

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership: 6th June 2012

Subject: Care Inspectorate Inspection Reports for Older People Residential Services Operated by West Dunbartonshire Council.

1. Purpose

- 1.1** To provide Members with information regarding the most recent Care Inspectorate inspection for the six older peoples' residential services directly managed by the CHCP and to update members on the management action being taken to improve performance.

2. Background

- 2.1** The Care Inspectorate inspections continue to focus on any combination of four thematic areas; quality of care and support, environment, staffing and management & leadership.
- 2.2** At the March 2012 meeting of CHCP Committee an update report was submitted detailing some reports and the progress achieved in addressing critical reports from the Care Inspectorate inspections for some services directly managed by the CHCP where low grades of 2 – weak were awarded. All these inspections have now been finalised and have been included in this report.

3. Main Issues

- 3.1** Copies of the inspection reports for all services can be accessed on the Care Inspectorate web-site; www.scswis.com.
- 3.2** The CHCP Care Homes covered in this Committee report are Boquhanran House, Dalreoch House, Frank Downie House, Langcraigs Centre, Mount Pleasant House and Willox Park.
- 3.3** All grades relating to direct care arrangements are now craded at 3 (adequate) or above. The two outsanding weak grades relate to the physical infrastructure of the units and are set out in detail below.
- 3.4** It remains a management priority to have all the grades relating to all factors improved further.

4. Care Inspectorate Inspections

4.1 Boquhanran House was inspected on 30th January 2012. Their inspection focussed on the two themes of care & support and environment. The grades awarded were 3 – adequate for care & support and 2 – weak for environment. In their previous inspection they had been awarded 4 – good for both of these themes.

4.1.1 There were three requirements detailed in the report;

- Devise and implement a programme of regular and meaningful social and recreational activities. These are to be informed by the needs, choices and preferences of residents. This requirement has been met.
- Ensure that the building is kept in a good state of repair internally and externally to protect residents and make the home a safe and pleasant place to live. An action plan had to be submitted detailing the areas for improvement; the action to be taken; the responsible persons and the timescale for achievement. This requirement has been met although some external repairs are still outstanding.
- Ensure that satisfactory standards 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. This requirement has been met.

4.2 Dalreoch House was inspected on 31st January 2012. Their inspection also focussed on the two themes of care & support and environment. They maintained the grade of 3 – adequate for the theme of care and support. The grade for the environment theme was 2 – weak, in the previous inspection they received a 3 – adequate.

4.2.1 Dalreoch House's inspection report detailed two requirements that had to be addressed;

- Undertake a review of staff levels within the service taking account of the size and nature of the service, the statement of aims and objectives and needs of the residents. The outcome of the review was to be submitted to Social Care and Social Work Improvement Scotland (SCSWIS) by 1st April 2012. This requirement has been met.
- Ensure that residents have the opportunity to take part in regular meaningful activities. The service had to factor this into the review of staffing levels. This requirement has been met.
- The home was re-inspected on the 14th and 15th of May 2012 – the outcome of the inspection is awaited.

4.3 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 3 – adequate for both themes, a reduction from the 4 – good awarded in their previous inspection.

4.3.1 Included in their inspection report were five requirements;

- To ensure that personal plans which set out how residents' health, welfare and safety needs are to be met are devised and maintained. This requirement has been met.
- To undertake a review of staff levels within the service taking account of the size and nature of the service, the statement of aims and objectives and needs of the residents. The service had to submit the outcome of this review to SCSWIS by 1st December 2012. This requirement has been met.
- Ensure that residents have the opportunity to take part in regular meaningful activities. The provider must factor this into its review of staffing levels. This requirement has been met.
- Review risk assessments for bed rails on a regular basis to ensure that their continued use is required and is safe. The initial assessments should demonstrate that consultation has taken place with the individual and their families prior to the rails being put in place. This requirement has been met.
- Medication prescribed to reduce anxiety is to have information about it recorded clearly within the care plans. Including why the medication was prescribed, possible side effects and how the person responds to the medication. It is to be clear why the medication is increased or decreased. This requirement has been met.
- The home was re-inspected in May 2012 – the outcome of the inspection is awaited.

4.4 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 awarded the grades of 4 – good. This was the same as in their previous inspection.

