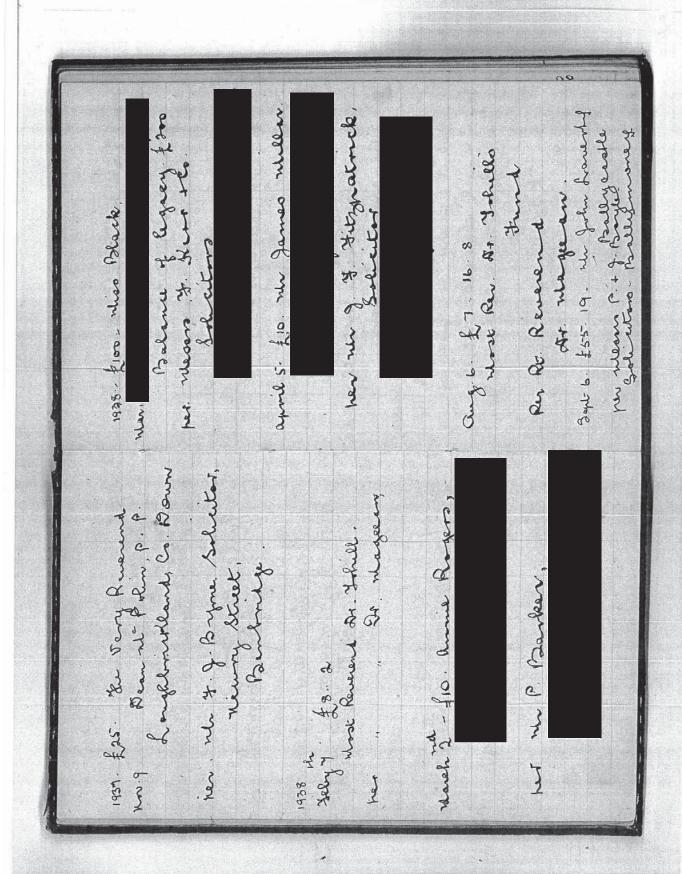
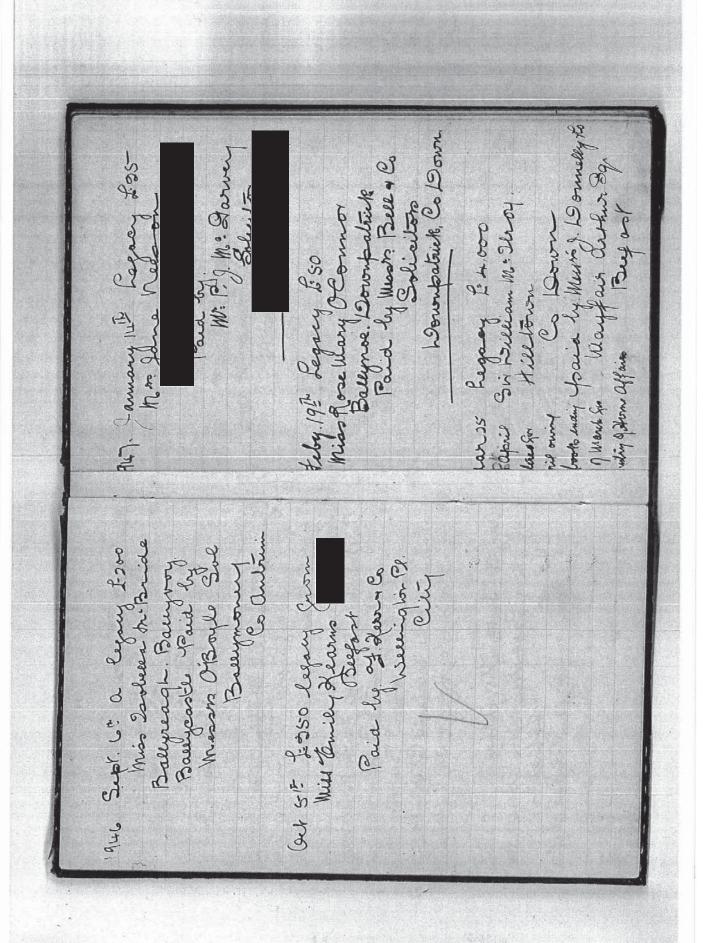
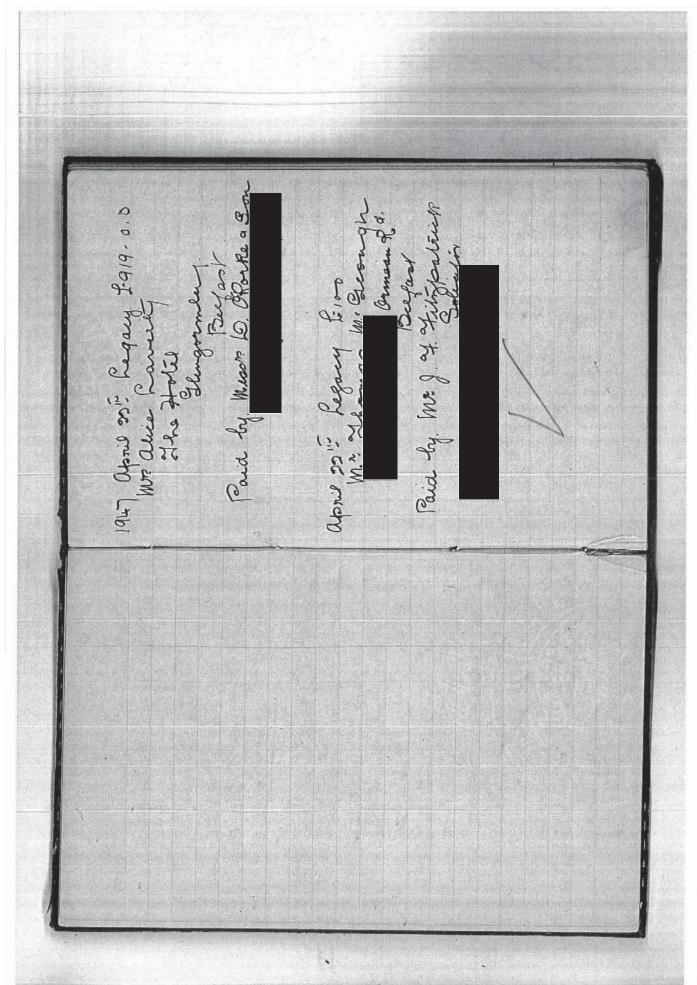
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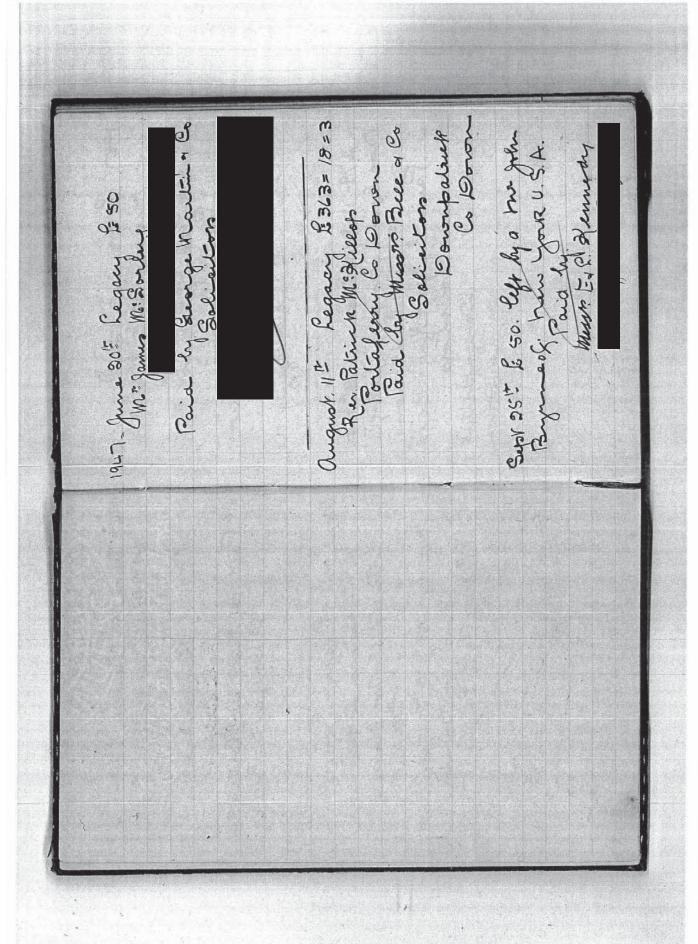


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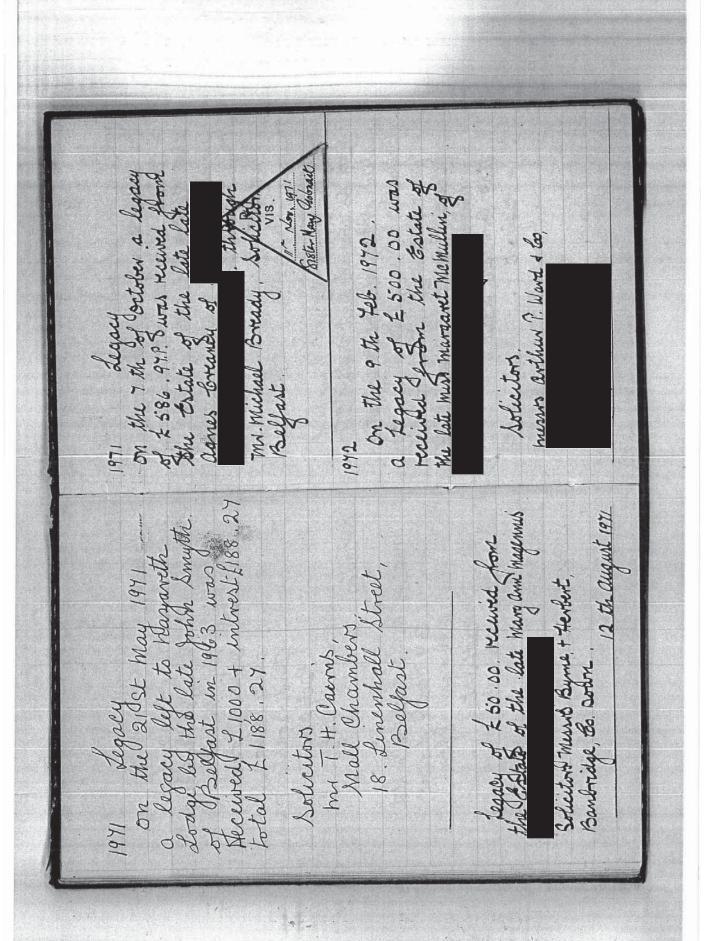
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- 15 March 1971: "the Collecting Sisters are as generous as ever in their efforts and their Benefactors full of charity despite their own anxieties and troubles" 139;
- 26 September 1983: "There are two Sisters at the collecting. As always here the Benefactors are most generous to them" ¹⁴⁰;
- 13 October 1989: "...the benefactors are still as generous as ever and many donations and legacies are still received" 141
- 4.3.2 In records made available to the Inquiry the HSCB notes that legacies were regularly modest payments, with some examples of sizeable contributions.
- 4.3.3 Nazareth House Belfast received the following substantial legacies:
 - £ 79,078.12 on 10 September 1984;
 - £ 12,029.66 on 12 July 1986;
 - £ 20,000.00 on 12 February 1990;
 - £ 52,893.49 on 12 June 1990¹⁴²
- 4.3.4 Nazareth Lodge Belfast, in addition to more modest inheritances, received the following:
 - £ 10,000 on 26 May 1955;
 - £ 5,000 on 29 May 1969;
 - £ 5,000 in January 1971;
 - £ 16,189.40 in May 1981;
 - £ 13,088.68 on 21 January 1984;
 - £ 10,000 on 30 November 1984;
 - £ 14,000 in December 1989/April 1990¹⁴³

140 SNB 19862

¹³⁹ SNB 19855

¹⁴¹ SNB 19867

¹⁴² SNB 10141, SNB 10149, SNB 10161, SNB 10161

¹⁴³ SNB 11442, SNB 11454, SNB 11456, SNB 11466, SNB 11470, SNB 11471, SNB 11474

1

HIL so before the films were shown in the hall they were shown in the main house, the partition that seperated the classrooms were jushed apart and two sets with a centre aisce seperating the Boys on one side and the Girls from Nazareth House on the other Lots of boys did not know what the partitions were really there for, It was a large estate many many years earlier with Lots of servants and when the people were having a BALL or some other form of entertainment the partition felded flat against the wall, The dry place boiley you may find out about it is from the old BELFAST Linen HALL Li Brurey facin the CITY HALL dating back as far as early Belfast 16-4745. NIHIR HOUSE The main house had a connecting corridor to the (BHby home)

to the yard at the back, with a front of the home door way our store of But that to was den But that too was done Mursex

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away with after 1953 4 when the new Buby Heme was built half way up the drive way. which all so had a care takers cottage at the front of the drive way. The people who lived their worked for the Home, gurdening, cleaning bringing visitors to the house. Ilus some tramps were brought to the side of the house for tea, Bread and some dinner. There was also open days when hundreds of people were allowed to come up and look around to see were all the money the Iluns collected door to door was going. Their used to be Badges sold 60 or 1 shilling it had a boys face on it, they were still being sold in the early sixties but eventually finhished and only turn up in some old persons holdings when he has died. Their is no door to door excepting today the government eventually took change of the homes in a Limited way as it was providing the money for the various needs of the home and the boy's had to be theated very differently more Kinder than strict, each had a hillow every night. We only had them in the Winter time, and all the younger boys were in one Long --- -- dormitory in two Long rows with a fire place at each end which was some times Lit to warm the dormitory before we went to bed.

PRIVATE

Witness Name: HIA 36

THE INQUIRY INTO HISTORICAL INSTITUTIONAL ABUSE 1922 TO 1995

WITNESS STATEMENT OF HIA 36

I, HIA 36 , will say as follows:-

1. I was born on and placed in care in 1957. My mother was from but I was born in My mother was unmarried and she could not look after me and I was made a ward of court. I still had contact with my mother throughout my time in care. I felt lucky to have her as a lot of the other boys in care had no-one.

St Joseph's Children's Home, Ravenhill Road (27 August 1957 – 1961)

2. I was admitted in to care at St Joseph's baby home on 26 August 1957 when I was eight months old. You leave the baby home when you are about four years old.

Nazareth Lodge, Belfast (1961 - 20 August 1968)

3. I was placed in Nazareth Lodge from St Joseph's Children's Home. My mother paid five pounds every month from the day I went in there until I was eleven and I moved to Rubane House, Kircubbin. She gave the money to SR 34

HIA 36 PRIVATE 1

PRIVATE

inhumane as we only had each other in there and they should have let us comfort each other.

- 6. My first memory of Nazareth House was the sheer loneliness which hit you as soon as you walked in the door. We were just left in beds and cots crying. The nuns never showed any warmth or affection; they never touched you. To this day I cannot stand being touched as a result of this. Things didn't improve when I was moved over to the older girls' wing. The older girls bossed me about, pulled my hair, called me names and kicked me repeatedly. As I learned how to make them leave you alone, I would try to curry favour with the older girls by giving them sweets at Christmas.
- 7. The nuns I remember are SR 31 and SR 134 SR 31 was in charge of the school and I was put in her class. SR 134 was in charge of my group and she taught in the school as well. She was nicknamed because of her loud, thunderous steps. SR 31 was nicknamed Both of these nuns beat me on numerous occasions. I also remember a nun called SR 122 but she never beat me.
- 8. The nuns always seemed to be away praying. They used to leave the older girls in charge of us but they could hardly look after themselves. During the winter, the older girls would lock us out on the forecourt under the nuns' orders. We were only in our short dresses and we would be crying to get back in. They wouldn't let us in and would force us back out if we tried to get inside.
- 9. The nuns didn't care about us children at all. They were more concerned with praying and collecting money. They were always asking for money. My older sister remembers my daddy giving her money to give to the nuns and I remember giving them a ten shilling note on numerous occasions. My daddy didn't have much money because he had a breakdown and couldn't work. He was quite fearful and intimidated by the nuns asking for money all the time. He was a countryman and the nuns took advantage of him.

1 Mother General --

- 2 A. Yes.
- 3 Q. -- in Hammersmith.
- 4 A. Went right in, yes.
- 5 Q. The second part of this then is about the clothes and
- toys, and the Inquiry has heard various occasions when
- 7 individuals have said an item they had was taken away.
- 8 A. Yes.
- 9 Q. You are saying that that material, those toys and so on,
- were sold at jamborees to raise money for the Sisters of
- 11 Nazareth?
- 12 A. Yes.
- 13 Q. Again is that information that you have gleaned from
- talking to other people about this or that you knew that
- 15 happened, something that you know directly about?
- 16 A. Yes. I've seen lots of newspaper cuttings, because
- we've did a lot of research ourselves and seen that,
- that the Sisters of Nazareth and others had many
- 19 jamborees in the country towns and villages where they
- sold quite a lot of items at the church fairs,
- jamborees, and I now know from doing the petition and
- 22 talking to many, many people from various areas that
- 23 they said they sent in clothes, toys, money; that there
- 24 was money boxes, and I can even say that myself for the
- De La Salle order, the poor orphan boys and girls. In

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12

bathroom, we cleaned them and looked after them,
everything. We prepared them -- helped to prepare the
food, you know, likes of peeling potatoes, doing manual
jobs about the place. Everybody had a job to do. Maybe
some boys were sent to split kindling for the fires and
different jobs, you know.

I was detailed off to go into the children's bit where they had a laundry and I was working in the laundry, and then earlier I was working out in the garden out the front, and, you know, I'm explaining it to you. You know, they didn't have the staff to run the place, but they were getting the place looked after.

- 13 Q. You describe in paragraph 19 a particular physical 14 assault that you recall. You remember going into the 15 school and becoming aware that in one of the classrooms 16 in the cages mice or perhaps you think they might have 17 been hamsters were dead, and you went back over to the 18 main building to tell SR118 about that. She blamed you 19 and got the belt to you, you were explaining to me 20 earlier, and started to wallop you with the belt.
- A. Well, let me explain to you. The classroom I am on
 about was across from the home across the playing
 fields. It was a big classroom and it had a main
 classroom and two side rooms and a toilet block. I was
 put in charge of that to look after it and clean it, and

TΑ	BLE	B

			accommodate	d on	Weekly charge to
Home	Capacity	Welfare Authority	Voluntary	Total	Welfare Authorities
Dr. Barnardo's,	52	22	16	38	5 yrs. and over £4 0.0.
Dr. Barnardo's, Ballycastle	22	5	12	17	Under 5 years £4 16.0.
Blackburn House, Belfast	12	8	1	9	£5 0.0.
Glendu Hostel, Belfast	35	28		28	£7 10. 0.
Victoria Homes, Belfast	33	22	4	26	£4 15. 0.
Nazareth Lodge, Belfast	2=5: 50	29	81	110	£5 0. 0.
	5-11:				000 A Z51
St. Joseph's Babies' Home, Belfast	120	11	56	67	£3. 0. 0.
Nazareth House, Belfast	128	31	88	119	£3.15. 0.
Nazareth Home, Portadown	13	1	12	13	<u>£1</u> . 4. 0.
Nazareth House, Londonderry	140	7	102	109	£3. 0. 0.
St. Joseph's Home, Termonbacca	90	9	79	88	£4. 4. 0.
St. Joseph's Home, Bessbrook	36	- E	9	9	£1.15. 0.
Our Mother of Mercy Home, Newry	25	300 200 1	24	24	£1. 0. 0.
Sacred Heart and Good Shepherd Home, Belfast	135	11	15	26	£3.15. 0.
Good Shepherd Home,	50	2	2	4	£1.10. 0.
Good Shepherd Home, Londonderry	100	4	4	8	£2.10. 0.
De La Salle Boys! Home, Kiroubbin	80	32	43	75	£5. 0. 0.
Childhaven, Millisle	27	5	11	16	-
Johnston Memorial School, Belfast	24	_	15	15	£100 p.a.
Manor House Home, Lisburn	20	11	10	21	£5. 0. 0.
A5		238	584	822	

 $[\]neq_{\texttt{Accommodation mainly for women and girls over 14 years of age}$

four and three young people effectively remained the responsibility of the congregation.

