

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Director of the Community Health and Care Partnership**

**CHCP Committee: 21<sup>st</sup> May 2014**

---

**Subject: Care Inspectorate Reports for Older People's Residential and Day Care Services Operated by West Dunbartonshire Council.**

#### **1. Purpose**

- 1.1** To provide Members with information regarding the most recent inspection reports for three of the Council's own Older People's Residential Care Home and Day Care Services.

#### **2. Recommendations**

- 2.1** The Committee is asked to note the content of this report and the work undertaken to ensure grades awarded reflect the quality levels expected by the Council.

#### **3. Background**

- 3.1** Care Inspectorate inspections focus on any combination of four thematic areas. These themes are: quality of care and support, environment, staffing and management and leadership.
- 3.2** The services covered in this Committee report are:
- Boquhanran House
  - Willox Park
  - Dalreoch Day Centre
- 3.3** Copies of inspection reports for all services can be accessed on the Care Inspectorate website: [www.scswis.com](http://www.scswis.com).

#### **4. Main Issues**

##### **4.1 Boquhanran House**

Boquhanran House was inspected on 27<sup>th</sup> November 2013. The Inspector commented that the staff were caring and friendly in their approach to the people who lived at Boquhanran House and that the staff team continue to demonstrate a commitment to maintaining a homely environment.

**4.2** The inspection focussed on four thematic areas, with the following grades awarded

- For Care and Support - Grade 3 / Adequate
- For Environment – Grade 3 / Adequate
- For Staffing – Grade 3 / Adequate
- For Leadership and Management – Grade 3 / Adequate

**4.3** The inspection report detailed the following requirements to be addressed:

- The service provider must ensure that the service users' personal plans set out how the health, welfare and safety needs of the individual are to be met. This was to be completed within 3 months of receipt of the inspection report. This requirement has been completed within the timescale.
- The service provider must ensure that service users' nutritional needs are fully assessed, monitored and met. This was to be completed within 2 months of receipt of the inspection report. This requirement has been met within the timescale.
- The service provider must make proper provision for the welfare and safety of service users by ensuring that all staff adhere to best practice regarding infection control. This was to be completed within 2 weeks of receipt of the inspection report. This requirement has been met within the timescale.

**4.4** The table below sets out the movement in grades for this home over the last two inspections.

Service	Previous Grades 17 <sup>th</sup> April 2013		
Boquhanran House	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	4 4	4
Environment	1 2	3 3	3
Staffing	1 3	4 4	4
Management & Leadership	1 4	4 3	3

Service	Current Grades 27 <sup>th</sup> November 2013		
Boquhanran House	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	3 3	3
Environment	1 2	3 3	3
Staffing	1 3	3 3	3
Leadership & Management	Page 1 2 of 6 4	3 3	3

## Willox Park

- 4.5** Willox Park was inspected on the 14th March 2014. The Inspector commented that there is an experienced staff team who have a good understanding of resident's individual needs and preferences and that the service continues to provide a homely, personalised service that meets the needs of service users to a good standard.
- 4.6** The inspection focussed on four thematic areas, with the following grades awarded.
- For Care and Support – Grade 4 / good
  - For Environment – Grade 4 / good
  - For Staffing – Grade 4 / good
  - For Management and Leadership – Grade 4 / good
- 4.7** The inspection report detailed the following requirement to be addressed:
- The provider must ensure that care plans are fully completed and accurately reflect resident's healthcare needs and how they are to be met. This was to be completed within 6 weeks of receipt of the inspection report. This requirement has been met within the timescale.
- 4.8** The table below sets out the movement in grades for this home over the last two inspections.

Service	Previous Grades 28 <sup>th</sup> August 2013		
Willox Park	Quality Statement	Grade	Overall Grade
Care & Support	1	3	3
	3	3	
Environment	1	4	4
	2	4	
Staffing	Not Assessed		
Management & Leadership	Not Assessed		

Service	Current Grades 14 <sup>th</sup> March 2014		
Willox Park	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	3	4	
Environment	1	4	4
	2	4	
Staffing	1	4	4
	3	4	
Management & Leadership	1	4	4
	4	4	

#### 4.9 Dalreoch Day Centre

Dalreoch Day Centre was inspected on the 14th March 2014. The Inspector commented that the staff are motivated and know the support needs of service users and that there was a friendly atmosphere in the centre with plenty of activities taking place.

**4.10** The inspection focussed on four thematic areas, with the following grades awarded:

- For Quality of Care and Support – Grade 4 / Good
- For Quality of Environment – Grade 4 / Good
- For Quality of Staffing – Grade 4 / Good
- For Quality of Management and Leadership – Grade 4 / Good

**4.11** The Inspection Report detailed the following requirement to be addressed:

- All service users must have a six monthly review of their support plan

Service	Previous Grades 14 <sup>th</sup> September 2011		
Dalreoch Day Centre	Quality Statement	Grade	Overall Grade
Care & Support	1 3	5 4	4
Environment	1 4	5 4	4
Staffing	Not Assessed		
Management & Leadership	Not Assessed		

Service	Previous Grades 14 <sup>th</sup> March 2014		
Dalreoch Day Centre	Quality Statement	Grade	Overall Grade
Care & Support	1 3	4 5	4
Environment	1 2	4 5	4
Staffing	1 3	4 5	4
Management & Leadership	1 4	4 4	4

- 4.12** The table below summarises the movement in grades for the services over their last two inspections.

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	17 <sup>th</sup> April 2013						27 <sup>th</sup> November 2013					
<b>Boquhanran House</b> • Care & Support • Environment • Staff • Management & Leadership			✓	✓					✓			
			✓	✓					✓			
			✓						✓			
	28 <sup>th</sup> August 2013						14 <sup>th</sup> March 2014					
<b>Willox Park</b> • Care & Support • Environment • Staff • Management & Leadership			✓	✓						✓		
										✓		
										✓		
										✓		
	14 <sup>th</sup> September 2011						14 <sup>th</sup> March 2014					
<b>Dalreoch Day Centre</b> • Care & Support • Environment • Staff • Management & Leadership				✓						✓		
				✓						✓		
										✓		
										✓		

## 5. People Implications

- 5.1** There were no people implications.

## 6. Financial Implications

- 6.1** There were no financial implications.

## 7 Risk Analysis

- 7.1** For any services inspected, failure to meet requirements within the time-scales set out in their inspection report could result in a reduction in grading or enforcement action. This may have an impact on our ability to continue to deliver the service.

## 8. Equalities Impact Assessment (EIA)

- 8.1** Not required for this report.

## 9. Consultation

- 9.1** Not required for this report.

## 10. Strategic Assessment.

The Council's Strategic Plan 2012-17 identifies "improve care for and promote independence with older people" as one of the authority's five strategic priorities.

- Improve care for and promote independence for older people.
- Improve the wellbeing of communities and protect the wellbeing of vulnerable people.



**Keith Redpath**  
**Director of the Community Health & Care Partnership**

---

**Date:** 21 May 2014

**Person to contact:** Christine McNeill  
Head of Community Health and Car Services  
[Chris.McNeill@ggc.scot.nhs.uk](mailto:Chris.McNeill@ggc.scot.nhs.uk)  
01389 737356

**Appendices:** None

**Background Papers:** The information provided in Care Inspectorate inspection Reports website on  
[http://www.scswis.com/index.php?option=com\\_content&task=view&id=7909&Itemid=727](http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727)

**Wards Affected:** All