



IMPROVING THE QUALITY OF OLDER PEOPLE'S CARE HOMES – REPORT ON PROGRESS AND IMPACT OF RECOMMENDATIONS

1. This report outlines progress made on the recommendations of the member/officer short life working group which met to review the quality of Older People's Care Homes.

2. Background

A paper presented to the Social Work and Housing Committee on June 5th 2014 provided an overview on the quality of care homes in the Borders. The report included a summary of the Care Inspectorate grades at the time the Report was written. It was recognised that effective processes were in place to monitor, advise and support homes should difficulties be identified. However, Elected members were keen to explore more pro-active approaches to maintain and improve quality, and proposed a short life member/officer working group to be set up for research evidence of best practice and consider proposals for improvement.

3. Quality of Care

Table 1: Comparison of overall Care Inspectorate (CI) Gradings between the 2014 Social Work Committee Report and the CI gradings up to October 2016 for all Care Homes for Older People in the Scottish Borders.

Grading Category	CI Inspection gradings as @ May 2014 Number/ % of overall grades						CI Inspection gradings as @ September 2016 Number/ % of overall grades					
	All		Independent		SBC		All		Independent		SBCares	
Unsatisfactory	1	1%	1	2%	0	0%	0	0%	0	0%	0	0%
Weak	11	13%	8	12%	3	15%	3	4%	3	5%	0	0%
Adequate	25	28%	20	28%	5	25%	16	19%	10	16%	6	30%
Good	39	44%	30	44%	9	45%	38	45%	24	37%	14	70%
Very Good	7	8%	4	6%	3	15%	21	25%	21	33%	0	0%
Excellent	4	5%	4	6%	0	0%	4	5%	4	6%	0	0%
Not assessed	1	1%	1	2%	0	0%	2	2%	2	3%	0	0%
Totals	88	100%	68	100%	20	100%	84	100%	64	100%	20	100%

The above table compares the total number of Care Inspectorate gradings for the four quality themes i.e. Care and Support; Environment; Staffing; Management and Leadership for the Care Home sector in the Borders.

3.1 An analysis of Table 1 indicates that, overall, there has been a marked improvement in the grading scores with 75% of grades falling in the upper three ranges, 'Good' to 'Excellent', compared to 57% in 2014. At the lower end of the grades there is a clear shift from 28% to 19% in the 'Adequate' range. Grades have stayed comparable in the 'Good' range 45% from 44%, with a definite advance in gradings in the 'Very Good' range 25% from 8%. Whereas, in the 2014 gradings, 42% of the scores were in the 'Unsatisfactory' to 'Adequate' ranges, this has now improved to 23%. Whilst it is important to emphasise that any grades within this 'Unsatisfactory' to 'Adequate' range are not welcomed, it does represent a shift towards a more positively balanced range of grades.

3.2 When comparing these gradings across the Independent and SBC/ SBCares care home services it can be noted that the Independent sector has moved from 42% to 21% of grades within the 'Unsatisfactory' to 'Weak' ranges, and improved from 50% to 70% in the 'Good' to 'Very Good' grades. The 6% of grades within the 'Excellent' range has been maintained. For the SBC/ SBCares services the grades have improved so that none lay within the 'Unsatisfactory' to 'Weak' ranges, and that the 'Adequate' range has moved from 25% to 30% and the 'Good' range from 45% to 70%. There were no grades in the upper two ranges at the time of writing this report.

3.3 The above analysis indicates that there has been a positive shift of Care Inspectorate grades across the care home sector in the last two years, and whilst there is still clear room for improvement, it should be acknowledged that progress has taken place. Whilst it is difficult to be specific as to the reasons for this improvement, there have been a number of factors and initiatives taking place over this timeframe that were a result of the 2014 Committee Report Action Plan.

3.4 These initiatives have included:

- Bespoke Care Home Training - this has been delivered to over 500 care home staff between 2014 and 2017
- Community Care Reviewing Team Link Officers – this role has been developed into being primarily supportive to care home Managers and staff.
- Introduction of the Early Indicator of Concern Tool – this has been utilised as a preventative tool to assist care homes to be proactive when issues are highlighted.
- Ongoing Contracts and Commissioning meeting with care home Proprietors and managers.
- The 'My Home Life' initiative aimed at care home Managers. This was funded by the Integrated Care Fund.

