

Care Inspectorate Reports

Sub-Committee on Standards for Adult Social Care

21 February 2012

1. Purpose of report

- 1.1 This report summarises the Care Inspectorate's findings following 10 inspections of Health and Social Care services. These inspection reports have been finalised since the Sub-Committee on Standards for Adult Social Care on 5 December 2011.
- 1.2 The report presents 9 action plans developed in response to the requirements and recommendations from the inspections and describes progress made on addressing these.

2. Main report

Grades

- 2.1 Appendix 1 summarises information on each inspection report, including; service user group; date; type of inspection; grades awarded and the number of requirements and recommendations resulting from each inspection. Colour coding has been added to indicate performance.
 - Six of the services presented have scored grades 4 and 5, indicating good and/or very good performance.
 - One service (Inchview) was awarded two grade 3s, indicating satisfactory performance and a grade 4 for two remaining themes.
 - One service (Clovenstone) scored a grade 2 for the quality theme on Care and Support, the remaining themes are graded 4.
 - One service (Clermiston) is the subject of two reports. The first inspection resulted in grade 2 for the three themes inspected, however, the follow up inspection resulted in an improvement to grade 3 for the same themes.
- 2.2 Services can be inspected against a maximum of four quality themes. Each theme inspected is awarded a grade. There is no one overall grade for each inspection. The quality theme on Environment is not applicable to inspection of services registered as Housing Support or Care at Home. In addition, not all themes are covered at every inspection.

Changes to the Regulation Process

2.3 With the establishment of the Care Inspectorate in April 2011, changes were made to the social care regulation process. The most significant changes were:

- introduction of the standard use of unannounced inspections
- reduction in the frequency of inspection of better performing services
- greater focus on poorly performing services

However, following the Scottish Government's Inquiry into the Regulation of Care for Older People, the frequency of inspection was revised further. Care services for older people will now receive at least one unannounced inspection each year representing an increase in inspection activity. This will be implemented on 1 April 2012.

Two further conclusions of the inquiry were that the Care Inspectorate:

- must take action to improve the consistency in the way grades are applied, and
- must encourage further the participation of service users, their representatives and health professionals, including, involvement in the completion of the Care Inspectorate self-assessments.

Health and Social Care has developed a participation strategy based in part on current practice, which will be rolled out over 2012 to secure improvements in the way we involve stakeholders in service development and quality assurance.

Action Plans

2.4 Appendix 2 of this report presents 9 action plans with timescales for completion. The action plans respond to 34 requirements and 47 recommendations for good practice generated by the inspections. There were no requirements or recommendations for one of the 10 inspections. This was for AMPS, a care home service for younger adults with mental health problems.

2.5 Further detail has been inserted into the action plans to indicate progress with timescales.

2.6 There have been no Improvement Notices issued by the Care Inspectorate for any City of Edinburgh Council care service.

Services Awarded One or More Grade 4

2.7 Six services were awarded one or more grade 4. These are:

Three Home Care and Support Teams – in previous inspections, these teams have consistently been graded at 3 for all quality themes. Current grades therefore represent an improvement in performance. We await the conclusion of the inspections for the three remaining teams.

Crisis Care Team – the inspection resulted in 2 recommendations, one of which relates to the use of agency staff, which has resulted in some inconsistency in service delivery. Agency staff have been used to cover staff absences and to

increase the capacity of the service over the winter period. Due to limited capacity in longer term services over this period, the Crisis Care Team has retained service users who would normally have moved on. This situation is being addressed through close collaboration with the department's Service Matching Unit and the Home Care and Support Teams, and continues support people to remain in their own home.

Jewel House – awarded grade 4 for Care and Support and Management and Leadership.

AMPs – awarded grade 5 for Care and Support and 4 for Environment.

Services Awarded One or More Grade 3

2.8 Two services were awarded one or more grade 3. These are:

Inchview – the service was awarded grade 3 for the themes on Care and Support and Staffing, and grade 4 for the themes on Environment and Management and Leadership. This was the first inspection of this new service.

