

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership: 6th June 2012

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#### **Subject: Care Inspectorate Inspection Reports for Independent Sector Homes in West Dunbartonshire**

#### **1. Purpose**

- 1.1 To provide Members with information regarding the most recent Care Inspectorate inspection reports received for seven independent sector providers delivering older peoples' residential services within West Dunbartonshire.

#### **2. Background**

- 2.1 At the January 2010 meeting of the Social Work and Health Improvement Committee, Members agreed that reports on the outcome of Care Inspectorate inspections for every service, be made on an annual basis unless that service achieved a grade of less than 3 in any of the thematic areas.
- 2.2 The Care Inspectorate inspections continue to focus on any combination of four thematic areas; quality of care and support, environment, staffing and management & leadership.

#### **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](http://www.scswis.com).
- 3.2 The independent sector Care Homes covered in this Committee report are Castlevie Nursing Home, Clyde Court Care Centre, Castle Glen Care and Nursing Home, Edinbarnet Nursing Home, Hill View Care Home, Strathleven Care Home and Sunningdale.

#### **4. Care Inspectorate Inspections**

- 4.1 **Castlevie Care Home**, previously operated by Southern Cross Healthcare Ltd. is now operated by HC-One Ltd. The Care Inspectorate inspected this service on 27<sup>th</sup> March 2012. Their inspection focussed on all four thematic areas. They were awarded the grade of 3 – adequate for all four themes. This was an improvement on the previous inspection when they were

awarded the grade of 2 – weak for the themes of staffing and management & leadership.

**4.1.1** This report for Castleview Nursing Home contained several requirements;

- All personal plans to be accurate and up-to-date, ensuring the individual needs of each resident are met. They are currently addressing this and have to complete it within two months of receipt of their inspection report.
- Ensure all Adults with Incapacity Section 47 Certificates are fully completed by G.P's and that a system is in place for their renewal as and when required. The timescale for this requirement was one month from receipt of their report and it is almost completed.
- To review and update all policies and procedures for palliative care to reflect best practice. They are currently working on this and must complete the work within six months of receipt of their report.
- Ensure that where a resident has a wound or pressure sore their care plan includes a separate treatment plan for each wound. This requirement has been met.
- Put in place a robust system for ordering resident's medication, with regular checks ensuring that there is no delay in resident's obtaining medication. This requirement has been met.
- All residents to be treated with dignity and respect at all times, and staff to refresh their knowledge about the RCN campaign Dignity matters. This requirement has been met.
- Adapt existing bathroom facilities within the home in order to provide service users with a choice of a bath or shower. This will require the provision of a shower facility within both of the units on the first floor and within the existing 20 bedded unit on the ground floor. The service is in the process of addressing this requirement and it has to be completed by 31<sup>st</sup> August 2012.
- The service not to retain copies of disclosures and PVG checks in individual staff files but instead should record date received along with disclosure number and hold the information in a secure place. This requirement has been met.
- Ensure there is always suitably qualified and competent staff working in the service in such numbers, as is appropriate for the health, welfare and safety of residents. This requirement has been met.
- HC - One to ensure that the quality of leadership and management of the service is appropriate to the needs of residents. They have six months

from receipt of the inspection report to put in place appropriate support and training for the Manager of the service.

