

Special Sub-Committee on Adult Social Care

2pm, Tuesday, 15 April 2014

Care Inspectorate Reports

Item number	5.1
Report number	
Executive/routine	
Wards	All

Executive summary

This report:

- summarises the outcomes of 20 inspections conducted by the Care Inspectorate on Council-run adult care services
- outlines the inspection performance of services and the improvements taken or to be taken to address issues raised through the inspection process

Links

Coalition pledges	P37 , P43
Council outcomes	CO10 , CO11 , CO12 , CO13 , CO24 , CO25 , CO26
Single Outcome Agreement	SO2

Care Inspectorate Reports

Recommendations

- 1.1 To note the achievement of 13 Council services awarded grades 4 and 5, indicating 'good' and 'very good' performance
- 1.2 To note that there has been no enforcement action served by the Care Inspectorate on Health and Social Care registered care services.

Background

- 2.1 Social Care and Social Work Improvement Scotland came into being on 1 April 2011. Its everyday name of the 'Care Inspectorate' was formally adopted in September 2011. It is the independent regulator of social care and social work services in Scotland, regulating through inspection and supporting the improvement of care, social work and child protection services.
- 2.2 Services can be inspected against a maximum of four quality themes, each theme having up to a maximum of eight quality statements. Only a selection of quality themes and statements will be scrutinised at each inspection. Each inspected theme is awarded a grade, which is an average of the grades awarded to inspected statements. The quality theme on Environment is only applicable to inspections of buildings-based services.
- 2.3 The Care Inspectorate uses a six point grading scale:
 - 6 - excellent
 - 5 - very good
 - 4 - good
 - 3 - adequate
 - 2 - weak
 - 1 - unsatisfactory

Main report

- 3.1 This report summarises the outcomes of 20 inspections conducted by the Care Inspectorate on Council managed adult care services. These reports were issued by the Care Inspectorate following completion of the last report produced for the Special Sub-Committee of 5 November 2013.

- 3.2 Appendix 1 summarises key information on the inspections undertaken. It includes: service user group; date; grades awarded; the number of requirements and recommendations resulting from inspection; and upheld complaints. Colour coding has been added to highlight performance.
- 3.3 Service users and others dissatisfied with the quality of a care service are encouraged to make a complaint 'informally' or, 'formally' through the Social Work Advice and Complaints Service. Complainants can also approach the Care Inspectorate directly. If the Care Inspectorate upholds a complaint, the provider of the service is required to meet identified improvements. The City of Edinburgh Council promotes the Care Inspectorate complaints procedure to service users and their carers.

Services awarded grades of 4 and above

- 3.4 Thirteen services were awarded one or more grade 4 and above. These grades indicate good (grade 4) and very good (grade 5), performance. Four of these services achieved grade 5 for each quality theme inspected.

3.5 Care Homes

Care homes provide a 24 hour service to individuals with the most complex needs either on a long term or respite basis. It is therefore notable that of the 10 care home services represented two achieved grade 5 for each quality theme inspected. These services, Firrhill Short Breaks and Glenallan, consistently score highly at inspection. One service, Parkview, achieved grade 4 for each theme.

3.6 Combined Services

These services are registered as both Housing Support and Care at Home and as the registration suggests, provide support to service users in their own home. The quality theme on 'Environment' is not relevant to this type of service. This group of services provide 7 days a week, 365 days per year support. The Intermediate Care Services provide urgent short term care for individuals with complex care needs on discharge from and to prevent admission to, hospital.

The two Home Care and Support Services are larger services providing support to approximately 564 service users. They have a combined staff group of 354 staff, 318 being frontline staff. Where appropriate, they work with the Intermediate Care services and provide longer term but less intense support.

Positive Steps achieved grades 5, 4, 4 and ECCL Area 4 achieved grade 5 for each quality theme.

All services in this category are now consistently achieving 'good' and 'very good' service delivery.

3.7 **Adult Placement/Offender Accommodation/Day Care Older People**

The services in these categories; Resource and Development Team, Shared Lives, Crane Services and North Merchiston, Silverlea and Oaklands all consistently achieve high grades at inspection.

