment. None of the residents that we spoke with expressed displeasure towards the environment and we did not receive any comments that indicated a lack of sense of safety.

Most residents stated that they were happy with the meals provided, and some residents were pleased that the chefs can occasionally make specific meals for residents on request, although one resident said that they are not satisfied, and wished the quality was better.

Some residents stated that they would like to have bigger rooms. We were told that the care home was due to start refurbishment work in 2023.

One resident stated that although they get along with some staff members, there are some that they do not care for and some are not as friendly.

Care and Support

Most of the residents spoken to were pleased with their care plans. However, one resident stated that they were not happy with their current care plan and felt that they should be at home with a personal carer. Their general feeling was that they were *“misplaced”*.

Most residents stated that they were notified of any changes to medication and treatment, and that information is communicated to them in a way that is understandable. Furthermore, family members are involved in their care plans and are quickly contacted if there are unexpected changes of their loved ones' health status.

However, after asking residents if they were aware of any interpretation or translation services, many did not have any knowledge of services available.

Many stated that the staff are very pleasant and are genuinely invested in providing good care and support.

All residents engaged said that they regularly have check-ups with GPs and other health professionals, based on their personal medical needs. After speaking with one family member of a resident, they were very satisfied with the care their loved one receives and is happy with communication with the staff team.

Finally, a majority of residents stated that their cultural and religious beliefs were taken into consideration when comprising their health plans, although one resident stated that they felt these were not considered in their care plan.

Communication

We were told that family and other visitors are allowed to visit with no restrictions. One resident stated that they are very happy with their ability to contact their family, and occasionally they get four visits a day. One resident stated that the care home often helps them to contact their family virtually when they are not feeling well enough to have in person visits.

Overall, we were told that the communication between staff and residents is good with room for some improvement. A majority of residents expressed that they are treated with respect and dignity by staff members and feel they can freely communicate with staff.

One resident stated that they would appreciate more communication with staff, as the rubbish bin in their room was taken away and was not returned. We were told by the home manager that the rubbish bin was removed due to a safety hazard involving the resident smoking within the facility without permission and using the bin as an ashtray.

One resident stated that although their care plan was explained to them, they still do not completely understand their health rights and felt the communication with staff is poor.

Wellbeing

Residents expressed a general feeling of happiness and satisfaction towards their mental and physical wellbeing.

Many residents stated that they feel well stimulated throughout the day and are happy with the variety of activities available, although some patients expressed that they were bored and wished there were additional activities and opportunities to leave the care home.

One of the residents told us that they had initial feelings of uneasiness after being placed in the care home. However, the staff and residents quickly made them feel very comfortable and they are very happy to receive care at the Nazareth House.

5.4 Staff Feedback

During the visits we interviewed 7 members of staff - 2 Care Assistants, 2 Health Care Assistants, a Carer, BSA, and the Regional Manager who was there on the day as the care home is currently recruiting for a new Home Manager.

We asked questions around training, facilities and environment, care and support (including involvement in planning care), communication, and management of services.

Below is the summary of the feedback received.

Training

A majority of the staffing team at Nazareth stated that the training and support they receive is adequate and they feel they have the skills necessary to provide the residents with high level care.

One staff member stated that although they received training prior to beginning work at the care home, they would have benefited from shadowing staff members that have work in the field for longer.

The regional manager told us that staff members have both in person and online training in order to understand care home protocol and procedures.

Facilities and Environment

A majority of the staff members expressed that they are happy with the facilities, though a few commented that the building requires refurbishment.

Overall, they feel the facility is cleaned regularly, as staff members clean the facility floors and resident rooms every morning in order to prevent the spread of bacteria. The staff make sure to put out a “wet floor” sign in order to prevent any falls from either residents or staff.

Additionally, several staff members said the meals prepared are satisfactory and the chefs do their best to keep the meals healthy and with variety.

There were no staff members that said they do not feel safe at Nazareth home, and many stated that residents also feel a sense of security which they take pride in. One resident stated that the care home could potentially benefit from having additional CCTV cameras placed throughout the care home.

Care and Support

All of the staff members we received feedback from stated that the care they provide to the residents is always to the highest standard. The staffing team also mentioned that part of their job is to provide care that prioritises respect and dignity, as well as constructing care plans that reflects the diversity of the residents. One staff member in particular said that she “*treats the residents as if they were a member of my family*”, which aids in forming a strong bond and connection with the residents.

Furthermore, staff members told us that residents' religion and cultural beliefs are also viewed as a priority for staff members, in order to make residents have the upmost level of comfortability.

Staff members also stated that they always involve both the resident and their families about their care plan and immediately inform either if there are changes to their health status.

