

# Public Document Pack



## LIMITED LIABILITY PARTNERSHIP - STRATEGIC GOVERNANCE GROUP TUESDAY, 16 FEBRUARY, 2016

A MEETING of the LIMITED LIABILITY PARTNERSHIP - STRATEGIC GOVERNANCE GROUP will be held in the COUNCIL CHAMBER, COUNCIL HEADQUARTERS, NEWTOWN ST BOSWELLS on TUESDAY, 16 FEBRUARY 2016 at 2.00 pm

J. J. WILKINSON,  
Clerk to the Council,

10 February 2016

<b>BUSINESS</b>		
1.	<b>Apologies for Absence.</b>	
2.	<b>Order of Business.</b>	
3.	<b>Declarations of Interest.</b>	
4.	<b>Minute</b> (Pages 1 - 4)  Minute of the Meeting of the Limited Liability Partnership Strategic Governance Group held on 10 November 2015 to be approved and signed by the Chairman. (Copy attached.)	5 mins
5.	<b>Quarterly Performance Reporting</b>	20 mins
	(a) <b>SB Cares Budget Monitoring as at 31 December 2016</b> (Pages 5 - 8) (Copy attached.)	
	(b) <b>Key Performance Indicators.</b> (Pages 9 - 14) (Copy attached.)	
6.	<b>Care Inspectorate</b> (Pages 15 - 24)  Update by the Operations Director of SB Cares on Registration of SB Cares Services with the Care Inspectorate on Inspections by Care Inspectorate. (Copy attached.)	10 mins
7.	<b>Amendments to Dates of Future Meetings.</b>	3 mins
8.	<b>Any Other Items Previously Circulated.</b>	
9.	<b>Any Other Items which the Chairman Decides are Urgent.</b>	

10.	<p><b>Items Likely To Be Taken In Private</b></p> <p>Before proceeding with the private business, the following motion should be approved:-</p> <p>“That under Section 50A(4) of the Local Government (Scotland) Act 1973 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 6 of Part 1 of Schedule 7A to the aforementioned Act.”</p>	
11.	<p><b>Minute</b> (Pages 25 - 28)</p> <p>Private section of the Minute of the Meeting of the Limited Liability Partnership Strategic Governance Group held on 10 November 2015 to be approved and signed by the Chairman. (Copy attached.)</p>	5 mins
12.	<p><b>Business Plan</b></p> <p>Consider reports by the Operations Director and Service Development Manager of SB Cares on:</p>	20 mins
	<p>(a) <b>Efficiencies and New Income 2015/16</b> (Pages 29 - 32)</p> <p>(Copy attached.)</p>	
	<p>(b) <b>MD Verbal Update</b></p>	

#### NOTES

1. Timings given above are only indicative and not intended to inhibit Members' discussions.
2. Members are reminded that, if they have a pecuniary or non-pecuniary interest in any item of business coming before the meeting, that interest should be declared prior to commencement of discussion on that item. Such declaration will be recorded in the Minute of the meeting.

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**Membership of Committee:-** Councillors F. Renton (Chair), J. Brown, J. Greenwell, J. G. Mitchell, B White and Wilson

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Please direct any enquiries to Louise McGeoch. Tel No. 01835 825005

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**SCOTTISH BORDERS COUNCIL  
LIMITED LIABILITY PARTNERSHIP –  
STRATEGIC GOVERNANCE GROUP**

MINUTES of Meeting of the LIMITED LIABILITY PARTNERSHIP - STRATEGIC GOVERNANCE GROUP held in Council Chamber, Council Headquarters, Newtown St Boswells on Tuesday, 10th November, 2015 at 2.00 pm.

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Present:- Councillors F. Renton (Chair), J. G. Mitchell and B White.  
Apologies:- Councillors J. Brown and J. Greenwell.  
In Attendance:- E Torrance (Chair Project Board), D Robertson (Chief Financial Officer SBC), J Stacey (Chief Officer Audit and Risk SBC), J Wilson (Chairman SB Cares), (P Barr (Managing Director), D Collins (Finance and Commercial Director), L Crombie (Operations Director), P Cathrow (Service Development Manager), Democratic Services Officer (P Bolson).

