

- 36 bedded residential home in Bonnyrigg, Midlothian
- Nazareth Care Charitable Trust

An Incredible Journey

Nazareth House

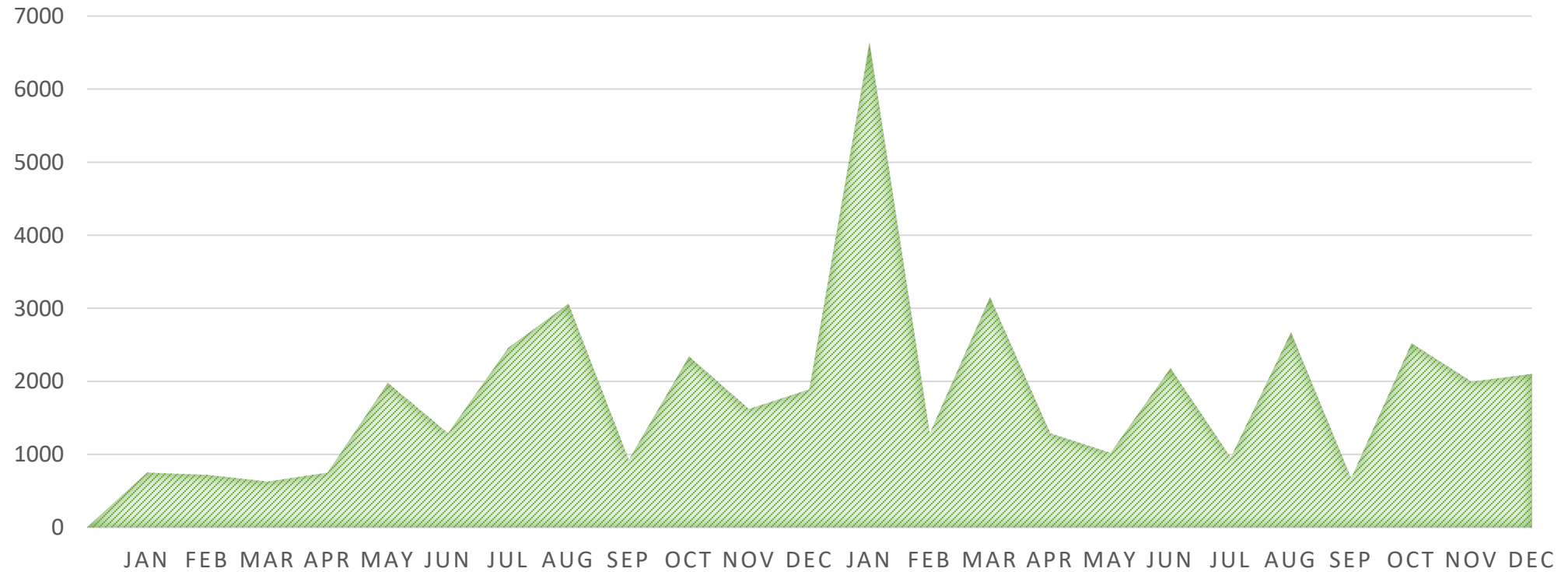


Josh Stallard, Regional Support Manager (Scotland)
Muriel Reid, Care Home Support Team Manager, MLHSCP