- 5. Around 1973 a per capita arrangement to fund voluntary children's homes was introduced by boards whereby a weekly capita rate in respect of each child resident was paid irrespective of whether the child had been placed privately or by the boards. This was to be reviewed annually by the boards, the rate being based on the annual running costs of the home minus the voluntary/charitable income that the voluntary organisation was expected to raise, and divided by the number of places to be provided by the voluntary homes.
- 6. The adequacy of the capitation rate paid to voluntary homes and how it compared to the cost of statutory children's homes has loomed large in modules 1 and 4. What is beyond dispute is that the congregation's homes were severely under funded throughout the relevant period and this had lasting consequences in respect of accommodation, child/staff ratios, staff training and the recruitment of qualified residential child care staff. The Castle Priory Report stated:-

"Neither good premises for children, adequate accommodation for staff to lead a normal life of their own, training to fit the adults for their difficult task or parity of salaries, status and esteem will produce residential work with the standard required if proper consideration is not given to the appropriate ratios of staff to the young people concerned. Children need individual attention and time when they can be a person to another person, not always one of a group, large or small".

7. It is proposed to give a sample of revenue funding for the Nazareth homes to highlight the grossly inadequate financial support from both the Department and the Boards which the congregation endured throughout the relevant period. The analysis of the comparable costs does not take into account the fact that throughout the relevant period Sisters were not paid for the child care which they provided. In 1985 the voluntary sector argued that "boards are, in effect, exploiting the voluntary sector. Boards expect professional standards of child care and criticise voluntary homes when they fail to keep up with, or fall short of, modern child care practice, but are not prepared to pay an economic rate for the service". The boards conversely argued that the "many competing demands on their limited resources precluded them in present circumstances from underwriting any substantial increase in the per capita charge levied by voluntary homes".

8. In 1985 the financial report of the voluntary sector ranged from £42 to £198 per week, the average being £130. At the same time the average cost per place in the statutory homes was approximately £185 per week in the Eastern Board's area and over £250 per week in the 3 other Boards' areas.

9. The 1983 inspection report on Nazareth House Bishop Street noted that the per capita rate of £63.02 per week was the same level set for 1981/1982 as agreement to increase the amount had not been reached with the Western board

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loss that has been incurred in the children's' home can be sustained over a long period by the sponsoring body in London, thus bringing the viability of the home into question. Provided you are satisfied that the continuation of the children's' home is assured, I would agree that Nazareth House is worthy of support on financial grounds of the maximum grant which can be given". The initial reaction of Mr Tinsley had been "that grants should not be offered at this stage in view of the substantial deficits for the 3 years" 1982/83, 1984/85 and 1985/86.

- 24. The Inquiry has heard evidence in the course of module 4 of an all too familiar financial burden in respect of Nazareth Lodge Belfast. In her evidence Felicity Beagon said that had she been aware at the time of her inspection in 1991 that Nazareth Lodge had a deficit of £45,000 (which the board cleared), she would have referred this to the Department's Policy Branch as it called into question the financial viability of the home.
- 26. The Panel is referred to the WHSSB's memorandum of 15 June 1993 wherein it is recorded that SR2 was advised that the board had now made available the monies for the two additional temporary members of staff. SR2 "again indicated that this level of funding was unacceptable and she did not want to proceed with it at present. She did not want to give the impression that by accepting the funding for these two additional staff that she was also agreeing to the proposed contract with Foyle Community Unit.

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Minutes adopted	15 to November . 1	18n4.	File No	T.106.	#	
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Reference T.330

Ministry of Home Affairs, Stormont, Belfast.

A.S.C.

Grants to Voluntary Homes

We have £15,000 in this year's vote so unless we are prepared to go for a Supplementary later in the year, which I think is undesirable if it can be avoided, our aggregate grants must be kept within this figure.

We have already arranged a grant of £1,000 for extra staff for Nazareth Lodge, Belfast, leaving us £14,000.

The visible demands on the vote this year are:-

- (1) Nazareth Lodge, Belfast, for essential works of renewal and improvement.
- (2) Nazareth House, Londonderry, for a proposed assembly hall, shelter, etc.
 (3) Manor House, Lisburn, for improvements.
- (4) Rubane, Kirkcubbin, for development of the pavilion system of "family group" organisation.

However much they plead poverty, I think 1, 2 and 4 ought to pay one-third of whatever expenditure is incurred - Nazareth House, Londonderry, were talking of 10% over a period of 3 years - and I think the same should apply to 3, although Jackson tells me we may be pressed to pay nearly all in this case.

(1) Nazareth Lodge, Belfast.

A pretty extensive scheme is desirable, including reorganisation on the family-group system. As you know, however, this is a policy matter in which the Lodge is very largely in the hands of the Head House at Hammersmith which is, it seems, not at all in favour of these new-fangled methods such as family-group organisation.

It will, therefore, be necessary to frame the scheme in such a way that it can be done in stages while avoiding nugatory expenditure in the earlier stages.

They have already spent rather more than £3,000 on essential repairs and redecoration and this item we must, I think accept as ranking for grant.

Gibbs, with such data as he has been able to secure from the Mother Superior and with the help of Anderson in regard to the catering aspects, has prepared a rough estimate showing roughly £5,000 in Stage I and approximately £3,500 in a subsequent stage which may (or, in my own opinion, may not) cover the reorganisation.

His Stage I covers the renovation of the kitchen (£1,550), the improvement of the Boys' dining-room (£760), almost £1,000 of fencing, improvement and reconditioning of contents of Boys' dormitories (£1,210), and a lot of play equipment (about £400) divided between the Babies' Home and the main Home.

His Stage II includes resurfacing the outer walls of Fox Lodge and improvements to the windows (about £750) as well as two new floors (I'm not sure where) and a lot of floor tiling, in addition to £1,300 or so for partitioning dormitories, etc.

I think his allocation requires amendment. The £1,553 for

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(1963) WcY33225/4495 12/52/500,000 JC&SLtd Gp736/211a REGIMERE CODE 5-30-0



Rejevence

(Continued)

the kitchen is definitely Stage I, but as under the family-group system each group would eat in its own "flat", I don't think we should agree to substantial expenditure on the big dining-room at this stage as it might not be needed at all.

Similarly, the remaking of the boys' beds (£175) and the acquisition of combination wardrobes and dressing tables (one perpair of boys) (£540) are things which would suit any system and should be Stage I, but I think £225 for armchairs and £120 for long settees and £150 for carpets could wait.

I also think that the play equipment, totalling about £400, could wait, and anyway we might try to talk Ministry of Education into joining forces in this.

On the other hand, I regard the safeguarding of the structure of Fox Lodge as an urgent matter and would therefore switch the 2750 for walls and windows into Stage I, leaving the rest until later.

The immediate demand for Nazareth Lodge is therefore something like this:-

Already spent£3,200
Kitchen£1,550
Fencing£1,000
Beds and wardrobes£710
Fox Lodge walls and windows£750
£7,210 say £7,500

If, as I suggest, they be expected to pay one-third, this leaves £5,000 for us to find, all or most of which will fall in this financial year.

(2) Nazareth House, Londonderry.

Wright and Jackson were up at Londonderry about this last Friday. P. Maxwell is the leading spirit in regard to this project. The point at issue is that the inmates have no place to go to outside the actual home building in bad weather and the proposal is to erect a sort of hall behind the main building, the flat roof of which would, incidentally, be used as a playground for the "tinies". Jackson tells me he is convinced that something of the kind is essential and that a prefabricated structure such as we had thought of as an alternative would be quite inappropriate.

Unfortunately the new structure is likely to be expensive, partly because of site works (the site slopes) and partly because of the general cost of such structures of the size proposed. No plans or proposals of any real value have been submitted, but the architects are talking of cost in the region of £15/16,000. Wright thinks, as I do, that a little less could be made do when a concrete scheme is worked out, but the whole job looks like running to upwards of £10,000, of which they could probably spend about £7,500 this year.

Their idea of contributing 10% over three years is, to my mind, ridiculous, and, as I have already said, I think they should raise one-third. This means that we should budget on having a demand for £5,000 from this year's vote, with say another £3,000 or a little more next year.

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(Continued)

(3) Manor House, Lisburn.

I have not any details at the moment, but I understand this will probably be a £4/5,000 job. If we have to cover all or nearly all of this by Grant, it will completely exhaust our £15,000. If on the other hand we require them to put up one-third themselves, it will leave us roughly £1,300 to play with.

(4) Rubane

I have not the least idea how much this scheme will cost and how quickly it can be carried out, but with Bro. Stephen behind it I don't imagine there will be much delay. As, however, it is a "pavilion" scheme at least in part, I dare say the odd £1,000 (representing 2/3 of £1,330) might possibly carry them over until next year as seems to be able to make financial arrangements without undue difficulty.

If an allocation of the available £14,000 on the lines indicated were approved in principle by this Ministry and, presently, Ministry of Finance, the next steps would appear to be:-

- (1) To try to get some sense out of Nazareth Lodge, Belfast, (with the aid of with a view to the adoption of a definite Stage I scheme.
- (2) A personal letter from me to Paddy Maxwell putting the position to him and asking him to produce for us a definite scheme on the basis I have indicated.
- (3) To hold about £3/4,000 earmarked for Lisburn.
- (4) A talk with telling him that the funds available for Rubane will probably be only about £1,000 this year and asking him to put up a definite scheme, indicating the period it is likely to cover.

2nd June, 1954.

1954/5 Grants to Voluntary Organisations

Payments made 1700 1.4.54 6 149/04

Name of Home	Grant towards	Asount	Payment ordered
T.162		£	
Glendhu Children's	Cost of the employment	50	28.4.54.
Hostel.	of qualified staff during the quarter ended 51.5.54.		20, 1,01,
r.162			
Glendhu Children's Hostel.	Cost of the employment of qualified staff during the quarter ended 30.8.54.	50	22,7,54,
T.330			
Nazareth Lodge Children's Home,	Cost of the employment of additional qualified staff, 1953/54.	1,000	1,6,54,
*****************	TOTAL	1,100	

The second

(continued)

St. Joseph's belongs to the diocese and is run by a Sister who is Matron. Since the last visitation one Sister has retired and another was changed to Aberdeen and not replaced.

SCHOOLS: -

St. Michael's

175 Pupils on roll.

The Principal is a Sister and there are three other Sisters and twelve Lay Teachers on the staff. The number of children from our houses, attending the school has decreased, so most of the pupils are from the parish and surrounding area.

Nursery School:- There are 50 little ones on the roll. They are well trained by the Sister who is Principal and three Lay Teachers.

MEALS:- Twenty poor men are fed each day and at certain times many more come.

GENERAL REMARKS:-

The grounds are well kept and the garden, as usual, is a picture.

Finance:- Since the last visitation money has been very scarce, owing to the decrease in the number of children coming into care. A meeting was called with the Department, the Eastern Board and ourselves to discuss the matter. The Board recognised our problem and after some consideration have decided to budget for a lower number of children (three groups) this will bring up the per capta rate. This year £30,000 has been borrowed so far, it is hoped that with the new rate some of this money will be paid back to the congregation.

At. Bishop Daly's request, Mother General is planning to provide accommodation for two retired Priests in part of the vacant space in the house. Estimates just coming in are in the region of £80,000 and over.

There is a scheme of maintenance work to be carried out on the house. The estimate £26,000 - £30,000. We hope that this work will be part grant aided.

An inspection which lasted three days was carried out by The Social Work Advisory Group, Dundonald House, in October. This inspection was very intense. The Inspectors are coming back again on the 17th. November for a final meeting before writing a report.

We ask God to continue to bless the work done by the Sisters in this house.

Signed:
(Regional Superior)

28th. October 1983.

J.M.J.+.
REPORT ON VISITATION

Nazareth Lodge, Belfast. Ioth - I6th November 1980.

Council Meeting in connection with the Visitation held I5th November I980

Presided over by: - SR 220 (Regional Superior).

Members Present: - Mother Thomas of Aquin (Superior) SR 29 (2nd. Councillor).

Observance of Rule and Religious <u>Discipline:</u>— There is a good Religious Spirit among the Sisters and they keep the Rule to the best of their ability. They are very united and helpful to each other. The special attention given to the invalided Sisters is very edifying. The Sisters are punctual at their prayers and at the Community Exercises. The Office is devoutly montoned. A Religious Priest gives a conference once a month and hears confessions afterwards. The Ordinary Confessor comes one a fortnight. During the Visitation the recreation was bright and happy.

Bursar's Remarks and Bursar's Store: The Bursar said she gets all that is necessary for the running of the house and there is a good stock of all that is necessary in the house. The Bursar is also caterer. Meals are well cooked and nicely served. Wine and spirits are under proper control.

Sisters' Part: The Sisters' part is kept clean and tidy. New bed room accommodation has been provided for the Sisters at the top of the house. This is nice and comfortable and much appreciated by the Sisters and leaves space for staff which was needed.

Chapel: The Chapel is kept clean and tidy. Sacred Vessels and Vestments are well kept and everything pertaining to the Chapel is in perfect order. The Tabernacle key is in safe keeping.

<u>Linen Room:</u> A tailoress is employed to do the sewing. The Sisters' habits are neatly made and accoring to regulations. Sheets are sent out to the public laundry.

Books ordered to be kepy: The Account Books and Registers are neatly written and are up-to-date. The Children's records are very well kept.

Employments: - Family Groups There are four groups of children.

16,9,15, II making a total of 51. There is a Sister in charge of each group, helped by a staff of 3 Residential Girls and 2 Domestics. The Sisters in charge are devoted to their work and leave nothing undone to make them happy and to prepare them for life. The children look healthy and happy. Their accommodation is suitable and the place has a homelike atmosphere.

Schools. St. Michael's School and The Nursery School are run by our Sisters. One Sister is in charge of the Nursery School and another Sister from here teaches in St. Michael's School. Children from the Parish attend both Schools.

ST. Joseph's Childrens Home. There are three Sisters here. St. Joseph's is run by the Diocese. One Sister is Matron, one in charge of the nursery Jection and one in charge of a group.

General Remarks. Since the last visitation much work has been done in this house. New bed rooms has been provided for the Sisters and their previous accommodation given over to the staff. The Group rlat on the 2nd floor has been modernised. A grant was given by the Department of Health and Social Services towards the work. The avenues and area in front of the house has been tarmaced. The financial position has improved and mother was able to repay 10,000 of the loan to Hammersmith last month. Our one worry at the moment is the decrease in the number of children coming into care.

Le are grateful to Mother Ceneral for giving us a Dister who is trained for Social Lork

(iii) Line Management Structure

An outline of the Management Structure is attached together with a small booklet about the Order so that if the members of the Tribunal wish they can obtain more detailed information about the background of the Order. As the Structure shows, while the Mother Superior (Sister-in-Charge) is directly responsible to the Mother General in Hammersmith, the Order has a Sister designated Mother Regional (Ireland) who is based in Dublin. Her function is to monitor the well-being of the Order's 8 Houses in Ireland and her inspectorial role in this regard has been carried out by visiting Nazareth Lodge on a regular basis, approximately 15/20 times per year. She would be the person who would assume responsibility for complying with Article 4(2) of the 1975 and Young Persons (Voluntary Homes) Regulations.

Mother Regional's visits to Nazareth Lodge are sometimes unannounced and on some of these visits she stays overnight or for a few days at her own discretion.

The Sisters, as a result of recent events in child care, and before they knew they were involved in the Inquiry, saw as an emerging problem the possible difficulty of a child being able to confide in those with direct daily contact. With this in mind the Sisters considered that additional monitoring was necessary and have asked 3 persons to act in a monitoring capacity within the Home and to visit the Home regularly. The persons have been chosen because of their social standing; their interest in the welfare of children, and in addition their professional background will help them to undertake the task. The monitoring team includes the General Practitioner to the Unit NL 123 , a retired Social Worker in the Department of Health and Social Services (Mrs. Muriel Sim) and the Headmaster of the local school (Mr. Murphy).

(iv) Placement Arrangements

Children are placed in the Home by the Health and Social Services Boards who at the time of placement allocate a named Social Worker to each child. The Board will have provided the Inquiry with full information relating to the duties of their Social Workers but there are two important functions which they carry out in respect of Nazareth Lodge.

The first of these is that they visit each child frequently and at least once per month. In this context review meetings are also held on a six monthly basis at which the House Parent/Assistant House Parent is in attendance to make available information required by the Social Worker.

The second important function relates to the ongoing supervision of the child in care and there is a requirement imposed on Nazareth Lodge that no child in care may be visited or released into the custody of visitors for outings, without the express prior approval of the Board's Social Worker. It is understood that when such a request is made to the Social Worker extensive enquiries are undertaken by the Social Worker into the background and suitability of the named individuals.

(b) Monthly Visits

Please see (iii) above.

(c) Social Worker Visits

As already mentioned, Social Workers appointed by the respective Health and Social Services Boards visit the children at least once per month and in practice more often, when issues arise. On these occasions Social Workers

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NAZARETH HOUSE, BELFAST. HOME FOR GIRLS.

STAFF;

in my days with the children we had very few staff. Tthrough lack of finance and other resources the employment of staff was very limited. We had no income from any public authorities and depended almost entirely on the kindness and generosity of the Belfast people. Four Sisters, three of whom were school teachers, had charge of four groups of girls, with 25 - 30 in each group, and no staff. A Sister, with a few young helpers, had charge of the nursery children, numbering 25-30. A Catering Sister was responsible for the meals and she had three or four staff, paid by the Sisters. One of the four group Sisters took care of the children's clothing and mending and for that she had two helpers. There was no money to pay other staff. No support was given from any source towards food, clothing, overhead expenses or any maintenance. Very small contributions might have been made from a parent or guardian on rare occasions. The children participated in little duties, such as making their own beds, cleaning and tidying the rooms and preparing the classrooms for school. This was a preparation for taking their place in later life.

SOCIAL WORKERS;

There were no social workers in those days, and little provision was made for training in that line. Some Sisters attended HOUSE-MOTHERS' COURSES in England. The Northern Ireland HOME OFFICE appointed a visitor to come occasionally to inspect the children's department. She would talk with the Sisters, see the children en masse, walk around the premises and see the books and records. At this time we had no Social Services, and no other help.

A nurse came to the school from the HEALTH DEPT. to examine the hair. She always remarked on the healthy condition and the cleanliness of their hair, and never had fault to find. The House Doctor made a weekly examination of ten children (taken in rota) regarding their health, weight, height etc. He was always willing to come in when called.

We had our own system of SOCIAL VISITS from an appointed committee, consisting of the School Manager, the Local Superior, two teachers from the school and the Sister in charge of the children. These met monthly and an appointee made a visit to the children's department, saw the children and reported back to the committee. Recommendations and suggestions were always attended to, and improvements implemented. This was apart from and Home Office or Social Services requirement; it was solely a Congregational policy.

