

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of the Community Health and Care Partnership

CHCP Committee: 20th August 2014

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

1. Purpose

- 1.1 To provide Members with information regarding the most recent inspection reports for three of the Council's own Older People's Residential Care Home and Day Care Services.

2. Recommendations

- 2.1 The 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 and leadership.

- 3.2 The services covered in this Committee report are:

- Dalreoch House
- Queen Mary Day Centre
- Frank Downie House
- Willox Park

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

4. Main Issues

4.1 Dalreoch House

Dalreoch House was inspected on 11th March 2014. The Inspector commented that Staff have a good working knowledge of the care needs and preferences of each resident and that the service has been working to improve how it communicates with residents and their relatives to give them a bigger say in how the service is developed.

4.2 The Inspection focussed on four thematic areas with the following grades Awarded:

- For Care and Support - Grade 3 / Adequate
- For Environment – Grade 3 / Adequate
- For Staffing – Grade 3 / Adequate
- For Leadership and Management – Grade 3 / Adequate

4.3 The inspection report detailed the following requirements to be addressed:

- The service provider must implement systems which will ensure that the needs of those service users identified as being at risk developing pressure ulcers are regularly assessed and adequately met.
- The service provider must ensure that service users' personal plans fully set out how the health, welfare and safety needs of the individuals are to be met.
- The service provider must undertake a review of staffing within the four units to ensure that there are suitably qualified and competent persons working in such numbers as are appropriate for the health, welfare and safety of service users.

4.4 The table below sets out the movement in grades for this home over the last two inspections.

Service	Previous Grades 29 th May 2013		
	Quality Statements	Grades Awarded	Overall Grade
Dalreoch House			
Care & Support	1 3	3 3	3
Environment	1 2	3 3	3
Staffing	1 3	3 3	3
Management & Leadership	1 4	3 3	3

Service	Current Grades 11 th March 2014		
	Quality Statements	Grades Awarded	Overall Grade
Dalreoch House			
Care & Support	1 3	3 3	3
Environment	1 2	3 3	3
Staffing	1 3	3 3	3
Leadership & Management	1 4	3 3	3

4.5 Queen Mary Day Centre

Queen Mary Day Centre was inspected on the 1st May 2014. The Inspector commented that Staff are highly thought of. There is a small consistent team which has been positive for service users, the Centre has a friendly and relaxed atmosphere.

4.6 The inspection focussed on four thematic areas, with the following grades awarded.

- For Care and Support – Grade 4/ Good
- For Environment – Grade 4 / Good
- For Staffing – Grade 4 / Good
- For Management and Leadership – Grade 4/ Good

4.7 There were no requirements arising from this inspection:

4.8 The table below sets out the movement in grades for this day centre over the last two inspections.

Service	Previous Grades 14th August 2013		
Queen Mary Day Centre	Quality Statement	Grade	Overall Grade
Care & Support	1	3	3
	3	4	
Environment	1	3	3
	2	4	
Staffing	1	3	3
	3	3	
Management & Leadership	1	3	3
	4	3	

Service	Current Grades 1 st May 2014		
Queen Mary Day Centre	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	3	5	
Environment	1	4	4
	2	5	
Staffing	1	4	4
	3	5	
Management & Leadership	1	4	4
	4	4	

4.9 Frank Downie House

Frank Downie House was inspected on the 20th January 2014. The Inspector commented that the redecoration of the home and the replacement of furniture improved the environment of the home.

4.10 The inspection focussed on four thematic areas, with the following grades awarded:

- For Quality of Care and Support – Grade 4 / Good
- For Quality of Environment – Grade 4 / Good
- For Quality of Staffing – Grade 4 / Good
- For Quality of Management and Leadership – Not Assessed

4.11 There were no requirements arising from this Inspection.

4.12 The table below sets out the movement in grades for this home over the last two inspections.

Service	Previous Grades 12 th June 2013		
Frank Downie House	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	2	5	
	3	4	
Environment	1	4	4
	2	3	
	3	5	
Staffing	1	4	4
	3	4	
Management & Leadership	1	4	3
	4	3	

Service	Current Grades 20 th January 2014		
Frank Downie House	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	3	4	
Environment	1	4	4
	2	4	
Staffing	1	4	4
Management & Leadership	Not Assessed		

4.13 Willox Park

Willox Park was inspected on the 19th June 2014. The Inspector commented That the service provides a person centred service to residents. Staff know the The residents well and treat caringly with respect. The home is clean and bright, airy and safe. Relatives state they are made welcome when they visit.

4.14 The inspection focussed on four thematic areas, with the following grades awarded.

- For Care and Support – Grade 5/ Very Good
- For Environment – Grade 4 / Good
- For Staffing – Grade 5 / Very Good
- For Management and Leadership – Grade 5/ Very Good

4.15 There were no requirements arising from this Inspection.

4.16 The table below sets out the movement in grades for this home over the last two inspections.

Service	Previous Grades 14 th March 2014		
Willox Park	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	3	4	
Environment	1	4	4
	2		
Staffing	1	4	4
	3	4	
Management & Leadership	1	4	4
	4	4	

Service	Current Grades 19 th June 2014		
Willox Park	Quality Statement	Grade	Overall Grade
Care & Support	1	5	5
	3	5	
Environment	2	5	4
	3	4	
Staffing	3	5	5
	4	5	
Management & Leadership	1	5	5
	4	5	

4.17 The table below summarises the movement in grades for the services over their last two inspections.

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
Dalreoch House	29th May 2013						11th March 2014					
<ul style="list-style-type: none"> • Care & Support • Environment • Staff • Management & Leadership 			✓						✓			
			✓						✓			
			✓						✓			
			✓						✓			
Queen Mary Day Centre	14th August 2013						1st May 2014					
<ul style="list-style-type: none"> • Care & Support • Environment • Staff • Management & Leadership 			✓							✓		
			✓							✓		
			✓							✓		
			✓							✓		
Frank Downie House	12th June 2013						20th January 2014					
<ul style="list-style-type: none"> • Care & Support • Environment • Staff • Management & Leadership 				✓						✓		
				✓						✓		
				✓						✓		
				✓						✓		
Willox Park	14th March 2014						19th June 2014					
<ul style="list-style-type: none"> • Care & Support • Environment • Staff • Management & Leadership 				✓							✓	
				✓							✓	
				✓							✓	
				✓							✓	

5. People Implications

5.1 There were no people implications.

6. Financial Implications

6.1 There were no financial implications.

7. Risk Analysis

7.1 For any services 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 Not required for this report.

9. Consultation

9.1 Not required for this report

10. Strategic Assessment.

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.

- Improve care for and promote independence for older people.
- Improve the wellbeing of communities and protect the wellbeing of vulnerable people.

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Appendices: None

Background Papers: The information provided in Care Inspectorate inspection Reports website on
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All