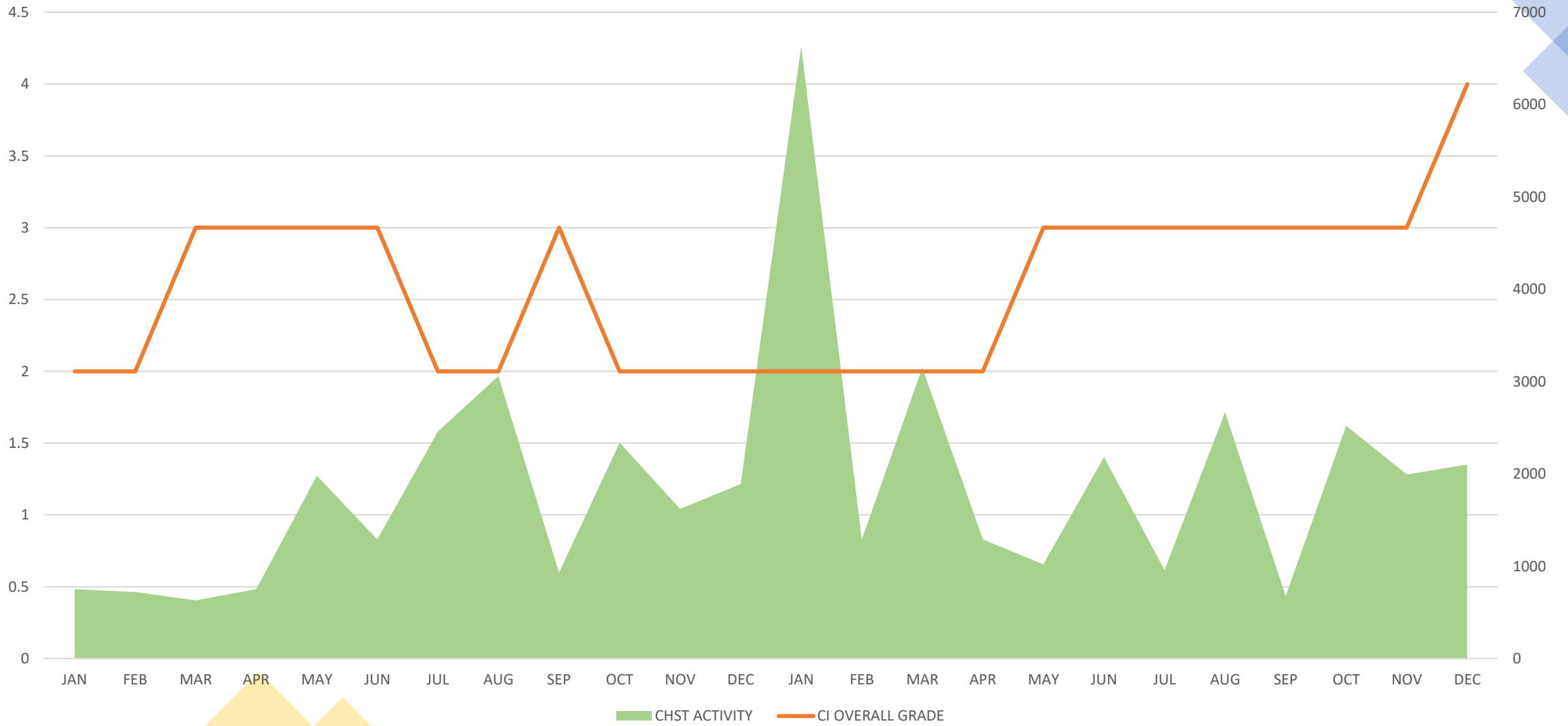
Journey Through 2021

- Jan Unannounced Inspection – followed up 05/02/21
- March Manager goes on Mat Leave – New Manager in Post
- May Unannounced Inspection - Letter of Serious Concern Issued
- June New Manager in Post
- July Unannounced Inspection – follow up of outstanding requirements
- Sept Unannounced Inspection – focused follow up
- October New Manager
- Oct Unannounced Inspection – focus on Staffing
- December Letter Serious Concern Reissued
- December New Manager
- December Improvement Notice Issued – 4 Requirements
- December - LSI