1. **WELCOME**

The Chairman welcomed everyone to the meeting of the Limited Liability Partnership Strategic Governance Group (LLPSGG) and introduced Mr Jim Wilson, Independent Chairman of SBCares. Members were advised that a representative from the NHS had not yet been appointed and that Mrs Torrance would follow this up in advance of the next meeting of the Group.

**DECISION  
NOTED.**

2. **MINUTE**

There had been circulated copies of the Minute of the meeting of 11 August 2015.

**DECISION  
APPROVED the Minute for Signature by the Chair.**

3. **SB CARES BOARD MEMBERS UPDATE**

Mr Wilson informed Members that two new non-executive members of the SB Cares Board had been appointed, with the potential for another member to be selected at a future date. The successful appointees were Mr John Webster and Professor Bill McKelvey. Mr Webster had 30 years of Local Government experience, with 7 years as a Financial Director. He was Business Advisor to Essex Cares, a local authority trading company. Professor McKelvey held a number of Non-Executive Directorships in complex public sector and commercial organisations. He had considerable experience of transformational change on a national basis. Mr Wilson added that a programme of induction was planned for both gentleman and it was expected that Mr Webster and Professor McKelvey would attend the next SB Cares Board meeting later this month.

**DECISION  
NOTED.**

4. **QUARTERLY PERFORMANCE REPORTING**

4(a) SB Cares Budget Monitoring as at 30 September 2015

There had been circulated copies of a report by the Finance and Commercial Director of SB Cares informing the Strategic Governance Group of the financial position for SB Cares at 30 September 2015. The report advised that the budget monitoring position to 30 September 2015 based on actual income and expenditure showed a profit of £253k during the first six months. The report also advised that the Senior Management Team had reviewed the progress made to deliver agreed efficiencies and new business and a profit of £480k was now predicted. This was in line with the Business Plan agreed by Members in October 2014 and with the Council's 2015/16 budget. Ms Collins explained that a further two new homecare contracts had now been agreed and a pay award for staff had resulted in some movement in the income and expenditure figures, as detailed in the report.

**DECISION  
NOTED:-**

- (a) SB Cares financial position at 30 September 2015; and**
- (b) that information would be shared with Scottish Borders Council to inform the revenue monitoring position.**

4(b) Key Performance Indicators for SB Cares

There had been circulated copies of a report by the Finance and Commercial Director of SB Cares updating the Strategic Governance Group on the development of SB Cares Key Performance Indicators (KPIs). The report explained that the partnership agreement between Scottish Borders Council and SB Cares was signed on 1 April 2015 and included the governance arrangements and reporting requirements. SB Cares had now developed four KPIs and these will be presented to the Strategic Governance Group on a quarterly basis. The agreed KPIs were - the number of clients which SB Cares supported across the services they provided; the average number of carers who supported those clients; absence levels; and the number of staff employed by SB Cares, including posts being recruited. Further development of KPIs included customer satisfaction; productivity; complaints; and market share. Ms Collins advised Members that there had been a number of staff who had retired and gone on maternity leave and that recruitment was now in progress to appoint to these posts. In addition, the staffing figures reflected those employees who had transferred under TUPE arrangements for the new homecare contract. Mr Barr advised Members that there were now appropriate strategic management tools in place for SB Cares to move forward and develop in line with its Business Plan. Discussion followed in relation to way in which homecare was delivered to individual clients and Ms Crombie explained that, in some cases, a varied number of carers visited one client on any particular day and for varying lengths of time. Client hours were currently based on what service the individual had received prior to the transfer to SB Cares. Further information would be presented to the Strategic Governance Group at future meetings. Officers provided clarification on further points raised by Members.

**DECISION  
NOTED:-**

- (a) the current KPIs for SB Cares; and**
- (b) the continuing development of KPIs for SB Cares.**

5. **CARE INSPECTORATE**

5(a) Current Grades

There had been circulated copies of a report by the Operations Director of SB Cares on Registration with the Care Inspectorate. The report explained the areas of assessment and that there were a number of themes, namely Quality of Care; Quality of Environment; Quality of Staffing; and Quality of Management and Leadership. The grades allocated by the Care Inspectorate were detailed in the report. Ms Crombie advised Members that the

initial grades had been inherited by SB Cares and that each grade had been maintained or improved upon. The report included a detailed list of establishments/services and grades covering the period from 2009 to 2015. Ms Crombie added that in some situations, the focus within a service could change and this was not always apparent in inspection reports. Members were of the opinion that the report required more narrative to explain situations and provide clarification and it was agreed that the format of future reports which detailed Care Inspectorate assessments would reflect this.

