

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership: 16 November 2011

Subject: Care Inspectorate Inspection Reports for WDC Older People Residential and Day Care Services

1. Purpose

- 1.1** To provide the CHCP Committee with a summary of the most recent Care Inspectorate (formerly SCSWIS) inspection reports received for three Older People Residential services and one Day Care service operated by West Dunbartonshire Council.

2. Background

- 2.1** At the January 2010 meeting of the Social Work and Health Improvement Committee, members agreed that in future, should a service receive a low grading or should SCSWIS specify any requirement following such an inspection, then a report detailing the outcome of the inspection should be provided to their next meeting.
- 2.2** The Care Inspectorate (formerly referred to as SCWIS) inspections focus on any combination of four thematic areas: quality of care and support; environment; staffing; and management & leadership. After an inspection the Care Inspectorate produces a draft report. This gives the Service the opportunity to correct any factual inaccuracy and to challenge the provisional grades contained in the draft report. In addition the service manager has to produce an action plan on how the issues raised in the draft report will be addressed. Once this has been submitted to the Care Inspectorate, and they are satisfied with the proposed plan, a final report is issued and made available on their website where all reports can be accessed.
- 2.3** This report is submitted on the basis of reports issued for three facilities directly managed by the CHCP on behalf of West Dunbartonshire Council that have been awarded grades of 2 (i.e. weak) or have had requirements placed upon them. These services are:
- Mount Pleasant House.
 - Willox Park.
 - Dalreoch House.
 - Dalreoch Day Care.

3 Main Issues

3.1 Mount Pleasant House was inspected on 15th August 2011. The inspection focussed on the two quality themes of Care and Support and Staffing: for both themes a grade of 2 (weak) was awarded.

3.1.1 The report recognised that there is a comfortable, caring ethos in the home and that the healthcare needs of residents have been met well overall.

3.1.2 The report identified that improvements are needed in relation to the way meaningful participation is promoted for residents and their relatives; and detailed five requirements to be addressed in order that residents receive a consistently good quality service that meets their individual needs:

- To undertake a review of staffing provision so that suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users at all times.
- To ensure that a programme of social and recreational activities informed by the needs, choices and preferences of service users is devised and implemented.
- To ensure that training for staff in the provision of meaningful activity, including dementia awareness and activities for people with dementia, is sourced to provide staff with the skills they need to fully meet the needs of service users.
- To ensure that personal plans which set out how service users' health, welfare and safety needs are to be met are devised and maintained.
- To ensure that effective arrangements are put in place to make sure that the Care Inspectorate is notified of all significant accidents in accordance with notification procedures.

3.1.3 An action plan with timescales is about to be submitted to the Care Inspectorate detailing the action that will be taken within a timescale to address these requirements. This action plan is appended to this report.

3.2 Willox Park was inspected on 1st September 2011. The inspection focussed on the two quality themes of Care and Support and Staffing: for both themes a grade of 2 (weak) was awarded.

3.2.1 The report recognised that the meaningful participation of residents and their relatives has been promoted and supported to a good standard; that the staff team are experienced; and that the service has a caring ethos.

3.2.2 The report identified that improvements are needed in relation to staffing arrangements, the activities programme, residents' personal plans and the quality of the environment. It detailed four requirements to be addressed in order that residents receive a consistently good quality service that meets their individual needs:

- To undertake a review of current staffing arrangements taking account of residents' health and welfare needs and how these are to be met. .

- The provider must devise and implement a programme of regular and meaningful social and recreational activity informed by the needs, choices and preferences of residents.
 - The home must ensure that personal plans fully and accurately reflect residents' individual needs, choices, abilities and personal preferences in sufficient detail including how these are met.
 - To ensure that the premises and facilities are suitable for meeting the health and welfare needs of the residents, including infection control and prevention, and are maintained in a good state of repair internally and externally.
- 3.2.3** An action plan with timescales has been submitted to the Care Inspectorate detailing the action that will be taken within a timescale to address these requirements. This action plan is appended to this report.
- 3.3** Dalreoch House was inspected on 14th September 2011. The inspection focussed on all four quality themes, with an overall grade of 3 (adequate) awarded.
- 3.3.1** The report recognised that the people who live there speak highly of the service they receive; and that it appears to have a homely atmosphere to it.
- 3.3.2** The report identified that improvements are needed to increase the level of activities offered to residents to keep them mentally and physically alert; and in staffing levels. It detailed six requirements to be addressed:
- Ensure personal plans fully reflect all the identified care and support needs of residents and contain up to date risk assessments of all the identified risks to individuals.
 - Ensure all residents' nutritional needs are assessed and monitored. To do this they must ensure records of residents' weights are recorded in an appropriate format. Ensure only one method of measuring weight is used. Ensure key staff receives training on the use of a recognised nutritional assessment tool. Reflect the use and outcomes of the assessment tool in personal plans.
 - To ensure information is clearly recorded about the needs of residents who self administer any aspect of their medication.
 - Undertake a review of staff levels within the service taking account of the size and nature of the service, the statement of aims and objectives and needs of the residents. The service must submit the outcome of this review to the Care Inspectorate.
 - Ensure that residents have the opportunity to take part in regular meaningful activities. The provider must factor this into its review of staffing levels which they have to submit to the Care Inspectorate for approval. The service must submit the outcome of this review to the Care Inspectorate.
 - Ensure that each unit has a bath or shower which is appropriate for the needs of the residents living in the unit. The baths and the decor within the bathrooms must be maintained.
- 3.3.3** An action plan with timescales has been submitted to the Care Inspectorate detailing the action that will be taken within a timescale to address these requirements. This action plan is appended to this report.

