

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of the Community Health and Care Partnership

CHCP Committee: 20th August 2014

Subject: Care Inspectorate Reports for Care at Home Services Operated by West Dunbartonshire Council.

1. Purpose

- 1.1 To provide Members with information regarding the most recent inspection reports for the Council's own Care at Home 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 a combination of three thematic areas. These themes are: quality of care and support, quality of staffing, and quality of management and leadership.

- 3.2 The services covered in this Committee report are:

- Home Care
- Community Alarms
- Sheltered Housing

- 3.3 Copies of inspection reports for all services can be accessed on the Care Inspectorate website: www.careinspectorate.com.

4. Main Issues

Home Care

- 4.1 Home care services were inspected from 13th - 20th November 2013, followed by additional scrutiny for clarification and evidence. The inspection was undertaken by four Care Inspectorate inspectors, including the team manager, and supplementary work was undertaken by two lay inspectors.

The report acknowledged that the service continues to provide a high standard of care and support to people living in their own homes. All the service users and relatives who completed care standard questionnaires agreed or strongly agreed that they were happy with the quality of the service.

4.2 The inspection focussed on three thematic areas, with the following grades awarded:

- Quality of Care and Support Grade 5 Very Good
- Quality of Staffing Grade 5 Very Good
- Quality of Leadership and Management Grade 5 Very Good

4.3 There were no requirements, and no recommendations from the inspection.

4.4 The tables below illustrate the sustained performance in grades for this service over the last two inspections.

Service	Previous Grades 2012		
	Quality Statements Assessed	Grades Awarded	Overall Grade
Home Care			
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

Service	Current Grades 2014		
	Quality Statements Assessed	Grades Awarded	Overall Grade
Home Care			
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

Community Alarm

4.5 Community Alarms services were inspected from 13th - 20th November 2013, followed by additional scrutiny for clarification and evidence. The inspection was undertaken by four Care Inspectorate inspectors, including the team manager, and supplementary work was undertaken by two lay inspectors.

The report acknowledged that the service supports people to maintain their independence and continue living in their own homes as long as possible. With the use of telecare equipment, the service supports people with their

chosen daily routines, and promotes health and wellbeing, particularly after a hospital admission, or period of illness.

4.6 The inspection focussed on three thematic areas, with the following grades awarded

- Quality of Care and Support Grade 5 Very Good
- Quality of Staffing Grade 5 Very Good
- Quality of Leadership and Management Grade 5 Very Good

4.7 There were no requirements, and no recommendations from the inspection.

4.8 The tables below illustrate the sustained performance in grades for this service over the last two inspections

Service	Previous Grades 2012		
Community Alarm	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

Service	Current Grades 2014		
Community Alarm	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

Sheltered Housing

4.9 Sheltered Housing services were inspected from 13th - 20th November 2013, followed by additional scrutiny for clarification and evidence. The inspection was undertaken by four Care Inspectorate inspectors, including the team manager, and supplementary work was undertaken by two lay inspectors.

The report acknowledged that the service continues to show a strong commitment to involving people who use the service in initiatives, and to ensure that where possible people are supported to maintain their independence and abilities.

4.10 The inspection focussed on four thematic areas, with the following grades awarded:

- Quality of Care and Support Grade 5 Very Good
- Quality of Staffing Grade 5 Very Good
- Quality of Leadership and Management Grade 5 Very Good

4.11 There were no requirements, and no recommendations from the inspection.

4.12 The tables below illustrate the sustained performance in grades for this service over the last two inspections

Service	Previous Grades 2012		
Sheltered Housing	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

Service	Current Grades 2014		
Sheltered Housing	Quality Statements Assessed	Grades Awarded	Overall Grade
Care & Support	1 3	5 5	5
Staffing	1 3	5 5	5
Management & Leadership	1 6	5 6	5

5. People Implications

5.1 There were no people implications.

6. Financial Implications

6.1 There were no financial implications.

7. Risk Analysis

7.1 For any services inspected, failure to meet requirements within the time-scales set out in their inspection reports could result in a reduction in grading or

enforcement action. This may have an impact on our ability to continue to deliver the service.

8. Equalities Impact Assessment (EIA)

8.1 Not required for this report.

9. Consultation

9.1 Not required for this report.

10. 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.

- Improve care for and promote independence for older people.
- Improve the wellbeing of communities and protect the wellbeing of vulnerable people.



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Date: 20 August 2014

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Appendices: None

Background Papers: The information provided in Care Inspectorate inspection reports website on -

Home Care:

http://www.careinspectorate.com/index.php?option=com_content&view=article&id=7644&Itemid=489&bereNextPageId=ReportDataDetails_action.php&action=displayReport&repId=CS2004077076

Community Alarm:

http://www.careinspectorate.com/index.php?option=com_content&view=article&id=7644&Itemid=489&bereNextPageId=ReportDataDetails_action.php&action=displayReport&repId=CS2004085890

Sheltered Housing:

http://www.careinspectorate.com/index.php?option=com_content&view=article&id=7644&Itemid=489&bereNextPageId=ReportDataDetails_action.php&action=displayReport&repId=CS2004077072

Wards Affected:

All