

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership: 25th January 2012

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

1. Purpose

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

The Care services operated by the CHCP that were awarded grades of 2 (i.e. weak) or have had requirements placed upon them are:

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

3. Main Issues

The recommendations and requirements outlined by the Care Inspectorate following its Inspection of our services as previously reported, fall into four key areas of concern:

- The Service Provider must undertake a review of current staffing arrangements taking account of residents, health and welfare needs and how these are to be met.
- The Service Provider must implement a programme of care of regular and meaningful social and recreational activity informed by the needs, choices and preferences of residents.
- The Service Provider must ensure that personal plans fully and accurately reflect resident's individual needs, choices, abilities and personal preferences.
- The Service Provider must ensure that an effective participation strategy should be devised

4. Action Plans Updates

At the last meeting of the CHCP Committee the Action Plans for each of the services to address the recommendations and requirements were noted. In the interim:

- All action plans have been received by the Care Inspectorate and are being progressed;
- A full staffing review is being conducted across all 6 WDC Residential Homes using the Revised Elderly Persons Disability Scale;
- An Activity Focus Group has been established which includes carers and residents to review and implement activities across the 6 WDC Residential Homes;
- A draft Participation Strategy is currently being circulated for comments and feedback before it is implemented across the 6 WDC Residential Homes;
- A new person centered care plan has been implemented across WDC 6 Residential Homes , the plan covers aspects of daily living , risk assessments, physical, social and health assessment, using validated tools; and
- Since the last report 16th November, Mount Pleasant House previously graded 2 has been re inspected and awarded a grade 3 for Quality of Care and Support and Quality of Staffing.

It is intended that the improvement actions while being targeted on the services that have had their ratings down graded, will be applied to the other residential and daycare services operated by the CHCP to try to ensure that these services, when inspected, are able to demonstrate the quality of the care that they provide for their residents and attenders.

5. People Implications

- 5.1** There are personnel implications associated with addressing the requirements detailed in the reports for the services operated by West Dunbartonshire Council. In particular these relate to the training to be planned for staff in the services and the staffing review within the three care homes.

5. Financial Implications

- 5.1** There may be financial implications for the Council in addressing a requirement in the Willox Park inspection report to ensuring the premises and facilities are maintained in a good state of repair internally and externally in order to be suitable for meeting the health and welfare needs of the residents, including infection control and prevention.
- 5.2** There will be financial implications for the Council in addressing a requirement in the Dalreoch House inspection report to ensure each unit has a bath or shower which is appropriate for the needs of the residents living in the unit and to maintain the baths 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 should lead to improved grades being awarded in subsequent inspections. 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:

- (1) that work continues to ensure that the grades awarded to residential and day care services will be increased to the quality levels expected by the Council; and
- (2) that a further report will be brought to the next CHCP Committee outlining the further progress made.

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Date: 3 January 2012.

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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.