

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership Committee: 20th February 2013

Subject: Care Inspectorate Reports for Older People Residential and Day Care Services operated by West Dunbartonshire Council.

1. Purpose

- 1.1 To up-date Members on the most recent inspection reports for the Council's Older People's Care Home and Day Centre services.

2. Recommendations

- 2.1 The CHCP Committee is asked to note the content of this report and the work which has been undertaken to ensure grades awarded to the Council's older peoples' services reflect the quality levels expected by the Council.

3. Background

- 3.1 Care Inspectorate inspections focus on any combination of four thematic areas: quality of care & support; environment; staffing; and management & leadership.
- 3.2 The CHCP older people's care homes covered in this Committee report are:
- Boquhanran House.
 - Langcraigs Care Home.
 - Mount Pleasant House.
 - Frank Downie House.
 - Dalreoch House.

The Day Care service covered is Langcraigs Day Centre.

- 3.3 Copies of inspection reports for all services can be accessed on the Care Inspectorate web-site: www.scswis.com.

4. Main Issues

Boquhanran House

- 4.1 Boquhanran House was inspected on 1st November 2012. The inspectors looked at all four of the quality themes. The inspection report was published on 28th November 2012 and awarded the following grades:
- For the theme of *Care and Support* – Grade 4/Good.
 - For *Environment* – Grade 3/Adequate.
 - For *Staffing* - Grade 4/Good.

- For *Leadership and Management* - Grade 3/Adequate.

4.2 The inspectors commented that Boquhanran House provided a personalised service where the meaningful involvement of residents and their families is welcomed and valued. Staff also worked well together to meet the needs of residents and there is a commitment to providing a good quality service. It was noted that improvements are on-going to strengthen the quality assurance system and improve the environment. The inspectors confirmed that all six requirements included in the previous report (July 2012) had been met; and that there were no requirements from this new inspection report.

Langcraigs Care Home

4.3 Langcraigs Care Home was inspected on 28th August 2012. The inspectors looked at three themes: care & support, environment and staffing. The inspection report was published on 16th October 2012 and awarded the following grades:

- For *Care & Support* –Grade 4/Good.
- For *Environment* – Grade 4/Good.
- For *Staffing* - Grade 4/Good.

4.4 The inspectors commented that the service had created a homely atmosphere where the people who used the service spoke very highly of the care they received. However, they also identified some areas for improvement and included in their report four requirements to be addressed:

- Introduce a suitable assessment tool to formally assess the physical, social, psychological and recreational needs and choices of each individual using the service on a four weekly basis to support evidence based staffing levels and deployment. The home was given a three month period from the date of receipt of the report to comply with this.
- To ensure they can evidence that appropriate actions are taken as care needs change. To comply with this they were given four weeks from receipt of the inspection report.
- Environmental checks to be carried out regularly and action plans giving accountability and time scales for repairs to be carried out are set. To comply with this they again were given a deadline of four weeks from receipt of the inspection report.
- Evidence that Health and Safety Guidelines are followed regarding the safe bathing and shower temperatures are being adhered to. To comply with this they were given 24 hours from receipt of the inspection report.

4.5 An action plan was devised and forwarded to the Care Inspectorate detailing how these requirements were to be addressed. This plan was approved by the Care Inspectorate for implementation; and the actions have all now been completed.

Mount Pleasant House

- 4.6 Mount Pleasant House was inspected on 5th December 2012. The inspectors looked at all four of the quality themes. The inspection report is still a draft and awarded the following grades:
- For *Care and Support* – Grade 4/Good.
 - For *Environment* – Grade 4/Good.
 - For *Staffing* Grade 4/Good.
 - For *Leadership and Management* - Grade 3/Adequate.
- 4.7 The inspectors commented that they could see that the participation of residents and their families continued to be promoted and supported. They also said the staff team were skilled, experienced and that the resident's health and wellbeing needs were met to a good standard. Comment was also made about the environment in that it was homely and safety was well managed. There were no requirements included in the inspection report.

Frank Downie House

- 4.8 Frank Downie House was inspected on 30th October 2012. The inspectors looked at all four of the quality themes. The inspection report was published on 17th December 2012 and awarded the following grades:
- For *Care and Support* - Grade 4/Good.
 - For *Environment* - Grade 3/Adequate.
 - For *Staffing* - Grade 4/Good.
 - For *Leadership and Management* - Grade 3/Adequate.
- 4.9 During the inspection inspectors saw that the service significantly improved the information it keeps on how to support individuals including what their wishes are and how to support any health related issues. In addition to this, environmental improvements had taken place including the upgrading of shared bathrooms and replacing hall carpets.
- 4.10 Inspectors also identified some areas for improvement and included in their report two requirements to be addressed:
- To introduce its own medication audit tool to address gaps or mistakes on medication records. This was to be completed within four weeks upon receipt of the inspection report.
 - Ensure that alarm pull cords within bathrooms conform to good infection control practices. This was to be completed within four weeks from the date of receipt of their report.
- 4.11 An action plan was devised and forwarded to the Care Inspectorate detailing how these requirements were to be addressed. This plan was approved by the Care Inspectorate for implementation; and the actions have all now been completed.