- 4.1.2** In addition to the requirements above the inspector detailed three additional requirements that have been placed on the service as a result of an Adult Support and Protection investigation that had taken place. These requirements were;
- Ensure staff within the dementia unit has up-to-date training appropriate to the work they are to perform. This is with specific reference to Protection of Vulnerable Adults, Challenging behaviour, Dementia awareness, Communication skills and Record keeping. This training is ongoing and has to be completed within six months of receipt of their inspection report.
  - Ensure that personal plans set out how the residents' health, welfare and safety needs are to be met. This is with specific reference to the management of challenging behaviour and protecting vulnerable people and must be completed within one month of receipt of the report.
  - Ensure all incidents involving the abuse of a vulnerable adult is managed as per the provider's Safeguarding Adults Policy and The Adult Support and Protection (Scotland) Act 2007. This requirement has been met.
- 4.2** Clyde Court Care Centre, also previously part of Southern Cross Healthcare Ltd., is now operated by Four Seasons Healthcare Ltd. They were inspected on 5<sup>th</sup> March 2012. They also were inspected on all four thematic areas and were awarded the grade of 3 – adequate for all four themes. This was an improvement on their previous inspection when they were awarded the grade of 2 – weak for the themes of care & support and staffing and 3 – adequate for management & leadership.
- 4.2.1** Clyde Court Care Centre's inspection report contained one requirement. They had to ensure a medication recording system that is safe, up to date and accurate is in place. This requirement has been met.
- 4.3** Castle Glen Care and Nursing Home, previously operated as Dalmoak Nursing Home, was inspected on 29<sup>th</sup> November 2011. Their inspection focussed on all four themes and awarded the grade of 3 – adequate for all themes. This was an improvement on the previous inspection when they were awarded a 2 – weak for the theme of environment.
- 4.3.1** Included in their inspection report were five requirements. These were;
- Care Plans to include a risk assessment and written consent. This requirement has been met.
  - Ensure hand drying facilities were available in all communal bathrooms. This requirement has been met.

- Ensure that their recruitment process follows best practice guidance and the Scottish Social Services Council's (SSSC) Code of Practice for Employers. To do this they must ensure that staff employed before Disclosure information is returned are monitored and supervised in their role, develop a recording system to keep secure information about Disclosures returns and establish a system to record information when references are accepted by telephone. This requirement has been met.
- Ensure there is a dependency tool in place and tie it into staffing/care hours to ensure staff numbers are responsive to the changing needs of the residents. This requirement has been met.
- In order to achieve full compliance with the conditions of registration the home must only provide a care service to older people. At the time of the inspection the home was providing care to a younger adult who in the view of the Inspectorate should be offered more age appropriate accommodation. This is being addressed in conjunction with care managers and will be completed within 9 months of the receipt of the report.

**4.4** Edinbarnet Nursing Home was inspected on 28<sup>th</sup> November 2011. Their inspection focussed on the two themes of care & support and environment. For both these themes they were awarded the grade of 5 – very good. This matched the grade given in their previous inspection when they were only inspected on the theme of care & support. There were no requirements detailed in their report.

**4.5** Hill View Care Home, operated by BUPA Care Homes, was inspected on 7<sup>th</sup> December 2011. Their inspection focussed on the three themes of care & support, staffing and management & leadership. For care & support and staffing they received the grade of 3 – adequate and 4 – good for management & leadership. The grades of 3 – adequate were lower than the 4 – good awarded in the previous inspection.

**4.5.1** Within their report there were four requirements highlighted. These were;

- To put in place arrangements to ensure that nursing and care staff have access to all written advice and guidance from healthcare professionals and that it is available for reference within individual support plans. This requirement has been met.
- Support plans to set out how all the resident's health, welfare and safety needs are to be met. This is with particular regard to dental care/treatment and challenging behaviour. This requirement has been met.
- Ensure that the resident's dental hygiene is attended to as per best practice guidance. This requirement has been met.
- All staff to receive the training they need to care for and support residents in relation to specific health care needs. This requirement has been met.

**4.6** Strathleven Care Home was inspected on 30<sup>th</sup> January 2012. They were inspected on all four themes and were awarded the grade of 3 – adequate for all four. In their previous inspection they had been awarded 4 – good for the themes of care & support and leadership & management.

**4.6.1** Included in their inspection report were three requirements;

- Adhere to the terms of their staffing schedule and ensure that staff in sufficient numbers, are in attendance at all times. This requirement has been met.
- To record the date of receiving disclosures and record the disclosure number for each employee. This requirement has been met.
- Ensure that all staff are appropriately qualified and experienced for the position to which they are appointed. This requirement has been met.