#### **DECISION**

- (a) **NOTED the report.**
- (b) **AGREED that future reports detailing Care Inspectorate assessment grades would include more narrative to explain situations and provide clarification.**

#### 5(b) Verbal Update on St Ronans

Ms Crombie advised Members that the Care Inspectorate report on St Ronans had been published the previous week. This had been too late to include in the report considered at this meeting but would be included in the next report presented to the Strategic Governance Group. Mr Wilson advised Members that the report compared very favourably with the private sector.

#### **DECISION**

**NOTED the verbal update.**

#### 6. **AMENDMENTS TO DATES OF FUTURE MEETINGS**

Members were advised that the dates for future meetings would be amended to accommodate the Scottish Parliamentary Election scheduled for May 2016. Details would be circulated once final arrangements had been made.

#### **DECISION**

**NOTED.**

#### 7. **PRIVATE BUSINESS**

##### **DECISION**

**AGREED under Section 50A(4) of the Local Government (Scotland) Act 1973 to exclude the public from the meeting during consideration of the business contained in the following items on the ground that they involved the likely disclosure of exempt information as defined in paragraphs 6 and 8 of the part 1 of Schedule 7A to the Act.**

### **SUMMARY OF PRIVATE BUSINESS**

#### 8. **MINUTE**

Members approved the Private Section of the Minute of 11 August 2015.

#### 9. **VERBAL UPDATE BY THE MANAGING DIRECTOR OF SB CARES**

Members considered a presentation by the Managing Director SB Cares.

#### 10. **EFFICIENCIES PROGRESS UPDATE**

Members considered a report by the Operations Director SB Cares.

#### 11. **NEW BUSINESS DEVELOPMENT UPDATE**

Members considered a report by the Service Development Manager SB Cares.

***The meeting concluded at 3.10 pm***

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## **BUDGET MONITORING TO 31 DECEMBER 2015**

**Report by the Finance & Commercial Director**

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### **LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP**

**16 February 2016**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 **To inform the Strategic Governance Group of the financial position for SB Cares at 31 December 2015.**
- 1.2 The budget monitoring position based on the actual income and expenditure to the 31 December 2015 has achieved a profit of £412k for the first 9 months. The Senior Management Team has reviewed the progress being made to deliver agreed efficiencies and new business and are forecasting a profit of £535k. This is £55K higher than the target profit in the original business plan.

#### **2 RECOMMENDATIONS**

- 2.1 **It is recommended that the Strategic Governance Group:-**
  - (a) **Notes SB Cares financial position as at the 31 December 2015**
  - (b) **Notes the information will be shared with Scottish Borders Council to inform the revenue monitoring position**

### 3 FINANCIAL POSITION AS AT 31 DECEMBER 2015

- 3.1 In the first year of the Business Plan approved by members in October 2014 it forecasts that SB Cares will generate a profit of £480k. The Senior Management Team continue to review its detailed first year plan to support the delivery of efficiencies and new business which has informed the financial forecast of £535k for the year ending 31 March 2016.
- 3.2 The budget monitoring position is based on actuals as at the 31 December 2015 with profit of £412k being achieved in the first 9 months. This level of profit is slightly ahead of the business case 3<sup>rd</sup> quarter position of £360k. Additional costs are being forecast for the festive period for staff working the statutory holidays which will be confirmed in the January payroll.
- 3.3 A Summary of the 9 month financial position is set out in the table below:

Summary	Year to Date			Q2	Q3	Variance
	Actual	Forecast	Variance	Forecast	Forecast	
Profit & Loss	£000's	£000's	£000's	2015/16	2015/16	£000's
Income	13,387	13,321	66	17,463	17,915	452
Direct Cost	(12,549)	(12,501)	(48)	16,442	(16,799)	(357)
<b>Gross Profit</b>	<b>838</b>	<b>820</b>	<b>(18)</b>	<b>1,021</b>	<b>1,116</b>	<b>18</b>
Overheads	(426)	(392)	(34)	541	(581)	(40)
<b>Profit</b>	<b>412</b>	<b>428</b>	<b>(15)</b>	<b>480</b>	<b>535</b>	<b>(55)</b>

#### 3.4 Income

The forecast income for 2015/16 is £17.9m an increase of £452k. Additional income has arisen from additional ability equipment orders, the retirement costs being met by the Council's fund and additional income from Bordercare clients. The reduction of income from Homecare client visits during the festive holidays supported by our spot contract has been reflected in the December figures and in the forecast for January.

