
CARE INSPECTION REPORT

Report by the Operations Director

LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP

7 February 2017

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 Hawick Community Support Service have received their final report which confirmed 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. There were no requirements and 3 recommendations.
- 1.3 Tweeddale Day Service has been inspected and the final report has been received. The service received grade 4 for all four Quality Themes; Quality of Environment; Quality of Staffing; Quality of Management and Leadership; Quality of Care and Support. There were no requirements and 2 recommendations.
- 1.4 Deanfield Care Home has been inspected with the final report giving grades of 4 for Quality of Care and Support and also Quality of Staffing and grade 3 for the Environment and Management and Leadership, with 3 requirements and 4 recommendations.
- 1.5 Lanark Lodge Learning Disability Day Service has been inspected and is in receipt of their final report. The service received grade 5 for all quality themes, with no requirements and 1 recommendation. Further information is available in Appendix 1 on all the reports.
- 1.6 Grove House Care home has recently been inspected; we are still awaiting the draft report.
- 1.7 The application to register the South Area Home Care Service was submitted in July 2016. There is still no confirmation of the registration at time of writing but the Inspector is anticipated the registration will be confirmed in the coming weeks.

2 RECOMMENDATIONS

2.1 It is recommended that the Strategic Governance Group:-

- (a) Note Hawick Community Support Service improved grades for two themes from 4 to 5**
- (b) Note that Lanark Lodge received grade 5 for all 4 Quality Themes**
- (c) Note the percentage of services achieving grades 4 and above**
- (d) Note the requirements and recommendations contained in the report and Appendix 1**

3 INSPECTION

- 3.1 Sixteen services have now been inspected since the inception of SB Cares; there are only 2 Older Adult Day Services still to be inspected. These services are expected to be inspected sometime 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 67%
- Care at Home 77%
- Older People Day Services 92%
- Learning /Physical Disability Services 100%

There has been a drop by 6% in grades 4 or above in the Care Home services because two Quality themes which were previously scored at a 5 were not inspected at all during the most recent inspection at St Ronans House.

5 REQUIREMENTS AND RECOMMENDATION'S ACTIONS

- 5.1 SB Cares Management Team are continuing to work with our Training Department colleagues and an action plan has been developed 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 have reviewed the content of the training courses, involving our SBC Health and Safety colleagues and NHS trainers to ensure the content of training is relevant where there are expected standards.

The management and leadership training program has been developed for managers across the services. SB Cares managers are attending courses within the program as appropriate to their role taking into account their existing qualifications and previous training completed.

A new template training record has been implemented and is being audited by managers through the Quality Assurance audit tool.

- 5.2 A Quality Assurance Audit tool has been developed and implemented in Home Care services, with the version to be used in Care Homes and Day Services almost complete.
- 5.3 The content and quality of information held in Support Plans has been reviewed and will be audited by managers using the Quality Assurance Audit tool.
- 5.4 Staff supervision records are now being audited to ensure they meet the required standards within the Supervision Policy.
- 5.5 We are working with our SBC colleagues to make the required environmental improvements as identified in reports. The necessary work has been identified and instructed.

6 6.1 **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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