SCHOOLING;

A fully recognised Primary School was in operation for children between the ages of 5 and 14 or older. The teachers were paid by the Education Authority, and the Government gave a grant of 65% on all school furniture and equipment. Later free books for every child were given. The standard of education was high, taking into account that the children were all deprived in some way. They lacked a broad outlook on life, they had little or no experience of normal home life, their environment was narrow as they had few contacts with adults, male or female. When St. Monica's Intermediate School opened (I think this was about 1958) the children aged 11 or older went there. This helped broaden their horizon somewhat. They mixed with different types of children, and formed friendships, some of which lasted many years. Promising pupils were sent to Orange's Academy for shorthand, typing and business methods, and they have followed business careers. Others went to Miss Dunn's Commercial School, or to learn hair-dressing, dress-making, nursery-nursing, catering schools in Portrush and Eire.

THE INQUIRY INTO HISTORICAL INSTITUTIONAL ABUSE 1922 TO 1995

Witness Statement of

will say as follows:-

- I have been asked to make a statement to the Inquiry because of my involvement with the Advisory Committee which was set up in the early 1980's.
- I had a long standing relationship with the Sisters of Nazareth because my aunt had been resident in Nazareth House for around twenty years and I got to know a number of the Sisters and the Regional Superior Mother Hilary because of my aunt's residence there.
- 3. At that time I was a senior administrator in the Eastern Health and Social Services Board and the approach by SR 36 was a personal one and did not involve the Board. SR 36 wished to bring together a group of professionals who could give advice to the Sisters in Nazareth Lodge who had responsibility for the care of the children. She asked if I would assist her by asking people with appropriate skills for their views.
- 4. I approached a number of persons who had professional skills in sociology, psychology, medicine, teaching and the law. All agreed to help and I gave the list to Sister Hilary who accepted their offer to help on a voluntary basis. I undertook to provide necessary secretarial support again on a voluntary basis.
- 5. I have seen references to the Committee being referred to as a Management Committee or some form of Management Committee and this is entirely incorrect. The Committee had absolutely no management or supervisory role in the Home nor was it involved in the appointment, dismissal or any other staff related issues.
- 6. The Committee itself met once a month and the Sisters in charge of the three groups would have attended and could have spoken to the Committee members and raised any matters of concern they had or discussed issues within the running of their groups with the full Committee and would have been given feedback or assistance on any concerns they raised.
- 7. The Committee was only involved with Nazareth Lodge. My memory was that Nazareth House had either stopped providing childcare or was reducing its childcare and that the children were all moving into the Nazareth Lodge environment. I cannot be clear about this as it was some considerable time ago.
- 8. The various professional members of the Committee would have been assigned to one of the groups within the Home and would have met with the Sister in charge along with the staff in the units and groups and also with the children. They would have visited a number of times in addition to the monthly committee meeting and their visits would have been to get to know the staff and children and to try to build some sort of relationship with each of the

Nazareth Lodge, 516 Ravenhill Road, Belfast.

17th August, 1984

Dear Mr. Donaghy,

I refer to the letter received from and I will set out the information requested below. I was surprised, and I think I should say slightly annoyed, that Nazareth Lodge should have been involved in the Inquiry, particularly as I had no prior notice. Mother General in Hammersmith has directed me and I myself wish to co-operate as fully as possible with the Inquiry and I hope that the following information is what is needed. If any amplification is required in any respect, do not hesitate to let me know.

(a) Management Structure

(i) Description of Home

The Home is owned and run by the Poor Sisters of Nazareth who are a charitable and religious Order of nuns whose Mother House has been established since 1864 in Hammersmith, London. The Sisters provide a home for deprived children where they are given, in so far as is possible, the care and attention which one would expect in an ordinary family situation. The Sisters also provide a similar service for old people in homes throughout Ireland and, indeed, throughout the world.

The Home for children in Belfast is known as Nazareth Lodge and is located at 516 Ravenhill Road. The Sisters began their work there in 1900 in modest accommodation which has been substantially improved and added to over the years. Nazareth Lodge presently provides a pleasant home for approximately 40 children and the cost of running the Home is approximately £300,000 per year.

(ii) Staffing

The ultimate responsibility for the Home rests with a Mother Superior (Sister-in-Charge) who is appointed for a period of six years by the Mother General who is based in Hammersmith, London. The Mother Superior is specifically selected having regard to her previous experience in the care of children and she is also required to have expertise in management matters.

Immediately under the Mother Superior are 3 Sisters known as House Parents: each of the Sisters has extensive experience in the care of children. The House Parent assumes direct personal responsibility for approximately one third of the children in the Home (i.e. there are between 10 and 14 children in each group) and would be virtually in daily contact with each child in the group. House Parents are assisted in looking after the children by 5 Assistant House Parents some of whom would have formal training in child care and all of whom would be chosen because of their aptitude and concern for the welfare of children.

The appointment of House Parents and Assistant House Parents requires the vetting and approval of the Department of Health and Social Services.

In addition to the 18 caring staff referred to above, there is a further 16 supportive staff in the Home handling such matters as catering, cleaning, laundry, etc.

/(iii) Line

(iii) Line Management Structure

An outline of the Management Structure is attached together with a small booklet about the Order so that if the members of the Tribunal wish they can obtain more detailed information about the background of the Order. As the Structure shows, while the Mother Superior (Sister-in-Charge) is directly responsible to the Mother General in Hammersmith, the Order has a Sister designated Mother Regional (Ireland) who is based in Dublin. Her function is to monitor the well-being of the Order's 8 Houses in Ireland and her inspectorial role in this regard has been carried out by visiting Nazareth Lodge on a regular basis, approximately 15/20 times per year. She would be the person who would assume responsibility for complying with Article 4(2) of the 1975 and Young Persons (Voluntary Homes) Regulations.

Mother Regional's visits to Nazareth Lodge are sometimes unannounced and on some of these visits she stays overnight or for a few days at her own discretion.

The Sisters, as a result of recent events in child care, and before they knew they were involved in the Inquiry, saw as an emerging problem the possible difficulty of a child being able to confide in those with direct daily contact. With this in mind the Sisters considered that additional monitoring was necessary and have asked 3 persons to act in a monitoring capacity within the Home and to visit the Home regularly. The persons have been chosen because of their social standing; their interest in the welfare of children, and in addition their professional background will help them to undertake the task. The monitoring team includes the General Practitioner to the Unit NL 123 , a retired Social Worker in the Department of Health and Social Services (Mrs. Muriel Sim) and the Headmaster of the local school (Mr. Murphy).

(iv) Placement Arrangements

Children are placed in the Home by the Health and Social Services Boards who at the time of placement allocate a named Social Worker to each child. The Board will have provided the Inquiry with full information relating to the duties of their Social Workers but there are two important functions which they carry out in respect of Nazareth Lodge.

The first of these is that they visit each child frequently and at least once per month. In this context review meetings are also held on a six monthly basis at which the House Parent/Assistant House Parent is in attendance to make available information required by the Social Worker.

The second important function relates to the ongoing supervision of the child in care and there is a requirement imposed on Nazareth Lodge that no child in care may be visited or released into the custody of visitors for outings, without the express prior approval of the Board's Social Worker. It is understood that when such a request is made to the Social Worker extensive enquiries are undertaken by the Social Worker into the background and suitability of the named individuals.

(b) Monthly Visits

Please see (iii) above.

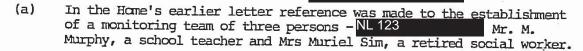
(c) Social Worker Visits

As already mentioned, Social Workers appointed by the respective Health and Social Services Boards visit the children at least once per month and in practice more often, when issues arise. On these occasions Social Workers

/consult

staff in the home. The formal and informal relationships are good and efforts are being made to involve staff in the running of the home and more particularly to involve staff in the planning and development of the children. The 'Primary Worker' concept referred to in the Social Work Advisory Group's report (1984) has already been introduced and improvements in training arrangements and pay have also improved morale.

(iv) Other Monitoring Arrangements



This team has been working since October 1984. Fach member of the team has agreed to take a special interest in one group and on average visit 2/3 times a month. Meetings are held with the Sister-in-Charge - usually every six weeks to review progress of the monitoring arrangements and the Monitoring Team are free to talk to any child or member of staff.

The appropriate member of the Team is shown any complaints or records of untoward events which may arise and signs the record to show that their attention has been drawn to the event. Equally the member is free to conduct such enquiries as they wish and to report to the Sister-in-Charge and the Mother Regional as they think fit.

At six monthly intervals the Monitoring Team is asked to produce a report of their work and their observations, and this report will be made available to the Sister-in-Charge; Mother Regional and a copy kept to be seen by the Department's inspection team.

(b) Recruitment and Training of Staff

The Social Work Advisory Group commented favourably on the training of Assistant Houseparents (para 6.5). Two elements of training were encouraged - the secondment of staff for professional training; and the opportunity for staff to attend short training courses in residential child care practice.

Both elements have in the past six months received attention. The Department of Health and Social Services has been asked for financial assistance and to help with the placement of two staff on an appropriate profesional training course. With the assistance of the Department arrangements have also been made with the Rupert Stanley College to have in-service training given to all caring staff in a course which will be given one day per week, extending over 12 weeks. The training will commence in March 1985.

In respect of recruitment, posts are advertised publicly and applications are considered, usually by the Sister-in-Charge and one other senior member of staff. Three referees have to be given and references are sought on behalf of persons who are shortlisted.

children went to their families for Christmas, Easter and weekends. Shopping was done as and when required. The older children usually shopped by themselves while the younger children were accompanied by staff to make their purchases.

- 13. All the children and young people at this time had social workers. The relationship between social services and the Sisters and staff was excellent. The social workers visited regularly and they were very supportive. The six monthly case conferences were strictly adhered to.
- 14. There was a committee of volunteers who met regularly and carried out inspections every month and were available for consultation. The committee comprised of a retired social worker, a barrister, a head teacher and a doctor. I cannot remember the others.
- 15. I trust the contents of this statement gives some insight into how life was life in Nazareth Lodge from 1986 - 1995. I have fond memories of my time there.

Statement of Truth

I believe that the facts stated in this v	witness statement are true.
-------------------------------------------	-----------------------------

Signed_

Dated 19 /11 /14



Notes on Questions Raised In Committee of Inquiry's Letter dated 26th February, 1985

Questions - Paragraph 4

(a) Management and Monitoring of Home



(i) Responsibilities of Mother Regional (Ireland)

These are described in broad terms in paragraph (iii) of the letter dated 17th August, 1984 which has been submitted to the Committee of Inquiry.

It must be said that Mother Regional's role provides effective monitoring of Nazareth Lodge even though, in all respects - such as making entries in record books; she may not fulfill the requirements of Article 4(2) of the 1975 Children and Young Persons Regulations.

For example, in addition to making visits to Nazareth Lodge, Mother Regional is often in communication with the Home about the progress of issues and at two monthly intervals she-meets with the Sister in Charge of all homes in Ireland.

During her visits, she often remains overnight and takes the opportunity to meet the children and staff and to familiarise herself with events in the Home.

Mother Regional does not routinely submit written reports to her superiors in Hammersmith but she will frequently make verbal reports.

(ii) Responsibilities of Sister in Charge

Mother Superior's role is that of an officer in charge of a children's home and her broad management responsibilities are referred to in (a) (ii) of the letter dated 17/8/84 sent to the Committee.

In two important respects her duties differ from those of an Officer-in-Charge of a Board children's home. Firstly she is resident and is available and on duty for most of the time. Secondly, the work is vocational and she has a total and dedicated commitment to the children and to the running of the Home. These statements are not intended to detract from the commitment which Officers-in-Charge of other homes give but the religious and vocational aspects have to be emphasised and indeed have often been praised in official reports.

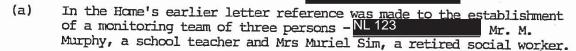
(iii) Relationships with Other Staff



Both Mother Regional and the Sister in Charge often meet the other

staff in the home. The formal and informal relationships are good and efforts are being made to involve staff in the running of the home and more particularly to involve staff in the planning and development of the children. The 'Primary Worker' concept referred to in the Social Work Advisory Group's report (1984) has already been introduced and improvements in training arrangements and pay have also improved morale.

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39

- 3.—(1) In these Regulations the following expressions have the meanings hereby respectively assigned to them, that is to say:—
 - "the Act" means the Children and Young Persons Act (Northern Ireland), 1950;
 - "administering authority" means the person or persons carrying on the voluntary home;
 - "child" means a person under the age of eighteen;
 - "Fire Service" means in the area of the County Borough of Belfast the Belfast Fire Brigade and elsewhere in Northern Ireland the Northern Ireland Fire Authority;
 - "home" means a voluntary home as defined by Section 98 of
 - primary school " has the same meaning as in the Education Act (Northern Ireland), 1947;
 - "the Ministry" means the Ministry of Home Affairs for Northern Ireland;
 - "training school" has the same meaning as in the Act.
- (2) The Interpretation Act, 1889, shall apply to the interpretation of these Regulations as it applies to the interpretation of an Act of the Parliament of Northern Ireland.
- 4.—(1) The administering authority shall ensure that each home in its charge is conducted in such a manner and on such principles as will further the well-being of the children in the home.
- (2) The administering authority shall make arrangements for the home to be visited at least once in every month by a person who shall satisfy himself whether the home is conducted in the interests of the well-being of the children, and shall report to the administering authority upon his visit and shall enter in the record book referred to in the Schedule hereto his name and the date of his visit.
- 5.—(1) The administering authority shall appoint a person to be in charge of the home:—

Provided that any person in charge of the home immediately before these Regulations come into force shall be deemed to have been appointed to be in charge of the home under this paragraph.

- (2) The person in charge of the home shall compile the records referred to in the Schedule to these Regulations and shall keep them at all times available for inspection by any inspector appointed by the Ministry.
- (3) The person in charge of the home shall be responsible for the custody of the medical records of each child and shall keep them at all times available to the medical officer or to any inspector appointed by the Ministry.

ANNEX C

INSPECTIONS OF NAZARETH LODGE AND VISITS TO THE HOME BY MoHA CHILDREN'S INSPECTORS

1950 Inspection by Miss Forrest and Dr Simpson (SNB 13671-3)

1950-2 Inspections (SNB 1542 and SNB 12781)

1953 Visit by Mr Hanna of MOHA, Mr Dunlop, Secretary, Mr Jackson, assistant Secretary and Miss Forrest (SNB 12784)

1954 Inspection by Miss Forrest and Mr Dunlop (SNB 16116)

Visit by Miss Forrest, Ms Wright and Mr Milligan from MOHA accompanied by architect Mr Randall in connection with renovation of toddlers nursery.(SNB 12787)

1955 Inspection by Miss Forrest (SNB 16129)

1957 We had many visits from Miss F and Mr Jackson in connection with the building of the new toddlers nursery.(SNB 12791)

1958 Miss Forrest paid a visit, accompanied by Miss Teacher from Australia (SNB 12794)

1959 Inspection by Miss Forrest and Dr Simpson (SNB 12796)

1959 Miss Forrest accompanied by Mr Alexander paid a visit. Miss Wright paid a visit during Easter week (SNB 12795)

1962 Inspection by Miss Hill (SNB 12802)

1963 CWC Visit (10031)

1964 Inspection by Miss Hill (SNB 12804)

1965 Inspection by Miss Hill and Dr Simpson (SNB 12805)

1967 Inspection by Miss Hill and Dr Simpson (SNB 12806)

1969 Miss Forrest came on 2 occasions during the trouble and expressed concern for our safety after a petrol bomb had set fire to St Monica's school next door (12808)

1970 Miss Hill visited (SNB 10044)

1970 Visit by Miss Forrest (50354). See also 10044 – KF visited – pleased with efforts to make children's quarters more like family group homes.

1970-1 from KF to NC See also "Standards of Accommodation in Children's homes" including NL document (15415)

1971 Visit by Miss Hill (50354)

Reference T. 398

P.C.

Nazareth Lodge

Here are some notes on the general conditions seen at to Home yesterday when we visited - as distinct from notes on to discussion with Rev. Mother.

There is no doubt one can feel much happier about the babies im the new Home. They were well-cared, well-clothed and fed. With 16 babies under six months they now hand-feed those under 4 months, while watching the others carefully at their feeds. Sister says it is possible to play with, handle, and talk to the others at other times. Two nuns were with these babies at the time of our visit. The biggest babies were making good progress in feeding themselves, holding their own beakers and so on. The whole premises - except the parts immediately above the laundry and boiler-house - were dreadfully cold. The central-heating system has still not been made to work satisfactorily, but in addition the boiler-man had let the hopper become empty so that such heat as there might have been was lost. The babies' hands were blue with cold and felt icy to touch, but they were however all warmly clad and had pull-ups on. The tiny babies were all right as they had an additional fire but the next in age were the worst. We suggested an electric fire as a booster till the system is put right.

The toddlers, 2 to 5, are also much improved. Nursery school was over for the day and they were temporarily in the care of one young girl. This was not sufficient, as at this age they are constantly needing to go to the W.C. and require to be supervised while doing so. However the children themselves were in good form and have become much more independent. Their speech seems better already.

The school-children are now the worst off and Rev. Mother agrees that they are not getting any sort of chance in life and cannot make proper development, especially those who have known nothing but this institutional care from babyhood. She aims to reduce the numbers to 100 and would like to have four good motherly women to help the nuns in charge of this group. A much larger staff than at present is absolutely essential. We saw little 5- and 6-year-olds sitting in a row with bare legs and feet waiting to get washed before supper. A slightly larger child stood facing them, hissing at them to "stay quiet". Some of this quietness and stillness was probably for the benefit of the visitors, but what an unnatural state of affairs! About half-a-dozen of these "little shrimps" were making up beds with the help of the one nun in charge. Two unfortunates who had soiled their pants were standing, dressed in little underpants only, on the tiled floor of the bathroom, waiting to be cleaned up and looking very miserable.

What is needed here is really fundamental re-organisation so that these little creatures can have some individual loving care instead of being dragooned. Rev. Mother resognises this and even went so far as to say that children playing in the gutte of the slums were better off, if they had father and mother to care for them, however poorly.

I am afraid the position here is that while the big boyn have benefited from moving to Rubane the little ones have suffered from their going to some extent.

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see P.S.