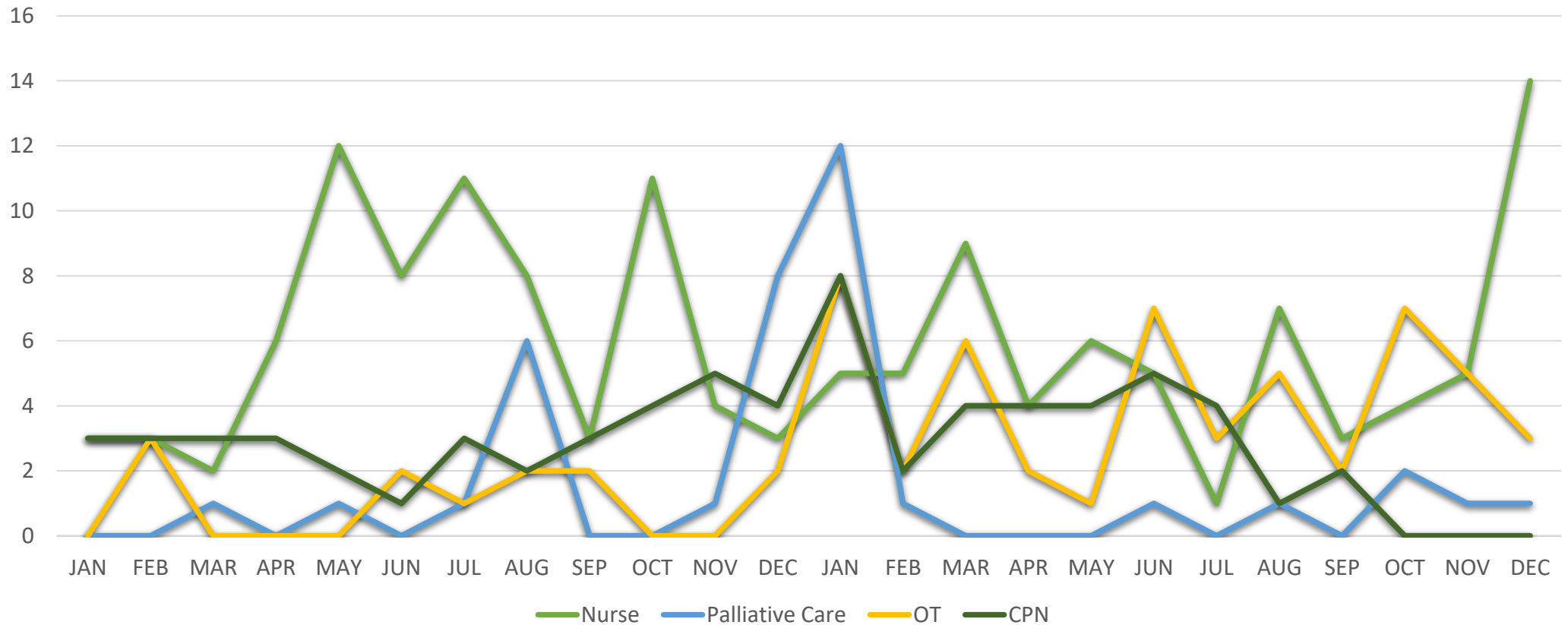
CHST VISIT ACTIVITY JAN 21 - DEC 22



