

# WEST DUNBARTONSHIRE COUNCIL

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

Community Health and Care Partnership Committee: 21<sup>st</sup> November 2012

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**Subject: Care Inspectorate Reports for Older People Residential and Day Care Services operated by West Dunbartonshire Council.**

### **1 Purpose**

- 1.1** To provide Members with information regarding the two most recent inspection reports for one of the Council's own Care Homes and Day Centres.

### **2 Recommendations**

- 2.1** The CHCP Committee is asked to note the content of this report and the work which is either on-going or completed to ensure grades awarded to the older peoples' services within West Dunbartonshire increase to 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.

### **4 Main Issues**

- 4.1** Copies of inspection reports for all services can be accessed on the Care Inspectorate web-site; [www.scswis.com](http://www.scswis.com).
- 4.2** The CHCP Care Home covered in this Committee report is Willox Park and the Day Care service is Frank Downie.
- 4.3** For the theme of 'Care and Support' both services are now graded at 4 – Good.
- 4.4** It remains a management priority to have all the grades relating to the four thematic areas increased further to be in line with Council's Strategic Plan 2012 – 2017.

## **5 Care Inspectorate Inspections**

- 5.1** Willox Park was inspected on 28<sup>th</sup> August 2012 and the final inspection report issued on 25<sup>th</sup> October 2012. During the inspection inspectors focussed on the two themes of quality of care & support and quality of environment. The grade awarded for care & support was 4 – good. This was an improvement on the grade of 3 – adequate awarded in the last inspection of 27<sup>th</sup> January 2012, reported to committee in June of this year. For the quality theme of environment they maintained the grade of 3 – adequate as was awarded in the previous inspection.
- 5.2** The inspectors confirmed they were able to see progress had been made in various areas of the service. They thought that the meaningful participation of residents and their relatives continued to be promoted, supported and that residents are provided with a personalised service that meets their individual needs in addition to well managed healthcare.
- 5.3** They also identified the need for improvement in relation to the environment; dependency assessments; participation; residents' personal plans; activities; accidents and incident management; medication; staff training; cleaning schedules and sluicing arrangements. To address these issues they included 2 requirements in the inspection report that have to be addressed. They are;
- Introduce a suitable assessment tool to formally assess the physical, social, psychological and recreational needs and choices of each individual using the service on a four weekly basis to support evidence based staffing levels and deployment. The home was given six weeks from the date of receipt of the report to address this.
  - To ensure that residents have a choice of bathing facilities by installing a suitable shower. The home has been given a timescale of four weeks from receipt of the report to remedy this.
- 5.4** Frank Downie Day Centre was inspected on 31<sup>st</sup> August 2012 and their inspection report issued on 22<sup>nd</sup> October 2012. The inspector looked at all four of the quality themes. For the theme of care and support the service maintained the grade of 4 – good awarded in their previous inspection of July 2010, reported to committee in December 2010. The themes of environment and staffing were both awarded the grade of 4 – good. These themes had not been inspected in the previous inspection. However, for the theme of management and leadership the service was awarded the grade of 3 – adequate. This was a reduction from the 4 – good they were awarded in the previous inspection of August 2010. This reduction followed a complaint from a family member about the failure to identify that a client had become unwell before being sent home. The client was new to the service and staff did not have a good understanding of the health issues facing him. As a result we have improved our admission assessments and oversight arrangements for managing Day Care establishments and staff.

- 5.5** The inspector noted that the service offers a relaxed and welcoming environment for older people to meet old friends and make new ones. The people spoken to during the inspection told the inspector that they look forward to coming to the centre.
- 5.6** The inspector commented on a couple of areas needing to be developed. To address them the inspection report detailed 3 requirements;
- Ensure that reviews are held for everyone they support at least six monthly. This is to be completed within 12 weeks of receipt of their inspection report.
  - As a condition of registration, the service must comply with staffing schedules. This has to be completed within 4 weeks of receiving their inspection report.
  - Introduce a suitable assessment tool to formally assess the physical, social, psychological and recreational needs and choices of each individual using the service on a four weekly basis to support evidence based staffing levels and deployment. They have been given the timescale 3 months from the receipt of the report to address this.
- 5.7** The table below sets out the movement in grades for the two services over their last two inspections:

Home	Previous Grades					Current Grades				
	1	2	3	4	5	1	2	3	4	5
	27 January 2012					28 August 2012				
Willox Park <ul style="list-style-type: none"> <li>• Care &amp; support</li> <li>• Environment</li> <li>• Staff</li> <li>• Management &amp; Leadership</li> </ul>			✓ ✓					✓	✓	
	20 July 2010					31 August 2012				
Frank Downie Day Centre <ul style="list-style-type: none"> <li>• Care &amp; support</li> <li>• Environment</li> <li>• Staff</li> <li>• Management &amp; Leadership</li> </ul>				✓				✓	✓ ✓ ✓	

## 6 People Implications

- 6.1** There may be personnel implications for Frank Downie Day Care in addressing the requirement concerning their 'staffing schedule' in that there is a need to look at staff rotas.
- 6.2** The staff schedule was agreed with the Care Inspectorate when the service was registered and gives the minimum number of staff to be on shift.

**6.3** Staff from the Quality Assurance Section monitor the Independent Sector Care Homes. They will now provide this service to Council run homes in the future.

#### **6.4 Capital Expenditure**

A programme of capital works and upgrades is in place for all care homes utilising the capital budget made available by Council for 2012/13. The upgrades to Willox Park form part of the programme

### **7 Financial Implications**

**7.1** There are financial implications for the CHCP in addressing the requirement concerning the bathing facilities at Willox Park.

### **8 Risk Analysis**

**8.1** 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.

### **9 Equalities Impact Assessment (EIA)**

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

### **10 Consultation**

**10.1** After consultation with their external management the Managers of both services will have devised an 'Action Plan'. This was submitted to the Care Inspectorate detailing how they would address the requirements included in their inspection reports.

### **11 Strategic Assessment**

**11.1** 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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**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