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- 1 Q. '87?
- 2 A. Yes.
- 3 Q. Then you came back again.
- 4 A. Two years later.
- 5 Q. In '89. So when you went into SWAG in 1975, did it at
- 6 that point have -- you mentioned this briefly in your
- 7 statement -- did it have the Department's inspection
- 8 regime to carry out?
- 9 A. Well, at that time we were -- the Department had
- a Social Work Advisory Group and initially I wasn't
- involved in any inspection work at all, but from about
- 12 -- I think the first inspections that I were -- was
- involved in would have been from about 1982.
- 14 Q. Do you know if prior to that date the power to inspect,
- the Department's Childcare Branch, were they expecting
- that to be exercised by the Social Work Advisory Group
- or do you think that was still in the Department, in the
- 18 Childcare Branch of the Department, because they are
- 19 both parts of the Department?
- 20 A. Prior to 1982 my understanding is there were a couple of
- ladies in the Department who would have carried out
- visits to children's homes.
- 23 O. That's Miss Forrest?
- 24 A. And Miss Hill, yes. They would have produced reports
- for the Department. I think -- and a lot of this is

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- 1 problematic to me, because I have difficulty remembering
- 2 -- but I think that the first inspections probably took
- 3 place around 1982 --
- 4 Q. And this, if I can --
- 5 A. -- by the Social Work Advisory Group.
- 6 Q. If I can just set the context of this, the scandal
- 7 relating to Kincora has broken. The Department put in
- 8 place then a response to that of an inspection cycle of
- 9 all children's homes, whether run by the boards or run
- 10 by voluntary organisations.
- 11 A. Yes. I think that's correct.
- 12 Q. And that was executed over a two to three-year period
- beginning around about 1982.
- 14 A. Yes.
- 15 Q. And the Social Work Advisory Group were the part of the
- Department that were given the task of carrying out that
- inspection system under what was -- I think it was
- 18 section 130 and later became in your time section 168 --
- 19 A. That's correct, yes.
- 20 Q. -- of the Children and Young Person's Act 1968.
- 21 A. Yes, that's right.
- 22 Q. Ultimately had you been given any guidance by this first
- inspection that you did in 1983 of, "What are we
- supposed to be doing when we're doing this work?"
- 25 A. Well, I guess we would have been inspecting against the

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- legislative requirements and also having regard -- well,
- were we given guidance? I'm not sure that we were. We
- 3 would have certainly been inspecting using our
- 4 knowledge, professional knowledge of what was good
- 5 practice.
- 6 Q. Yes.
- 7 A. So it would be a combination of those things I think.
- 8 Q. And you referred to the legislation. The legislation
- 9 was two-fold. It was the Children and Young Persons Act
- 10 1968 and that set out the Department's regulatory role
- 11 --
- 12 A. Yes.
- 13 Q. -- which you were effectively performing --
- 14 A. Yes.
- 15 Q. -- and then the Children and Young Persons Voluntary
- 16 Home Regulations 1975 --
- 17 A. Yes.
- 18 Q. -- which you were then checking against --
- 19 A. Yes.
- 20 Q. -- to see how the voluntary home was doing.
- 21 A. Yes.
- 22 Q. Ultimately -- we can bring it up as necessary -- the
- 23 principle that lay behind what you were doing was
- an obligation that was on the -- if we just bring up
- 25 quickly, please, HIA445. This was the regulation 4 duty

In Confidence

REPORT ON

NAZARETH LODGE CHILDREN'S HOME

516 RAVENHILL ROAD

BELFAST

Social Work Advisory Group

Department of Health and Social Services

OFFICIAL-SENSITIVE-PERSONAL SNB-50233

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INSPECTION REPORT ON: NAZARETH LODGE CHILDREN'S HOME

516 RAVENHILL ROAD

BELFAST BT6 OBX

1.0 INTRODUCTION

- 1.1 Nazareth Lodge is a large voluntary home for the residential care of children. Departmental records indicate a maximum capacity level of 58 children and young persons. The management in the home has accepted that, in practice, the number of residents is unlikely ever to exceed 40. The home is owned and administered by the Order of the Poor Sisters of Nazareth. The headquarters of the Order are in Hammersmith, London and regional oversight is exercised by Mother Regional who is based in Dublin.
- 1.2 The inspection was carried out in accordance with the provisions of Section 168 of the Children and Young Persons Act (Northern Ireland) 1968 by Mr N J Chambers and Mr H V McElfatrick of the Social Work Advisory Group on 10-12 October 1983.
- 1.3 The primary purpose of the inspection was to assess the standard of care provided by the home. It is recognised that inspection may raise anxieties and create additional work for staff. The advisers would like to express their thanks to the Mother Superior, Sisters, care staff and children for their co-operation and assistance during the inspection.

- 2.0 HISTORY, AIMS AND OBJECTIVES
 - Nazareth Lodge has existed as a children's home since 1899, when 2.1 "Fox Lodge" (formerly a home for Protestant boys) became vacant and was purchased by the Order of the Sisters of Nazareth. Large numbers of boys were admitted and were educated by the Sisters in classrooms within the home. In 1934, at the request of St Patrick's Orphan Society, the Sisters undertook the care of babies. This work continued at Nazareth Lodge until St Joseph's Baby Home was opened in 1953. In the same year the De La Salle Brothers opened a residential school for boys at Kircubbin, Co Down and from then on boys were transferred from Nazareth Lodge to Kircubbin as soon as they reached the age of 11 years. It was not until 1967 that girls were first admitted. In 1972 the wing, known as Bethlehem, was converted into 2 family group units and a little later 2 floors in the main building were also converted for 2 family group units. With a falling demand for places one of the units in the main building has been closed so that at present there are 3 groups with numbers varying between 11 and 14 children in each group.
 - 2.2 The following statement of the aims and objectives of the home was provided by the Mother Superior prior to the inspection:
 - to provide for the care of children in a residential setting (1)
 - to provide a caring, stable environment in which the spiritual, physical, emotional and social needs of the child are met

- to co-operate with the Department of Health and Social (3) Service's Area Boards and field social workers in making appropriate plans for the future of the child
- to create an atmosphere in which the child is enabled to (4) develop true Christian principles and values
- to ensure that opportunities are provided within the home and (5) outside it - through relationships with staff and other children, through contact with parents, social workers, teachers and friends, for the children to realise their full potential and gain a measure of independence - thus ensuring an early return to their own community.

DESCRIPTION OF THE FACILITY 3.0

- Nazareth Lodge is a large, 4 storey red-brick building located in grounds extending to several acres. The grounds also accommodate St Joseph's Children's Home, St Michael s Primary School and a nursery school. The home which is set well back from the Ravenhill Road is situated approximately $1\frac{1}{2}$ miles from the city centre.
- The gardens which surround the home are laid out in grass and are 3.2 well maintained. Apart from the roof and guttering which are understood to require attention the building appears to be in good structural condition. The home has been pleasantly decorated throughout. The use of wallpaper and carpeting and the introduction of lower false ceilings has done much to reduce the institutional appearance.
- To the side of the main building has been added a 2 storey 'L' 3.3 shaped wing. It is known as Bethlehem House and it accommodates 2 of the 3 groups of children at Nazareth Lodge.
- The arrangement of the accommodation on the ground and first floors 3.4 in Bethlehem House and on the 2nd floor of the main building is shown in the sketch plans at appendix A. The bedrooms for both units in Bethlehem are on the first floor. There are 8 single rooms, 6 double rooms and 2 rooms have accommodation for 3 and 4 children. At ground floor level in Bethlehem each unit has its own kitchen, dining-room, sitting-room, study and office. There is adequate

storage space and toilet provision. The Bethlehem units are located alongside each other and are joined by a corridor which runs through both. Nevertheless, the children are encouraged to keep to their own unit.

- 3.5 The staff quarters are located in Bethlehem House at 1st floor level between the children's bedrooms and the main house. These comprise 8 single bedrooms and there are bathroom and toilet facilities. There was no staff sitting-room when we visited but it is understood a room on the ground floor of Bethlehem House is being set aside for this purpose in the future.
- 3.6 In the main Nazareth Lodge building there is now only one group of children. Its accommodation is all on one level on the 2nd floor. Until a few months ago there was another group on the 3rd floor but with reducing numbers it was closed down and the children reallocated to the remaining groups. The 3rd floor accommodation is similar in layout to that on the 2nd floor. The accommodation on the 2nd floor comprises a study, a sitting-room, an office, a kitchen/laundry and dining-room. There is a staff bedroom, 4 single bedrooms and 4 larger bedrooms each of which accommodates 2 or 3 children. Each of the bedrooms has a wash-hand basin. The 2nd floor which is served by a lift has a stairway at either end. There are adequate bath and toilet facilities and there is a doorway at ground floor level giving direct access to this unit.

3.7 Nazareth Lodge also comprises a convent and accommodates a number of nuns who do not work in the children's home. The first floor is mainly occupied by a chapel. The ground floor has several large reception rooms which appear to be little used. To the rear of the building there is a large kitchen which provides the main meals for each of the 3 children's units. There is also a large dining hall but this is seldom used by the children, who have meals in their own units.

4.0 FIRE PRECAUTIONS

- Over the past year a considerable amount of work has been done to 4.1 improve the fire precautions. An automatic alarm system has been installed with smoke and heat detectors at various points throughout the home. There are alarm activating points and fire extinguishers on all floors and fire doors have been fitted to prevent the spread of smoke and fire. Emergency exits are clearly marked by illuminated overhead signs. Whilst there are no external fire escapes, except from the nuns' living quarters, there are internal stairways at each end of the Bethlehem wing. There are also stairways at either end of the main building which would provide alternative means of escape in case of fire.
- 4.2 The Children and Young Persons (Voluntary Homes) Regulations (Northern Ireland) 1975 require that there should be records of all fire precautions agreed upon after consultation with the fire authority. Now that the upgrading work has been completed it is appropriate that management, in consultation with the fire authority, bring its records regarding fire precautions up to date. It is recommended that this be done as soon as possible.
- It is not clear when officers of the fire authority last addressed 4.3 members of staff about the dangers of fire, the operation of fire extinguishers and on the subject of fire drills. A fire authority report dated 2 February 1983 indicated that such an exercise had taken place on 14 October 1981. No record could be found of any

more recent one. Clearly some time has passed since the last exercise and new staff have joined the home. It is recommended that a further visit from the fire authority be requested to keep staff informed about fire precautions.

Fire drills appear to have been carried out regularly until 4.4 20 September 1982. The fire drill book records that practices were held on 16 February 1982, 20 March 1982, 24 May 1982, 5 July 1982 and 20 September 1982. However, none has been recorded since September 1982. Fire drills have not been carried out since work commenced on the installation of the new fire precaution system a year ago. It is unsatisfactory that such a long period should occur without any practices being held and it is recommended that arrangements be made for one to be carried out at an early stage. It is further recommended that a system be developed to ensure that fire drills are carried out regularly in future.

5.0 MANAGEMENT

- There is no management committee for the home and full respon-5.1 sibility for the staff and children is vested in Mother Superior. She is also responsible for all aspects of the running of the home and for the Sisters of Nazareth who live there. In addition to the Sisters who work in Nazareth Lodge there are some others who work in the local schools and a few retired nuns. Mother Paul is accountable to the Mother Regional, who is based in Dublin. The latter visits the home 3 or 4 times a year. She has appointed 2 "councillors" who meet monthly to discuss the affairs of the home. These are 2 nuns, one employed within the home (Sister Ambrose) and another who works in the nearby nursery school (Sister Michael). Their meeting is referred to as the Council for the Community but its function appears to be more advisory and consultative than executive. Mother General, who is based at the Order's headquarters in Hammersmith also visits the home every 3years and looks at all aspects of the running of the home.
- is supported by 3 nuns who are in charge of the house units. One carries special responsibility for the co-ordination of case reviews. All 3 nuns meet with from time to time to discuss the running of the home. In this forum there is opportunity for discussion about possible changes in the organisation and running of the groups.
- 5.3 The home is divided into 3 functionally autonomous living units. In one unit there were 11 children. The other 2 had 12 and 14 children respectively. Responsibility for the day to day affairs

to the Sisters who are in charge of the is delegated by units. The regime varies between units and appears to be very much influenced by the ideas and attitudes of the Sister in charge.

The management style in the units appears to be rather autocratic. 5.4 Whilst there is some variation between them the Sisters tend not to consult with staff on matters of policy and practice and most of the staff feel that they have relatively little opportunity to influence decisions. In only one of the units are there regular meetings of the staff group. In general staff expressed the opinon that their views did not carry much weight with the Sisters. Whilst they all seem to enjoy working with the children few of them appear to have full job satisfaction because of the relatively limited role they are given. There are some signs of improvement, however. In one group staff now attend case reviews and it is understood that staff are being given access to the children's files. Such developments are to be welcomed but much more needs to be done to ensure that staff achieve their full potential. Management should find ways of increasing the role of staff in developing plans for the children. More attention should be given to their views about issues which affect their conditions of employment and matters concerning the care of the children. It is important that where staff do offer opinions these should receive sensitive consideration by management. To facilitate such a development it is recommended that regular group meetings be arranged within each of the units.

5.5 Staff duties are organised on a rota basis. The Sisters are available in the home at all times. The rota arrangements for the assistant houseparents vary from one unit to another but work is organised on the basis of a 40 hour week. It is arranged on a 3 week cycle with 7 days on/2 days off/8 days on/4 days off. In one unit there is generally only one member of staff on duty in the morning along with the Sister whilst in the other 2 units there are frequently 2 on duty with the Sister. In all units there are usually 2 members of staff on duty with the Sister in the afternoon and evening shift. In Sister Theresa's group, where most of the children go home for week-ends there is only one member of staff on duty with her for most of the time over the week-end. Most of the staff are required to work split shifts occasionally. Since all but one of the staff are resident in the home this arrangement appears to work fairly well, although it can be restricting for the staff. An example of the rota arrangements is provided at appendix B.

STAFFING AND STAFF TRAINING 6.0

- 6.1 The staff at Nazareth Lodge comprise the Mother Superior, 3 Sisters who act as leaders in each of the units and 9 care staff who are designated as assistant houseparents. One of the assistant houseparents is employed in a temporary capacity until a full time appointment can be made. One of the Sisters holds the Certificate of Qualification in Social Work (CQSW) but there are no other staff with professional qualifications in social work. One Sister and 5 of the care staff have completed the in-service course in social care and 3 further members of the care staff are currently attending this course at Rupert Stanley College. The third Sister is the holder of the Nursery Nurses Education Board (NNEB) Certificate. The Mother Superior is a trained teacher. The responsibilities which she carries appear to be mainly administrative and managerial rather than in the area of direct caring for children.
- 6.2 In addition to the caring staff there are 8 domestic staff employed on a part-time basis, a cook and 4 part-time assistant cooks. Reception duties are the responsibility of a nun who is assisted on a part-time basis by 3 others. Two men are employed on general maintenance work. They maintain the boiler, undertake minor repairs and look after the grounds.

- 6.3 The staffing levels in the home are low by comparison with those in other homes of comparable size. Allowance needs to be made for the commitment of time by the Sisters, who do not work a conventional 40 hour week. Apart from short periods of leave they are available to the children most of the time and they undertake sleeping-in duties. However, even allowing for this it is considered that the staffing levels are inadequate. Under present arrangements when a member of the care staff is on leave or f attending a training course there is often only one member of care staff on duty in the unit along with the Sister. The Castle Priory Report guidelines would suggest that a home of this size accommodating children aged between 3 and 16 years requires at least 18 care staff as well as the management staff. It is understood that agreement has been reached recently in discussion with Eastern Health and Social Services Board representatives, to have the per capita payment increased.
- 6.4 All of the care staff are female. It is considered important that children growing up in care should have the opportunity for contact with adults of both sexes. It can be advantageous to have male staff to help with the supervision of practical and recreational activities of adolescent boys. The employment of some male staff would give adolescent males the chance to model themselves on appropriate adult male figures. It is, therefore, recommended that in recruiting staff consideration be given to the possibility of appointing some men.

- 6.5 Three of the assistant houseparents are currently attending the inservice course in social care at Rupert Stanley College on a day release basis. The fact that these opportunities are being provided is welcomed and it is considered the course will be beneficial to the home in the longer term. However, as far as could be ascertained little consideration has been given to the possibility of seconding staff for professional training. The standard of practice in the home could be improved by providing such opportunities. The Department of Health and Social Services has provision for financial assistance to voluntary organisations wishing to second staff to professional training courses and it is recommended that consideration be given to seconding some staff to either Certificate of Qualification in Social Work or Certificate in Social Service courses.
- 6.6 It appears that few of the staff are enabled to attend relevant short training courses to keep them up to date with current thinking in residential child care practice. It is recommended that attention be given to this. The Department of Health and Social Services may be able to assist with the cost of fees where such courses are used.

7.0 PROFILE OF THE RESIDENTS

- 7.1 There were 36 children and young persons resident at Nazareth Lodge at the time of the inspection, a family of 4 children having been discharged home a few days earlier.
- 7.2 The ages of the residents range from 3 to 16 years. The oldest boy is in employment and most of the other children are at school.

 Approximately half of them are attending secondary schools and the others are of primary school age. A number attend special schools in different parts of the city.
- 7.3 All but 6 of the residents are in the care of the Eastern Health and Social Services Board. Two are from the Southern Health and Social Services Board and 4 have been placed by the Northern Health and Social Services Board.
- 7.4 Twenty-two of the residents are the subjects of Fit Person Orders and 11 are in care under Section 103 of the Children and Young Persons Act (Northern Ireland) 1968. The remaining 3 young persons are in care under Parental Rights Order.
- 7.5 Twenty-five out of the total of 36 are members of sibling groups.

 These include a family of 5, 2 families of 3 and 7 sibling pairs.

 With one exception, the family groups have been kept together in the home.

APPROACH TO THE RESIDENTIAL CARE TASK 8.0

- 8.1 Reference has already been made to the fact that the children are divided into 3 separate groups. Each group is staffed by the Sister in charge and 3 assistant houseparents. The approach to the residential care task varies from one group to another which makes it difficult to generalise about the overall practice within the home. However, the division of the home into 3 discrete units should provide increased possibilities for the needs of individual children to be identified and met.
- 8.2 The present staffing levels are such that staff do not have enough time to spend in direct work with the children. Few group activities are organised within the home other than trips to the swimming pool and staff are more involved in tending the children than in planning and activating programmes of care which are designed to meet their individual needs. The assistant houseparents describe their work as primarily the physical care of the children and undertaking a range of domestic duties. The latter includes cleaning up after meals, sweeping and hoovering, keeping bedrooms tidy and attending to all the younger children's laundry. In one group the emphasis on cleanliness and routine domestic duties appears to be excessive and all the care staff complained about the amount of time spent on domestic work. It is not inappropriate for care staff to be involved in a certain amount of domestic work but this should never be allowed to interfere with the important task of responding to the emotional and developmental needs of children.

There are a number of domestic staff employed in the home and it is recommended that consideration be given to rearranging some of the current domestic chores to permit care staff to have more time for direct involvement with the children.

8.3 In one group an effort is being made by the Sister to engage the care staff more actively in work with individual children. They are asked to take special responsibility for small groups of children such as those belonging to the same family. The elements of a primary worker system already exist in this group and can be further developed. In a primary worker system each member of staff is given responsibility for one or two children. The primary worker is expected to develop a close working relationship with those children and to play a major part in their lives. This will include setting aside time for discussion of personal problems, maintaining close contact with parents and relatives and, along with others, developing plans to meet the children's needs. Primary workers also attend to material needs such as helping young people choose their own clothes. They make detailed entries in the children's personal files, ensure that the files are kept up to date and are involved in the preparation of reports for case reviews. Since they have a good understanding of the needs and wishes of their children their ideas can be very helpful when future plans are being drawn up at case reviews. The primary worker system should ensure that no child is overlooked and it can lead to improved job satisfaction for the care staff. Consideration is being given to the development of a primary

worker system throughout the home. It is recommended that such a system be put into operation. The success of a primary worker system will, in part, be dependent on the availability of regular supervision for care staff.

- 8.4 Contact with parents is an important consideration for children in residential care. A number of the children go home at week-ends and this sort of family contact is encouraged. It appears, however, that the number of parents who visit their children in the home is small. Parents who visit the home have little communication with care staff and their contacts are mainly with the Sisters. Parents meet their children in a small sitting-room. They are not allowed to go to the children's bedrooms. The advisers consider that greater efforts could be made to encourage parental visiting. It is recommended, therefore, that more be done to make parents feel welcome and to encourage them to maintain regular contact with their children.
- 8.5 The children are permitted to bring their school friends into the home and they can visit their friends' homes. This helps to integrate them with the local community. In addition they are encouraged to participate in recreational activities in the locality. Many of them attend youth organisations such as the Scouts, Guides, Cubs and Brownies. As well as this they attend the Rosario Youth Club and go swimming at Castlereagh swimming pool. Some of the older ones go out to discos. Within the home itself

the children have access to a range of indoor games and most of them spend part of their leisure time watching television. Staff accompany groups of children to the pool and there are a number of volunteers who visit the home and take the children out.

