

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership: 21st November 2012

Subject: Care Inspectorate Reports for Older People's Care Homes operated by Independent Sector in West Dunbartonshire

1. Purpose

- 1.1 To provide the Committee with a routine up-date on the most recent Care Inspectorate assessments for four independent sector older peoples' Care Homes within West Dunbartonshire.

2. Recommendations

- 2.1 The CHCP Committee is asked to note the content of this report.

3. Background

- 3.1 The Care Inspectorate inspections of Care Homes focus on any combination of the four thematic areas: quality of care and support, environment, staffing and management & leadership.
- 3.2 Those Care Homes which have been awarded grades of 2 (i.e. weak) or less and/ or who have requirements placed upon them will usually be inspected again within the following twelve weeks. These follow-up visits present the opportunity to demonstrate progress on the improvement action plan agreed and to have an improved grade awarded if merited.
- 3.3 As Committee will recall from previous up-date reports, the CHCP's Quality Assurance Section monitor the independent sector care homes in line with the terms of the National Care Home Contract; and arrange monitoring visits to ensure continued progress is being maintained in relation to agreed improvement plans. In addition, CHCP staff work with independent sector providers to maintain their awareness of new developments and provide opportunities to share good practice/learning via correspondence and regular care home provider meetings.
- 3.4 The independent sector Care Homes reported upon within this report are:
- Castle Glen Care and Nursing Home.
 - Hillview Care Home.
 - Edinbarnet Nursing Home.
 - Sunningdale Home.

The most recent inspections of each of these Care Homes addressed all four quality themes. Copies of the inspection reports can be accessed on the Care Inspectorate web-site: www.scswis.com.

4. Main Issues

Castle Glen Care and Nursing Home

4.1 Castle Glen Care and Nursing Home (formally known as Dalmoak Nursing Home) is owned and managed by Lata Healthcare Ltd. This Care Home was inspected on 30th June 2012, and awarded the following grades:

- For *care & support, staffing and management & leadership* - grade 3 (i.e. adequate). These were the same gradings awarded for these themes in the previous inspection of November 2011.
- For *environment* – grade 2 (i.e. weak). This is a change from the grade 3 (i.e. adequate) awarded for this theme following the previous inspection.

4.2 The inspection report detailed the following requirements:

- Ensure all personal plans accurately reflect the needs of residents and ensure that all care plan documentation, including reviews are fully complete, up-to-date and signed and dated by staff. This was to be completed within one month of receipt of the report.
- The premises and equipment to be clean at all times. This was to be completed within one month of receipt of their report.
- Ensure all private and confidential discussions between staff and visiting professionals and relatives are conducted in a private area. This was to be addressed within one week of receipt of the report.
- Arrange for the fire authority to confirm that potential water leakage into the laundry room does not present a fire hazard. Also have environmental health check the ventilation in the laundry room is safe and suitable for the purposes of providing a laundry service and ensure that the premises are kept wind and water tight at all times. This was to be completed within one week of receipt of the report.
- Produce a complete plan of redecoration and refurbishment for the internal of the building and the external environment within one month of receipt of the report.
- Implement a full redecoration and refurbishment of the building internally and the external environment including the access road to the premises. This was to be completed within six months of receipt of their report.
- Ensure that their recruitment process follows best practice guidance and the Scottish Social Services Council's (SSSC) Code of Practice for Employers. This was to be completed within eight weeks of the receipt of the report.
- The manager or a senior member of staff to vet all recruitment documentation to ensure that all appropriate checks have been carried out in accordance with good employment practice.
- Ensure there is a system in place to assess dependency and tie this into staffing/care hours to ensure staffing numbers are responsive to changing needs. This was to be completed within three months of receipt of the report.
- Demonstrate full compliance with the conditions of registration. In order to do they need to provide a care service to a maximum of 25 older people. This was to be completed within six months of receipt of the report.

Hillview Care Home

- 4.3** Hillview Care Home is owned and managed by BUPA. This Care Home was inspected on 26th June 2012, and awarded the following grades:
- For *care & support* and *staffing* - grade 3 (i.e. adequate). These were the same gradings awarded for these themes in the previous inspection of December 2011.
 - For *environment* and *leadership & management* – grade 4 (i.e. good). These were the same gradings awarded for these themes in the previous inspection of December 2011.
- 4.4** The inspection report detailed the following requirements:
- Ensure that there is an effective monitoring system in place when residents commence a new drug that details the contra-indications and side effects.
 - Ensure that residents' dental hygiene is attended to as per best practice guidance.
 - Put in place arrangements to ensure nursing and care staff have access to all written advice and guidance from healthcare professionals and that it is available for reference within individual support plans.
 - Ensure support plans set out how all of the service users health, welfare and safety needs are to be met. This is with particular regard to dental care and treatment and challenging behaviour.

