
CARE INSPECTION REPORT

Report by the Operations Director

LIMITED LIABILITY PARTNERSHIP STRATEGIC GOVERNANCE GROUP

20 JUNE 2017

1 PURPOSE AND SUMMARY

- 1.1 **This report updates the Strategic Governance Group (SGG) on the inspection of services by the Care Inspectorate. Where services have been inspected by the Care Inspectorate between SGG meetings, the grades are reported to the SGG meeting as one of the Key Performance Indicator measures previously agreed.**
- 1.2 Since the last SGG meeting **Home Care East** has been inspected and the finalised report has been received grade 4 being given for Quality of Care and Support and Quality of Management and Leadership with Grade 3 for Quality of Staffing. The report contains 7 requirements and 2 recommendations. Discussions were held with the Inspector regarding the outcome of the report and some parts were challenged, which has resulted in changes being made to the report. Quality of Management and Support has gone up to a grade 4 since the last inspection. Further information is available within Appendix 1.
- 1.3 **Grove House** has received their final inspection report with Quality of Care and Support and Quality of Staffing given Grade 4 and Quality of Management and Leadership and Quality of Environment was given grade 3. The report contains 3 requirements and 4 recommendations, parts of this report were challenged and changes made to the final report as a result.
- 1.4 **Home Care West** has just been inspected and again the draft report was challenged with changes made to the final report as a consequence of the challenge. The final report contained grades; 4 for Quality of Care and Support and Quality of Management and Leadership and grade 3 for Quality of staffing. These grades have remained the same as last year's inspection. There are 2 requirements and 2 recommendations contained in the report.
- 1.5 **Saltgreens Care Home** has been inspected and the final report received with the following grades given; grade 4 for all quality themes except environment which is grade 3. This is an improvement from all themes being graded a 3 during the last inspection. There are 2 requirements and 3 recommendations included with the report.

- 1.6 **Saltgreens Day Support Service** has been inspected and final report received giving the following grades; grade 4 for all Quality Themes, with potentially Quality of Care and Support being a 5. There were no requirements or recommendations contained in this report.
- 1.7 **Berwickshire Dementia Day Service** has been inspected and the final report received giving the following grades. Quality of Environment has been given grade 3 with all other Quality Themes being graded at 4. The report contained no requirements and 6 recommendations.
- 1.8 **Cheviot Day Service** has been inspected and the final report received giving the following grades; 3 for Quality of Environment, the Quality of Staffing and Quality of Management & Leadership were given a grade 4 and Quality of Care and Support a grade 5. There were no requirements or recommendations contained within this report.
- 1.9 **Waverley Care Home** has been inspected and final report received giving the following grades. Quality of Care and Support grade 4, Quality of Environment grade 3, Quality of Staffing grade 5 and Quality of Management & Leadership grade 4. The report contained 4 requirements and 1 recommendation. Although the care being provided was graded as being good and the quality of staff as being very good the final inspection report contains some details of environmental issues as a result of the refurbishment. There has been interest from the media as a result of this, which we have responded to, by focusing on the positive care being provided and also pointing out that the inspection took place while refurbishment work was ongoing and assessment of the 'finished' areas was still being carried out.
- 1.10 **Deanfield Care Home** has recently been inspected and the initial verbal feedback indicates that the grading's are likely to be; Quality of Care and Support increasing to a 5 from a 4; Quality of Leadership and Management 4, again increasing from a 3; Quality of Staffing remains at a 4; Quality of Environment may be a 4 for this due to the investment and improvements in one area of the Care Home although as there is still work to be done in other area the Inspector said he may leave the score at a 3, he wants time to consider this grade.
- 1.11 The application to register the **South Area Home Care Service** has now been confirmed. It is expected that this area will receive an Inspection within the next few months.
- 1.12 Since the inception of SB Cares we have been focusing on the quality of service being provided and the trend in Care Inspection grades has shown an increase in grade in the vast majority of areas. The environment in a number of our buildings has resulted in a number of the services receiving a grade 3, or Adequate for Quality of Environment. We have been meeting with our SBC colleagues to develop an improvement plan for the buildings we operate from. See Appendix 2

2 RECOMMENDATIONS

2.1 It is recommended that the Strategic Governance Group:-

- (a) Note the finalised reports for Home Care East & West, Grove Care Home, Saltgreens Care Home and Day Service, Berwickshire Dementia Day Service, Cheviot Day Service and Waverley Care Home**
- (b) Note the percentage of services receiving a grade 4 and above**
- (c) Note the requirements and recommendations contained in the report and appendix 1**
- (d) Note the increase in grades since the transfer to SB Cares in appendix 2**

3 3.1 SERVICES STILL TO BE INSPECTED

As the Home Care South area has just recently been registered as a separate area it is therefore the only service still to be inspected in. The outcome of the inspection will be reported to the SGG once it has taken place.

4.1 OVERALL GRADINGS Of 4 - GOOD AND ABOVE

- Care Homes 80%
- Care at Home 67%
- Older People Day Services 86%
- Learning /Physical Disability Services 100%

5 5.1 REQUIREMENTS AND RECOMMENDATION'S ACTIONS

The common requirement across a number of services is in relation to the lack of completion of mandatory and refresher training by staff. We are working with our colleagues in HR to review the appropriateness of the mandatory training currently commissioned and also to ensure the correct number of training courses are available to our staff.

As described above a number of the requirements from the Care Inspectorate are in relation to the Quality of Environment and we are currently developing an improvement plan to focus the capital spend on the priority areas.

5.2 **GRADES AND THEMES**

Key to Grades:

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

5.3

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

Author(s)

Name	Designation and Contact Number
Lynne Crombie	Operations Director 01835 826700