The service is a large purpose built 60 bedded care home with a unit for residents with challenging behaviour. It has been through a period of transition since opening, which has involved moving residents and staff from two closing services. Managers in the service have been working hard to orientate residents to new, much larger accommodation, and staff to new management and systems in a new environment. The key areas for improvement are the quality of recording in personal plans and recording of medication administration. The response to these issues has been an increase in relevant staff training and routine auditing of personal plans.

Clermiston House – this was a follow up inspection to one carried out on 27 September 2011 and is addressed in the following section of the report.

Services Awarded One or More Grade 2

2.9 Two services were awarded one or more grade 2. These are:

Clovenstone House – awarded one grade 2 for Care and Support. The key areas of concern were:

- quality of recording in personal plans
- completion of a falls risk assessment for all residents, not just those at risk of falling
- a backlog of personal plan reviews
- use of the Malnutrition Universal Screening Tool (MUST) for diet and nutritional needs

The first of these issues arose due to a missing occupational therapy risk assessment record, which was subsequently received by the service 2 days after the inspection. The backlog of personal plans was mainly due to staff absence during the extreme winter weather of 2010/11. The issue on use of the MUST

tool was due to a recording error, which has been rectified and, in addition the staff team have received refresher training on MUST.

The service has had considerable success with a new system designed to obtain residents' views on social activities: the Wishing Tree project. This has greatly increased resident involvement in this area. As a result, other services are considering use of this system.

Health and Social Care is awaiting a follow up inspection for this service and is anticipating an improved grade.

Clermiston House – the first inspection resulted in three grade 2s. The second inspection, in three grade 3s. Verbal feedback on this inspection indicated that the service was close to achieving grade 4 for some of the themes. This improvement was due to a range of actions taken by the Department, including:

- review of management arrangements, including additional support and mentoring
- comprehensive audits of personal plans and risk assessments
- routine and ongoing audits of a range of records
- staff training, which included use of terminology, assessing care needs and recording of non-verbal pain indicators, diet and nutrition
- more structured supervision for staff
- use of mini care plans to assist agency workers to meet the assessed needs of residents
- observation and recording of moving and handling competency of staff by an occupational therapist
- replacement of furniture, carpets and redecoration in some areas of the service

Areas, which require further work are:

- increased participation of service users and their representatives, as efforts by staff continue to meet with a poor response
- development of tissue viability risk assessments which Health and Social Care and NHS Lothian consider to be a nursing task
- staff training on the development of risk assessments

There have been no formal complaints to the Council or the Care Inspectorate on this service. The manager of the service has advised that complaints received by her are recorded, investigated and acted upon. This may contribute to the absence of any formal complaints.

3. Financial Implications

3.1 The financial implications of meeting requirements and recommendations generated by the inspections are managed within available resources.

4. Equalities Impact

4.1 A relevance score on the equalities impact of the report has been undertaken. The recommendations of this report do not indicate the need for an equalities impact assessment.

5. Environmental Impact

5.1 There are no environmental implications.

6. Recommendations

It is recommended that the Sub-Committee on Standards for Adult Social Care notes:

- a) the achievement of the six services awarded grades 4 and 5, indicating 'good' and 'very good' performance
- b) that there were no requirements or recommendations for one of the inspections
- c) that requirements and recommendations generated as a result of the remaining inspections have been addressed or are being progressed within agreed timescales
- d) that work undertaken to address the issues in the two services awarded a grade 2, has resulted in confirmed improvement to one of these services and an anticipated similar improvement to the second.

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Chief Social Work Officer

Appendices	1. Over view of performance of services 2. 9 Action Plans
Contact/tel/Email	Margaret Ann Love – 0131 553 6476
Wards affected	All
Single Outcome Agreement	National Outcome 15: Our services are high quality, continually improving, efficient and responsive to local people's needs

Background
Papers

10 Finalised Inspection Reports:

AMPs – 11/10/2011

Clermiston House – 27/09/2011

Clermiston House – 20/12/2011

Clovenstone House – 25/05/2011

Inchview – 03/08/2011

Jewel House – 07/10/2011

Crisis Care Team – 09/12/2011

North West 1 Home Care and Support – 18/10/2011

North West 2 Home Care and Support – 11/10/2011

North East Home Care and Support – 27/10/2011