Edinbarnet Nursing Home

- 4.5** Edinbarnet Nursing Home is owned and managed by Edinbarnet Estates Ltd. This Nursing Home was inspected on 3rd June 2012, and awarded the following grades:
- For *care & support* - grade 4 (i.e. good). This is a change from the grade 5 (i.e. very good) awarded for this theme following the previous inspection of November 2011.
 - For *staffing, environment* and *leadership & management* – grade 5 (i.e. very good). These were the same gradings awarded for these themes in the previous inspection of November 2011.

There were no requirements detailed in the inspection report.

Sunningdale Home

- 4.6** Sunningdale Home is owned and managed by I & S Scotcare Ltd. This Care Home was inspected on 14th June 2012, and awarded the following grades:
- For *care & support* - grade 4 (i.e. good). This was the same grading awarded for this themes in the previous inspection of February 2011.
 - For *staffing, environment* and *leadership & management* – grade 3 (i.e. adequate). These were the same gradings awarded for these themes in the previous inspection of February 2011.

- For *leadership & management* – grade 3 (i.e. adequate). This is a change from the grade 2 (i.e. weak) awarded for this theme following the previous inspection of February 2011.

4.7 The inspection report detailed the following requirements:

- Hot water supplies to bedrooms must be within a safe range and should not exceed 43 degrees centigrade. Regular and robust checks to be adopted to reduce the potential risk of scalding. This was to be completed within one day from receipt of the report.
- Improve its staffing ratio, in line with the agreed schedule. This was to be completed within two days from receipt of the report.

4.8 The table below summaries the gradings between the last two inspections:

Care Home	Previous Grades					Current Grades				
	1	2	3	4	5	1	2	3	4	5
29 November 2011						30 June 2012				
Castle Glen Care & Nursing Home										
• Care & Support			✓					✓		
• Environment			✓				✓			
• Staffing			✓					✓		
• Management & Leadership			✓					✓		
7 December 2011						26 June 2012				
Hillview Care Home										
• Care & Support			✓					✓		
• Environment				✓					✓	
• Staffing			✓					✓		
• Management & Leadership				✓					✓	
28 November 2011						3 May 2012				
Edinbarnet Nursing Home										
• Care & Support					✓				✓	
• Environment					✓					✓
• Staffing					✓					✓
• Management & Leadership					✓					✓
17 February 2012						14 June 2012				
Sunningdale Home										
• Care & Support				✓					✓	
• Environment			✓					✓		
• Staffing			✓					✓		
• Management & Leadership		✓						✓		

5. People Implications

5.1 There are no people implications for West Dunbartonshire Council or the CHCP.

6. Financial Implications

6.1 The National Care Home Contract provides for an additional quality payment by the Council to a Care Home if the Care Inspectorate Inspection report

awards them a high grading of 5 or 6 for the *care and support* theme. There is a second additional quality payment if this high grade is coupled with a grading of a 5 or 6 in any of the other three thematic areas. The Contract also states that if providers receive a low grading of a 1 or 2 in their Care Inspectorate Inspection report for the *care and support* theme then it may trigger a reduction in the amount the Council pays them.

- 6.3** The revised gradings for Edinbarnet Nursing Home means that they are no longer eligible for the enhance quality payments from the Council that they have been previously in receipt of.

7 Risk Analysis

- 7.1** Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. For any service assessed by the Care Inspectorate, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. Consistently poor gradings awarded to any independent sector Care Home would be of concern to the CHCP and the Council, particularly in relation to the continued placement of older people by the authority in such establishments.

8. Equalities Impact Assessment (EIA)

- 8.1** No issues were identified in a screening for potential equality impacts.

9. Consultation

- 9.1** Not relevant or required for this report.

10. Strategic Assessment

- 10.1** 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.

Keith Redpath
Director of the Community Health & Care Partnership

Person to Contact: Ms Sharon Elliott
Acting Section Head - Quality Assurance
West Dunbartonshire CHCP
Room 1.6, LevenValley Enterprise Centre
Castlehill Rd, Dumbarton G82 5BN
E-mail: sharon.elliott@west-dunbarton.gov.uk
Telephone: 01389 772196

Appendices: None

Background Papers: All the inspection reports can be accessed from
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All.