

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership: 15th May 2013

Subject: Care Inspectorate Reports for Older People's Care Homes operated by Independent Sector in West Dunbartonshire

1. Purpose

- 1.1 To provide Members with a routine up-date on the most recent Care Inspectorate assessments for five independent sector older peoples' Care Homes within West Dunbartonshire.

2. Recommendations

- 2.1 The Community Health and Care Partnership (CHCP) Committee is asked to note the content of this report.

3. Background

- 3.1 The Care Inspectorate inspections of Care Homes focus on any combination of the four thematic areas: quality of care and support, environment, staffing and management & leadership.
- 3.2 Those care homes which have been awarded Grade 2/weak or less and/ or who have requirements placed upon them will usually be inspected again within the following twelve weeks. These follow-up visits present the opportunity to demonstrate progress on the improvement action plan agreed and to have an improved grade awarded if merited.
- 3.3 As Committee will recall from previous up-date reports, the CHCP's 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 relation to agreed improvement plans. In addition, CHCP staff work with independent sector providers to maintain their awareness of new developments and provide opportunities to share good practice/learning via correspondence and regular care home provider meetings.
- 3.4 The independent sector Care Homes reported within this report are:
- Castle Glen Care & Nursing Home
 - Edinbarnet Nursing Home
 - Hillview Care Home
 - Strathleven Care Home
 - Sunningdale Care Home

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

4. Main Issues

Castle Glen Care & Nursing Home

4.1 Castle Glen is owned and managed by Lata Health Care Ltd.

4.2 The care home was inspected on 11th January 2013 and awarded the following grades:

- For the theme of *Care and Support* – Grade 3/Adequate.
- For *Environment* – Grade 3/Adequate.
- For *Staffing* - Grade 3/Adequate.
- For *Management and Leadership* - Grade 3/Adequate.

The inspection report was published on 4th April 2013.

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

- The service must ensure all personal plans accurately reflect the needs of residents and ensure all care plan documentation; including reviews are fully complete, up to date, signed and dated by staff. This was to be completed within one month of receipt of the inspection report.
- The service must ensure all private and confidential discussions between staff and visiting professionals or relatives are conducted in a private area. This was to be completed within one month of receipt of the inspection report.
- The Provider to produce a plan of redecoration and refurbishment for the internal of the building and external environment. This was to be completed within one month of the inspection report.
- The service must ensure that at least two members of the organisation undertake recruitment interviews. Timescale identified, two weeks from receiving the inspection report.
- The service to undertake PVG checks for all staff prior to commencing employment and where in exceptional circumstances, following discussion with the Care Inspectorate, they wish the person to start prior to prior to the PVG check being returned, they must ensure appropriate risk assessments are in place. Timescale for completion, upon receipt of the inspection report.
- The service must ensure the recruitment process follows best practice guidance and the Scottish Social Services Council's Code of Practice for Employers. Timescale for completion, within 24 hours and to be completed within 8 weeks from receipt of inspection report.
- The manager or senior member of staff must personally vet all recruitment documentation to ensure all appropriate checks have been carried out in accordance with good employment practice. Timescale for completion, upon receipt of inspection report.

- 4.4** The requirements resulted in the Grade 3/Adequate being awarded for all themes. The Inspectors noted that progress had been achieved in all areas but felt there was still work to be undertaken to complete the expected outcomes for the service. In particular, the service needed to follow good employment practice in recruitment of staff; improve care standards; and continue to improve the overall environment of the home.

Edinbarnet Nursing Home

- 4.5** Edinbarnet Nursing Home is owned and managed by Edinbarnet Estates Ltd.
- 4.6** The care home was inspected on 6th November 2012 and awarded the following grades:
- For the theme of *Care and Support* – Grade 4/Good.
 - For *Environment* – Grade 5/Very Good.
 - For *Staffing* - Grade 5/Very Good.
 - For *Management and Leadership* - Grade 5/Very Good.
- The inspection report was published on 17th January 2013.
- 4.7** There were no requirements detailed in the inspection report.

Hillview Care Home

- 4.8** Hillview is owned and managed by BUPA Care Homes Ltd.
- 4.9** The care home was inspected on 12th February 2013 and awarded the following grades:
- For the theme of *Care and Support* – Grade 3/Adequate.
 - For *Environment* – Grade 4/Good.
 - For *Staffing* - Grade 3/Adequate.
 - For *Management and Leadership* - Grade 4/Good.
- The inspection report was published on 4th April 2013.
- 4.10** The inspection report detailed the following two requirements to be addressed:
- The service must ensure that the support plans set out how the service user's health, welfare and safety needs were to be met. This was in specific regard to meeting the needs of service users who exhibit challenging behaviour. This was to be completed within 2 weeks of receipt of the inspection report.
 - Service must adhere to the organisation's procedure when recruiting staff in the home. This was to be completed within 2 weeks of receipt of the inspection report.