- 8.6 For the past few years the residents have had visits from volunteers. This arrangement was established prior to the arrival of Nother Paul at Nazareth Lodge but she has been content to allow the visits to continue. There are benefits for children and staff alike in such an arrangement. It allows children access to adult male company in a home which is run entirely by female staff. In the light of recent events at some other homes it is considered that it would be prudent for the management of the home to satisfy itself regarding the background of anyone who is likely to have continuing contact with the children. It is recommended, therefore, that management should always make appropriate background enquiries regarding the credentials of persons offering to do voluntary work before linking them with the children.
- 8.7 The home has its own minibus. Staff, however, said that it is used infrequently. It can be driven only by the Sisters and appears to be used mainly in connection with special occasions and holidays. Staff and children have on occasion to walk quite long distances, for example, to the city centre, because money is not available for transport. It is unfortunate that an asset such as this is used so little when it could make a real contribution to widening the

children's experiences. It is hoped greater use can be made of the minibus in future.

- 8.8 As can be expected in any children's home the staff are confronted by incidents of misbehaviour by the children from time to time.

 These are dealt with in a variety of ways including the withdrawal of privileges. A young person may be refused permission to go to the youth club or watch television or he may find that his pocket money is reduced. Staff will sometimes remove an errant child from the group to talk to him about his behaviour. Where a child is isolated from the group it is normally only for a short period. If bad behaviour persists the situation would be discussed by the Sister with the child's fieldworker. The forms of discipline about which the advisers were informed were not excessive but the practice of reducing pocket money for misdemeanours is regarded as unsatisfactory.
- 8.9 The Sisters do not have their meals along with the children. Some of the care staff, although present at meal times, prefer not to eat the food provided as they do not find it appetising. It was noted that a small number of children did not finish their meals on the occasion when the advisers dined with them. Although the menus' record indicates that a balanced diet is provided the way in which the food is prepared and presented may need to be reviewed. It would be preferable if the Sisters and staff on duty were to dine along with the children in order to create a more family like environment. This would enable staff to be more aware of the quality of the meals. It is recommended that management take steps to satisfy itself that the meals provided for the children are appetising.

- 8.10 The supplies of food are purchased in bulk and the main meals prepared in the central kitchen. This is institutional practice which bears little resemblance to normal family life. Each group has its own kitchen but at present their supply of food is limited to items such as cereal, cheese, tea, bread and biscuits which means they can prepare nothing more than light snacks. There would be merit in setting aside a certain amount of money to enable young people themselves to be involved occasionally in the purchase of their own food. The budgeting involved and the actual purchasing would help them learn about the cost of living. There would also be merit in allowing the children to be involved in the preparation of their own meals in the group kitchens from time to time. It is recommended that consideration be given to ways in which such opportunities can be provided for the older children to obtain these experiences.
- 8.11 The Sisters undertake much of the purchasing of clothes for the children although staff may accompany the young people on shopping trips. Some of the older residents are permitted to make their own purchases and if they wish to use some of their savings for the purchase of certain clothes this is accepted. The recently developed arrangements for older children to make cash purchases are welcomed.
- 8.12 All the children receive pocket money, the actual amount varying according to age. For example, a 14 year old gets £2.30 per week whilst a 16 year old gets £2.60. The children are encouraged to

save some of their pocket money and normally about a third is set aside for savings. The rest can be spent according to the wishes of the children but at least some of it each week goes towards admission to the swimming pool or discos.

9.0 RECORDS AND REVIEWS

- 9.1 A register containing the date of admission and date of discharge of every child accommodated in the home is maintained by

 A separate discharge book is signed by the social worker who receives the child or young person upon discharge. These records were found to be properly maintained.
- 9.2 There is no record book for the recording of events of importance connected with the home as required under regulation 5(3) and schedule 2 of the Children and Young Persons (Voluntary Homes)

 Regulations (Northern Ireland) 1975. Some events of this nature are recorded in the daily log along with other less significant occurrences. It is recommended that events of importance should be recorded in a separate book.
- 9.3 A record of menus of the meals provided for the children is kept in a book in the kitchen. It is kept up to date and indicates that a balanced diet is being provided.
- 9.4 Comment has been made elsewhere in this report on the need for the records of fire practices and fire precautions to be brought up to date.

- 9.5 Case files are kept for each of the residents. These include the medical records required under regulation 5(4) of the Voluntary Homes Regulations. They also contain forms connected with admission to care, social history reports and progress reports. On most of the files there are school reports and freedom from infection certificates. Some of the files do not contain a copy of the court order which led to the child's committal to care. It is recommended that copies of the relevant court orders be obtained from the social services department for inclusion in the files. The case files also contain reports which have been prepared by the Sisters in advance of case reviews. Some of these are of a high standard, including clear recommendations for future work to be carried out with the children.
- Case reviews are held 6 monthly or more often, if necessary. 9.6 Normally they are chaired by the assistant principal social worker and attended by the fieldworker and team leader from the social services office. The home is represented by the Sister in charge of the unit in which the child has been placed and Recently some of the other care staff have been involved in the reviews. The reports of the case reviews are not always included in the children's files. These should be an important part of the files since they include the record of the agreed plans for each child or young person. It is understood that social services do not always send copies of the reports to the home. In these circumstances the care staff may not always be aware

of the plans to be followed with individual children. It is recommended, therefore, that social services be asked to ensure that a copy of the report of each case review is forwarded to the home for inclusion on the file. When this has been done it should help the care staff to be more aware of the part they are expected to play in putting plans into action.

10.0 SUPPORT SERVICES

SOCIAL WORK

10.1 The frequency of contact by social workers varies but most field-workers appear to visit, at least, monthly. Contact with social workers is usually by the Sisters but the other care staff appear to have little contact with them. As the primary worker system develops it is expected that there will be much more direct contact between primary workers and fieldworkers. This should help care staff to have a clearer picture of the role they will be expected to play with the children. There is already evidence that some primary workers are being asked to attend case reviews and contribute to the development of plans for the future care of the children.

MEDICAL

10.2 The medical officer for the home is Dr B Khosravi, 139/141 Ormeau Road. Most of the children are registered with Dr Khosravi or one of the other doctors in the practice, Dr I J Keenan or

The doctor visits the home weekly and is attentive to the medical needs of the children. Regular medical inspections are carried out for each child. These are done annually but arrangements are now being made for them to coincide with the children's reviews. The medical records were examined and found to be up to date. The service being provided by the medical officer appears to be satisfactory.

EDUCATION

10.3 The children attend a variety of schools including St Michael's Primary School, St Aloysius' School, and St Augustine's and St Monica's Secondary Schools. Other children with special educational requirements attend Greenwood House Diagnostic Centre, and Oakleigh and Harberton Special Schools. The youngest child attends the nearby nursery school. Contact with the schools is maintained by the Sisters but the care staff have little direct contact with the children's teachers. It is hoped that as the primary worker system develops within the home those staff designated as primary workers will be encouraged to develop direct links with the relevant class teachers with a view to keeping in touch with the children's educational progress. Care staff in the home supervise and assist with homework as necessary.

11.0 CONCLUSION

- 11.1 At present the home is acting as a general purpose children's home accommodating 36 children and young persons between the ages of 3and 16 years. Each of the groups has a number of children who have been in care for some time as well as some short-term children. One of the stated objectives of the home is "to ensure that opportunities are provided......for children to realise their full potential and gain a measure of independence - thus ensuring an early return to their own community". However, half the children in the home have been there for periods of 2 years or more and a quarter of them for 5 years or more. Few of the children present serious behavioural problems for staff. It is considered that more could be done in some of the units to prepare residents for independence and it is recommended that management give consideration to ways in which this can be achieved.
- 11.2 The future demands in residential care are likely to be different. It is expected that increasingly the demand will be for residential placements for adolescents who present difficult patterns of behaviour and require residential care for shorter periods. It is considered the home is not at present adequately prepared to meet such a demand and that changes will be needed if it is to retain its viability in the longer term. It is, therefore, recommended that management discuss with the Eastern Health and Social Services Board what sort of service is likely to be needed in future and make its plans accordingly.

12.0 SUMMARY OF RECOMMENDATIONS

- Management should, in consultation with the fire authority, bring its records regarding fire precautions up to date as soon as possible (4.2).
- A visit from the fire authority should be requested to keep staff informed about fire precautions (4.3).
- 3. Arrangements should be made for a fire drill to be carried out at an early stage (4.4).
- 4. A system should be developed to ensure that fire drills are carrried out regularly in future (4.4).
- Regular group meetings should be arranged within each of the units to 5. ensure that staff are given the opportunity to express their views about matters which affect their conditions of employment and matters concerning the care of the children (5.4).
- In recruiting staff consideration should be given to the 6. possibilility of appointing some men (6.4).
- 7. Consideration should be given to seconding some staff to either Certificate of Qualification in Social Work or Certificate in Social Service courses (6.5).

- 8. Staff should be given the opportunity to attend relevant short training courses periodically to keep them up to date with current thinking in residental child care practice (6.6).
- 9. It is recommended that consideration be given to rearranging some of the current domestic chores to permit care staff to have more time for direct involvment with the children (8.2).
- 10. It is recommended that a primary worker system be put into operation (8.3).
- li. It is recommended that more be done to make parents feel welcome and to encourage them to maintain regular contact with their children (8.4).
- 12. It is recommended that management should always make appropriate background enquiries about the character of persons offering to do voluntary work before linking them with the children (8.6).
- 13. Management should take steps to satisfy itself that the meals provided for children are appetising (8.9).
- 14. Consideration should be given to ways in which opportunities can be provided, from time to time, for the older children to be more involved in the purchase of food and in the preparation of their own meals in the group kitchens (8.10).

- 15. Events of importance connected with the home should be recorded in a book set aside for that purpose (9.2).
- 16. Copies of the relevant court orders should be obtained from the social services department for inclusion in the files
- 17. Social services should be asked to ensure that a copy of the report of each case review is sent to the home for inclusion on the file (9.6).
- 18. Management should give consideration to ways in which residents can be prepared more effectively for independence (11.1).
- 19. Management should discuss with the Eastern Health and Social Services Board what sort of service is likely to be needed in future and make its plans accordingly (11.2).

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Group B M1	1	M2	M3	M1	M2	М3	M1	M2	М3
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Mon 1-	1–9 7.	7.30-12 & 3.30-9	OFF	OFF	19	7.30-12 & 3.30-9	7.30-12 & 3.30-9	OFF	1-9
Tue 7.30-10.30 & 3.30-8.30		19	OFF	OFF	7.30-10.30	1-9	19	OFF 7	7.30-10.30
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Thurs 7.30-11	3.30-11	OFF	7.30-9	7.30-9	7.30-11	OFF	OFF	7.30-9	7.30-11
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Example of Rota Arrangements at Nazareth Lodge

APPENDIX B

Group C	M1	M2	M3	M1	M2	M3	M	M2	МЗ
Sat	OFF	84	2-10	2-10	OFF	8-4	84	2-10	088
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	& 4 - 10	& 2-8.30	ı		& 3.30-8.30			1	797400
Thurs	7.30-9	OFF	7.30-9.30	7.30~9.30	7.30-9	OFF	OFF	7,30-9	7,30-9,30
	& 2-8-30		& 4-10		\$ 2-8.30			x 2-8.30	05-7 25-7 0-10
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	& 4-11		& 2-8.30	& 2-8.30	& 4-10		l 	& 4-10	& 2-8.30

44

From: Judi Chaddock, Social Services Inspectorate

Date: 3 January 1996

To: Dr K.F.McCoy

Mr C.Stewart

Mr P.A.Conliff

SND 509

Mr P.Simpson Dr J.Harbison

CONFIDENTIAL

2

DI/ C TIONES

Re: ANNUAL INSPECTION OF NAZARETH LODGE CHILDREN'S HOME

1. Please find enclosed a copy of the report on the Annual Inspection of Nazareth Lodge Children's Home which was inspected in November. Six copies of the report have been sent to Nazareth Lodge.

- 2. Questionnaires received from several children during the inspection contained some allegations regarding behaviour from one of the Team Leaders, a Sister of the Order. These complaints were backed up by a letter from a member of staff who was leaving the agency during the inspection. These complaints have been passed to the Mother Regional of the Order and the Health and Social Services Trusts involved for investigation and a detailed report requested. It is understood that a panel has been set up to investigate the matters referred to which have not yet been resolved.
- 3. Since the inspection was carried out, Nazareth Lodge has announced its intention to close in 1997.

Judi Chaddock

Social Services Inspectorate.

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Na	AZARETH LODGE C		OME	
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REPORT OF THE ANNUAL INSPECTION OF:

NAZARETH LODGE, 516 RAVENHILL ROAD BELFAST BT6 0BX

TELEPHONE: 01232 491356

TYPE/FUNCTION OF UNIT

CHILDREN'S HOME

CHILDREN ON REGISTER AT THE TIME OF THE INSPECTION

AGE	MALE	FEMALE	TOTAL
<5	1		1
5-9	2	2	4
10-15	13	≝ 4	17
16-17	1	4	5
18		1	1
TOTAL	17	11	28

DATES OF INSPECTION:

30 OCTOBER - 10 NOVEMBER 1995

INSPECTOR:

JUDITH A CHADDOCK

OFFICIAL-SENSITIVE-PERSONAL

SNB-13816

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1. INTRODUCTION

- 1.1 The Social Services Inspectorate is empowered by the Department of Health and Social Services under Section 168 of the Children and Young Persons Act (NI) 1968 to inspect statutory and voluntary children's homes. Since 1985 voluntary children's homes have been inspected annually. The last inspection of Nazareth Lodge Children's Home was undertaken in September 1994.
- 1.2 Nazareth Lodge Children's Home is a voluntary home within the meaning of Section 126 of the Children and Young Persons Act (NI) 1968. It is registered by the Department of Health and Social Services under Section 127 of the statute and is registered to care for 30 children.
- 1.3 The Children's Home was established in 1899 by the Poor Sisters of Nazareth who are the administering Authority. Since 1967 the Home has admitted both boys and girls and cares for children in the 5 to 18+ age range.
- 1.4 The Home consists of an original Victorian building with annexes built in the 1960s and is situated alongside a primary and nursery school and another large voluntary children's home, a convent and church. It is sited off a main road and provides easy access to shops, schools, and leisure activities. Children accommodated within the Home make use of a range of local amenities.
- 1.5 A brief was developed for the inspection and is shown at Appendix 1.

Methodology

- 1.6 The information base for this report is:
 - the annual monitoring report
 - the monthly monitoring reports produced by voluntary visitors;
 - details provided by the Professional Head of Home on:
 - staff in post and children in residence on 1 October 1995
 - children discharged in the twelve months preceding;
 - an examination of a sample of fieldwork files;
 - information extracted from questionnaires completed by parents of current and discharged residents and by children resident;
 - inspection fieldwork;
 - the report provided by the inspecting medical officer;

•	the report provided by the assessor from the Management Executive
	Estate Services Directorate;

1.7	The Inspection was undertaken by Miss Judith Chaddock, Social Services
	Inspector, with Mr SND 509 Assistant Chief Inspector, as
	Inspection Manager. The Inspection team wishes to record their thanks to the
	professional manager, her staff and the children of Nazareth Lodge for their
	help and hospitality during the course of the inspection.

2. THE PURPOSE OF THE HOME

- 2.1 The aims of Nazareth Lodge are:
 - to provide a caring service based on a recognition of the individual worth of children, parents and staff;
 - to meet the needs of the whole child in accordance with statutory recommendations;
 - to help children achieve a socially acceptable level of behaviour and skills in order to facilitate:
 - their return to their natural family;
 - placement within a substitute family;
 - integration into the wider community.

These are shown at Appendix 2. It is noted in the Appendix that reference is made to residential care being provided for children in the age range 5-18+. Recent child care research and good practice indicate that normally the first placement of choice for a child under eleven would be a foster home and that placements under this age should be limited. It is therefore recommended that this age-limit in the statement of the aims be revised accordingly.

2.2 MISSION

The mission statement of the Home is:-

Quality care, quality services and quality living for children in residential care.

In order to achieve the aims of its mission statement, Nazareth Lodge plans to:

- value the unique worth of each individual child;
- promote the physical, social, emotional and spiritual well-being of children;
- nurture, care for and protect children in environments where they can feel safe and strive;
- enable and encourage children to grow and achieve their potential;
- respect the religious, cultural and ethnic origins and affiliation of children;

- recognise the value of parents and families and promote their involvement when responding to children's needs;
- create group living environments that are stimulating and characterised by open communication;
- recognise the importance re both the child and the group and ensure that individual needs are appropriately met within the context of group living;
- uphold the United Nations Convention on the Rights of the Child and encourage and enable children to assume their rights and responsibilities.

3. THE CARE POPULATION

3.1 On I October 1995 there were 28 children and young people in residence, seventeen boys and eleven girls. Two sibling groups account for six of the residents ie two groups of four and two. The ages of the residents, sex and residence prior to placement in Nazareth Lodge is set out in Table 1.

TABLE 1: Previous placement by age and sex

Previous			= _		Age a	nd sex						
Placement	< 5	5	5-9	10)-15	1	6	=1	7	1	8	
	M F	М	F	M	= F	М	F	М	F	M	F	Total
Parents	1	1	1	4	2	=	1	1	1	185		12
Relatives		-	₩	2	- 1	= =				(10.00)		2
Foster Home				4 =	-1						1	6
Children's Home	ISSUERT PRODUCTION	1	1	3	e mrt	111111111111111111111111111111111111111	1		1			7
Total	1	2	2	13	3		2	1	2		1	27*

- * One record omitted as no previous placement stated
- 3.2 From Table 1 it is evident that fourteen of the children and young people had been admitted to Nazareth Lodge from their own homes or those of relatives, seven from other children's homes and six from foster homes.
- 3.3 Nazareth Lodge was the first placement for six of them and second for three. However the number of children who had experienced multiple placements was high. Six children had experienced three placements, three four, one five, two six, two seven, one eight. Three children had experienced twelve placements and one child a total of fourteen placements. This is worrying because of the disruption to their lives.
- 3.4 Seventeen of the residents are within the 10-15 age range, six 16-18. However, four are between 5-9 and one is under five. Reference has already been made to this at Paragraph 2.1.
- 3.5 From Table 2, it is apparent that 24 residents have been living in Nazareth Lodge for three years or less. The majority had been there at least one year. Three had been there for four years and one for over five years.

TABLE 2:	Length of time	in current	placement	by age and sex
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Length of						Age a	and sex		0.754	Wa			
time in	<	< 5	5	-9 =	10	-15		6	W.	17	1	8	
	M	F	M	F	M	F	М	F	М	F	М	F	Total
< 1 year	1		1	1	3	1	III III	(III IIO)		175	11 201	111	7
l year			1-	1 1	4	=1			1=	1		I	10
2 years					3	2		1		I	5/17-		7
3 years													0
4 years					3	L							3
5+ years						11_		1	-	- 54			1
Total	1		2	2	13	4		2	1	2		1	28

- 3.6 All of the residents are the responsibility of a Trust. Twelve are from North and West Belfast HSS Trust, eleven South and East Belfast HSS Trust, two from North Down and Ards, one from Down and Lisburn. The remaining two are from Craigavon and Banbridge and Foyle. The Inspector considers that it would be preferable that children from these areas be placed nearer their own homes.
- 3.7 Twelve of the children and young people were the subjects of Fit Person Orders. Nine residents were in voluntary care within the meaning of section 103 of the Children and Young Persons Act (NI) 1968. Seven residents were Wards of Court.
- 3.8 All the residents are attending school. Two residents are on a training scheme.
- 3.9 Fourteen former residents, 9 boys and 5 girls, were discharged from Nazareth Lodge in the twelve months preceding the inspection date. Ten children went home to the care of parents or relatives, seven within one year of admission, one to a foster home, one to a children's home and two to training schools. Two were discharged after three years and one after 10 years.
- 3.10 Seven of the former residents were in voluntary care under Section 103 of the Children and Young Persons Act (NI) 1968. Four residents were Wards of Court, one subject of a Fit Person Order, two were on licence to training school.
- 3.11 Half of the former residents had been admitted from their parental home, the remainder had been admitted from a children's home or foster home equally.