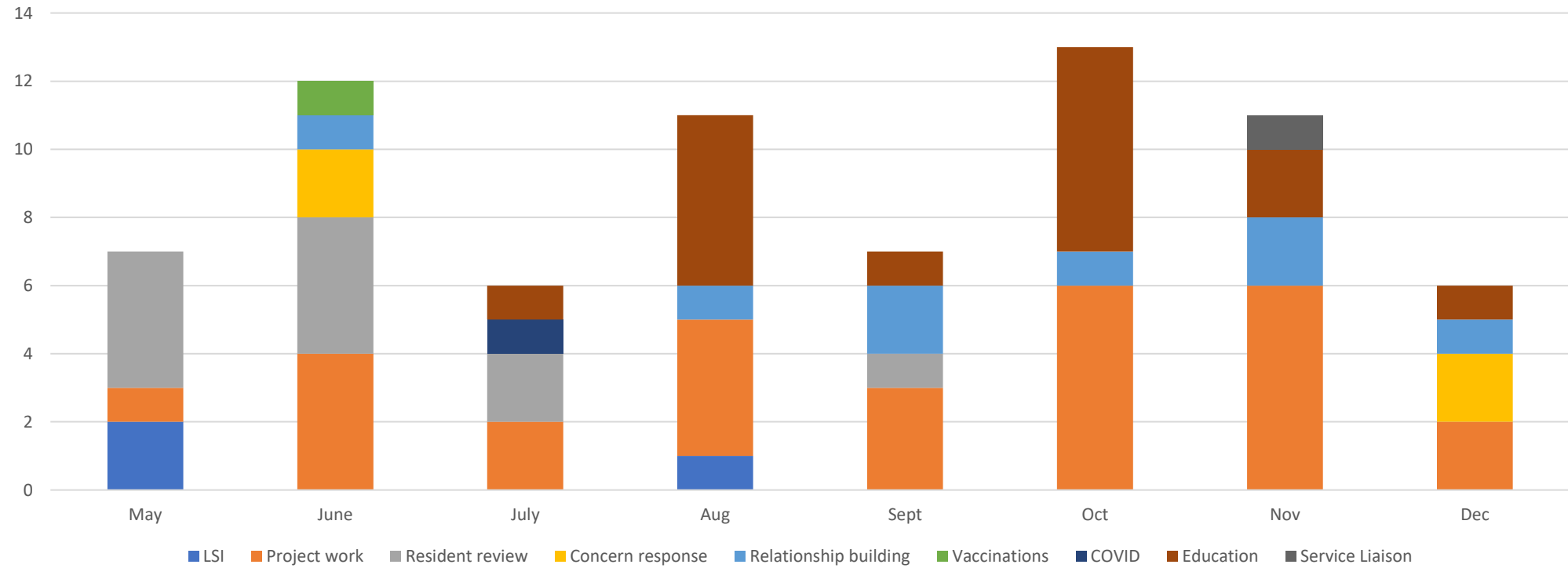
CARE INSPETORATE GRADING



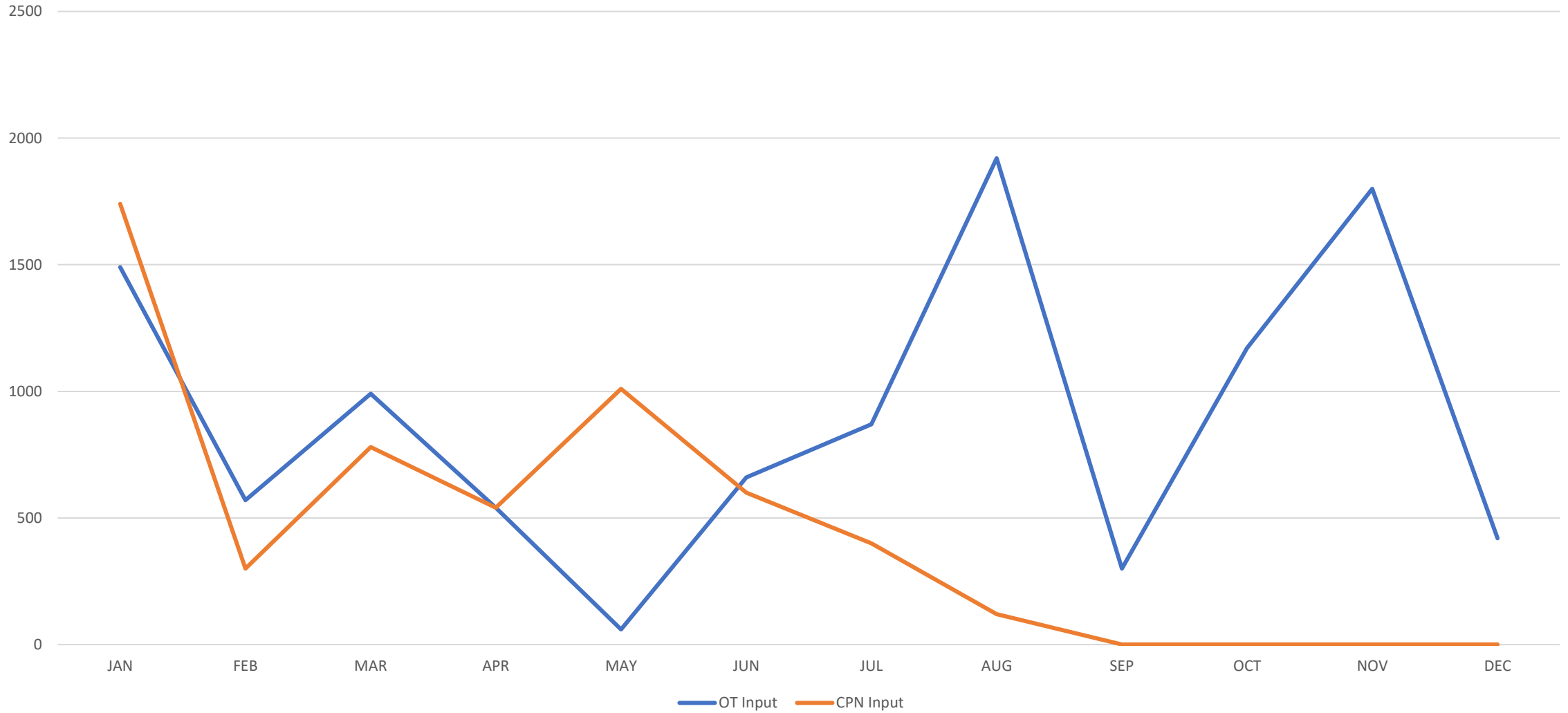
