

## WEST DUNBARTONSHIRE COUNCIL

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

Community Health and Care Partnership Committee: 22 June 2011

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#### **Subject: Care Commission Inspection Reports on independent sector residential services for older people in West Dunbartonshire**

#### **1. Purpose**

- 1.1 To provide Members with information regarding the most recent Care Commission inspection reports received for eight independent sector providers delivering older peoples' residential services within West Dunbartonshire.
- 1.2 These reports cover the inspection reports finalised since the services were last reported to Committee in November 2009 and January 2010.

#### **2. Background**

- 2.1 At the January 2010 meeting of the Social Work and Health Improvement Committee, Members agreed that reports on the outcome of Care Commission inspections for every service, be made on an annual basis unless that service achieved a grade of less than 3 in any of the thematic areas.
- 2.2 The Care Commission inspections continued to focus on any combination of four thematic areas; quality of care and support, environment, staffing and management & leadership.

#### **3. Main Issues**

- 3.1 As of April 1<sup>st</sup> 2011 the Care Commission ceased to exist. The Public Services Reform (Scotland) Act 2010 created the new public body 'Social Care and Social Work Improvement Scotland' (SCSWIS). SCSWIS have taken over the regulatory functions of the Care Commission.
- 3.2 All services registered with the Care Commission at 31 March 2011 automatically transferred to SCSWIS on 1 April 2011. SCSWIS will continue to inspect services against the National Care Standards which remain in place and will make more use of unannounced inspections.
- 3.3 Copies of the inspection reports for all services can be accessed on the Care Commission web-site;  
[www.carecommission.com/index.php?option=com\\_content&task=view&id=24&Itemid=45](http://www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45) or on the SCSWIS website [www.scswis.com](http://www.scswis.com).

- 3.4** The independent sector Care Homes covered in this Committee report are, Castleview Care Home, Clyde Court Care Centre (both operated by Southern Cross Healthcare Ltd.), Dalmoak, Edinbarnet, Hillview (operated by BUPA), Strathleven Care Home and Sunningdale, also included is the Sheltered Housing Service provided by Bield Housing Association.
- 3.5** Since last reported to Members, Castleview Care Home has been inspected twice by the Care Commission. The other six Care Homes; Clyde Court, Dalmoak, Edinbarnet, Hillview, Sunningdale and Strathleven Care Home, have been inspected three times.
- 3.6** In each of the reports a number of positive statements were made. In particular they referred to the views expressed by service users with regard to the support they receive and the staff.
- 3.7** The reports for the eight different services were largely positive, with grades of adequate (3) to very good (5) being awarded. However Castleview Care Home was awarded a grade of weak (2) in their most recent inspection report.
- 3.8** The most recent report for Castleview Care Home contained four requirements;
- The home must ensure that all records relating to tissue viability and care are coherent, fully detailed and accurately dated. There should be pain assessment charts in place for all residents with wounds or sores. Timescale for completion was six weeks. This requirement has been completed and the home are auditing Care plans to ensure continued compliance.
  - In line with company policy, the medication trolley should not be left unlocked and unattended at any time. Timescale for completion was six weeks. This requirement has been completed, Nursing staff have been issued with the medication policy and it is being raised in supervision.
  - All means of intervention deemed 'restraint', in particular lap belts, must be fully risk assessed prior to use to ensure the means identified is the least restrictive. Timescale for completion was six weeks and has been completed. A 'Restraint folder' has been introduced and the risk assessments reviewed in line with the Company policy and procedures. All staff has been issued with a copy of the relevant policy on restraints.
  - Every bin to have a bin liner and a lid, lids to be opened without the use of hands. Timescale for completion was six weeks. This has been completed with in the timescale and all bins in the Home now have liners, lids and can be opened with out the use of hands.

**3.9** The most recent report for Clyde Court contained one requirement;

- The provider must ensure that the home is adequately heated and ventilated. Timescale for completion is winter (November) 2010. Southern Cross Healthcare, owners of Clyde Court, have commissioned engineers to address this requirement and the work is scheduled to be completed on time.

**3.10** Two Inspection reports for Dalmoak Nursing Home each contained one requirement;

In the January report the requirement was;

- The provider should submit to the Care Commission their plans and a timescale in relation to providing downstairs toilet facilities that can be used in privacy by those who have mobility aids. Timescale for completion was 8 weeks. This has been completed and the requirement removed for the subsequent inspection in May.