4. EACH CHILD HAS THE RIGHT TO A KEY WORKER

STANDARD

"Children accommodated in a residential setting need to have one member of staff with the duty to represent and protect their interests, co-ordinate care planning, liaise with relevant others and access appropriate services."

- 4.1 Shortly after admission a keyworker is appointed to each child. Efforts are made to consider the child's wishes in relation to this appointment, particularly in relation to gender. It was apparent from the positive comments on the questionnaires returned to the Inspector that the children appreciated having this choice.
- 4.2 The keyworker is responsible for completing a monthly report on the child. The information basis for this report is drawn from daily records made on the child's individual log. The keyworker records all liaison activities undertaken with school or specialist services as well as commenting on relevant dental or medical matters.
 - 4.3 A record of daily events is made in each child's diary. These records are used to write the monthly report.
 - 4.4 The keyworker's role and tasks are clearly established in the Home's procedure manual which summarises the task as the "co-ordinator of information". In practice the keyworker is expected to:
 - establish a relationship with the child;
 - assist with life history and life-story book work;
 - arrange medical and dental examinations as necessary;
 - liaise with the school or employer;
 - encourage outside activities;
 - undertake individual work with the child;
 - involve family in the child's life, where appropriate;
 - explain to the child his/her rights and responsibilities.
 - 4.5 Within the home keyworkers can undertake art work, play or individual work sessions with children, often using video.
 - 4.6 Staff also assist social workers in completing child in care review forms and attend the review meetings.
 - 4.7 While the use of the keyworker means that individual care can be offered to children living in the home, the reality in Nazareth Lodge, as in other residential care, means that keyworkers inevitably have to take account of the needs of all the children, not just their key children.

5. EACH CHILD HAS THE RIGHT TO HAVE ACCESS TO PERSONAL INFORMATION HELD ON FILE

STANDARD

"The personal records of children may provide the only comprehensive overview of them and their families; they may also serve as a child's 'memory in lieu of family'. Children have a legal right to access their files and other personal records. Staff should be proactive in the use of case records as a practice tool and in encouraging and enabling children to record and access written material."

- 5.1 Each child has a residential case file which is stored in locked filing cabinets in the unit's office. In addition a field work file is held by each child's social worker.
- Appropriate Board forms, legal documents, review reports, and background information are filed on the residential case files, often with a photograph. The files are sectioned, up-to-date and well-maintained. Case decisions and plans appear to be readily available as an aid to residential staff in their work with children.
- 5.3 Residential staff also complete an individual daily log in respect of each child. It was noted that there are occasional gaps. Children are aware of the existence of this record. Since last year, a daily contact record sheet has been introduced which is used to record all contacts telephone calls, discussions, for example.
- 5.4 Children's house-meetings are now held on all units following the recommendation in last year's inspection report. This system of regular house meetings and the sharing of information in an open manner is welcomed by the children. In some units, notes of the meeting are made by the children themselves, in others, a member of staff assists by writing these notes. Matters brought up are then discussed at each unit's team meeting.
- 5.5 Children can choose to see their records and are encouraged to sign and date them if they do. Children can now record their dissent or a different view if this is their wish. However, the Inspector was advised that very few children request sight of their records.
- 5.6 Key workers also consult children about reports which they are preparing for their "child in care" reviews. They are also afforded the opportunity to put their own views forward through participating in review meetings.

6. EACH CHILD HAS THE RIGHT TO COMPLAIN

STANDARD

"The vulnerability of children in residential settings require informal and formal channels through which they can make representations, express disagreements or complain about any aspect of their care. The group living environment may cause some children to experience difficulty in making their concerns or anxieties known. While the culture should be conducive to the informal resolution of minor issues, children need the protection of formal systems to ensure that complaints and concerns are given due consideration and properly investigated."

- 6.1 Nazareth Lodge has adopted the Eastern Health and Social Services Board's booklet "A Guide for Children in Residential Care and their Parents" (Blue Book) to provide care information and details on the complaints procedure to children and their carers.
- Complaints made are recorded in the home's complaints register which is kept centrally and in the children's files. Two formal complaints had been made since the last inspection of the home. The first concerned an allegation by one young person that he had been bullied by another resident. This matter was discussed with staff and the young person. The matter was resolved to the young person's satisfaction. The second concerned a complaint that a member of staff brushed against a resident. This was discussed with the young person as there was some confusion over the member of staff concerned. The young person stated he did not wish to pursue the matter.
- In the review of the logs and files the Inspector noted several occasions where reference was made to complaints. The records suggest that these matters were dealt with either within the home or referred to social services for investigation but do not appear to be recorded in the complaints register. Care must be taken to record all complaints in the register and it is recommended that this is done. At the time the inspection was taking place, the procedure manual incorporating the difference between a 'complaint' and an 'untoward accident' was being revised as recommended in last year's inspection report.
 - In discussion with the children and from the questionnaires returned by them to the Inspector, additional matters of concern were identified. The Inspector has drawn these complaints to the attention of management at Nazareth Lodge and the HSS Trusts responsible for the children involved. These matters are now subject to investigation. All children confirmed that they know how to make a complaint but two did not have a contact card. Generally, children expressed satisfaction with the routines of the home. When asked what they would like to change, the majority of children made no comment. Some suggestions for change include the following: "going out more often", "more pocket money" "only girls in the home" "change the nuns", "go home", "the food" and "go swimming more often". Other comments include "I wonder

if there has been any progress with a community home"; "Thank you for the questionnaire I want to complain about loud music as it is difficult for me to concentrate on study for my 'A' levels. Also my food has been stolen". "I don't think it is right that I have to use my pocket money on fares when I go out." "I would like to see more support for the 'few' children who go through the care system and yet still have a genuine interest in school and a desire to do well. I would like to say there is no other home like Nazareth Lodge. I like living here and enjoy it too". Issues raised in the questionnaires have been discussed with staff.

- 6.5 Pocket money is given to the children from which saving is encouraged. One unit provides daily pocket money for younger children, adolescents receive their allowance on a weekly basis. One young person expressed dissatisfaction about having to spend pocket money on fares.
- 6.6 A pay telephone is located in the hall-way of the ground floor of the Administration Building. The recommendation made in last year's report has been implemented. The Inspector was pleased to note that pay telephones have now been installed in each unit and calls can be made in privacy. The Inspector was advised that young people are able to use the office telephone for calls to their family and social worker.
- Parents of the children resident were asked for their views by questionnaire. 6.7 There was a response rate of 33%. All commented that when they visited their children they were made to feel welcome and had access to a room to meet their children. All, except one, confirmed that they knew how to make a complaint. All said that they thought their child was generally well cared for in the home. All confirmed they were invited to attend care reviews and all except two said they usually attended. The majority felt their views were taken into account. In answer to the question what is good about the home, parents answered: "They are settled there", "Getting to know the staff that are dealing directly with them and I think that works well with my children", "My son seems to get on well with everyone and the staff are very good to him and so is Sister. But he would still like to be back home". "Being taken out by the staff and playing the piano". "School". Asked what would make things better in the home, parents commented: - "If the kids could have home visits", "More staff", "I think things in general are ok at the home".
- 6.8 There was a response rate of 15% from former residents who were also sent a questionnaire inviting their views about the Home and care received there. Confirmation was received about the fact that they felt they could talk to their keyworker, they knew how to make a complaint, they were invited to care reviews, and generally attended and that their views and comments were listened to. They could also make telephone calls without being overheard. Comments made by them include: "Activities were good". "A private room was provided for my family to visit, tea and coffee were available". "Some of the bedrooms don't get any light and are stuffy". One young person

L	alleged that he was confined to his room for 22 hours after absconding.
	Management are looking at this comment.
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7. EACH CHILD HAS THE RIGHT TO EDUCATION

STANDARD

"Life opportunities, future employment and income are largely determined by educational attainment. The expectation of children and the educational opportunities available to them should be enhanced by the environment in which they live. The residential setting should be one in which education is valued, children's educational needs are actively addressed and each child is encouraged to attain his/her full potential."

- 7.1 Children, where possible are maintained at their existing school on admission to Nazareth Lodge. This applies mainly to children living in the Greater Belfast area. Taxis are occasionally used to transport children to their own school. One young person travels by bus to her school in Newcastle. For the majority there is the close proximity of St Michael's Primary School and St Joseph's College in adjoining grounds.
- 7.2 Education is valued within the home and children are encouraged and assisted in completion of their school work. A set time after school is allocated to homework and staff are actively involved with the children as they undertake this task.
- 7.3 There is a wide range of books, board games and educational toys for children's use within each unit. Some children are also members of the local or school library.
- 7.4 Liaison arrangements exist between keyworkers and the various schools. These contacts are recorded on the monthly report. School reports are also available on the residential case file.
- 7.5 Outside activities are encouraged and children can attend Irish dancing, drama, gymnastics and a range of sporting activities if they wish. The Home has close links with the Rosario Youth Club which a number of children attend. The Sports Hall within the complex is also used. Most units have pets, either a dog or a budgerigar, and the children are encouraged to look after them.

8. EACH CHILD HAS THE RIGHT TO HEALTH

STANDARD

"The relationship between health and social inequality is well established by a number of empirical studies. Children in care generally come from families experiencing considerable social disadvantage. In addition the psychological and emotional effect of separation from the family may predispose children to physical or emotional ill-health. The health care of children, therefore, needs to be addressed as a priority within a comprehensive health strategy."

8.1 On admission the children either remain on the panel of their family practitioner or transfer to that of the Home's medical officer, who visits the home every week. These children are medically examined by their own doctor if possible. An annual medical examination is performed with consent in the case of older children.

RECORDING

- 8.2 Each residential care file has a medical record card which records contacts with the doctor. It is a clearly marked segregated section which is easy to find. It is clear that a high standard of record keeping is maintained.
- 8.3 To ensure that a comprehensive medical history is available, efforts are made to acquire information on the family's medical history and the child's previous medical conditions.

ADMINISTRATION OF MEDICINES

All units maintain a drug administration record book which records all medication. Medicines are stored in a locked medical cabinet which the doctor checks periodically. There are separate books for recording the administration of prescribed and non-prescribed medications. Children over 16 years with asthma are generally allowed to carry their own inhalers. When children with asthma are admitted, staff members can attend the asthma clinic at the GP's surgery. This is considered useful.

TRAINING

All staff are alert to and able to recognise the early signs and symptoms of illness. Residential staff have received First Aid training from St John's Ambulance Brigade. The availability of a number of staff with such skills is welcome as minor matters can be competently dealt with and staff's ability to identify the need for professional medical help enhanced. However, kitchen staff have not received such training. This is referred to in the Health and Safety and Fire Report at Appendix 3.

OTHER HEALTH CARE

- 8.6 Dental care is the responsibility of the keyworker who arranges a dental examination shortly following admission and thereafter at 6 monthly intervals. Details of dental care are recorded on the child's monthly report form. If a child is not already registered with a dentist, they are registered with a local one.
- 8.7 The Home has established consultancy links with a number of agencies such as the Young People's Centre, the Child Care Centre, Whitefield House, Child Guidance and Educational Psychology. Such links ensure the availability of specialist advice as and when required. A doctor from the Young People's Centre is available on request to provide advice on management of children with specific behavioural difficulties and this is of considerable benefit.
- 8.8 The Home operates a non-smoking policy and children under 16 are not permitted to smoke. The Independence Training Unit does, however, have a smoker's room which adolescents may use. Usually, however, those who smoke do so in the grounds.

9. EACH CHILD HAS THE RIGHT TO TRAINING FOR LIFE-SKILLS

STANDARD

"The formal and informal aspects of the care experience should provide children with the skills, competencies and knowledge necessary for adulthood and citizenship. The acquisition of living skills is a process which should commence on admission to care and be individually tailored to meet the needs of each child in a structured and planned way."

- 9.1 The monthly report compiled for each child has a section entitled "Progress Towards Independence (social skills as appropriate to stage of development)". This emphasis on children receiving training throughout their period in care to assist them towards independence is helpful.
- 9.2 Children, as their age permits, are encouraged to undertake various self-care tasks or chores within the units.
- 9.3 Young people also receive clothing monies which they can use to purchase their own clothes. Receipts for these purchases are returned to the unit so that a record can be kept.
- 9.4 Children are encouraged to visit local shops and to make purchases. One unit encourages children to accompany staff to shop for food items. This is a useful practice and it is recommended that other units could usefully follow this.
- 9.5 An Independence Training Unit has been developed within the home as a stepping stone to life in the community. Both social workers are responsible for the care programme for residents in this unit. They devise skills programmes for the residents with the aim of developing the necessary compencies for them to take full control of their lives on leaving care. They work in association with the field social worker. Normally the work undertaken with the young person is on a contract basis outlining the respective expectations of the young person and staff. This covers areas such as day time work, time keeping, laundry working, shopping, self care, social presentation, health care, cleaning, money management and leisure. It is reviewed every few weeks. A formal review is held every six months. The contract is currently being reviewed.
 - 9.6 An After-Care service is available and aimed primarily at young people leaving the unit to live dependently in the community. An After Care social worker is responsible for this service. Three waking care assistants provide overnight cover.
 - 9.7 An on call service has been designed to offer support to the waking staff as well as direct and appropriate intervention in a crisis situation involving young people in the unit. Staff are very appreciative of the support it offers.

- 9.8 The Operational Policy Document for the Independence Training Unit has been developed covering the mission statement, aims-impact, service, logical objectives, philosophy of independent living, staffing/on call service, resources, after care service, method of work, referrals, assessment plan, monitoring and evaluation procedures.
- 9.9 Evaluation of the service is obtained from information through:-
 - 1. assessment schedules for young people.
 - 2. questionnaires given to parents.
 - 3. questionnaires given to young people.
 - 4. questionnaires given to other agencies.

The Inspector considers this document useful.

9.10 In last year's report it was recommended that priority be given to the Independence Training Unit to acquire property in the community in order to assist young people to give a more realistic picture of life prior to their discharge from care. It is disappointing to note that no progress appears to have been made in this regard. The Inspector was advised that a proposal for an after-care strategy has been put forward by staff. The issue of the need for such a facility is being considered by the N&W HSS Trust who are currently trying to assess the need for such a service. The Children (NI) Order 1995 raises the profile of young people leaving care and after care provision and it is recommended that the after-care strategy proposal be considered for adoption at an early date.

10. EACH CHILD HAS THE RIGHT TO A HOMELY AND SAFE LIVING ENVIRONMENT

STANDARD

"The building, furnishings and decor of a child care facility should be domestically attractive in size and character. Children should experience their environment as "ordinary" and similar in terms of furnishings and equipment to the homes of their peers. Homeliness extends beyond the fabric and style of the building and staff are responsible for the ambience of warmth and hospitality. They are also responsible for ensuring the environment is safe and healthy."

- 10.1 The Children's Home is sited within a complex owned and administered by the Sisters of Nazareth. One unit is located on the third floor of the Convent's Victorian red-brick administration building; the others lie in an adjoining more modern flat roofed, two-storey L-shaped annex, known as Bethlehem House. With the exception of the Independence Training Unit all have a separate entrance. There are extensive grounds which facilitates a range of outdoor activities as well as a sports hall for indoor use.
 - 10.2 The unit sited within the Administration Building (Unit I) has a living-room, study, kitchen, dining area, children's and Sister's bedroom located off a central corridor. Bathroom facilities are separately located.
- 10.3 The Independence Training Unit is on the first floor of the annex wing linking the Administration Building to Units 2 and 3. These Units share ground and first floor accommodation. Bedrooms and bathrooms are located on the first floor. There is little natural light along these corridors, except for that available from sky-lights.
 - 10.4 Children are accommodated in single rooms. This is appropriate particularly in view of how vulnerable some are to behavioural problems and traumatic past experiences. Additionally, it provides children with the opportunity to have private space and an area which they can personalise. Children are allowed to keep personal belongings locked up in their rooms if they wish.
 - 10.5 All units have rooms which allow parental and social work access without disruption to children or staff.
 - The design of the building, its size and location, gives an overall sensation of institutionalisation, despite considerable efforts, in terms of furnishings and fabric, to try to reduce this problem. For the longer term, the Inspector recommends that consideration should be given to relocating the services provided by the Home in the community. Part of the Independence Trading Unit should be relocated away from the Home as a matter of priority in order to assist young people adjust to a life on their own.

11. EACH CHILD HAS THE RIGHT TO LIVE IN AN ENVIRONMENT WHICH IS REGULARLY MONITORED IN COMPLIANCE WITH STATUTORY REGULATIONS

STANDARD

"Monitoring and inspection are safeguards for children and staff and should be carried out in a planned way using explicitly stated standards. Monitoring provides a mechanism for regular scrutiny which assists with the development of good practice."

- Under the terms of Circular HSS(CC)6/83 and Circular HSS(C)2/88, on Monitoring of Residential Child Care, voluntary organisations are required to have in place arrangements for monitoring their residential child care services and to submit annual monitoring statements to the Department of Health and Social Services. A monitoring statement on Nazareth Lodge for the year 1 April 1994 to 31 March 1995 was received from the Administering Authority prior to the commencement of the inspection.
- 11.2 The Children and Young Persons (Voluntary Homes) Regulations (NI) 1975 establishes a series of requirements:
 - a. Appointment of visiting officer with reporting functions (Section 4.2)

Members of the management committee visit each of the units on a monthly basis. Each unit has 2 visitors. At the end of 6 months the 2 visitors exchange roles. As required a report on the visit is made. Generally all statutory records are signed as required.

b. Appointment of Person in Charge (Section 5) (1)

The Sister Superior of the Order is the Sister-in-Charge with the statutory responsibility for the work of the children's home.

Appointment of Medical Officer and details of duties (Section 7) (1)
 (2))

Dr A McAuley is the Home's Medical Officer. He visits the Home on a weekly basis and visits the units to see children as required. His annual medical report dated 12 October 1995 states that there is an "excellent standard of care at Nazareth Lodge".

d. Dental Care Arrangements (Section 8)

Shortly after admission each child has a dental examination and thereafter is subject to regular review. Dental visits are recorded on the child's monthly report.

e. Notification to DHSS (Section 9.1)

The Administering Authority for Nazareth Lodge is aware of its responsibility to notify the Department in certain circumstances.

f. Fire and Accident Precautions (Section 10)

Last year a recommendation that the number of children involved in each fire drill was recorded was made. This has been done and number of staff involved, date, time, and time taken to evaluate the building. Fire practice drills were held on 12 occasions since the home was previously inspected. The Northern Ireland Fire Brigade visited Nazareth Lodge on 26 March 1995 and 10 April 1995 and was satisfied that the premises met current fire safety standards. Further comment is made in the Health and Safety and Fire Risk Assessment report in Appendix 3.

g. Religious Observation (Section 11)

The ethos of the Home is informed by the faith of the Administering Authority. All Catholic children regularly attend mass and are encouraged in the practice of their faith. At meals and bedtimes collective prayers are recited. The religious needs of non-Catholic children are catered for by contacting local clergy who arrange for the children to attend church. At the time of the inspection, 3 children were of another religious denomination.

h. Visits by parents/guardians (Section 12)

Family contact is encouraged unless access is restricted for a particular reason. Generally these take place in sitting rooms or visitor's rooms. Children and young people may also visit or have visits from their own friends though they must be "approved" and the visits are closely monitored.

i. Control (Section 13)

Order is maintained by personal influence. Misbehaviour is dealt with by a range of sanctions eg time out in bedroom, additional chores, deprivation of a personal possession, outing or TV Programme, fine (minimal) or making payment towards restitution.

j. Directions relating to the accommodation of children (Section 4)

The home is registered for 30 children and young people.

k. Maintenance of statutory records (Section 5 (Schedule 2)).