4.4.1 They had 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 Care Inspectorate for approval once completed and SCSWIS by 29th April 2012. This requirement has been met.

4.5 Mount Pleasant House was inspected on 19th December 2011. They were inspected on the same two quality themes, care & support and staffing, as in

their previous inspection. The grades awarded from this inspection were raised from 2 – weak to 3 – adequate for both themes. They did not have any requirements included in their report.

4.6 Willox Park was inspected on 27th January 2012. Their inspection also focussed on the same two quality themes as in their previous inspection; care & support and environment. The grades awarded rose from 2 – weak to 3 – adequate for both themes. They did not have any requirements included in their report. The table below sets out the movement in grades across the units over the past few months:

Home	Previous Grades					Current Grades				
	1	2	3	4	5	1	2	3	4	5
30 January 2012										
Boquhanran House • Staffing • Management & Leadership • Care & Support • Environment				✓ ✓			✓	✓		
31 January 2012										
Dalreoch (awaiting report) • Staffing • Management & Leadership • Care & Support • Environment			✓ ✓				✓	✓		
25 November 2011										
Frank Downie (awaiting report) • Staffing • Management & Leadership • Care & Support • Environment				✓ ✓				✓ ✓		
22 November 2011										
Langcraigs • Staffing • Management & Leadership • Care & Support • Environment				✓ ✓					✓ ✓	
19 December 2011										
Mount Pleasant House • Staffing • Management & Leadership • Care & Support • Environment		✓ ✓						✓ ✓		
27 January 2012										
Willox Park • Staffing • Management & Leadership • Care & Support • Environment		✓ ✓						✓ ✓		

5. Update on Quality Improvement

- 5.1 All homes have introduced new care plans and these have been completed for all residents
- 5.2 A standardised review process has been put in place for all residents
- 5.3 A staffing review has been undertaken and shared with the Care Inspectorate
- 5.4 All Homes have developed an outline Continuous Quality Improvement Programme which will be completed by the end of June 2012
- 5.5 A recruitment process to fill all vacancies is underway and will be completed by end June 2012
- 5.6 Each home is identifying a planned programme of maintenance to be agreed with HEEDs
- 5.7 Staffing schedules are currently being reviewed
- 5.8 A review of policies and procedures is underway
- 5.9 Additional IT has been procured to improve opportunities for on-line learning for staff
- 5.10 Future work will include a learning and development plan for staff, a review of activities for residents and improvements in communication with residents and families

6. People Implications

- 6.1 There are personnel implications for CHCP managed care homes in addressing requirements in the inspection reports.
- 6.2 There are personnel implications associated with addressing the requirements of the staffing reviews and meaningful activities as detailed in the reports for the CHCP managed care homes.
- 6.3 Staff from the Quality Assurance Section monitor the independent sector care homes and this section will provide this service to Council run homes in the future.

7. Financial Implications

- 7.1 There are financial implications for the CHCP in addressing the requirements to ensuring premises and facilities are maintained in a good state of repair internally and externally

- 7.2** For Boquhanran House a capital budget has been identified to remedy the environmental faults detailed within the inspection and this work is being progressed. A full programme of planned maintenance is required and discussions with HEEDs are underway. In addition we anticipate requirements to improve bathing facilities at Dalreoch and Willox Park which will require capital expenditure. However the whole estate requires considerable investment in order to deliver services which meet modern standards for the care of vulnerable older people.
- 7.3** There are financial implications to the CHCP as a result of the staffing review that has been undertaken. We are currently recruiting to fill all vacancies.

8 Risk Analysis

- 8.1** 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 to deliver the service.

9. Equalities Impact Assessment (EIA)

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

10. Strategic Assessment

- 10.1** 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.
- 10.2** Addressing the requirements contained in these reports in a timely fashion has led 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.

11. Conclusions and Recommendations

- 11.1** 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.
- 11.2** 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

the older peoples' residential services within West Dunbartonshire will be increased to the quality levels expected by the Council.

Keith Redpath
Director of the Community Health & Care Partnership
Date: 18 May 2012

Person to Contact: Mr Max Agnew, Section Head - Quality Assurance & Training, West Dunbartonshire CHCP.

Telephone Number 01389 772196

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.