

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership Committee: 15th May 2013

Subject: Care Inspectorate Reports for services managed by West Dunbartonshire Council's Home Care

1 Purpose

- 1.1** To provide Members with information regarding the most recent inspection report for the Council's own Home Care services.

2 Recommendations

- 2.1** The Community Health & Care Partnership (CHCP) Committee is asked to note the content of this report and the work undertaken to ensure grades awarded reflect the quality levels expected by the Council.

3 Background

- 3.1** Care Inspectorate inspections focus on any combination of four thematic areas. These themes are; quality of care and support, environment, staffing and management & leadership.

- 3.2** The CHCP Home Care services covered in this Committee report are:

- Community Alarm Service
- Home Care Service
- Sheltered Housing

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

4 Main Issues

Community Alarm Service

- 4.1** The Community Alarm Service was inspected on 28th November 2012 and the report issued on 21st February 2013. The following grades were awarded:

- For *Care and Support* – 5/Very Good.
- For *Staffing Grade* - 5/Very Good
- For *Management and Leadership* - Grade 5/Very Good.

A range of random visits were carried out to community alarm clients' homes during an intensive inspection period. Although there was evidence that reviews had taken place, client held information was found to be out of date in some instances.

The service is implementing an audit of client held information at the point of routine check visits carried out by the mobile attendants on a six monthly basis.

A schedule of quality monitoring visits undertaken by Care at Home Co-ordinators will ensure compliance with target dates

- 4.2** There were no requirements for improvement highlighted in the inspection report.

Home Care Service

- 4.3** The Home Care Service was inspected on 28th November 2012 and the report issued on 21st February 2013. The following grades were awarded:

- For *Care and Support* – 5/Very Good.
- For *Staffing Grade* - 5/Very Good
- For *Management and Leadership* - Grade 5/Very Good.

- 4.4** There were no requirements for improvement highlighted in the inspection report.

Sheltered Housing

- 4.5** The Community Alarm Service was inspected on 28th November 2012 and the report issued on 21st February 2013. The following grades were awarded:

- For *Care and Support* – 5/Very Good.
- For *Staffing Grade* - 5/Very Good
- For *Management and Leadership* - Grade 5/Very Good.

- 4.6** There were no requirements for improvement highlighted in the inspection report.

- 4.7** The table below sets out the movement in grades for the services over the last two inspections:

Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	14 September 2011						28 November 2012					
WDC Community Alarm Service						✓					✓	
<ul style="list-style-type: none"> • Care & support • Environment • Staff • Management & Leadership 					✓						✓	
	2 September 2010						28 November 2012					
WDC Home Care Service					✓						✓	
<ul style="list-style-type: none"> • Care & support • Environment • Staff • Management & Leadership 					✓						✓	
	2 September 2010						28 November 2012					

WDC Sheltered Housing					✓						✓	
• Care & support											✓	
• Environment											✓	
• Staff											✓	
• Management & Leadership					✓						✓	

5 People Implications

5.1 There are no people implications.

6 Financial Implications

6.1 There are no financial implications.

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 this report.

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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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