When asked about “End of Life Care” staff members stated that this part of care is especially crucial as they want to ensure that residents and their family members are supported. Staff members also stated they provide bereavement support to family members.

Communication

In general, staff members believe the communication between staff and residents is very good.

Several members of the staffing team also stated that residents are allowed to have visitors without restriction and have access to an iPad/tablet in order to contact family. In regards to their care, staff members make sure to provide care that displays respectfulness and dignity. Additionally, one staff member stated that they are always patient with residents and prioritises residents' comfortability.

Two staff members also mentioned the availability of translation and interpretation services that are provided on an as-needed basis.

If there are any incidents that occur within the home, it is required that members of staff report the incident to their supervisor directly. These occurrences can be related to resident health status, food requests etc.

Management of Services

A majority of the staff expressed a need for more staff members within the facility. Another staff member stated that the care home also needs more kitchen staff but believes there is a low incentive for people to apply because of the low wages.

One member stated that they are not happy with the support they receive, and it makes for a stressful environment. The same staff member stated that there is a necessity for more staff members during the day, as the current staff team is under a lot of pressure to attend to all of the residents' needs in a timely manner.

One member stated the previous care home manager was very good at providing the necessary support to the staff members and also provided adequate direction in terms of resident care. This member of staff currently feels that the staffing team needs more direction and structure.

The regional manager also stated that they would appreciate greater communication from health care providers in terms of the timeline of residents being placed within the home.

6. Recommendations

The Authorised Representatives would like to express thanks for the invitation to visit the Nazareth House Care Home.

Based on the analysis of all feedback obtained, Healthwatch Hammersmith & Fulham would like to make the following recommendations.

We make 4 recommendations on Facilities and Environment.

Facilities and Environment

We were told that the care home had secured funding for refurbishment, which is due to start in the new year. We would recommend the following changes to be made during the refurbishment work:

Recommendation 1: *The sizing of residential rooms should ideally be the same in order to appease residents and ensure they are provided with a space that feels comfortable.*

Recommendation 2: *The decorations throughout the care home should be updated, primarily within communal spaces. Lighting should be bright and welcoming.*

Recommendation 3: *Proper signage outside the building is necessary. Included in the renovations should be a sign that clearly shows the main entrance to the home.*

We did not observe a complaints policy displayed, although this could have been missed by the authorised representatives during the visit.

Recommendation 4: Ensure complaints policy is displayed within the reception area where it is easily noticeable.

We make 1 recommendation on Care and Support.

Care and Support

The residents that we spoke with were not aware of any interpretation or translation services, and we did not observe any information regarding these services displayed within the home.

Recommendation 5: Information about interpretation and translations services alongside any other communication support services should be displayed in visitors' areas, and residents should also be made aware of these where necessary.

We make 1 recommendation on Communication.

Communication

One of the residents we spoke with expressed that although their care plan was explained to them, they were still not aware of their health rights. They also felt the communication with staff members was poor, and this was also mentioned by another resident who stated they would like more communication from staff.

Recommendation 6: Ensure staff members take their time to explain care plans to residents and make sure they are aware of their rights. It would perhaps be a good idea to provide additional training to staff members around communication and how to explain information so that all residents with different communication skills are able to understand it.

We make 2 recommendations on Wellbeing.

Wellbeing

Although many residents stated that they feel well stimulated throughout the day and are happy with the variety of activities available, some patients expressed that they were bored and wished there were additional activities and opportunities to leave the care home.

Recommendation 7: Look into arranging regular visits outside the care home for residents with better capacity, which would hopefully alleviate any boredom.

Although most residents told us they were happy with the meals provided, one resident said that they are not satisfied with the meals provided, and wished the quality was better.

Recommendation 8: When possible, speak to residents about what types of meals they would like to see on the menu, and implement any changes according to the resident feedback.

We make 2 recommendations on Management of Services.

Management of Services

A majority of the staff expressed a need for more staff members within the facility.

Recommendation 9: Look into ways to increase recruitment and to retain staff with a possible incentive scheme or a referral bonus for staff who refer someone who is subsequently recruited to the care home.

One staff member stated that they are not happy with the support they receive, and it makes for a stressful environment.

***Recommendation 10:** Speak to staff members to find out how they could be better supported to carry out their roles and perhaps implement regular one to one meetings to ensure all staff members feel fully supported, if this is not already in place.*

7. Glossary of Terms

CQC	Care Quality Commission
EOL	End-of-Life
MDT	Multidisciplinary Team
PCN	Primary Care Network
PPE	Personal Protective Equipment
RAG	Red, Amber, Green

8. 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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