Visits Categorised by CHST Professional



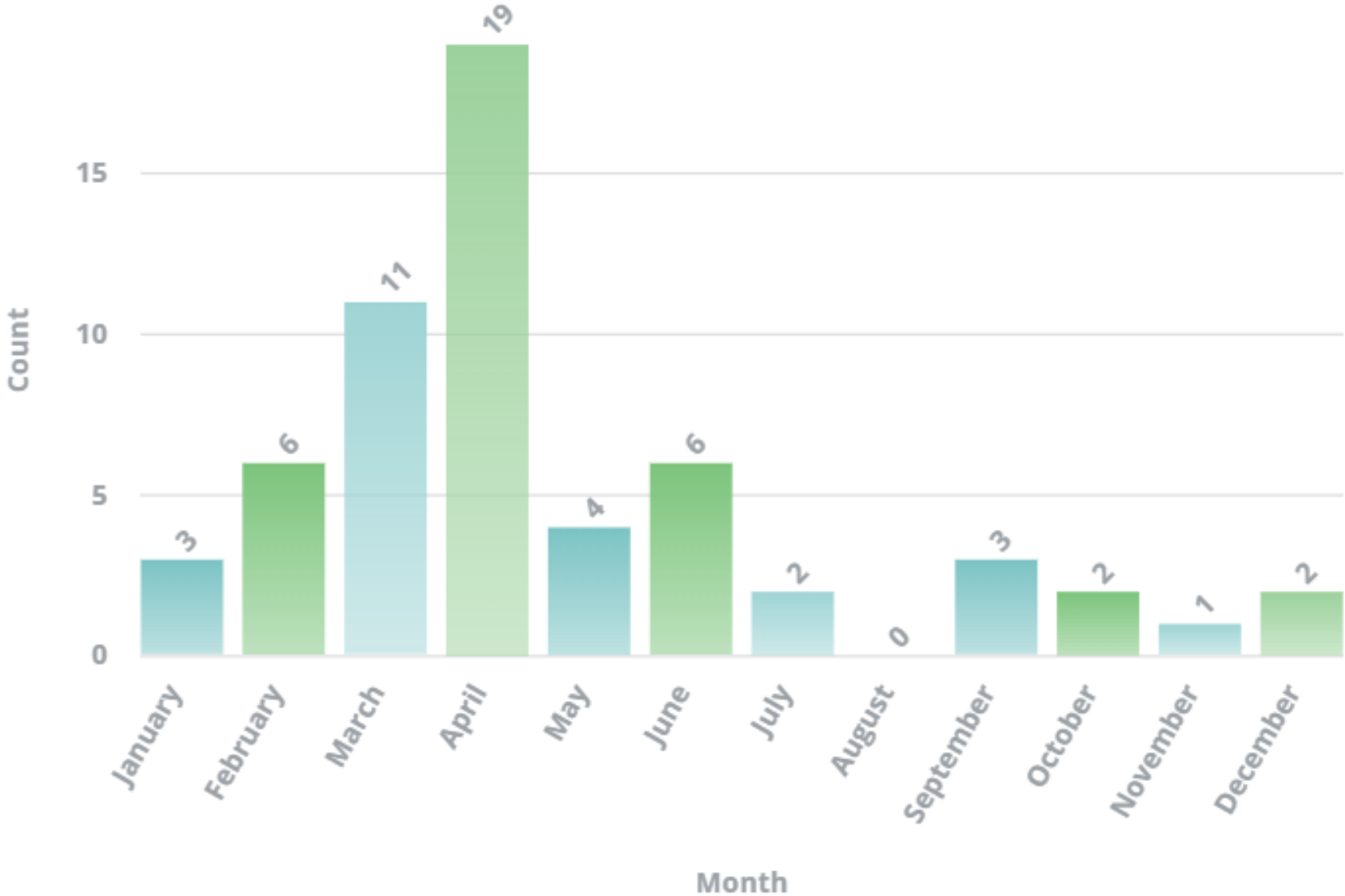
Reason for Visits