4. Action Plan

4.1 Below are the key areas considered by the Member/Officer working group to improve the quality of Care Homes for older people. The areas discussed included benchmarking performance data; training and support; the role of staff in Care Homes; Contractual arrangements and monitoring of quality of future use of Care Homes and alternative models.

1. The Community Care Reviewing Team (CCRT) to introduce the Early Indicators of Concern Tool to practitioners and to provide training and support in its use.	Care home managers training day was held and early indicators tool will be launched. On 12 August 2016 this was presented to Social Care and Health Managers and rolled out to locality offices August/September 2016. Complete and Ongoing – Training in place.
2. Best Practice Network meetings to be maintained with attendance part of any contractual agreement between SBC and the service provider.	Dementia best practice day held. A number of care home managers attended. Contractual/commissioning meetings in place. Ongoing and work progressing.
3. Explore joint recruitment initiatives for the sector.	This work continues, linked to national initiatives.
4. Explore further e-learning approaches.	The Professional Social Work Development Team are taking this forward.
5. Further explore the use of "My Home Life".	Programme now up and running through ICF funding – positive feedback from those attending.
6. Improve training/support available regarding catheter care and medication.	There is joint work being followed up with Scottish Care.
7. For the CCRT to maintain its central role around offering a review service and to further develop its role around disseminating best/evidence based on good	Bespoke training in place Link Officer contacts and electronic contact with all care homes made – able to feedback good practice through this process (eg courses) - Ongoing

APPENDIX 1

practice to the Care Home sector within Scottish Borders.	
8. To consider a test of change in a Care Home regarding role of the nurse.	Complete – trial in one care home complete. National discussions with Care Inspectorate underway to review model.
9. To provide a regular publication of performance data and use this to assist prospective clients deciding on Care Home Choice.	A spreadsheet developed – need to consider publishing arrangements – contracts/CCRT progressing.
10. To work together in partnership with the Care Home Sector to consider pro-active opportunities to redesign services.	Dementia tender and flexible use of nurses: outreach models are being explored. Ongoing, linked to national discussions.
11. To review the use of contractual opportunities to incentivise quality improvement and prevent concerns at an early stage. To develop a set of balanced opportunities for future usage.	A range of contractual opportunities in place. Further work linked to review of national care home contract underway including the proposed new national care home calculator.
12. To introduce a local good practice accreditation award for Care Homes across the sector and annual awards ceremony.	Criteria being devised for accreditation. Date to be set for award ceremony - Ongoing
13. Reduce the number of Intermediate flexible beds which will be registered as short stay to approximately 27 beds. There will be 16 at Waverley and 11 at Grove. Grove short stay beds will have 2 designated beds purely for respite.	SB cares contract reflects agreed number of beds. Waverley Care Home has been upgraded and 11 transitional beds now open - Complete
14. Deanfield to remain as a Care Home for long term care – with a plan to develop specialist dementia care beds rather than the planned intermediate care beds as per TOP's programme.	Complete
15. St. Ronan's to retain 7 short stay beds which will be used for respite and short stay with a re-ablement approach. The remainder of the beds converted back to long stay beds with 7 beds continuing to provide dementia care which will be considered to provide specialist dementia care.	Complete
16. Saltgreens to continue to provide 7 dementia beds which will be considered as future specialist dementia care. Saltgreens to provide 7 short stay beds with 2 designated beds purely for respite.	Complete
17. It is acknowledged that it will be important to supplement support in care homes through alternative housing models such as the future development of Extra Care Housing & Housing with Care and intensive home care in line with the TOP's proposal and this is being progressed.	Business case for ECH for Berwickshire produced and evaluation of Dovecot Court completed. 4 housing with care models currently provided. Evaluation and review of further requirements underway.
18. To seek further feedback from service users and carers on specific areas for improvement in specific Care Homes and across the sector.	Service user/carers feedback form to be devised. Ongoing feedback received by Community Care Reviewing Team where regular reviews undertaken and collated – Complete and ongoing

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