

WEST DUNBARTONSHIRE COUNCIL

Report by Director of Social Work Services

Social Justice Committee: 14 March 2007

Subject: Care Commission Inspection Reports

1. Purpose

- 1.1 This report provides members with information relating to recent inspection reports received from the Care Commission and includes one Care Home for Older People, four Day Services for Older People and two Services for Adults with Learning Disabilities. All are managed by West Dunbartonshire Council and cover the period between July 2006 and December 2006.

2. Background

- 2.1 The Care Commission regularly inspects our care services. Inspections may take place twice per year and can be announced or unannounced. They focus on an identified group of the national care standards and themes along with a self-evaluation form completed by the manager of the service. Inspectors speak with employees, service users and where possible their representatives. A range of policies and records are examined with observation of care practices.
- 2.2 A draft report is sent with a consultation period for comment and clarification. An action plan, if required, to address any issues must be forwarded to the Commission. Follow up inspections look at progress. Final reports are usually sent within two months of the inspection.
- 2.3 Any serious shortcomings may result in either a requirement or a condition being imposed to bring about change within stated time limits. A recommendation is a statement setting out proposed actions to be taken by the service, which is aimed at improving the quality of the service. A requirement is a statement setting out an enforceable action required of a service provider in order that the services comply with current legislation, usually within a specific timescale.

3. Main Issues

- 3.1 Each service has been inspected against a set of key standards. Summaries of the seven inspection reports are presented as Appendix 1.

3.2 Day Services for Older People

The Care Commission visited four day services for older people, these being:

- Langcraigs,
- Queen Mary Avenue,
- Frank Downie, and
- Dalreoch.

3.2.1 All of the reports contain a number of positive comments such as the centres being bright, clean, and well furnished. Individual dietary needs were recorded and known to catering staff and imaginative menus focused on maximising fruit and vegetable intake. Comment was made on the positive view of service users towards the meals. Staff had undertaken training in food hygiene. A wide range of policies and procedures were available.

3.2.2 Included in the reports were two requirements, which must be acted upon immediately, as follows:

Queen Mary Avenue

- Fire drills must be carried out and records of these maintained. Relevant staff training must be provided regarding this issue.

This is now being met as the Acting Manager has started monthly fire drills which are recorded and several members of staff are due to receive Fire Safety training from the Council's in-house Health and Safety Officer.

Frank Downie House

- Staffing levels must be sufficient to ensure that the manager has the ability to provide required staffing levels over periods when staff are on holiday or off sick.

This requirement has been met by increasing the staffing complement by one.

3.2.3 Included in the reports were seven recommendations as follows:

Queen Mary Avenue

- Put in place a system to check professional registers;
- Provide each member of staff with a copy of the SSSC Codes of Practice document;
- Fit working locks to toilet doors;
- Develop a policies and procedures for eating, drinking and nutrition;
- Promote and monitor healthy eating choices for service users; and
- Provide relevant training for catering staff on nutrition, food preparation and menu planning.

All of these items have been addressed since the inspection.

Frank Downie House

- Upgrade garden area re uneven pathways.

This is currently being costed by the HRES section and will be considered, amongst other issues, in the 2007/08 capital plan.

3.2.4 There were no requirements or recommendations for either Langcraigs or Dalreoch.

3.3 Day Services for Adults with Learning Disabilities

The Care Commission visited two Day Services for Adults with Learning Disabilities, these being:

- Dumbarton Centre and
- Auchentoshan Centre.

3.3.1 Both of the reports identified a number of strengths in these services. A service user contract has been developed and was out for consultation at the time of the inspections. Individual dietary needs were recorded, catering staff are aware of them and imaginative menus focused on maximising fruit and vegetable intake and service users are regularly involved in food preparation. In one centre they have just installed a greenhouse where service users plan to grow their own vegetables. Comment was made on the positive view of service users towards the meals. A wide range of policies and procedures are available and staff had undertaken training in food hygiene.

3.3.2 Included in the reports was one requirements, to be acted upon immediately, as follows:

Dumbarton Centre

- The disabled toileting facilities requiring upgrading to meet the needs of services users, this has a timescale of 4 months.

Plans have been drawn up and are currently out for tender with the costs being met from the Capital Building programme.

3.3.3 Included in the reports were five recommendations as follows:

Dumbarton Centre

- The manager needs to ensure that required staffing levels are being met during staff holidays; and
- A system to check professional registers should be put in place.

Auchentoshan Centre

- A system to check professional registers should be put in place;

- Kitchen staff should be trained appropriately; and
- Due to the large size of the centre and its empty appearance steps should be taken to find a more suitable base.

Action has been taken with the first two of the above recommendations, while the plans are in place to re-provide a new base on the existing site, however this is part of a larger development which is currently at the planning stage.

3.4 Care Home for Older People

The Care Commission visited Dalreoch Care Home, and focused on standards 4 & 5 and inspection themes of Managing Residents' Finances, Fire Safety and Safe Recruitment.

3.4.1 Services users were spoken with on the day of inspection were very positive about the service they receive, the food and the staff. Commented on was the fact that each service user was offered a single room and that investigation into a means of offering en-suite facilities to each service user was in progress. Comment was made that all fire records and checks were up to date with the exception of emergency lighting which should commence immediately. All financial records viewed were clear and accountable.

3.4.2 There were no requirements arising from this inspection visit.

3.4.3 There was one recommendation relating to introducing a system to check the professional register. This has now been addressed.

4. Personnel Issues

4.1 All personnel issues noted in the above requirements and recommendations have been addressed.

5. Financial Implications

5.1 Recommendations such as increasing staffing levels, upgrading or improving the physical environment have been or will be met within current budgetary resources.

6. Risk Analysis

6.1 Action is being taken to meet recommendations and requirements to avoid escalation of issues raised during these inspections.

7. Conclusion

7.1 With the exception of the requirements, which have all been acted upon, these reports are typical and demonstrate that the majority of our services regularly receive favourable reports. This Department has a positive relationship with Care Commission staff and has regular liaison meetings,

which contribute to a mutual understanding and to the resolution of any issues.

8. Recommendation

- 8.1** Members are asked to note the contents of the above report and the attached summaries of the Care Commission inspection reports of the seven services inspected.

William W Clark
Director of Social Work Services

Person to Contact: Mrs Beryl Middleton, Section Head, Quality Assurance & Training Section, Department of Social Work Services, 7 Bruce Street, CLYDEBANK, G81 1TT.
Telephone: (0141) 951 6140

Appendices: Appendix 1 - Summary of Inspection Reports

Background: The information provided in from Care Commission Inspection Reports which are fully summarised in Appendix 1. Full versions of the inspection reports are available from the above-named contact person.

Wards Affected: All