All statutory records are maintained namely:

- the admission and discharge register;
- events of importance;
- fire drill register;
- menu book.

The central admission and discharge register is the statutory record. The voluntary visitor generally signs the statutory record on a monthly basis. In addition, each unit keeps its own admission and discharge register.

Records of events of importance are kept separately on each unit. The type of incident recorded varies from a relatively minor accident to more serious events such as children fighting with each other, absconding, aggressive behaviour, self-mutilation and causing damage to property. One assault on a staff member was also detailed and was subject to investigation by the RUC at the time of the inspection.

The formal monitoring report for 1994-95 shows that there were 124 events of importance recorded overall. This record includes some incidents caused by a group of young people who were extremely challenging to staff and have since been discharged. Since April 1995 there appear to have been 142 incidents of which % relate to the current residents. A recommendation was made in last year's Inspection Report that an ongoing analysis of events of importance should be made in order to determine possible triggers. It is disappointing to note given the number of occurrences that such a system has not yet been introduced. However the Inspector was advised that the operational policy of the Home is currently being reviewed by the Professional Head of Home and that an ongoing analysis will be introduced shortly. It would be most helpful if this analysis could be completed shortly before the Annual Inspection so that a current picture could be obtained.

It is encouraging to note that following last year's report the recommendation that confidential post-traumatic stress counselling from specialist staff outside the Home be offered to staff after traumatic incidents has been implemented and that Nazareth Lodge has contracted with South and East HSS Trust to buy such a service for its staff when required. The Inspector was advised that the service has already been taken up and found useful by a staff member.

Menu books are fully maintained on three units. The records show that the meals are generally nutritious, although sausages and chips are available. Since last year, a change has been made and puddings are not provided during the week. Yoghurt, ice-cream and fresh fruit are now available instead. The

food for the main meal is prepared in the Home's central kitchen for serving at tea-time during term time. During holidays, the main meal is at lunch time. The main kitchen is staffed by helpful staff who are most anxious to offer a balanced nutritious diet taking the likes and dislikes of children into account. Accordingly, kitchen staff ask children periodically for their preferences to be made known. However, the children are not involved in the preparation of the main meal. It would be more like a normal domestic environment if the children are able to be involved in the preparation of the main meal on the units along with breakfast, lunch and supper. Such a recommendation was made the previous year but it has not been found possible to implement this. The Inspector was advised that it was due to health and safety constraints.

12. EACH CHILD HAS THE RIGHT TO BE CARED FOR BY STAFF WHO HAVE APPROPRIATE TRAINING, SKILLS AND SUPPORT

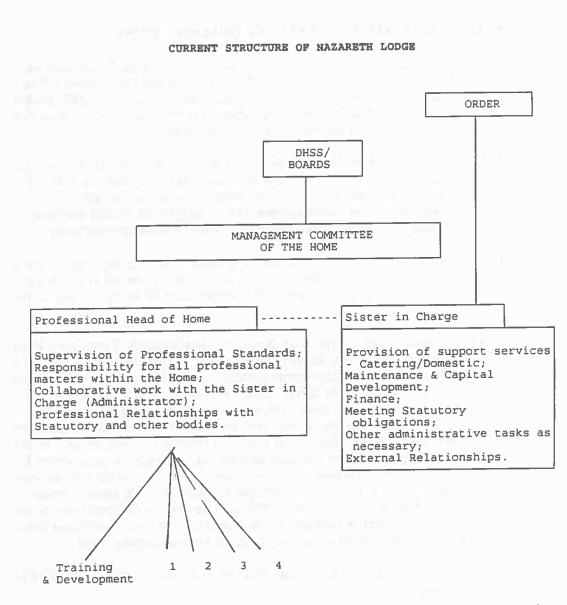
STANDARD

"Staff are the most vital resource in providing quality care. They are also role models for children. Recruitment, training and support policies should recognise this and should ensure that staff are enabled and equipped to fulfil their duties to children. The personal and formal qualities which staff bring to the task of caring for children should create a living environment which is child-orientated."

- 12.1 The quality of staff employed determines the quality of care provided to children. This section will consider staffing in the following context:
 - Management structure;
 - Number of staff and level of qualifications;
 - Support systems for staff.

MANAGEMENT STRUCTURE

12.2 Professional and operational management responsibility for Nazareth Lodge Children's Home lies with the Superior General of the Order, who is based in Hammersmith, London, the Regional Superior based in Dublin and Sister Superior based at Nazareth Lodge. In September 1995 changes were made to the management structure and operational management of the home was delegated to the Professional Head of Home with responsibility for the four units, training and development. This is a new structure which is shown in the following diagram.



- 12.3 One sister was promoted to the Professional Head of Home post, one sister has left to undertake a course of training and only sleeps there at weekend. Thus only one Team Leader is a sister. Three acting Team Leaders were appointed internally from professionally qualified staff within the home.
- 12.4 The Professional Head of Home reports to a management committee, comprised of professionals from a number of backgrounds, which is non-executive, consultative and advisory.

NUMBER OF STAFF AND LEVELS OF QUALIFICATIONS

- 12.5 On 1 October 1995 there were 27 staff in post including the Professional Head of Home, 4 Team Leaders, Care Staff and Training and Development Officer. Of these, seventeen staff were professionally qualified to CSS/CQSW/DipSW level; three staff are now at various stages of professional training. Two staff have returned from professional qualifying courses.
- 12.6 There is a high level of female staff (74%) It is important that children experience direct care from both male and female members of staff. The Inspector understands that staff are aware of the gender imbalance of staff. Nevertheless, it is recommended that Management should continue to consider the gender imbalance of staff when making appointments.
- 12.7 Four temporary staff are presently employed to replace staff on qualifying courses or absent from the Home. A pool is maintained of available staff. This has been of great benefit and enabled cover to be maintained on the units.
- 12.8 A member of staff sleeps in on three units. In addition the Professional Head of Home (Sister) and another Team Leader (Sister) supplement this staff cover. This places considerable demands on that individual, who following a full day on duty then is responsible for sleep-in duty with one other staff member who has also been working during the day. On the Independence Unit, a waking member of staff is employed. Many children in the Home have been sexually abused, and there is a potential for peer abuse. In last year's inspection report a recommendation was made that the arrangement for sleep-in duties is reviewed. This has been done. The waking staff member from the Independence Unit undertakes a periodic walk-about in order to supplement cover on the units. This is undertaken at different times of the night. The check is recorded in a hard-backed book with observations about the numbers of children and young people present carefully noted.
- 12.9 A review of the rota shows that cover on each unit is generally provided as follows:
 - in general two residential social workers are on duty each morning, one having done sleep-in and the other starts at 8 am. Shifts usually start at 7am on weekdays and 8am at weekends.
 - three staff are normally on duty each evening up to 8 pm. Two staff sleep in and there are variable finishing times for the others. [between 7pm to 10pm].
 - two staff cover on Saturday and Sunday, one from 8am-2pm and then from 1-9pm. Occasionally only one staff member is on duty at a weekend. The rota is supplemented heavily by pool staff or the Team Leader on one unit.

- 12.10 The Inspector was told that on a number of occasions only one staff member was on duty each shift and that this could mean supervising two units.

 Unqualified staff are sometimes not rostered in with qualified staff on shifts and could be on duty on sleep-ins.
- 12.11 It appears that the level of cover leaves no margin for error or emergency, events such as resignations or sick leave. Minutes of team meetings and discussion with staff suggest that covering the rota has been a problem and it has become the focus of discontent. The practice is that a 4 or 5 week rota is available. However at the time of the Inspection, there appeared to be a problem over this practice in one unit.
- 12.12 High quality care would indicate that qualified staff are rostered alongside unqualified staff. More significantly current staffing levels mean that their therapeutic work with the key-worker system cannot always be followed through and practical tasks which have to be carried out have to predominate. Team leaders sometimes act as care workers which restricts their managerial and team building roles. This could possibly be due to the acting team leaders feeling their way in their new posts. However, at the moment it is vital that these two aspects are not neglected.
- 12.13 The general stress emanating from the changes in the units has contributed to a feeling of difficulty in coping and subsequently low morale. If not tackled now, this low morale could have a detrimental effect on the quality of care given to residents. It may be useful to compare the level of staffing here to that of other residential units. It is therefore recommended that management consider all staffing issues including the establishment level and rota system.
- 12.14 Staff at the Home are appointed on the same salary scale as that paid by the Trusts. Some of the benefits are not in line with Trusts for example sickness benefit and holiday entitlement but it is understood that a Pension Scheme is to be introduced in April 1996. In order to improve this drain on the Home's resources and to assist in retention of staff, it is recommended that management considers the introduction of a package of enhanced measures of conditions of service.

SUPPORT SYSTEMS FOR STAFF

- 12.15 The formal systems of support are:
 - staff handover meetings
 - team meetings
 - supervision
 - training

STAFF HANDOVER MEETINGS

12.16 The staff handover meetings are normally led by the Team Leader. The units have daily hand-over meetings involving all the staff coming on and going off duty. To ensure continuity, consistency and clear communication all staff on duty normally attend the briefing session.

TEAM MEETINGS

- 12.17 Team meetings in the units take place generally every month or six weeks. The focus of the meetings tends to be practice related. An agenda is available for each meeting. Staff are notified of the date, time and venue and can suggest items for addition to the agenda. Notes are kept of these meetings, although unfortunately the minutes had been lost on one unit. The Professional Head of Home attends these meetings on a periodic basis in order to keep up to date with developments in the units. The four Team Leaders meet the Professional Head of Home at a weekly management meeting to review practice and discuss operational matters.
- 12.18 Despite these arrangements, the Inspector noted that staff felt that account was not taken of their professional qualifications and expertise and consequently felt undervalued.

SUPERVISION

- 12.19 The Professional Head of Home obtains support from the Mother Regional and also from the Management Committee. This is a new management post and supervision would be beneficial to the Professional Head. It is therefore recommended that a professional supervisor is sought from the main user, N&W HSS Trust. The Professional Head of Home supervises the team leaders who in turn supervise the care staff responsible to them. The procedures manual states that supervision should occur on a monthly basis. In practice, however, supervision occurs less frequently. On average staff are supervised every 4 to 8 weeks. Formal supervision is recorded and a practice has developed whereby the supervisee records the sessions. The Team Leader does not always sign the report and it would be helpful if this were done. However, informal supervision takes place on an ongoing basis as required.
- 12.20 In addition staff appraisal interviews are conducted on an annual basis to identify training needs on both an individual and corporate level. Following consideration of all the needs, an in-service training programme for the year is drawn up by the Training and Development Officer.

TRAINING

- 12.21 Considerable importance is attached to training as is demonstrated by the secondment of staff members to professional training on the Diploma in Social Work Programmes and the appointment of a Training and Development Officer who acts as Practice Teacher to staff on the Diploma in Social Work Course.
- 12.22 This officer undertakes a training needs analysis in every Autumn and an inservice training programme is drawn up which is thus relevant to staff. It is noted Team Building Training was undertaken in one unit which could usefully be extended to all units. In view of the current and impending changes it is recommended that Team Building Training is extended to all units. The Induction Training for newly qualified and newly appointed staff was found particularly useful. However, the Inspector notes that induction training had not been provided for the Acting Team Leaders but notes that this was due to take place following the inspection. The change from undertaking operational care duties to those of a supervisory nature is considerable and the Inspector was pleased to note that such training had been planned.
- 12.23 The Training and Development Officer receives supervision from the Professional Head of Home on a monthly basis and supervision is available on an informal basis as required.
- Managers are actively working towards achieving a fully qualified staff group by 1997. At the moment one of the Team Leaders is not a professionally qualified social worker. It is important that all managers are professionally qualified and it is recommended that management consider this matter. All staff are encouraged to pursue professional training and are facilitated to attend pre-selection training. The emphasis on training in situ and developing an in service training programme based on the identified training needs of staff is commended.

ADMINISTRATION

12.25 General administrative duties for the Home are carried out by a Secretary who is based centrally in the Administration building. Extra secretarial help was available at the time of inspection. Wordprocessing, photocopying and administrative facilities are available and appear adequate. However, the Inspector notes that a large number of records are hand-written with varying degrees of legibility.

13. CONCLUSION

- Nazareth Lodge had implemented a new management structure shortly before the inspection took place and inevitably there have been some teething problems which have resulted in anxiety for staff and low staff morale together with dissatisfaction with some conditions of service. Despite this staff present as a caring group who gain considerable support from each other and management staff who are committed to delivering good quality care to the children. The importance afforded to training by the Agency is welcomed. Professional social work training has raised issues for a number of staff in terms of career opportunities, future role once qualified and conditions of service with the Agency. Relationships with the HSS Trusts and purchasers of services appear to be good. However the design and location of the building give an overwhelming sense of institutionalisation. There are also a number of important health, safety and fire risks raised by the Inspection. Management must tackle all these issues and grasp the nettle now if the standards for residential child care set out in "Quality Living Standards of Residential Child Care are to be fully realised prior to the introduction of the Children (NI) Order 1995.
- 13.2 It is in the context of this period of significant change for the agency that the current Inspection was conducted. The Inspector recognises that a number of comments and recommendations being made in the report will be challenging to the management committee and staff of the home. However they are not being made with any gratuitous pleasure but in an attempt to assist the home with a history of service to children to continue to make a valuable contribution in the future. The Social Services Inspectorate will be pleased to offer any assistance that it can to be enable the home meet the challenges ahead.

14. RECOMMENDATIONS

The following recommendations are made on the basis of the inspection:-

- 1. The age limit of the children admitted to Nazareth Lodge be revised accordingly [Paragraph 2.1].
- 2. All complaints are recorded in the register [Paragraph 6.3].
- 3. Children accompany staff to shop for some food on all units [Paragraph 9.4].
- 4. The after care strategy proposal be considered for adoption at an early date. [Paragraph 9.10].
- 5. Consideration should be given to relocating the services provided by the Home in the community giving priority to part of the Independence Training Unit. [Paragraph 10.6].
- 6. Management continue to consider the gender imbalance of staff when making appointments. [Paragraph 12.6].
- 7. Management considers all staffing issues, including the establishment level and rota system. [Paragraph 12.12].
- 8. Management considers the introduction of a package of enhanced measures of conditions of service. [Paragraph 12.14].
- 9. Professional supervision be sought from the main user, N&W HSS Trust for the Professional Head of Home. [Paragraph 12.19].
- 10. The Team Building Training programme be extended to all units to counteract low staff morale. [Paragraph 12.22].
- 11. All Team Leaders must hold the professional qualification in social work. [Paragraph 12.24].
- 12. Matters for consideration regarding health and safety and fire risks are to be found at the front of the report on Health and Safety and Fire Risk Assessment at Appendix 3. The report makes some specific recommendations and in addition offers advice on how optimum standards for Nazareth Lodge can be achieved. It is recommended that Management considers this report and in particular, those aspects which have a direct bearing on the safety of users and staff.

BRIEF FOR THE INSPECTION OF CHILDREN'S HOMES IN THE VOLUNTARY SECTOR

Background

1.1 The Children and Young Persons Act (NI) 1968 (Sections 130 and 168) places a duty on the Social Services Inspectorate to ascertain to what extent the Voluntary Organisation is carrying out its responsibility to provide a safe and comfortable home.

There also have been a number of Inquiry Reports which have an influence on the care and treatment of children, the most recent of which has been the report by Sir William Utting entitled "Children in the Public Care". The findings of such reports will be considered when the inspection of each home is undertaken.

2. Aims and Objectives

- 2.1 The primary aim of the inspection is to examine the policies, practices and monitoring arrangements for residential child care services in the Voluntary Agency and to make recommendations where appropriate.
- 2.2 Within this overall aim, particular attention will be paid to the following topics during the inspection:
 - a. the aims and objectives of the individual homes in the context of the Agency's policy as well as overall child care policy of the Health and Social Services Boards who refer children;
 - adherence to statutory requirements;
 - c. the operation of the monitoring system;
 - d. the operation of the complaints procedure;
 - e. the decision-making process;
 - f. the staffing of the home including the impact of Hughes 6;
 - g. a profile of the residents;
 - h. the quality of life in the home and
 - i. the views expressed by parents and by the children and young people in care.

3. Boundaries of the Inspection

3.1 The inspection will include all children's homes managed by Voluntary Agencies and are undertaken on an annual basis.

4 Method

- 4.1 The inspection of the children's homes will follow the following procedure:
 - a. Letters to the Director/manager of the Voluntary Agency only, letters to the General Manager, Director of Social Services and Unit General Managers notifying them of the intention to carry out an inspection. The letters to the Director/Manager will request information on the staff, children, aims and objectives of the home(s), and copies of the various monitoring reports.
 - b. Arrangements will be made to distribute letters about the inspection to all children currently living in the home(s) and their parents and to any who have left within the last year, giving them the opportunity of meeting the Inspectors or completing questionnaires.
 - c. The Inspectors will examine the information supplied by Management of the home(s) and forward the questionnaires on staff and children to the Statistics and Research Branch for analysis.
 - d. A meeting will be held in each home with representatives of Management and the staff of the home to clarify any of the information supplied to the Inspectorate that requires discussion and to explain the process to staff.
 - e. The inspection itself will involve spending up to 5 days in the home.
 - f. Any matters which appear to the Inspectors to give rise to concern about the welfare of the children involved will be brought immediately to the attention of the Managers.
 - g. A draft report on the home will be prepared after the fieldwork and issued to the project/facility manager, to check for factual accuracy. The final version of the report will be issued to Director/manager of the Voluntary Agency. A summary of each report will also be prepared for wider distribution.

5. Inspection Team Composition

- 5.1 The Inspection Team comprises Mr N J Chambers Assistant Chief Inspector as Inspection Manager and Miss J A Chaddock, Social Services Inspector.
- 5.2 The Inspection fieldwork in this instance will be carried out by Miss J A Chaddock.

