

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership: 28th March 2012

Subject: Update on Care Inspectorate Inspection Reports for WDC Older People Residential and Day Care Services

1. Purpose

- 1.1 The purpose of this report is to update the CHCP Committee on the actions taken and progress following critical reports from the Care Inspectorate in late 2011 on services directly managed by the CHCP.

2. Background

- 2.1 At the January meeting of CHCP Committee an update on actions taken to address issues raised in the reports was supplied. There was also a commitment that a further report will be brought to the following CHCP Committee outlining the further progress made in addressing the issues.
- 2.2 This report is to inform on progress achieved so far to address critical reports from the Care Inspectorate (C.I.) inspections where low grades of 2 – weak were awarded or requirements placed upon the service and detail the follow up inspections carried out by the C.I.

The critical reports originally reported to committee were issued by the C.I. for the following four units:

- Mount Pleasant House.
- Willox Park.
- Dalreoch House.
- Dalreoch Day Care

The support of the Care Inspectorate is welcome in contributing to improvement in our service and it is clear grades have altered in line with a more robust inspection regime. However there are key issues which we are addressing and a meeting has been arranged between senior CHCP staff and the Care Inspectorate to discuss the outcome of inspections, the evidence base on which they are conducted and to jointly plan how we can achieve improvement in the future.

3. Main Issues

- 3.1 The August 2011 C.I. report for Mount Pleasant House awarded grades of 2 – weak for the themes of Care & Support and Staffing, and detailed 5 requirements. Four of the requirements were to: -
- undertake a review of staffing provision.

- ensure that a programme of social and recreational activities informed by the needs, choices and preferences of service users is devised and implemented.
- ensure training for staff in the provision of meaningful activity, including dementia awareness and activities for people with dementia, is sourced.
- ensure that personal plans which set out how service users' health, welfare and safety needs are to be met are devised and maintained.

3.2 These issues were common in the three Care Home reports. To address them they formed part of a wider process covering all WDC Care Homes. A staffing review was carried out across all homes; this review will be completed in March 2012. An 'Activities Focus Group' chaired by a residential manager and including residents, day care clients, staff and carers, has been looking at meaningful activities available in care homes. Among their outcomes is an 'Activities sheet' that will be included in an individual's Care Plan and they have contacted 'NAPA' an organisation which provides training to staff in arranging activities for residents with Dementia. There is a good relationship with local Mental Health services and dedicated specialist nursing input is provided both for individual clients and in training staff. New person centred care plans for all clients are now in place covering all aspects of daily living activities. As with all homes, Mount Pleasant has begun the process of updating the individual care plans.

3.3 The fifth requirement required Mount Pleasant to ensure that effective arrangements were put in place to make sure the C.I. is notified of all significant accidents in accordance with notification procedures. This was addressed straight away.

3.4 Willox Park was inspected in September 2011. They were awarded grades of 2 – weak for the themes of Care & Support and Environment and had 4 requirements detailed in the report. Three of the requirements were the same as those highlighted in Mount Pleasant; review of staffing levels, meaningful recreational activities and person centred plans, which are being updated.

3.5 The fourth requirement was to ensure facilities were suitable to meet the health and welfare needs of residents, including infection control and prevention, and are maintained in a good state of repair internally and externally. An environmental audit was carried out including all minor cosmetic repairs and redecoration, this will be reviewed every 2 months. Cleaning schedules have been introduced detailing daily, weekly and monthly tasks. The waste disposal contract has been reviewed and confirmed uplifts are 3 times per week. The shower rooms have been assessed for upgrading, money has been identified from the Capital Budget for this purpose and work will commence shortly.

3.6 Dalreoch House, inspected in September 2011, was inspected on all 4 quality themes and awarded a grade of 3 – adequate for all of them. The report also detailed 6 requirements. As with Willox Park three of the requirements were

the same as those highlighted in Mount Pleasant and progress has been similar.

- 3.7 The fourth requirement focussed on nutritional needs being assessed and monitored and ensuring records of service users' weights are recorded in an appropriate format. Some staff have received training on the use of a recognised nutritional assessment tool and Care Plans have been updated to include this information. Staff have worked with local Dietetic specialists, menus have been assessed and approved. This has been completed
- 3.8 The fifth requirement asked that the home ensure information is clearly recorded about the needs of residents who self administer any aspect of their medication. This has been completed and residents unable to hold and administer medication have had a Risk Assessment pertaining to this in their Care Plan.
- 3.9 The sixth requirement was that each unit had a bath or shower appropriate for the needs of the people living in the unit and that the baths and decor within the bathrooms be maintained. This is also is completed.
- 3.10 Dalreoch Day Care, inspected in September 2011, had 1 requirement in their report; to ensure all Day Care Officers receive training on Adult Support and Protection procedures. The Manager secured Adult Support & Protection training and staff have begun to access this.