- 4.11** The two requirements resulted in the Grade 3/Adequate being maintained for the two themes. Since publication, the service provided an action plan to the Care Inspectorate detailing how they would address these areas.

Strathleven Care Home

4.12 Strathleven Care Home is owned and managed by Pelan Ltd.

4.13 The care home was inspected on 10th December 2012 and awarded the following grades:

- For the theme of *Care and Support* – Grade 4/Good.
- For *Environment* – Grade 4/Good.
- For *Staffing* - Grade 3/Adequate.
- For *Management and Leadership* - Grade 4/Good.

The inspection report was published on 16th January 2013.

4.14 The inspection report detailed the following three requirements to be addressed:

- The service must ensure all risk assessments were fully up to date in accordance with the assessed needs of each resident. This was to be completed upon receipt of the final report. The care home achieved this and has continued with this practice.
- To record the date of receiving disclosures and record the disclosure number for each employee. This was to be completed upon receipt of the final report. Appropriate steps were taken and the requirement is complete.
- The service to obtain references for prospective employees, including one from the last employer who would be in a position to comment on the suitability of the applicant. Where alternative references were sought clear recording and the reason for this action were to be detailed. This was to be completed upon receipt of the final report. The requirement is complete as appropriate action taken.

4.15 The two requirements relating to staffing resulted in the Grade 3/Adequate being awarded. Since publication, both have now been addressed.

Sunningdale Care Home

4.16 Sunningdale Care Home is owned and managed by I & S Scotcare Ltd.

4.17 The care home was inspected on 13th February 2013 and awarded the following grades:

- For the theme of *Care and Support* – Grade 4/Good.
- For *Environment* – Grade 3/Adequate.
- For *Staffing* - Grade 3/Adequate.
- For *Management and Leadership* - Grade 3/Adequate.

The inspection report was published on 20th March 2013.

4.18 There were no requirements detailed in the inspection report.

4.19 Although there were no requirements in the inspection report, the inspectors advised the service should continue to develop review paperwork, adopt good practice as per Mental Welfare Commission Scotland when using equipment and update policy and procedure relating to recruitment. Members should also note the care home owner has recently taken over management of the home and has been informed a further inspection will take place within 6 months.

4.20 The table below summarizes the gradings between the last two inspections:

Care Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
30 June 2012						11 January 2013						
Castle Glen Care & Nursing Home												
• Care & Support			✓						✓			
• Environment		✓							✓			
• Staffing			✓						✓			
• Management & Leadership			✓						✓			
3 May 2012						6 November 2012						
Edinbarnet Nursing Home												
• Care & Support				✓						✓		
• Environment					✓						✓	
• Staffing					✓						✓	
• Management & Leadership					✓						✓	
26 June 2012						12 February 2013						
Hillview Care Home												
• Care & Support			✓						✓			
• Environment				✓						✓		
• Staffing			✓						✓			
• Management & Leadership				✓						✓		
30 January 2012						10 December 2012						
Strathleven Care Home												
• Care & Support			✓							✓		
• Environment			✓							✓		
• Staffing			✓						✓			
• Management & Leadership			✓							✓		
14 June 2012						13 February 2013						
Sunningdale Care Home												
• Care & Support				✓						✓		
• Environment			✓						✓			
• Staffing			✓						✓			
• 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 Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. For any service assessed by the Care Inspectorate, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. Consistently poor grades awarded to any independent sector Care Home would be of concern to the CHCP and the Council, particularly in relation to the continued placement of older people by the authority in such establishments.

8. Equalities Impact Assessment (EIA)

8.1 No issues were identified in a screening for potential equality impacts.

9. Consultation

9.1 Not relevant or required for this report.

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.

Keith Redpath
Director of the Community Health & Care Partnership

Date:

Person to Contact: Mrs Sharon Elliott
Quality Assurance Manager
West Dunbartonshire CHCP
Room 1.6, LevenValley Enterprise Centre
Castlehill Rd, Dumbarton G82 5BN
E-mail: sharon.elliott@west-dunbarton.gov.uk
Telephone: 01389 772196

Appendices: None

Background Papers: All the inspection reports can be accessed from http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All.