- 3.4** Dalreoch Day Care was inspected on 14th September 2011. The inspection focussed on the two quality themes: Care & Support and Environment – both of which received a grade of 4 (good).
- 3.4.1** The report recognised that the service is really good at involving the people who use the centre in the day to day running of it; and is appreciated by the people who use the service as they speak very highly of it.
- 3.4.2** The inspection report also commented that the service must ensure all day centre staff receive training in Adult Support and Protection. It detailed one requirement to be addressed:
- The service must ensure that all Day Care Officers receive training on Adult Support and Protection procedures. This should be done through attending a recognised course, in the interim training in-house should be organised. This requirement will be met within the timescale.
- 3.4.3** An action plan with timescales has been submitted to the Care Inspectorate detailing the action that will be taken within a timescale to address these requirements. This action plan is appended to this report.
- 3.5** The following are the key set of actions that the CHCP is taking forward that will address the above recommendations and requirements as a whole:
- 3.5.1** Person centred care planning
A new person centred care plan for residential clients is now in situ. This new plan covers all aspects of daily living activities. Prior to implementing the care plan a training programme for staff was rolled out across each of the residential homes. The evaluation following each session was positive. Care team leaders are monitoring all care plans on a monthly basis and the external line manager will consistency check 20% of all care plans six monthly. Care Inspectorate officers have been consulted, and are happy to endorse this new plan.
- 3.5.2** Participation Strategy
A small working group of staff, clients and carers, is currently updating the existing participation strategy. The outcome is to ensure that all stakeholders are consulted with every aspect of service delivery in our residential and day care units.
- 3.5.3** Reviewing Staffing Levels
A review is currently underway to determine the appropriateness of staffing levels in older peoples` residential homes informed by a process of through which all residents in each of the residential units will have their current needs assessed using a recognised dependency tool - The Revised Elderly Persons` Disability Scale, (REDPS).

3.5.4 Meaningful Activities

A working group, chaired by one of the residential managers, is looking at meaningful activities available in care homes and day care centres. Group members include residents, day care clients, staff and carers.

4. People Implications

4.1 There are personnel implications associated with addressing the requirements detailed in the reports for the services operated by West Dunbartonshire Council. In particular these relate to the training to be planned for staff in the services and the staffing review within the three care homes.

5. Financial Implications

5.1 There may be financial implications for the Council in addressing a requirement in the Willox Park inspection report to ensuring the premises and facilities are maintained in a good state of repair internally and externally in order to be suitable for meeting the health and welfare needs of the residents, including infection control and prevention.

5.2 There will be financial implications for the Council in addressing a requirement in the Dalreoch House inspection report to ensure each unit has a bath or shower which is appropriate for the needs of the residents living in the unit and to maintain the baths and the decor within the bathrooms.

5.3 There may also be financial implications to the Council dependent upon the outcomes of the staffing reviews that have been detailed in the inspection reports for both services.

6. Risk Analysis

6.1 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 our ability to continue delivering the service.

7. Equalities Impact Assessment (EIA)

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

8. Strategic Assessment

8.1 Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. This is a key element in achieving progress in benchmarking against similar services. A reduction in grades, as has occurred in some of these reports hinders progress in achieving our strategic priorities for older people's services, and of improving the support and outcomes for older people.

8.2 Addressing the requirements contained in these reports in a timely fashion should lead to improved grades being awarded in subsequent inspections. This will reflect positively in meeting key performance indicators and ensuring that our care homes are fit for purpose.

9. Conclusions and Recommendations

9.1 Services which have been awarded grades of 2 or less and/ or who have requirements placed upon them will usually be inspected again within the following twelve weeks. This presents the opportunity to demonstrate progress on the improvement action plan and to have an improved grade awarded. Progress on these plans for all these services will be monitored in an effort to secure improved grades at the earliest opportunity.

9.2 The CHCP Committee is asked to note content of this report

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Date: 3 November 2011

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Appendices: Action Plan - Mount Pleasant House
Action Plan - Willox Park
Action Plan - Dalreoch House.
Action Plan - Dalreoch Day Care

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

Wards Affected: All.