#### 3.5 Direct Cost

The Q3 forecast direct costs for 2015/16 is £16.8m an increase of £357k compared to the Q2 forecast presented to members in November 2015. The increased costs have been generated from cost relating to increase demand for ability equipment, pay awards for staff 1.5% for 2015/16 and cost for covering the statutory holidays. The additional costs of covering the festive period will be captured in the January payroll.

#### 3.6 Overheads

Overheads are forecast to increase by £40k to £581k for the year. The increase has been due to costs associated with early retirement for a manager's post. All other overheads continue to run in line with forecast.

## 4 IMPLICATIONS

### 4.1 Financial Recommendations

There are no costs attached to any of the recommendations contained in this report its content being specifically related to the latest financial positions of SB Cares for 2015/16.

### 4.2 Risk and Mitigations

There is a risk that SB Cares does not deliver the profit set out in the Business Plan for 2015/16.

The risks identified above are being managed and mitigated through:-

- (a) Monthly reports of actual expenditure and income against forecasts being made available to managers from SB Cares Financial & Operational System
- (b) Review of budget variances and monitoring of progress to deliver the first year business plan is reviewed monthly by SB Cares Senior Management team

### 4.3 Equalities

It is anticipated there will be no adverse impact due to race, disability, gender, age, sexual orientation or religion/belief arising from the proposals contained in this report.

### 4.4 Acting Sustainably

There are no significant effects on the economy, community or environment.

### 4.5 Carbon Management

No effect on carbon emissions are anticipated from the recommendation of this report.

### 4.6 Rural Proofing

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report.

## 5 CONSULTATION

- 5.1 The Management Team and SB Board have been involved in and agreed the compilation of the budgetary control statements set out in this report.

### Author(s)

Name	Designation and Contact Number
Debbie Collins	Finance & Commercial Director 01835 826700

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## **KEY PERFORMANCE INDICATORS**

**Report by the Finance and Commercial Director**

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### **LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP**

**16 FEBRUARY 2016**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 **To update the Strategic Governance Group (SGG) on the development of SB Cares key performance indicators (KPI's) as at 31 December 2015.**
- 1.2 SB Cares Management Team present the latest KPI's set out in Appendix 1 for the agreed KPI's for 2015/16.
  - No. of clients we are supporting across our services
  - Average no. of carers supporting clients
  - Absence levels
  - No. of staff employed including the number of posts currently being recruited
- 1.3 KPI's are being developed for 2016/17 to monitor service quality, efficient delivery of services, sales targets and staff as part of the 2016/17 Business Plan which will be presented to SGG in March.

#### **2 RECOMMENDATIONS**

- 2.1 **It is recommended that the Strategic Governance Group:-**
  - (a) Notes the KPIs for SB Cares**
  - (b) Notes the continuing development of KPIs for SB Cares**

### **3 KEY PERFORMANCE INDICATORS**

3.1 The Strategic Governance Group agreed to monitor 4 KPI's in the first year of operations as set out in Appendix 1:

- No. of clients we are supporting across our services
- Average no. of carers supporting individual clients
- Absence levels
- No. of staff employed including the number of posts currently being recruited

#### **3.3 NUMBER OF HOMECARE CLIENTS**

The number of clients for Homecare has been captured for the last quarter from our homecare operating system. The three months to the 31 December has seen a small reduction in client numbers of 37 which is mainly due to the reduction in client visits over the festive period. This is due to clients being supported by their families at this time of year leading to visits being cancelled or reduced.