Services awarded one or more grade 3 and above

- 3.8 Six services were awarded one or more grade 3 and above. These grades indicate adequate (grade 3) and good (grade 4) performance. All of these services are care homes.
- 3.9 **Ferrylee** achieved grades of 3, 3, 3, 3. This is a 43 bed service which has recently moved from purely providing long term care to also providing 16 places for short term care. Identified areas for improvement were: administration of medication; oral care of residents; timeous updating of personal plans; and safe storage of food in mini kitchen areas.
- 3.10 **Drumbrae** achieved grades of 3, 4, 4, 3. This is a new 60-bed care home and this was the first inspection since the service achieved registration in April 2013. The report identified areas of improvement including: administration of medication; timeous updating of personal plans; and the need for better definition of senior team duties. This service has just been re-inspected and we are awaiting the report.
- 3.11 **Inch View** achieved grades of 4, 4, 3, 4. This is also a purpose built 60 bed service. Areas for improvement included were: inconsistent reporting of accidents and incidents and the need for improvement in the skills mix and deployment of the staff team. The last point is connected to the training and use of agency staff. Where this is not as comprehensive as permanent staff, it has the potential to affect the quality of care.
- 3.12 **Marionville Court** achieved grades of 3, 4, 4, 3. This is another 60 bed service. Identified areas for improvement were: administration of medication; nutritional care and fluid intake; and pressure care. In the dementia specific part of the service, issues identified were; the dining experience for service users and the need to capitalise on the dementia training of staff to further improve the service.
- 3.13 **Oaklands** achieved grades of 3, 4, N/I, 3. This is a 42 bed service. Issues identified were: recording of information on capacity of service users and wishes on end of life care; information on skin care measures; fluid intake; care charts and the need for a quality assurance system.
- 3.14 **Porthaven** achieved grades of 3, 3, 3, N/I. This is a 44 bed service. Identified areas for improvement included: ensuring personal plans are updated: staff are satisfactorily trained and follow procedure on nutritional care; safe storage of food; maintenance of equipment; and administration of medication.

Services awarded one or more grade 2 and above

3.15 **Fords Rd** is the only service in this category achieving grades 2, 3, 2, N/I. These grades indicate weak (grade 2) and adequate (grade 3) performance.

3.16 Within the report, the Inspector noted that improvement was required but, also acknowledged that a lot of work had been undertaken since the last inspection to address areas for improvement. Improvements in the service were reflected in the grades for some of the quality statements as illustrated in the table below.

This service has just been re-inspected and we are awaiting the report however, verbal feedback suggests that all grades have improved from those indicated in the table.

Quality Theme	Scores for Quality Statements	Overall Theme Grade
Care and Support	The three statements were scored 4, 2 and 3	2
Environment	The two statements scored 3 and 3	3
Staffing	The two statements scored 3 and 2	2
Management and Leadership	Not Inspected	

3.17 What services do well

- Improved and well maintained environments for service users particularly noted in the new purpose built 60 bed care homes
- Service users and carers invited by the Care Inspectorate to comment on their service, indicated satisfaction with the quality
- Staff were observed to be caring and attentive to the needs of service users
- Increased activities for residents of care homes
- Improved opportunities for service users and their carers to be involved in assessing the quality of service delivery
- Encouraging service user independence
- Improved care planning

- Flexible, responsive packages of support to service users in their own homes including those in crisis
- Good links and sharing of information with other professionals both internal and external to the Council to improve the delivery of care and support
- Well received intensive re-ablement and crisis services
- Engagement with service users resulting in more outcome focussed delivery of services

3.18 **What services can improve on**

- Further detail required in personal care plans
- Further consistency in frequency of reviews of care
- For some services, further improvement in communication with service users on delivery of their service
- For some services, further development of the key worker role
- Further reduction on the reliance of agency staff to improve continuity of care

Measures of success

- 4.1 Measures of success will include maintaining and improving grades for all services at follow up inspections.

Financial impact

- 5.1 Any financial impacts as a result of inspection are currently being met within Health and Social Care resources.

Risk, policy, compliance and governance impact

- 6.1 The City of Edinburgh Council must comply with the terms of: the Public Services Reform (Scotland) Act 2010 with regard to the registration of defined care services; The Social Work and Social Care Improvement Scotland (Requirements for Care Services) Regulations 2011; and the National Care Standards with regard to standards in registered care services. Failure to do so, could lead to formal improvement action served by the Care Inspectorate and in extreme circumstances closure of a service.

Equalities impact

- 7.1 This report in itself does not have any impact on the three public sector duties of eliminating discrimination, advancing equality of opportunity or fostering good relations. Nor does it have any impact on the rights of service users or staff. Any action plans generated as a result of inspection, whether or not presented in the report, detail action required by the City of Edinburgh Council to meet national standards, including standards in relation to equality and rights.

Sustainability impact

- 8.1 There are no sustainability impacts arising from this report.

Consultation and engagement

- 9.1 Consultation and engagement with service users, staff and carers are not required as a result of this report. However, engagement with service users, staff and carers is an essential part of the delivery of any social care service. The inspection process also includes involvement with and feedback from service users.

