

# Nazareth House Care Home Service

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Glasgow  
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Telephone: 01418 918 882

**Type of inspection:**  
Unannounced

**Completed on:**  
1 September 2022

**Service provided by:**  
Nazareth Care Charitable Trust

**Service provider number:**  
SP2013012086

**Service no:**  
CS2013317817

## About the service

Nazareth House is registered to provide care for 70 older people with physical/sensory impairment, some of whom may be living with dementia. There were 67 people using the service at the time of this inspection.

The provider is Nazareth Care Charitable Trust. This purpose-built home is situated in Cardonald, Glasgow, and is close to local amenities and transport links. The home is made up of two units, Larmenier on the ground floor and St. Therese on the first floor.

Each unit has a dining room, several lounges, and communal toilets. Within the home there is also a café area, hairdressing salon and a cinema. All bedrooms are single occupancy with en-suite walk-in shower and toilet facilities.

There is a large, enclosed garden with raised beds where residents can participate in gardening, if they so wish.

## About the inspection

This was a follow up inspection, which took place on 1 September 2022 to assess required improvements. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service
- spoke with four staff and management
- reviewed documents relating to staff training and personal plans.

## Key messages

Personal planning was person centred and directed staff in people's care needs.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well is our care and support planned?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well is our care and support planned?

4 - Good

We completed a follow up inspection to measure the action taken in response to an outstanding requirement relating to this key question. The requirement was made following an inspection on 31 May 2022.

The requirement related to personal planning and staff training for the electronic care planning system.

The requirement detailed within the report was met.

Please see the section of this report entitled What the service has done to meet any requirements made at or since the last inspection for further information.

Based on our findings, we reviewed the evaluations for this key question from adequate to good.

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

### Requirements

#### Requirement 1

By 21 August 2022, the provider must ensure that people's care plans are in place which reflect the current needs and wishes of each resident and provide clear guidance on strategies and approaches to be used by staff to meet residents' identified needs.

To do this, the provider must at a minimum:

- (a) ensure people have the right support plans in place to meet their current health needs
- (b) provide further training and support for staff on how to use the new electronic care plan system
- (c) ensure people's support plans reflect that those living in the service, or their representatives, have had input into the development of their care and support plans and the ongoing review of these.

This is to comply with Regulation 5(1), (2)(a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

**This requirement was made on 27 June 2022.**

### Action taken on previous requirement

Personal plans should reflect people's wishes and direct staff on how to support people with their care and support needs.

Staff told us they had received further training on the use of the new electronic care planning system (KareInn). Written guidance had been circulated to support staff when writing person centred plans for people.

Personal plans had the required health assessments in place, with corresponding support plans where needed. These included detailed information on specific care and health needs which guided staff on how to support people to keep well and maintain their independence.

There was a clear sense of individuals' wishes and preferences throughout the plans, which ensured staff knew how to support people in keeping with their lifestyle choices.

A new process for reviews had been implemented. Copies of people's personal plans were made available to them, and families, two weeks prior to the review meeting. This allowed people time to review their care and be involved in directing their care needs.

Based upon our findings, we concluded that this requirement had been met.

**Met - within timescales**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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