4. Care Inspectorate Inspections

Follow up Inspections

- 4.1 Mount Pleasant Home was revisited by the C.I. on 19th December 2011. They were inspected on the same two quality themes as in the previous critical inspection. Their grades awarded were raised from 2 – weak to 3 – adequate for both themes. Also the five requirements detailed in the previous inspection were viewed as having been met and removed.
- 4.2 Willox Park was revisited on 27th January 2012. Their inspection also focussed on the same two quality themes. Grades awarded raised from 2 – weak to 3 – adequate for both themes. All four requirements detailed in the previous inspection were viewed as having been met and removed.
- 4.3 Dalreoch house was inspected again on 31st January 2012. Again their inspection focussed on the same themes as the previous inspection. They maintained the grade of 3 – adequate for the theme of Care and Support. However, the grade for the Environment theme was reduced from 3 – adequate to 2 – weak. This was due to the inspectors not being satisfied that enough progress had been made with regard to two of the requirements in the previous report.
- 4.4 Of the six requirements in the original inspection report four were deemed as met and removed and two carried forward as not met. These two were concerning the staffing review, inspectors felt this had been partially met, and

regular meaningful activities for service users. The later requirement was related to the first as it also involved the staffing review, it was not clear to the inspectors how the staffing review has, can effect change to meet all the needs of service users without a change in staffing levels.

New Inspections

- 4.5** The three other WDC Care homes have had inspection reports issued since the CHCP Committee met in January. Langcraigs Centre was inspected on 22nd December 2011. Their inspection focussed on the two themes of Care & Support and Environment. For these themes they were again awarded the grades of 4 – good. They have one requirement detailed in the report; to ensure service users have the opportunity to take part in regular meaningful activities. This is to be factored into the staffing review which is to be submitted to the C.I. for approval once completed later this month.
- 4.6** Boquhanran House was inspected on 30th January 2012. On this occasion they were inspected on the two themes of Care & Support and Environment rather than just Care & Support. The grades awarded were 3 – adequate for Care & Support and 2 – weak for Environment. Previously they had been awarded 4 – good for these themes. They had three requirements detailed.
- 4.7** The first requirement was as with Dalreoch House, the inspector indicated that although they saw action had been taken recently to improve activities, a programme of regular, meaningful social and recreational activity was not in place for residents.
- 4.8** The other two requirements are linked and focus on the condition of the building. They require WDC to ensure that the premises are kept in a good state of repair internally and externally to make the home a safe and pleasant place to live. Also that satisfactory standard of cleanliness and hygiene are maintained to protect service users, promote effective infection control and make the home a safe and pleasant place to live. A Comprehensive Cleaning Schedule has been implemented, ensuring a higher standard of deep clean and high dusting throughout the home.
- 4.9** Frank Downie House was inspected on 25th November 2011. They were inspected on the two themes of Care & Support and Leadership & Management. The grades awarded were reduced from 4 – good to 3 – adequate for both themes. Also they had three requirements detailed in the inspection report
- 4.10** The requirements are the same three as highlighted in the critical reports for Willox Park and Mount Pleasant; review of staffing levels, meaningful recreational activities and person centred plans. These issues are being addressed across all six WDC Care Homes.

5. People Implications

- 5.1** There may be personnel implications associated with addressing the requirements detailed in the reports, specifically in regard to the staffing review and planned activities.

5. Financial Implications

- 5.1** There are financial implications for the Council in addressing the requirements to ensuring premises and facilities are maintained in a good state of repair internally and externally.
- 5.2** There were financial implications for the Council in addressing the requirement for Dalreoch House to ensure each unit has a bath or shower and the decor within the bathrooms.
- 5.3** There may also be financial implications to the Council dependent upon the outcomes of the staffing reviews that have been detailed in the inspection reports for both services.
- 5.4** A capital budget has been established to remedy the environmental faults detailed within the inspections and this work is being progressed

6. Risk Analysis

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

7. Equalities Impact Assessment (EIA)

No issues were identified in a screening for potential equality impact of these reports.

8. Strategic Assessment

- 8.1** Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. This is a key element in achieving progress in benchmarking against similar services. A reduction in grades, as has occurred in some of these reports hinders progress in achieving our strategic priorities for older people's services, and of improving the support and outcomes for older people.
- 8.2** Addressing the requirements contained in these reports in a timely fashion has lead to improved grades being awarded in subsequent inspections for some of the units. This will reflect positively in meeting key performance indicators and ensuring that our care homes are fit for purpose.

9. Conclusions and Recommendations

- 9.1** Services which have been awarded grades of 2 or less and/ or who have requirements placed upon them will usually be inspected again within the following twelve weeks. This presents the opportunity to demonstrate progress on the improvement action plan and to have an improved grade awarded. Progress on these plans for all these services will be monitored in an effort to secure improved grades at the earliest opportunity.
- 9.2** The CHCP Committee is asked to note content of this report and that work which is ongoing or completed continues to ensure that the grades awarded to residential and day care services will be increased to the quality levels expected by the Council.

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Appendices: None

Background Papers: The information provided in Care Inspectorate Inspection Reports Web-site address: -
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All.