**4.7** Sunningdale was inspected on 17<sup>th</sup> February 2012. Their inspection focussed on all four themes. For care & support they received the grade of 4 – good, for environment and staffing they received 3 – adequate and for leadership & management they received a 2 – weak. They were awarded a grade of 4 – good when this theme was last focussed on during an inspected in 2009.

**4.7.1** They had seven requirements detailed in their inspection report;

- All windows to be fitted properly so that rooms can be secured and free from draughts but also well ventilated as required. This requirement has been met.
- Ensure all mattresses are clean and appropriate for use. This requirement has been met.
- The service to ensure that equipment is cleaned thoroughly, in line with infection control procedures, on a regular basis. This requirement has been met.
- To ensure they have suitable procedures in place for the planning, reviewing and monitoring of all maintenance and safety within the home. This requirement has been met.
- Ensure all staff are recruited following robust and rigorous recruitment processes. This requirement has been met.
- Ensure that all staff have the qualifications skills and experience necessary to carry out their job. This requirement has been met.
- Carry out a review of the staffing levels to ensure that at all times there are sufficient levels of staff with the right qualifications to attend to the

needs of residents. This should take into account the dependency levels of residents. This requirement has been met.

The table below summarises the recent moves in grades for those units.

Home	Previous Grades					Current Grades				
	1	2	3	4	5	1	2	3	4	5
Castleview <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>		✓						✓		
Clyde Court <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>		✓	✓					✓		
Castle Glen <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>		✓						✓		
Edinbarnet <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>					✓					✓
Hillview <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>				✓				✓	✓	
Strathleven <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>				✓				✓		
Sunningdale <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Management &amp; Leadership</li> <li>• Care &amp; Support</li> <li>• Environment</li> </ul>				✓			✓	✓	✓	

## **5. People Implications**

- 5.1** There are personnel implications for some of the independent sector homes in addressing requirements in the inspection reports.
- 5.2** Castlevue Care Home, Strathleven Care Home and Sunningdale all had to adjust their staffing ratios to ensure they had an appropriate number of staff working in the service.
- 5.3** Staff from the Quality Assurance Section monitor the independent sector care homes in line with the terms of the National Care Home Contract and arrange monitoring visits to ensure continued progress is being maintained. In addition they keep providers aware of new developments via correspondence and regular care home provider meetings. These meetings are organised as a forum for sharing information and to assist with improvements within the homes.

## **6. Financial Implications**

- 6.1** The National Care Home Contract provides an additional quality payment by the Council to Care Homes if the Care Inspectorate Inspection report awards them a high grading of 5 or 6 for the Quality of care and support theme. There is a second additional quality payment if this high grade is coupled with a grading of a 5 or 6 in any of the other three thematic areas.
- 6.2** The contract also states that if providers receive a low grading of a 1 or 2 in their Care Inspectorate Inspection report for the Quality of care and support theme then it may trigger a reduction in the amount this Council will pay them.
- 6.3** The Inspection Report for Edinbarnet Nursing Home has financial implications for the Council. Currently we pay Edinbarnet Nursing Home the enhanced rate as they received the grade of 5 for Quality of Care and Support and one other thematic area in their inspection report.
- 6.4** HC – One has been required to allocate appropriate funds to Castlevue Nursing Home in order to alter the existing bathroom facilities within the home.
- 6.5** Both Castlevue Nursing Home and Hill View Care Home have had the financial cost of sourcing additional training for staff.

## **7 Risk Analysis**

- 7.1** A low grading of 1 or 2 and the withdrawal of the 'additional quality funding' payment to an Independent Sector Care Home may have an impact on the financial viability of the provider being able to deliver the service.
- 7.2** 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 ability of the provider being able to continue delivering the service.

## **8. Equalities Impact Assessment (EIA)**

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

## **9. Strategic Assessment**

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 Conclusions and Recommendations**

**10.1** 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.

**10.2** The CHCP Committee is asked to note content of this report.

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Date:

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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](http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727)

**Wards Affected:** All.