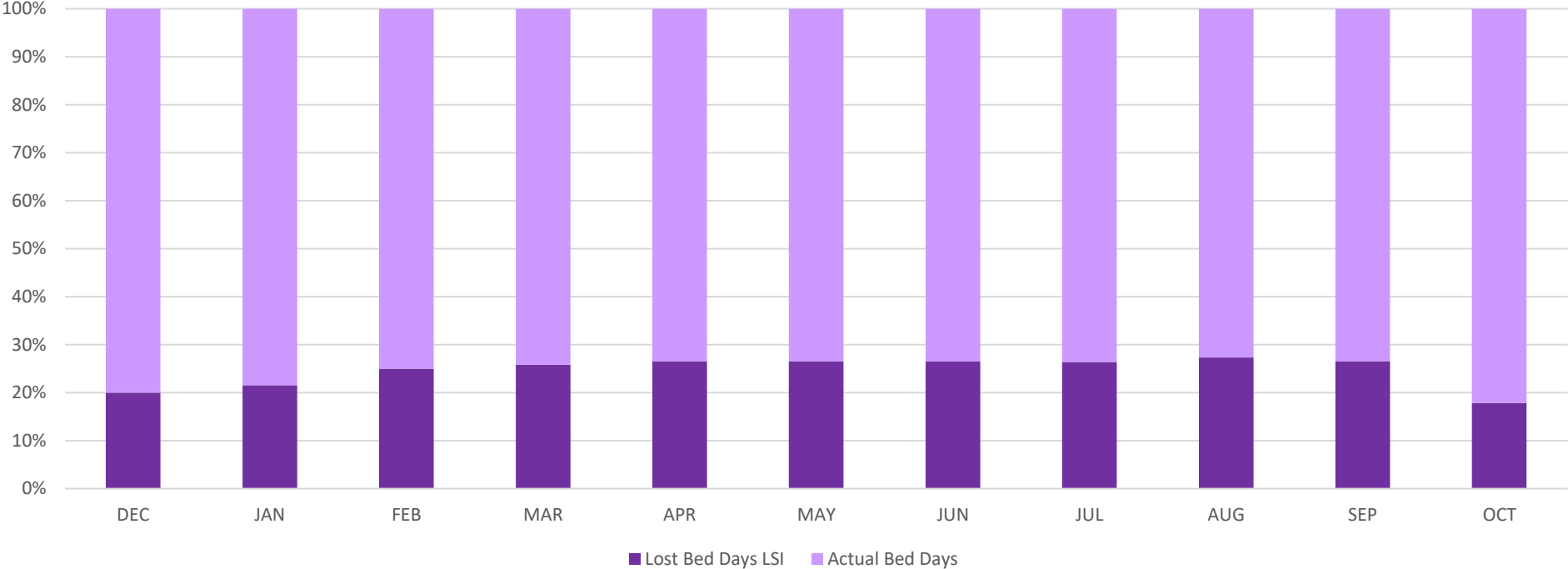
CHST CPN and OT Input Nazareth House 2022



