
CARE INSPECTION REPORT

Report by the Operations Director

LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP

7th November 2016

1 PURPOSE AND SUMMARY

- 1.1 To update the Strategic Governance Group (SGG) on the inspection of services by the Care Inspectorate**
- 1.2 Since the last SGG meeting St Ronan's Care Home are in receipt of their final inspection report, which contained no changes, receiving grade 5 for both Quality of Environment and Quality of Staffing. Oakview Day Service are in receipt of their draft report, receiving grade 4 for three out of the four Quality Themes inspected with Quality of Environment graded as a 3. Further information is available in Appendix 1 to this report.
- 1.3 Hawick Community Support Service has been inspected and we are now in receipt of the draft report with grade 5 for Quality of Staffing, Quality of Care and Support and grade 4 for Quality of Management and Leadership being given. The grading of 5 for Quality of Staffing and Quality of Care and Support is an improvement from the previous inspection where the grades were 4 for all three Themes.
- 1.4 Tweeddale Day Service has also been inspected and we are awaiting the draft report, initial verbal feedback has been given with suggested grade 4 for all four Quality Themes inspected.
- 1.5 Deanfield Care Home is currently being inspected.
- 1.6 Lanark Lodge Learning Disability Day Service is currently being inspected.
- 1.7 The application to register the South Area Home Care Service was submitted in July. There is still no confirmation of the registration at time of writing but as it can take up to 6 months and during a meeting with the Care Inspector in September the application is progressing to its final stages.

2 RECOMMENDATIONS

2.1 It is recommended that the Strategic Governance Group:-

- (a) Note St Ronan's improved grades from 4 to 5 for both themes**
- (b) Note Hawick Community Support Service improved grades for two themes from 4 to 5**
- (c) Notes the application to register the South Area Care at Home service is still in progress**
- (d) Notes the percentage of services achieving grades 4 and above**
- (e) Notes the Equalities & Diversity section included in Care Home information pack at section 6**

3 INSPECTION

3.1 Fifteen services have now been inspected since the inception of SB Cares, with St Ronan's Care Home having been inspected twice. This means there are 3 services still to be inspected by the Care Inspection, 2 Older Adult Day Services and 1 Learning Disability Day Service. These are expected to be carried out some time in the coming months and will be reported to the SGG once inspections have taken place.

4 OVERALL GRADINGS

4.1 The contract KPI for Care Inspectorate grading score needs to be 3 (Adequate) and above, all services in all areas have met this KPI achieving 100% scores of 3 or above. Further information is available in Appendix 2 to this report. SB Cares Board agreed that we would expect scores of 4 (Good) and above and the services have achieved this grade or above as below:

- Care Homes 73%
- Care at Home 77%
- Older People Day Services 92%
- Learning /Physical Disability Services 100%

5 REQUIREMENTS AND RECOMMENDATION'S

5.1 SB Cares Management are continuing to work with our Training Department colleagues to develop an action plan to address the lack of available mandatory training for care staff, to enable all staff to keep up to date with all training needs. We are also looking at the content of the training as it is felt that some training is more in-depth than is required. Our SBC Health and Safety colleagues are assisting in ensuring the content of training is relevant where there are expected standards. There is also now a management and leadership training program in development for managers across the services. SB Cares managers will be supported to attend courses within the program as appropriate to their role taking into account their existing qualifications and previous training

completed.

- 5.2 St Ronans had no requirements or recommendations.
- 5.3 Oakview has 1 requirement and 2 recommendations within their draft report. See Appendix 1
- 5.4 Hawick Community Support Service has 1 requirement and 3 recommendations in their Draft report. See Appendix 1

6 **EQUALITIES & DIVERSITY**

- 6.1 The following is included in the information pack for SB Cares Care Homes.

Your right to:

- live an independent life, rich in purpose, meaning and personal fulfilment
- be valued for your ethnic background, language, culture, sexual orientation and faith
- be treated equally and to live in an environment which is free from bullying, harassment and discrimination; and
- be able to complain effectively without fear of victimisation.

GRADES AND THEMES

Key to Grades:

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

THEMES

Quality of Care and Support:

How well the service meets the needs of each person who uses it

Quality of Environment:

Where the service is delivered; for example, how clean, well maintained and accessible it is, the atmosphere of the service, how welcoming it is

Quality of Staffing:

The quality of the staff, including their qualifications and training

Quality of Management & Leadership:

How the service is managed and how it develops to meet the needs of the people who use it

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