In the May report the requirement was;

- Before the activation of any CCTV camera system within the premises where the care service is carried on, the provider must:-
  - (a) carry out an impact assessment for the use of such a system which should include an assessment of why it is considered that CCTV is required, what the benefits will be for service users, and the views of those who will be under surveillance; and
  - (b) develop a policy for the use of the CCTV camera system which should include details of who will be responsible for the control and use of the images captured by the cameras, procedures for the storage and viewing of the images, the security of any viewing areas (with particular regard to viewing areas out with the premises) the display of appropriate notices and how requests for disclosure of the images will be dealt with by the service. The policy should take account of all relevant statutory requirements including but not restricted to the Data Protection Act 1998. The CCTV cameras should not be activated until this policy is in place. Timescale for completion was 4 weeks.

The owners of the home submitted a draft policy to the Care Commission within the timescale and are currently in discussion with them in relation to it.

**3.11** The table on the following page details the grades, date of inspections and number of requirements awarded during the inspections for the services being reported;

Service	GRADINGS					Requirements
	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Inspection Date	
Castleview Care Home	2	3	3	4	05.10.10	4
Castleview Care Home	3	4	3	4	29.04.10	0
Clyde Court	4	-	3	-	22.10.10	0
Clyde Court	4	3	3	3	27.05.10	1
Clyde Court	3	-	3	-	03.11.09	0
Dalmoak	3	3	3	3	14.12.10	1
Dalmoak	3	3	3	3	17.05.10	1
Dalmoak	3	3	3	3	28.01.10	0
Hill view Care Home	4	-	-	-	12.11.10	0
Hill view Care Home	4	4	-	-	29.04.10	0
Hill view Care Home	4	-	4	4	16.11.09	0
Edinbarnet	5	-	-	-	13.10.10	0
Edinbarnet	5	-	-	5	12.05.10	0
Edinbarnet	5	-	5	-	20.11.09	0
Strathleven	3	-	4	-	03.12.10	0
Strathleven	3	-	4	-	08.06.10	0
Strathleven	3	3	4	3	03.11.09	0
Sunningdale	4	-	-	-	25.01.11	0
Sunningdale	4	4	-	-	18.08.10	0
Sunningdale	4	-	4	-	01.02.10	0
Bield H.A.	5	-	5	-	31.03.10	0

#### 4. People Implications

4.1 Staff from the Quality Assurance Section monitors the independent sector care homes in line with the terms of the National Care Home Contract and keep providers aware of new developments via correspondence and regular care home provider meetings. These meetings are organised as a forum for sharing information and to assist with improvements within the homes.

#### 5. Financial Implications

5.1 The National Care Home Contract provides an additional quality payment by the Council to Care Homes if the Care Commission Inspection report awards them a high grading of 5 or 6 in the Quality of Care and Support thematic area. There is a second additional quality payment if the high grading in the Quality of Care and Support thematic area is coupled with a grading of a 5 or 6 in any of the other three thematic areas.

5.2 A specific developmental element of the contract is that if providers receive a low grading of a 1 or 2 in their Care Commission Inspection report then it triggers a reduction in the amount this Council will pay them. There would be a withdrawal of the additional quality funding component of the weekly fee.

5.3 The Inspection Reports for Edinbarnet and Castleview have financial implications for the Council. Currently we pay Edinbarnet the enhanced rate as they received the grades of 5 in the Quality of Care and Support thematic area and other thematic areas in their inspection reports. Castleview has had

the additional quality payment withdrawn as a result of them receiving a low grade of 2 in the Quality of Care and Support.

## **6. Risk Analysis**

**6.1** A low grading of 1 or 2 and the withdrawal of the 'additional quality funding' payment to an Independent Sector Care Home may have an impact on the financial viability of the provider being able to deliver the service.

**6.2** For any service inspected, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. This may have an impact on ability of the provider being able to continue delivering the service.

## **7. Equalities, Health & Human Rights Impact Assessment (EIA)**

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

## **8. Conclusions and Recommendation**

**8.1** The most recent Inspection Reports for these fourteen independent sector managed services operating in West Dunbartonshire Council were positive and complimentary. In most instances it shows aspects of the services to be considered as very good.

**8.2** Members are asked to note the Care Commission inspection reports.

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Date: 31.5.11

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**Appendices:** Nil.

**Background Papers:** The information provided in Care Commission Inspection Reports Web-site address: -  
[http://www.carecommission.com/index.php?option=com\\_content&task=view&id=24&Itemid=45](http://www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45).

**Wards Affected:** All.