

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Social Work and Health

Social Work and Health Improvement Committee: 15 April 2009

Subject: Care Commission Inspection Reports for Independent Sector Care Homes in West Dunbartonshire

1. Purpose

- 1.1** To provide Members with details regarding the most recent inspection reports received from the Care Commission covering Independent Sector Care Homes for older people in West Dunbartonshire. Seven reports were from announced inspections and one from an unannounced inspection.

2. Background

- 2.1** This is the first report to Committee covering Independent Sector Care Homes since the Inspection grading system was introduced in April 2008. The new grading scheme means that the Care Commission grades all registered services based on the quality of the service provided. The inspection can focus on any of the four thematic areas. The themes, appropriate to the type of service, are:

- quality of life (or experience);
- environment (or information);
- staffing; and
- management and leadership.

A six-point scale is being introduced to produce a grading score for each of the above themes:

6 – excellent,	5 – very good,	4 – good,
3 – adequate,	2 – weak,	1 – unsatisfactory.

- 2.2** The Care Commission inspect services at least once per year. The Care Commission apply their Regulation Support Assessment (RSA) which determines the frequency of inspections. This is an assessment undertaken by their Officers, which considers complaints activity, changes to the service, nature of notifications and action taken upon requirements.
- 2.3** Care Home managers complete a Self-Assessment form prior to an inspection. During their visit, inspectors speak with staff, service users and, where possible, their representatives. A range of policies and records are examined along with observation of practice.
- 2.4** A draft report is sent with a consultation period for comment and clarification. An action plan, if required, to address any issues must be forwarded to the

Commission. Follow up inspections look at any progress achieved. Final reports are usually sent within two months of the inspection. This report is based on the final inspection reports issued.

- 2.5** Any serious shortcomings will result in either a Requirement or an Improvement Notice, each being a condition imposed to bring about change within stated time limits. A Requirement is a legally binding statement setting out an enforceable action required of a service provider in order that the services comply with current legislation, usually within a specific timescale. Other issues raised by the inspection may result in a recommendation being made. A recommendation is a statement setting out proposed actions to be taken by the service, which is aimed at improving the quality of the service.

3. Main Issues

- 3.1** Copies of the most recent (July '08 – Feb '09) inspection reports for all eight Independent Sector Care Homes in West Dunbartonshire Council can be accessed on the Care Commission website.
- 3.2** In each of the reports a number of positive statements were made. In particular they referred to the views of those service users spoken with in relation to the care they receive, the staff and the food provided.
- 3.3** For six of the homes the tone of the reports was largely positive, with grades of adequate or good being awarded and no requirements or enforcement action required. The Inspection report for Clyde Court Care Centre detailed three requirements. These were carried over from the previous report as remedial action had not been fully completed. The inspection report for Dalmoak Castle Nursing Home resulted in seventeen requirements being detailed, one of which was recorded as an improvement notice. Of these requirements, nine were carried on from the previous report and eight were new. The table below details the number of requirements and grades achieved during the last inspections for all the homes;

Care Home	GRADINGS				Requirements
	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	
Castle View	4	4	4	4	0
Clyde Court	2	3	3	2	3
Dalmoak Castle	1	2	Not inspected	Not inspected	17
Edinbarnet	4	4	4	4	0
Hillview	4	3	4	3	0
Millhaven	4	4	4	3	0
Strathleven	3	3	4	3	0
Sunningdale	4	4	4	4	0

- 3.4** The three requirements for Clyde Court Care Centre were related to ensuring all care plans contain up to date information, ensuring medication is administered in line with product information and recording should be clear and accountable and all staff should receive training relevant to the work they perform. All requirements had a timescale of 12 weeks.

- 3.5** Dalmoak Castle Nursing Home received seventeen requirements from their inspection relating to ensuring that residents are made aware of their right to complain; staff should receive formal training in person centred planning, continence care and nutritional needs for older people. The provider must keep a record of all service users' money and valuables and service users must have full access to their money. All accidents and incidents should be recorded in an appropriate manner and stored in a secure, accessible place and the provider must ensure that staff practice protects the privacy and dignity of service users. Timescales to meet the requirements range from requiring immediate action to 8 weeks.
- 3.6** Council care homes inspected within the same timeframe and using the same inspection tool scored in a range of 3 (adequate) to 5 (very good) as detailed in the report to the Social Work and Health Committee of 18 February 2009.

4. Personnel Issues

- 4.1** Council staff have spent significant amounts of time in working with the independent providers towards trying to improve their inspection grades. Steps have included temporarily seconding one of our care home managers to act in an advisory capacity to the management of one local home. Another member of staff has offered advice and guidance on care planning and key working. Staff from the Quality Assurance and Training team continue to monitor the care homes in the terms of the national care home contract and keep providers aware of new developments by convening regular care home providers meetings.

5. Financial Implications

- 5.1** As a result of the low grades received in their inspection reports there are financial implications for two of the Homes; Clyde Court Care Centre and Dalmoak Castle Nursing Home.
- 5.2** The 2008-09 National Care Home Contract provided 'additional quality funding' payments to Care Homes in return for meeting developmental elements. The first element was that providers accepted a system whereby a low grading (as detailed at point 2.1 above), of either a 1 or 2, on the Care Commission's Quality Assessment Framework, would trigger a review of funding.
- 5.3** This review of funding can result in reduced payment of £6.81 for nursing care and £1.76 residential care per week for each resident being paid to them by this Council. The higher rate can be re-instated once the Care Commission has reviewed the low grading and agreed to amend it to a higher grading of 3 or above.

6. Risk Analysis

- 6.1** Failure to meet the requirements within the timescales set out could result in a reduction in grading or enforcement action. Each Care Home has submitted

an action plan to address the requirements and recommendations in their report.

- 6.2** A low grading of 1 or 2 in the Care Commission's Quality Assessment Framework will result in a review of funding and withdrawal of the 'additional quality funding' payment to a Care Home. This may have an impact on the financial viability of the provider being able to deliver the service.

7. Conclusion

- 7.1** Inspection reports for six of the eight independently operated Care Homes in West Dunbartonshire Council have been very positive. Since the inspections a number of actions have been implemented within the other two homes to address the requirements detailed. Work to address the Improvement notice for Dalmoak Castle Nursing Home took place and it was lifted within the timescale set by the Care Commission.

8. Recommendations

- 8.1** Members are asked to note the report and to support the actions being taken to meet the requirements noted in the various Care Commission inspection reports.

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Appendices : None

Background : The information provided in Care Commission Inspection Reports
Website address :-
http://www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45

Wards Affected : All