

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health & Care Partnership Committee: 19th February 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:

- Mount Pleasant House
- Willox Park Care Home
- Langcraigs Centre

- 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** Mount Pleasant House

Mount Pleasant House was initially inspected on 6th September 2013 and the report was published on 4th November 2013. The report was shared with Committee at its meeting on 20th November. The inspection focussed on two thematic areas, with the following grades awarded

- For Care and Support – Grade 2 / weak
- For Staffing – Grade 3 / adequate

- 4.2** Tables 1 & 2 below set out the movement in grades for each component over the last two inspections.

Table 1

Service			Current Grades 4 th November 2013		
Mount Pleasant Care Home	Quality Statement	Grade	Overall Grade		
Care & Support	1 3	3 2	2		
Staffing	1	3	3		

Table 2

Service			Current Grades 16 th December 2013		
Mount Pleasant Care Home	Quality Statement	Grade	Overall Grade		
Care & Support	1 3	3 3	3		
Staffing	1	3	3		

- 4.3** A follow up visit was undertaken on 13th December 2013. The requirements in relation to Care and Support were deemed met and the theme was re-graded 3 / adequate on the 16th December 2013.

4.4 Willox Park Care Home

Willox Park was inspected on 28th August 2013 and the report published on 18th December 2013. The inspector commented that the service continues to provide a homely, personalised service that meets the needs of service users to a good standard. Issues identified in the quality of information in the care plans are reflected in the change in the grading of Quality of Care and Support.

- 4.5** The inspection focussed on 2 thematic areas, with the following grades awarded:

- For Care and Support – Grade 3 / adequate
- For Environment – Grade 4 / good

- 4.6** The reduction from 4 to 3 for statement 3, Care and Support, relates to the quality of written information recorded about aspects of clients needs. A review of the current records and their use has been completed and staff counselled to ensure they are aware of their responsibilities in this regard.

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

- The provider must ensure the care plans are fully completed and accurately reflect resident's health care needs and how they are to be met. This was to be completed within six weeks of receipt of the inspection report. This requirement has been completed within the timescale.

- 4.8** Tables 3 & 4 below set out the movement in grades for each component over the last two inspections.

Table 3

Service	Previous Grades 28 th February 2013		
Willox Park Care Home	Quality Statement	Grade	Overall Grade
Care & Support	1	4	4
	3	4	
Environment	1	4	4
	2	4	
	3	4	
Staffing	1	4	4
	3	4	
Management & Leadership	1	4	3
	3	3	

Table 4

Service	Current Grades 18 th December 2013		
Willox Park Care Home	Quality Statement	Grade	Overall Grade
Care & Support	1	4	3
	3	3	
Environment	1	4	4
	2	4	

4.9 Langcraigs Centre

Langcraigs Centre was inspected on 30th October 2013 and the report published on 8th November 2013. The following grades were awarded:

- For Care and Support – Grade 4 / good
- For Environment – Grade 4 / good
- For Staffing – Grade 5 / very good
- For Management and Leadership – Grade 4 / good

4.10 The inspection report contained no requirements. The inspector commented in the report that the management and staff team demonstrated a commitment to care and that the needs of people who used the service were the forefront of service delivery.

4.11 Tables 5 & 6 below sets out the movement in grades for each component over the last two inspections.

Table 5

Service	Previous Grades 18 th January 2013		
Langcraigs	Quality Statement	Grade	Overall Grade
Care & Support	1	5	4
	3	4	
Environment	1	5	4
	2	4	
	3	4	
Staffing	1	5	4
	3	4	
Management & Leadership	1	5	4
	4	4	

Table 6

Service	Current Grades 8 th November 2013		
	Quality Statement	Grade	Overall Grade
Care & Support	1	5	4
	3	4	
Environment	1	5	4
	2	4	
Staffing	1	5	5
	3	5	
Management & Leadership	1	5	4
	4	4	

5. The overall grades reflect the lowest grade achieved in each category and table 7 below shows the movement in overall grades achieved. The table below summarises the movement in grades for the service over their last two inspections.

Table 7

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	4 November 2013						16 December 2013					
Mount Pleasant												
• Care & Support		✓							✓			
• Staffing			✓						✓			
	28 th February 2013						18 th December 2013					
Willox Park												
• Care & Support				✓					✓			
• Environment				✓						✓		
• Staff				✓								
• Management & Leadership			✓									
	18 th January 2013						8 th November 2013					
Langcraigs Centre												
• Care & Support				✓						✓		
• Environment				✓						✓		
• Staff				✓						✓		
• Management & Leadership				✓						✓		✓

6. People Implications

There were no people implications.

7. Financial Implications

There were no financial implications.

8. Risk Analysis

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.

9. Equalities Impact Assessment (EIA)

Not required for this report.

10. Consultation

Not required for this report.

11. 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.



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Appendices: None

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

Wards Affected: All