#### **3.4 AVERAGE NUMBER OF CARERS SUPPORTING INDIVIDUAL CLIENTS**

One of the key objectives for SB Cares is to provide consistent care to our clients. The average number of carers each month has been captured and set out in Appendix 1 for the three months to the 31<sup>st</sup> December. This has seen the average number of carers per client to rise slightly from 10.135 to 10.187 during this period.

#### **3.5 ABSENCE LEVEL**

Absence is one of the areas identified in the business case that could be improved through more assertive HR practise. Absence levels links strongly to a cultural shift which will be supported by reviews underway around working practises and patterns. The Senior Management Team has worked with the Council's HR Shared Services team to develop reports to monitor and manage absence. The absence figures now include all staff with a revised figure for July of 6.69% compared to 5.81% reported to members in November 2015.

3.6 The rolling annual absence level for December is 7.37% which has risen by 0.68% since July. SB Cares acknowledges an increase in absence levels and in conjunction with HR are working to analyse the long term versus short term absences, and how absence is recorded in relation to shift work patterns. KPI's are being developed to robustly monitor absences by all managers and team leaders.

#### **3.7 NUMBER OF STAFF EMPLOYED**

The reporting obligations for SB Cares set out in part 3 of the partnership agreement includes reporting on the number of staff currently employed by the LLP. This information has now been captured in Appendix 1 to set out the monthly number of FTE's, the number of staff paid and the number of posts currently being recruited by SB Cares.

3.8 During the 3 months to the 31 December 2015 we have seen an increase of 2 FTE's and decrease of 15 staff paid compared to the figures for September which has been due to the recruitment of permanent homecare staff to support the additional contracts. There was a spike in the number of staff paid in November of 856 which is approx. 30 higher staff paid than average. This was due to all staff including relief being paid there back pay in this month.

3.9 The recruitment of homecare staff, vacant posts from retirements and maternity leave are reflected in the 7 posts being recruited up to December 2015. All vacancies are reviewed and authorised by SB Cares management team prior to being advertised.

#### 3.10 **FURTHER KPI DEVELOPMENT**

SB Cares have identified a number of KPI's to monitor the performance of the business. These KPI's will cover four key areas:

- Quality of the services provided
- Productivity to monitor how efficiently we deliver our services
- Staff retention, skill, management/staff ratio and absence
- Sales achieved by SB Cares against target market penetration and profit levels

Targets for all the KPI's are being developed as part of the 2016/17 Business Plan to be presented to SGG on the 15<sup>th</sup> March 2016.

## **4 IMPLICATIONS**

### 4.1 **Financial Recommendations**

Any costs incurred in the development of reporting KPIs are included in SB Cares financial forecasts.

### 4.2 **Risk and Mitigations**

There is a risk that SB Cares does not effectively monitor KPIs for the business.

The risks identified above are being managed and mitigated through:-

- (a) Monitoring of SB Cares KPIs against agreed targets to support the delivery of high quality services to our clients and delivery of the business by the Senior Management Team.
- (b) Continue to develop KPIs for the business in the first year of operation

### 4.3 **Equalities**

It is anticipated there will be no adverse impact due to race, disability, gender, age, sexual orientation or religion/belief arising from the proposals contained in this report.

### 4.4 **Acting Sustainably**

There are no significant effects on the economy, community or environment.

### 4.5 **Carbon Management**

No effect on carbon emissions are anticipated from the recommendation of this report.

### 4.6 **Rural Proofing**

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report.

## 5 CONSULTATION

- 5.1 The Senior Management Team has been consulted on the KPIs set out in appendix 1 and the progress to date of developing KPIs for the business.

### Author(s)

Name	Designation and Contact Number
Debbie Collins	Finance & Commercial Director 01835 826700

**SB Cares KPI's as at 31 December 2015**

**Appendix 1**

	<b>Reporting frequency</b>	<b>Mar-15</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>
No. of home care clients	Monthly		749	876	921	888	909	884
Average no. carers per homecare client	Monthly		10.422	10.385	10.135	10.472	10.321	10.187
Absence levels for SB Cares (rolling year)	quarterly	6.61%	6.90%		7.29%	7.12%		7.37%
Total number of FTE's	Monthly		473.28	480.57	486.17	484.26	487.18	488.31
No. of staff			781	795	830	821	856	815
No. of posts currently being recruited				4	14	3	1	3