Background reading / external references

20 Inspection Reports

- Resource and Development Team – 7 January 2014
- Shared Lives – 18 December 2013
- Drumbrae – 4 November 2013
- Ferrylee – 12 December 2013
- Firrhill Short Breaks – 18 November 2013
- Fords Rd – 4 September 2013
- Glenallan – 21 October 2013
- Inch View – 11 October 2013
- Marionville Court – 27 November 2013
- Oaklands – 5 August 2013
- Parkview – 6 February 2014
- Porthaven – 12 August 2013

- ECCL Area 4 – 30 January 2014
- Intermediate Care North – 24 October 2013
- Intermediate Care South – 24 October 2013
- North Merchiston, Silverlea and Oaklands Support Service – 27 February 2014
- North West 1 Home Care and Support Service – 10 October 2013
- South West Home Care and Support Service – 21 November 2013
- Positive Steps – 1 November 2013
- Crane Services – 11 February 2014

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Links

Coalition pledges	<p>P37 – Examine ways to bring the Council, care home staff and users together into co-operatives to provide the means to make life better for care home users.</p> <p>P43 – Invest in healthy living and fitness advice for those most in need</p>
Council outcomes	<p>CO10 – Improved health and reduced inequalities</p> <p>CO11 – Preventative and personalised support in place</p> <p>CO12 – Edinburgh’s carers are supported</p> <p>CO13 – People are supported to live at home</p> <p>CO24 – The Council communicates effectively internally and externally and has an excellent reputation for customer care</p> <p>CO25 – The Council has efficient and effective services that deliver on objectives</p> <p>CO26 – The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives</p>
Single Outcome Agreement	<p>SO2 - Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health</p>
Appendices	<p>Appendix 1 – Overview of inspection performance of Council run adult care services</p>

Overview of inspection performance of Council run adult social care services

Appendix 1

N/I = quality theme not inspected; N/A = quality theme not applicable to service; PI = performance indicator; Reqs = requirements; Recs = recommendations; CI = Care Inspectorate; CEC = City of Edinburgh Council

Blue= one or more grade 6, Green = grades 4 to 5, Amber = one or more grade 3, Red = one or more grade 1 or 2

Service	Service User Group	Date of Inspection	PI	Care & Support	Environment	Staffing	Man & Leadership	Reqs	Recs	Enforce-ment Action	Upheld Complaints (last 6 months)
Adult Placement											
Resource and Development Team	Disabilities/ Older people	07/01/14		5	N/A	5	4	0	7	none	none
Shared Lives	Disabilities	18/12/13		5	N/A	5	4	0	7	none	none
Care Homes											
Drumbrae	Older People	04/11/13		3	4	4	3	5	5	none	1 (CI) 1 (CEC)
Ferrylee	Older People	12/12/13		3	3	3	3	1	10	none	none
Firrhill Short Breaks	Disabilities	18/11/13		5	5	5	5	0	0	none	1 (CEC)
Fords Rd	Older People	04/09/13		2	3	2	N/I	8	5	none	1 (CEC)
Glenallan	Disabilities	21/10/13		5	5	5	5	0	0	none	none
Inch View	Older People	11/10/13		4	4	3	4	3	6	none	none
Marionville Court	Older People	27/11/13		3	4	4	3	3	6	none	none
Oaklands	Older People	05/08/13		3	4	N/I	3	8	7	none	none
Parkview	Older People	06/02/14		4	4	4	4	0	0	none	none
Porthaven	Older People	12/08/13		3	3	3	N/I	9	3	none	none
Combined Services (Housing Support and Care at Home)											
ECCL Area 4	Disabilities	30/01/14		5	N/A	5	5	2	10	none	none
Intermediate Care North	All Groups	24/10/13		4	N/A	4	4	2	5	none	1 (CI)
Intermediate Care South	All Groups	24/10/13		4	N/A	4	4	1	5	none	none
North West 1 Home Care and Support	All Groups	10/10/13		4	N/A	4	4	2	14	none	2 (CEC)
South West Home Care and Support	All Groups	21/11/13		4	N/A	4	4	3	15	none	1 (CI) 2 (CEC)

Overview of inspection performance of Council run adult social care services

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Service	Service User Group	Date of Inspection	PI	Care & Support	Environment	Staffing	Man & Leadership	Reqs	Recs	Enforce-ment Action	Upheld Complaints (last 6 months)
Positive Steps	Mental Health	01/11/13		5	N/I	4	4	1	5	none	none
Day Care											
North Merchiston, Silverlea & Oaklands	Older People	27/02/14		4	4	5	4	0	2	none	none
Offender Accommodation											
Crane Services	Offenders	11/02/14		5	5	5	5	0	4	none	none