ACCIDENTS AND INCIDENTS BY MONTH



Lost Bed Days LSI 21st Dec 21 - 12th Oct 22



Over the 11 months under LSI 3677 bed days lost – potential cost to NHS/HSCP

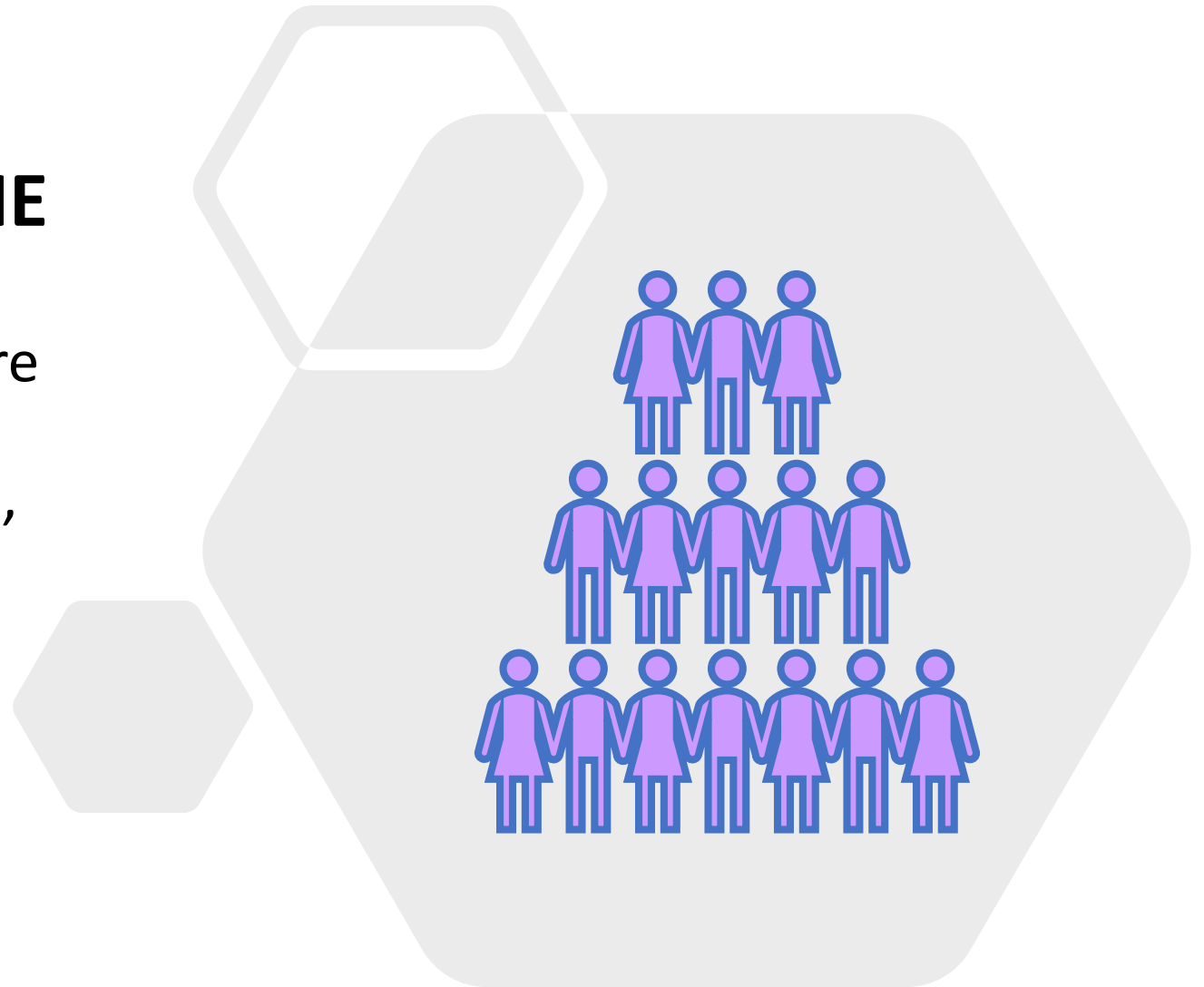
£1,772,314

STAGE 1. ESTABLISHING THE QUALITY SYSTEMS

- No structure or direction – lacking Leadership
- Establish baseline – audits – honesty
- Team effort – shared responsibility
- Set up 17-file Quality System – all senior staff use

STAGE 2. REBUILDING THE STAFF TEAM

- Recruitment – staff reflect Core Values
- Interview Technique – relaxed, positive, engaging, warm, humour, honesty
- Quality rather than Quantity
- Significant wage Increase



STAGE 3. DEVELOPING THE TEAM

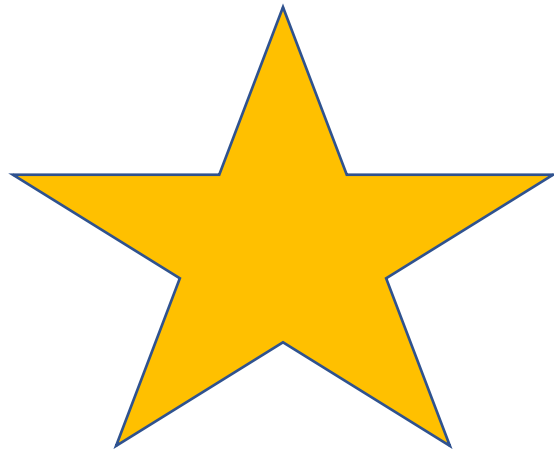
- Seeing potential in staff
- Creating Development Opportunities
- Skill Mix – moving seniors from nights to days to support Deputy
- Consistent Agency Staff
- Training and Education
- Development Fund
- Investing in Staff – feel valued
- New Role – Education Lead - Ryan





STAGE 4. PLANNING FOR THE FORTHCOMING INSPECTION

- LSI ongoing – aim to move to “Low Risk”
- Heads of Departments Key Role
- Communication – with families
- New Meds System
- New Activities Coordinator
- CHST – OT Project – Implementation PAL Tool
- Music Therapy Project
- Leading by example – out on floor with staff
- Care Planning and Observed Practice



Stage 5. THE INSPECTION

- Taken By Surprise so True Picture of Nazareth House now
- Staff relaxed, Service calm
- Confident team
- Expecting 2 or 3 Grade 4s – Got 5
- Proud to share Grades with all staff

Just The Beginning...

**HOW DO WE
GET 5s**

**SISTER
MARGARET'S
PRIDE**

**FAMILY
FEEDBACK**