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## **CARE INSPECTORATE REPORT**

**Report by the Operations Director**

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### **LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP**

**16 February 2016**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 **To update the Strategic Governance Group(SGG) on the Inspection of SB Cares Services by the Care Inspectorate.**
- 1.2 SB Cares has had four Care Homes inspected since reporting to the SGG in November 2015, two have received their reports and two should be in receipt of their draft reports soon. Waverley and Saltgreens are awaiting their reports while St Ronan's and Grove House have received their final reports and both have maintained their grades with improvements in a number of areas. One requirement and nine recommendations have been identified across the two reports and an action plan for each service has been agreed with the Care Inspectorate to make the recommended improvements.
- 1.3 SB Cares Management Team will monitor the delivery of the action plan agreed with the Care Inspectorate to implement all requirements and recommendations.
- 1.4 SB Cares will present the two inspection reports for Waverley and Saltgreens at the next Strategic Governance Group meeting.

#### **2 RECOMMENDATIONS**

- 2.1 **It is recommended that the Strategic Governance Group:-**
  - (a) Notes the grades achieved for the Care Inspectorate inspections for Grove House and St Ronan's Care Home**
  - (b) Notes the one requirement and nine recommendations set out in appendix 1**

### 3 INSPECTIONS

- 3.1 SB Cares has had two reports as a result of inspections by the Care Inspectorate since we last reported to members in November 2015. St Ronan's and Grove House have been inspected with the focus by the Care Inspectorate on the themes set out in paragraph 3.2.

#### 3.2 THEMES

##### **Quality of Care:**

- Statement 1 We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.
- Statement 3 We ensure that service users' health and wellbeing needs are met

##### **Quality of Environment**

- Statement 2 We make sure that the environment is safe and service users are protected.
- Statement 3 The environment allows service users to have as positive a quality of life as possible.

##### **Quality of Staffing**

- Statement 1 We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.
- Statement 3 We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

##### **Quality of Management & Leadership**

- Statement 1 We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.
- Statement 4 We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

- 3.3 The overall grades were maintained for both Care Homes with St Ronan's achieving grade 4's for each theme, but also improving with grade 5's for two quality statements and Grove House achieving mostly grade 4's with one grade 3 for a quality statement for the environment.
- 3.4 Key to Grades:  
1 –Unsatisfactory  
2 – Weak  
3 – Adequate  
4 – Good  
5 – Very Good
- 3.5 One requirement was identified within Grove House to improve the quality of the environment and 9 recommendations were identified across both services, 4 for St Ronans and 5 for Grove House. Full details of the grading for both Care Homes for each theme is set out in appendix 1 of the report.

## 4 IMPLICATIONS

### 4.1 Financial Recommendations

The costs attached to any of the requirement or recommendations set out by the Care Inspectorate as part of their inspection will inform the current and futures forecast for SB Cares.

### 4.2 Risk and Mitigations

There are no risks identified from the outcome from the Care Inspectorate requirement and nine recommendations within this report.

### 4.3 Equalities

It is anticipated there will be no adverse impact due to race, disability, gender, age, sexual orientation or religion/belief arising from the proposals contained in this report.

### 4.4 Acting Sustainably

There are no significant effects on the economy, community or environment.

### 4.5 Carbon Management

No effect on carbon emissions are anticipated from the recommendation of this report.

### 4.6 Rural Proofing

It is anticipated there will be no adverse impact on the rural area from the proposals contained in this report.

## 5 CONSULTATION

- 5.1 The Senior Management Team and SB Cares Board have been updated on the outcome of the recent inspections and are aware that an action plan for each service is in place to meet the requirement and recommendations that need to be met.