AIMS		
		AINS
	8	To provide a caring service based on a recognition of the individual worth of children, parents and staff.
	<u>27</u>	To meet the needs of the whole child in accordance with statutory recommendations.
	-	To help children achieve a socially acceptable level of behaviour and skills in order to facilitate;
		(a) their return to natural family
		(b) placement within a substitute family
		(c) integration into the wider community
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		ORGANISATIONAL OBJECTIVES
	_	To provide residential care for children in need of care,
		protection or control
r e	-	To provide residential care in the age range 4-18 years
L	-	To provide planned admissions/discharges
	(+)	To require written agreements about the terms and conditions of care which are in language appropriate to the child's age and understanding.
U	-	To have sufficient members of staff to meet the personal, social and learning needs of the children.
L	3 # :	To have staff with professional training appropriate to their role and function.
ш	-	To have a comprehensive staff development Policy.
	77	To provide supervision, support and consultancy for staff.
	-	To have clear guidance from Senior Management about role and function.
П	-	To have a complaints procedure for residents.
-	-	To have a procedure for dealing with 'Untoward Incidents'
L	-	To have a written Policy on the Care/Control of children.
	-	To have an effective recording system relating to delivery of service.
	-	To have a health and safety regulation Policy.
П	_	To have an anti-discrimination Policy.
	(50).	To have a recognised system of quality control and monitoring of standard: of care.
	NB	The word child is used throughout to denote a child or young person
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		SERVICE_OBJECTIVES
0	-	To provide a planned and stimulating environment which gives care control and nurture, appropriate to maintaining and promoting the emotional. physical well being of children.
	œ	To involved children in decisions which affect their lives assuming that children are able to make or learn to make appropriate choices for themselves.
	() -	To recognise children's rights to privacy, independence and choice within the limitations imposed by their age and understanding.
	=	To offer continuity of personal care provided by a small number of staff known and trusted by the children which enables professional relationships to develop and where the child is respected and valued and not rejected as a person even though specific behaviour may be unacceptable.
	+ 1	To keep families in touch with their children and involve them in providing care when it is appropriate.
	4	To maintain links with the community, with easy access to health, leisure and education services.
	-	To ensure that ethnic, religious and cultural factors are respected.
U	_	To treat children and their families with respect and dignity.
	_	To have constant awareness that the needs of the children are paramount.
	-	To engage children where appropriate in counselling sessions and $groupwork$.
	ner .	To have an after-care plan.
	-1	To have good relationships with other professionals such as teachers, doctors, psychologists, youth workers, etc.
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		IMPACT OBJECTIVES
U	*	To maximise children's potential for social, personal, educational and religious development.
	_	To have children's needs met and to enable them to understand Why the are in Care, Where they came from and Where they are going.
		To know that their behaviour has an impact on other people.
lπ	-	To understand how the behaviour of other people can affect them.
	-	To learn and develop social and life skills.
L		To be able to express a caring attitude towards other people.
	977	To be able to manage a weekly budget.
1	7	To plan a weekly nutritious menu.
L	-	To do their own shopping for food and provisions.
	-	To cook a simple nutritious meal.
	-	To keep themselves clean and tidy.
	_	To be familiar with agencies which exist to give them advice and assistance.
	-	To be able to ask for help.
L	-	To be knowledgeable about relationships and sexuality.
	-	To attend school regularly.
		To have a job or youth training.
	iπ	To have the opportunit to pursue their own interests and develop their talents.
	742	To be able if necessary to make a complaint.
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HEALTH & SAFETY & FIRE RISK ASSESSMENT

Nazareth Lodge Children's Home 516 Ravenhill Road, BELFAST



Assessor:

R Hagan

Date:

November 1995

SUMMARY REPORT Health and Safety and Fire Risk Assessment Nazareth Lodge Children's Home 516 Ravenhill Road BELFAST BT6 0BX Nazareth Lodge subsists of a number of distinct buildings as follows. The Main Block: is a 5 storey building (ground and 4 upper floors) built in solid loadbearing brickwork, and finished externally in smooth red clay facing brick, in Flemish Bond. The roof has a weathering of natural slates supported on a framework of timber queen post roof trusses, purlins and common rafters. This building is just a few years short of celebrating its centenary. This is Nazareth Lodge. Adjoining this building is a 2 storey, long narrow block, built in cavity wall construction and finished externally in red rustic facing brickwork. The roof is weathered in concrete interlocking tiles on a framework of timber rafters. This unit interconnects with the Main Block on both its floor levels. Attached at right angles to the end of the last block is a further 2 storey unit of similar design and construction. Both of these buildings are Circa 1950's. These latter buildings have had 2 storey, full length flat roofed extensions added at a later date. Collectively these buildings are known as Bethlehem House.

OFFICIAL-SENSITIVE-PERSONAL

SNB-13854

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U	Detached from these buildings and to the rear is a substantial Recreation/Concert Hall, built
	in similar style and construction as the Main Block, and of the same era.
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fi	A further detached single storey unit of inferior construction provides accommodation for a
U	Maintenance Workshop/Store and Laundry, and a small single storey terrace of outbuildings
	completes the buildings on site.
l l	From a combination of observations made on the premises and answers provided by staff to
n	a number of questions, optimum 'Health and Safety and Fire Precautions Standards' could
	be attained by consideration and implementation of the following. These comments are not
U	listed in any particular order or order of priority.
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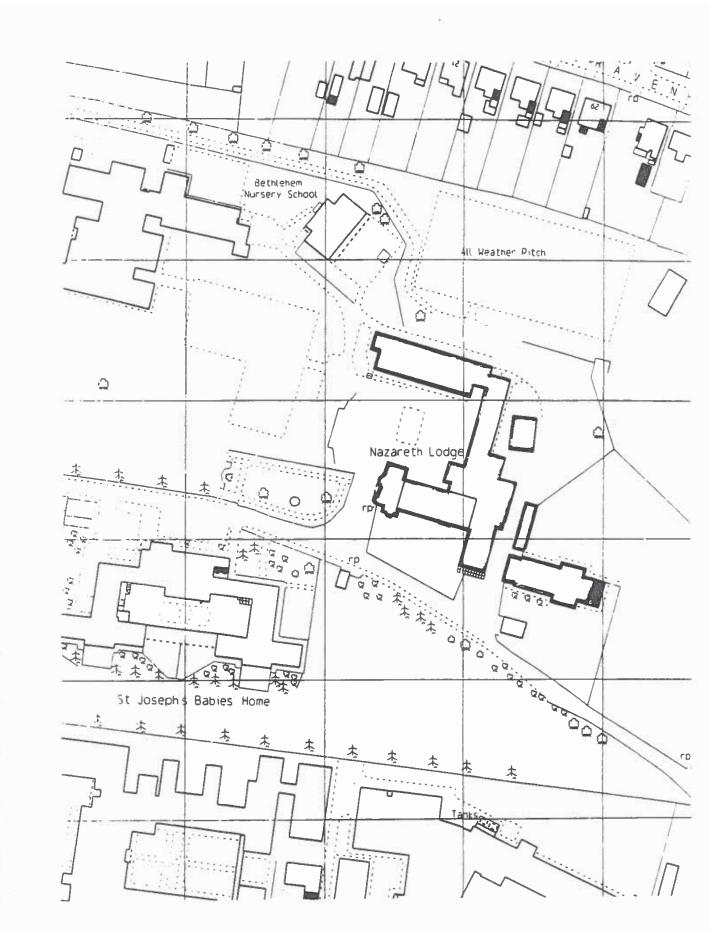
back door of the main building.

Attached to the rear of the Recreation Hall is a derelict glass roofed lean to conservatory. It would be sensible to have this rotten timber and broken glazed roof structure removed before it collapses and causes injury to someone.



for the Director

Estate Policy



NAZARETH LODGE CHILDREN'S HOME

Scale 1:1250

HEALTH AND SAFETY RISK ASSESSMENT

MANAGEMENT ISSUES

- Is there a Management Health and Safety Policy Statement.
- Are there written procedures on all Health and Safety matters.
- Are there arrangements for liaising with contractors, who are required on the premises.
- What are the arrangements for consulting with staff and union safety representatives.
- Is there a policy on safe custody of keys.
- Is there a no smoking policy in operation.

RECORDS

- Are up to date records kept of for example Lifts, Boiler, Equipment etc.
- Staff Training.
- Accidents/Incidents.
- Is there an Accident/Incident Book.
- Do staff know where it is kept.
- Are all reportable accidents reported to the enforcing Authority eg (Riddor)
- Have all (general, Health and Safety, COSHH, manual handling and personal protective equipment) assessments been made.
- Are results implemented in working practices.

STAFF TRAINING

- Are all existing staff trained (including night staff).
- Are new staff given induction training.
- Is refresher training provided.
- Are all staff/contractors informed of policies and procedures.
- Is sufficient supervision provided.
- How is the effectiveness of training evaluated.

Nazareth Lodge

COMMENTS

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COSHH (CHEMICALS)

- Have health hazards from all substances currently used, been assessed.
- Are control measures implemented.
- Are staff trained about safe procedures.
- Are staff trained to use protective clothing.
- Are procedures for spiilages in place.
- Are new staff trained before using substances.

FLOORS

- Are there slippery surfaces.
- Are spillages cleaned up immediately.
- Are carpets frayed.
- Are floor surfaces suitable for use, non-slip, flat.
- Are all floor finishes suitably maintained.
- Are there tripping hazards/obstructions.

WATER TEMPERATURE

- Are thermostatic mixing valves providing water at the required temperature.
- Is the temperature comfortable.

DRUGS

- Are drugs kept on the premises.
- Who is responsible for the safe keeping and handling of drugs.
- Are they stored in a proper lockable cabinet.
- Who holds the key.
- Is a record kept of all drugs in the premises and for whom they are prescribed.
- Are residents drugs locked in bedroom cupboards.

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CiPS	s presended medicines cux	X
Resi	dential Social work Staff	*
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STA	AIRS	COMMENTS
•	Are they well lit with good natural light.	Ver
•	Are the coverings/nosings in good condition.	des
•	Are they free from obstructions.	zes .
•	Are handrails and balustrades satisfactory,	
LIG	HTING	no some Condings mais no at required her
•	Are all light units working.	ujes
•	Are lighting levels sufficient in all rooms.	ijes
•	Are lighting levels sufficient in corridors and	ifes
	stairways.	
VEN	STILATION	
•	Is the atmosphere fresh.	Ups
•	Are there odours.	No
•	Are rooms free from draughts.	yes
•	Is there sufficient fresh air.	ijes
•	Have fumes, steam, condensation, etc been	Jes
	extracted.	
WIN	Dows	
•	Are opening/restraints in place.	not even where.
•	Is glazing in good condition.	some vandalism.
•	Is safety glazing used at low level.	mo-
•	Is safety glazing used overhead.	nfa.
PRO	TECTIVE EQUIPMENT	
•	Is protective equipment available eg gloves, aprons	yes
	goggles. overalls.	
•	Is equipment suitable, safe and comfortable.	yes.
•	Is equipment properly stored, cleaned and	ijes
	maintained.	, <u>´</u>
•	Are staff trained in the use of equipment.	m/a.

ELECTRICAL SAFETY

- Is it suitable and safe.
- Are appliances in good condition.
- Are plugs, leads and sockets in good condition.
- Are there trailing leads.
- Are there enough sockets to avoid overloading.
- Are regular checks carried out by staff.
- Do competent persons check and maintain equipment.
- Is equipment taken out of use if faulty, and promptly repaired or replaced.
- Are staff trained in the safe use of equipment.
- Are circuit breakers used, eg lawn mowers.

KITCHEN SAFETY

- Are machines/equipment properly guarded.
- Are floors slip-resistant and clean.
- Is there space to move around safely.
- Is ventilation sufficient.
- Are staff trained in kitchen hygiene.
- Are staff trained in use of kitchen equipment.
- Is food stored correctly and at correct temperatures.
- Are facilities clean and well maintained.
- Are fixtures, fittings and work surfaces satisfactory.
- Are there separate food preparation and washing up sinks and wash hand basins provided.
- Is refuse our storage, secure, clean and udy.
- Is there evidence of vermin.

FIRST AID

- Is a first-aid box available.
- Is the first-aid box fully stocked.
- Are staff trained in first-aid.

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WEI	_FARE	COMMENTS
****	I TRE	COMMENTS
•	Are there adequate toilet and washing facilities.	ye1
•	Are there separate staff facilities.	yes
•	Are facilities clean and well maintained.	izes
•	Is storage provided for staff belongings	iles.
	eg staff changing, locker rooms.	
	Are staff provided with sufficient rest breaks.	ujes
•	Are smoke free areas provided.	in
	Are the premises regularly cleaned.	4123
•	Is the building in good state of repair.	aurage.
•	Is the property in good decorative order.	average.
	is the property in good decoration order.	3
VIO	LENCE	
•	Has there ever been violence of any kind.	izes
•	Is there a reporting system in place.	ifes
•	Do staff know how to, and encouraged to	izes
	report incidents.	
•	Has an assessment of risks of violence been made.	yes
•	Has a range of preventative measures been	available to all Staff
	considered (staffing levels, personal security etc).	available to all Staff
•	Have preventative measures been implemented.	yes
•	Are effectiveness of these measures monitored.	ongoing.
SPE	CIALIST EQUIPMENT	

- Are there arrangements for routine servicing and emergency repair work.
- Is equipment regularly checked, serviced and maintained.
- Is equipment subject to a maintenance contract.
- Are assessments made as to the suitability of equipment.

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izer	
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yes	

EXTERNALS

- Are paths, drives, ramps and steps in good condition.
- Are they well lit at night.
- Is security lighting installed.
- Are handrails, balustrades provided to steps and ramps.
- Are there satisfactory car parking places.
- Are external stairs enclosed
- Is there a secure gas storage compound.
- Is there a secure oil storage and catchment compound.
- Are there El Sub-Stations, transformers on site.
- Are there overhead cables, poles, stays,
- Is there an incinerator plant.
- Are there dangerous or overhanging trees.
- Are pesticides securely stored.
- Are gardening machines and fuel safely stored.
- Are there greenhouses, conservatories.
- Are there empty sheds, buildings.
- Are there ornamental ponds, streams.
- Are there spetic tanks.
- Are there steep embankments, dangerous play areas etc.

COMMENTS
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FIRE RISK ASSESSMENT

- Does the Chief Executive/General Manager have a clearly defined Fire Policy for the Protection of residents, staff and visitors.
- Is there an Emergency Plan, setting out the actions by staff in calling assistance and evacuating the building.
- Are there an adequate number of persons to control and supervise the Emergency Plan.
- Is a copy of the Emergency Plan kept on the premises and available for inspection and use.
- Is there a named individual with Management responsibility for Fire Safety.
- Are up-to-date plans of the premises available, indicating the locations of all Fire Fighting Equipment and Installations.
- Is the Fire Alarm/Detection System, Escape Lighting and Extinguishment Equipment maintained in efficient working order.
- Are all means of Escape maintained as such and kept free from obstructions at all times.
- Are all staff given instruction/training in Fire Precautions and in the use of extinguishers, and fire drill procedures.
- Is a Record kept of all tests and maintenance of the Fire Alarm/Detection System. Escape Lighting and Extinguishment Equipment etc.
- Are Practice Fire Drills carried out on a regular basis and is everyone present in the building included in the exercise.

COMMENTS

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Risk Assessment Record Sheet - Medium and large premises

Nazareth Lodge

	HAZARDS		
		UNACCEPTABLE	ACCEPTABLE
	IGNITION SOURCES		
5	Management issues		
6	Fire hazard rooms		
	COMBUSTIBLE MATERIALS		
7	Surface finisnes		
8	Textiles and furniture	1	
9	Bedding and sleepwear	o/	T
10	Other materials		
	PRECAUTIONS	UNACCEPTABLE	ACCEPTABLE
	PREVENTION		
11	Management		IV
12	Training		
13	Fire notices and signs		
	COMMUNICATIONS		
14	Alarm and detection systems		V
	MEANS OF ESCAPE	0	
15	Single direction of escape		1
15	Travel distance		1 /
17	Refuge	V	
18	Stairways		
19	Height above ground level		V
20	Escape lighting		1
_	CONTAINMENT		
21	Elements of structure		V
22	Compartmentation		V
23	Sub-division of cavities		/
24 *	External envelope protection		1
25	Bearooms		1 /
	EXTINGUISHMENT		
26	Manual fire-fighting equipment		
27	Access & facilities for fire prigade		l V

^{* =} not in existing premises unless constructed to new building standard)

- 1 Q. Do you want to just give the Panel some examples of that
- 2 connection that there was, because you felt he had given
- 3 the impression that really the two sides didn't -- of
- 4 the one Department didn't engage much.
- 5 A. Yes. Well, probably unintentionally, but I am coming to
- it with the advantage of having recently reviewed and
- 7 revisited all of this material whereas Dr McCoy is
- a number of years removed from it now, but there were
- 9 significant -- there was significant communication
- 10 between Childcare Policy Branch and the professionals in
- the Social Services Inspectorate and SWAG in that we
- were asked to -- I was in the inspectorate. I wasn't in
- 13 SWAG, but I am able to tell from the documentation that
- 14 I have reviewed in the files that this was the case
- before I personally came to the Department, but we would
- have been asked to comment on the monitoring, all of the
- monitoring, annual monitoring statements by the
- 18 voluntary homes and --
- 19 Q. Let me just pause you there. What you are talking about
- is the requirement that was introduced for voluntary
- 21 home to submit information. That went to Childcare
- 22 Branch.
- 23 A. Yes, that's right.
- 24 Q. What you are saying is Childcare Branch would have sent
- 25 that monitoring information to the Inspectorate --

- 1 A. That's right.
- 2 Q. -- to engage them about it.
- 3 A. That's right, and that would have included -- that
- 4 monitoring information included a list of all complaints
- 5 that had been received by each home during the year. We
- 6 were asked to not just comment on that but also to
- 7 meet -- there were a number of meetings held. Certainly
- 8 when the monitoring requirements were introduced, there
- 9 were annual meetings with voluntary organisations and
- I know that -- and statutory providers, but not in
- relation to every single home, and I know that, for
- example -- I have just lost my train of thought. There
- were these meetings that took place regularly.
- 14 Q. So if the --
- 15 A. Professional advisers attended the monitoring meetings.
- I noted that whilst I had given evidence to the effect
- that there was only one -- to my knowledge one kind of
- general review of the registration of voluntary homes
- in -- I can't remember exactly when I said that had
- happened. I think when I was giving evidence in
- an earlier module I said this, but, in fact, I notice
- from recent documentation that some of those monitoring
- 23 meetings were actually called review of registration
- 24 meetings. So they were quite -- quite significant
- 25 meetings where the Policy Branch and the inspectors

- would sit down together with representatives of the home
- or the statutory agency and look at what had been
- 3 provided and identified.
- 4 Q. Can I pause you there for a moment? Did you find any
- for Nazareth Lodge?
- 6 A. Yes.
- 7 Q. There are some for Nazareth Lodge, are there?
- 8 A. Yes, there are. Yes, there are, and they are in the
- 9 files that --
- 10 Q. They are in one those files that --
- 11 A. -- should have been -- would have been sent to you.
- 12 Q. -- we'll wade through and have a look for?
- 13 A. Yes, yes. So there was that. We were also heavily
- involved in Boards' planning for children's services,
- which would have included planning for residential care,
- and we'd have attended strategic -- we would attend
- strategic planning meetings. We would comment on
- Boards' plans, for example, to both open and -- to open
- new facilities and to close existing facilities, and,
- you know, I know that my colleagues, for example -- some
- of -- one of them at least would have been involved in
- getting the Department to write to one of the Boards
- where we -- where the Department felt that its plans to
- close a children's home was not congruent with the sorts
- of demands for residential care that were coming through

- in other documentation.
- 2 As a kind of example of this -- it is outwith the
- 3 period of consideration by the review -- but in 1996 SSI
- 4 led -- my colleague Marion Reynolds led a massive
- 5 strategic development initiative around residential
- 6 childcare services, which really established the pattern
- and the profile of residential care services in Northern
- 8 Ireland. I can make that available to the Inquiry if it
- 9 would be helpful, but it was commissioned in '96 and
- 10 I think published in '98. It's called the "Children
- 11 Matter Report", but it gives a flavour of the extent to
- which we were involved in all sorts of ways with
- 13 Childcare Policy Branch and Boards and Trusts, who we
- 14 were -- there was a lot of --
- 15 Q. So it was one department.
- 16 A. Yes, yes.
- 17 Q. Different functions being carried out, but a lot of
- 18 interaction as well?
- 19 A. That's right.
- Just one other minor point in relation to Dr McCoy.
- 21 He did say that inspection reports were made available
- 22 to Boards in 1986.
- 23 Q. It was an earlier date you think.
- 24 A. Yes. My understanding from the evidence given to the
- Hughes Inquiry is that that must have been from at least