Dalreoch House

- 4.12 Dalreoch House was inspected on 27th November 2012. The Inspectors focussed on all four of the quality themes. The inspection report was published on 18th January 2013 and awarded the following grades:
- For *Care and Support* – Grade 4/Good.
 - For *Environment* – Grade 3/Adequate.
 - For *Staffing* - Grade 4/Good.
 - For *Leadership and Management* - Grade 4/Good.
- 4.13 The inspectors noted that the service was highly thought of by the residents, that it had a homely atmosphere, the staff friendly and that the service had done well to meet the requirements made during their previous inspection in May 2012.
- 4.14 Inspectors identified some areas for improvement and included in their report two requirements to be addressed:
- To ensure any metal equipment in the home, such as toilet frames, which begin to rust are replaced. This is to be completed within four weeks upon receipt of the inspection report.
 - Bathrooms to be thoroughly cleaned and regularly monitored to prevent the spread of infections. They have been given one week from the date of receipt of the report to comply with this.
- 4.15 An action plan was devised and forwarded to the Care Inspectorate detailing how these requirements were to be addressed. This plan was approved by the Care Inspectorate for implementation; and the actions have all now been completed.

Langcraigs Day Centre

- 4.16 Langcraigs Day Centre was inspected on 21st September 2012 and focussed on all four of the quality themes. The inspection report was published on 1st November 2012, and the service received Grade 4/Good in all four themes.
- 4.17 As with the other services, the inspector noted that meaningful participation of service users and their relatives had continued to be promoted and supported to a good standard in relation to the care and support being provided. The staff team experienced and residents' health needs are being well managed.
- 4.18 The inspector noted that improvements were needed in some areas. To address them the report detailed four requirements. They were:
- Reviews to be held for everyone that it supports at least six monthly. To comply with this they were given 12 weeks from receipt of their report.
 - The service to comply with the medication policy. This had to be undertaken within 24 hours of the receipt of the report.
 - Service users were to be supported to use continence products they had been individually assessed for. The deadline for complying with this requirement was four weeks from receipt of the report.

- Introduce a suitable assessment tool to formally assess the physical, social, psychological and recreational needs and choices of each individual using the service on a four weekly basis to support evidence based staffing levels and deployment. This was to be completed within 3 months from the receipt of the report.

4.19 An action plan was devised and forwarded to the Care Inspectorate detailing how these requirements were to be addressed. This plan was approved by the Care Inspectorate for implementation; and the actions have all now been completed.

4.20 The table below sets out the movement in grades for the two services over their last two inspections.

Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	13 July 2012						1 November 2012					
Boquhanran House • Care & support • Environment • Staff • Management & Leadership		✓							✓	✓		
	22 December 2011						28 August 2012					
Langcraigs Care Home • Care & support • Environment • Staff • Management & Leadership				✓						✓		
	25 July 2012						DRAFT 05 December 2012					
Mount Pleasant House • Care & support • Environment • Staff • Management & Leadership		✓	✓						✓	✓		
	30 April 2012						30 October 2012					
Frank Downie House • Care & support • Environment • Staff • Management & Leadership			✓						✓	✓		
	31 May 2012						27 November 2012					
Dalreoch House • Care & support • Environment • Staff • Management & Leadership		✓	✓						✓	✓		
	27 July 2010						21 September 2012					
Langcraigs Day Centre • Care & support • Environment • Staff • Management & Leadership				✓						✓		

5. People Implications

- 5.1 There may have been personnel implications for Langcraigs Care Home and Langcraigs Day Centre in addressing the requirement on the implementation of an assessment tool to support staffing levels and deployment. This may have affected their 'staffing schedule' in that there would be a need to look at staff rotas.

6. Financial Implications

- 6.1 A programme of capital works and upgrades is in place for all care homes utilising the capital budget for 2012/13. The upgrades specified in the inspections for Boquhanran House and Langcraigs Care Home have now been incorporated into the capital programme.

7. Risk Analysis

- 7.1 For any service 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 No issues were identified in a screening for potential equality impact of these reports.

9. Consultation

- 9.1 None required.

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.

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Date: 30.1.13

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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