### Author(s)

Name	Designation and Contact Number
Lynne Crombie	Operations Director 01835 826700

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St Ronan's House October 2015		
Quality Theme	Recommendations/ Requirements	Grade
<b>Quality of Care &amp; Support</b>		<b>4 – Good</b>
<b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service	<b>Requirements - 0 Recommendations - 0</b>	4 – Good
<b>Statement 3</b> - We ensure that service users' health and wellbeing needs are met	<b>Requirements - 0 Recommendations - 0</b>	5 – Very Good
<b>Quality of Environment</b>		<b>4 – Good</b>
<b>Statement 2</b> - We make sure that the environment is safe and service users are protected	<b>Requirements – 0 Recommendations – 3</b>  <ol style="list-style-type: none"> <li>1 Flip top lid bins or bins with broken lids should be replaced with pedal bins.</li> <li>2 The service reviews it's procedures for the storage of dried food products in the unit kitchens to ensure that they are correctly stored</li> <li>3 The clean towels stored in communal bathrooms are stored in a clean, designated area, preferably a cupboard, or container to prevent contamination with dust and/or aerosols.</li> </ol>	4 – Good
<b>Statement 3</b> - The environment allows service users to have as positive a quality of life as possible	<b>Requirements - 0 Recommendations - 0</b>	5 – Very good

<b>Quality of Staffing</b>		<b>4 – Good</b>
<b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service	<b>Requirements - 0</b> <b>Recommendations - 0</b>	4 – Good
<b>Statement 3</b> - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice	<b>Requirements - 0</b> <b>Recommendations - 0</b>	5 – Very good
<b>Quality of Management and Leadership</b>		<b>4 – Good</b>
<b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service	<b>Requirements - 0</b> <b>Recommendations – 1</b>  1 Clear records are kept to inform of when complaints are received and the actions taken in response to these. This will evidence that the provider's complaints procedure, including timescales, is followed.	<b>4 – Good</b>
<b>Statement 4</b> - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide	<b>Requirements - 0</b> <b>Recommendations - 0</b>	4 – Good

Grove House November 2015		
Quality Theme	Recommendations/ Requirements	Grade
<b>Quality of Care &amp; Support</b>		<b>4 – Good</b>
<b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service	<b>Requirements - 0 Recommendations - 0</b>	4 – Good
<b>Statement 3</b> - We ensure that service users' health and wellbeing needs are met	<b>Requirements - 0 Recommendations – 2</b>  <ol style="list-style-type: none"> <li>1 The service regularly audits service users personal plans to ensure that the documentation is consistently completed and changes promptly updated.</li> <li>2 The service reviews the current use of topicals and ensure that the medication administration records link to the topical medication administration records and clearly indicate the current treatments required</li> </ol>	4–Good
<b>Quality of Environment</b>		<b>3 - Adequate</b>
<b>Statement 2</b> - We make sure that the environment is safe and service users are protected	<b>Requirements – 1</b>  <ol style="list-style-type: none"> <li>1 The provider is required to ensure that all staff are aware of the correct reporting procedure for reporting and following up required the repairs.</li> </ol> <b>Recommendations – 3</b>  <ol style="list-style-type: none"> <li>1 The service reviews it procedures for the storage of dried food products in the kitchens and food storage areas to ensure that they are correctly stored.</li> </ol>	3- Adequate

Quality of Environment	Continued	3 - Adequate
	<p>2 The service reviews its systems to ensure that all hot water outlets in areas that service users access are regularly checked to ensure that the thermostatic mixing valves used to control temperature are functioning correctly.</p> <p>3 The service reviews its cleaning rota's and consider staff availability to ensure that regular cleaning of all areas of the home is achieved</p>	
<p><b>Statement 3</b> - The environment allows service users to have as positive a quality of life as possible</p>	<p><b>Requirements - 0</b> <b>Recommendations - 0</b></p>	<p>4 - Good</p>
Quality of Staffing		4 – Good
<p><b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of staffing in the service</p>	<p><b>Requirements - 0</b> <b>Recommendations - 0</b></p>	<p>4 – Good</p>
<p><b>Statement 3</b> - We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice</p>	<p><b>Requirements - 0</b> <b>Recommendations - 0</b></p>	<p>4– Good</p>

<b>Quality of Management and Leadership</b>		<b>4 – Good</b>
<b>Statement 1</b> - We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service	<b>Requirements - 0</b> <b>Recommendations – 0</b>	<b>4 – Good</b>
<b>Statement 4</b> - We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide	<b>Requirements - 0</b> <b>Recommendations - 0</b>	<b>4 – Good</b>

**Key to Grades:**

- 1 –Unsatisfactory**
- 2 – Weak**
- 3 – Adequate**
- 4 – Good**
- 5 – Very Good**

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