

WEST DUNBARTONSHIRE COUNCIL

Report by Director of Social Work Services

Health Improvement and Social Justice Partnership: 22 November 2006

Subject: Care Commission Inspection Reports

1. Purpose

- 1.1 This report summarises three inspection reports received from the Care Commission on Care Homes for Older People managed by West Dunbartonshire Council. These cover the period between April 2006 and July 2006.
- 1.2 A report on this subject was taken to the Social Justice Committee of 8 November 2006 for noting.

2. Background

- 2.1 The Care Commission regularly inspects our care services. Inspections may take place twice per year and can be announced or unannounced. They focus on an identified group of the national care standards and themes along with a self-evaluation form completed by the manager of the service. Inspectors speak with some staff, service users and where possible their representatives. A range of policies and records are examined with observation of care practices.
- 2.2 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 progress. Final reports are usually sent within two months of the inspection.
- 2.3 Any serious shortcomings may result in either a requirement or a condition being imposed to bring about change within stated time limits. Recommendations are often included as for follow up action. 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. This could become the subject of enforcement action if there is no evidence of progress.

3. Progress

- 3.1 The three reports appended are for Boquhanran House, Willox Park and Mount Pleasant House.
- 3.2 The Care Commission visited the three homes and based the inspections and reports on the same group of standards and inspection themes. All the reports include positive comments that the homes are bright, clean, and well furnished. There are individual service user agreements in place. Individual

dietary needs were recorded, catering staff aware of them and imaginative menus focus on providing balanced diets. Staff had undertaken training in food hygiene. Comment was made on the positive view of service users towards the meals. A wide range of appropriate policies and procedures was available to staff. Appropriate fire safety training, evacuation drills and action plans are in place.

- 3.3** Included in the reports were three main areas for development. The recommendations include reducing the legal terminology in the service user agreement, developing policies and procedures on eating, drinking and nutrition, and the need to complete the refurbishment of rooms and repairs to parts of Mount Pleasant House. It was also noted that fire safety training should be undertaken on a six monthly basis in one home.
- 3.4** For Mount Pleasant House there was one outstanding requirement from a previous inspection. This concerned the effectiveness of the alert system and night staffing arrangements. The work on the alert system has been completed and the night staff arrangements have been increased.
- 3.5** The refurbishment of rooms and repairs to parts of Mount Pleasant mentioned in the report and noted at 3.3 above are currently underway.

4. Personnel Implications

- 4.1** There are no personnel implications.

5. Financial Implications

- 5.1** There are no financial implications, as the works being carried-out to Mount Pleasant were known about and have been funded from within existing resources.

6. Conclusions

- 6.1** The recommendations and the one outstanding requirement contained within the reports will be addressed. These three reports demonstrate that the majority of our services continue to receive favourable reports.

7. Recommendation

7.1 Members are asked to note the content of the above report.



William W Clark
Acting Director of Social Work Services

Keith Redpath
Director of West Dunbartonshire CHP

Person to Contact: Mrs Beryl Middleton, Section Head, Quality Assurance & Training Section, Department of Social Work Services, 7 Bruce Street, CLYDEBANK, G81 1TT. Telephone Number (0141) 951 6140

Background papers: Care Commission Reports – available on request from Mrs Beryl Middleton

Wards Affected: All Wards