

## WEST DUNBARTONSHIRE COUNCIL

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

Community Health and Care Partnership Committee: 20<sup>th</sup> November 2013

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**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 & leadership.

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

- Queen Mary Day Care Centre
- Frank Downie Day Centre
- Mount Pleasant House

- 3.3** Copies of inspection reports for all services can be accessed on the Care Inspectorate web-site: [www.scswis.com](http://www.scswis.com).

#### **4. Main Issues**

##### Queen Mary Day Care Centre

- 4.1** Queen Mary Day Care Centre was inspected on 14<sup>th</sup> August 2013 and the report published on 30<sup>th</sup> September 2013. The following grades were awarded:
- For *Care and Support* – Grade 3/Adequate.
  - For *Environment* – Grade 3/Adequate.
  - For *Staffing* Grade 3/Adequate
  - For *Management and Leadership* - Grade 3/Adequate.

**4.2** The inspection report detailed the following two requirements to be addressed:

- The service to ensure care plans are reviewed every six months. A review for all service users had to be completed within six months of receipt of the inspection report. This work is well underway and this requirement will be completed within the timescale.
- The service to ensure all staff have Adult Support and Protection training. This was to be completed within four months of receipt of the inspection report. This training is scheduled and this requirement will be completed within the timescale.

#### Frank Downie Day Care Centre

**4.3** Frank Downie Day Care Centre was inspected on 25<sup>th</sup> September 2013 and the inspection report was published on 28<sup>th</sup> October 2013. The following grades were awarded:

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

**4.5** The inspection report detailed the following requirement to be addressed:

- The service must develop a training programme for staff which is appropriate to the needs of those being supported. This was to be completed within three months of receipt of the inspection report. A comprehensive training programme has been developed, and this requirement will be completed within the timescale.

#### Mount Pleasant House

**4.6** Mount Pleasant House was inspected on 6<sup>th</sup> September 2013 and the report was published on 4<sup>th</sup> November 2013. This inspection focused on two thematic areas, with the following grades were awarded:

- For *Care and Support* – Grade 2/Weak.
- For *Staffing* Grade 3/Adequate

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

- The provider to ensure that medication management complies with current legislation, National Care Standards and best practice in order to protect the health and welfare of service users. This was to start immediately and be completed by 10 October 2013. This requirement was completed as per the timescale.
- The provider to ensure that incidents relating to medication management and practice are recorded, investigated and acted on properly in order to minimise the risk of recurrence and protect the health and welfare of

service users. This was to start immediately and be completed by 10 October 2013. This requirement was completed as per the timescale.

- The provider to ensure that personal plans fully and accurately reflect residents' health and welfare needs and how these needs are to be met. This was to be completed within six weeks of receipt of the inspection report. This requirement has been completed in advance of the timescale.

**4.9** The table below sets out the movement in grades for the service over their last two inspections.

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
<b>14 September 2010</b>						<b>14 August 2013</b>						
Queen Mary Day Care					✓				✓			
• Care & Support								✓				
• Environment								✓				
• Staff					✓			✓				
• Management & Leadership								✓				
<b>31 August 2012</b>						<b>25 September 2013</b>						
Frank Downie Day Centre				✓					✓			
• Care & Support				✓				✓				
• Environment				✓				✓				
• Staff								✓				
• Management & Leadership			✓					✓				
<b>5 December 2012</b>						<b>6 September 2013</b>						
Mount Pleasant House				✓				✓				
• 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 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 Not required for this report.

**9. Consultation**

**9.1** Not 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.



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**Date:** 5<sup>th</sup> November 2013

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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