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## **CARE INSPECTION REPORT**

**Report by the Operations Director**

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

**19 September 2017**

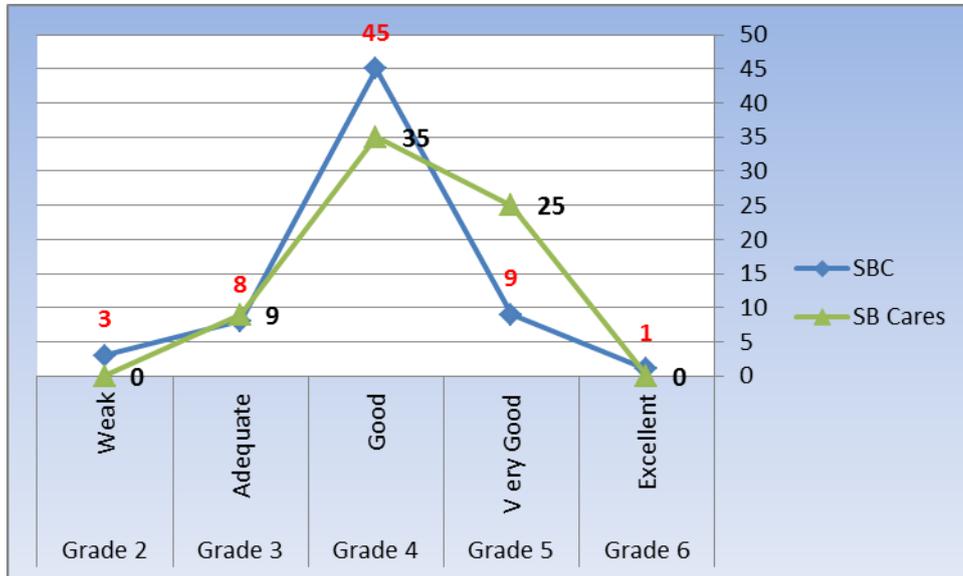
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#### **1 PURPOSE AND SUMMARY**

- 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 the **Deanfield Care Home** inspection report has been finalised. The service has received a grade 5 for Quality of Care and Support and grade 4 for Quality of Management and Leadership, for Quality of Staffing and for Quality of Environment. The report contains 7 requirements and 2 recommendations. This was a very positive report, reflecting the commitment from the manager and the whole staff team which has resulted in Quality of Management and Leadership now being graded as Very Good, with the Environment grade improving to Good. Further information is available within Appendix 1.
- 1.3 **Hawick Community Support Service** has also recently been inspected and again it was a very positive report with improvements in grades in comparison to the last inspection. During this Inspection there were only 2 Quality Themes inspected, Quality of Care and Support and Quality of Management and Leadership, both of which were graded as a 5 – Very Good. This shows another improvement in the Quality of Management and Leadership grade from Good to Very Good.
- 1.4 **Home Care East** has been recently registered and is currently being inspected. This service includes Hawick, Jedburgh and Newcastleton areas and as it is the first time the service has been inspected as a separate area the inspectors will be looking at all areas of the service very closely. The outcome of the inspection will be reported to the next SGG meeting.

## 1.5 Quality Improvements in Service Delivery

Since the inception of SB Cares management and staff have been focusing on increasing the quality of service being provided to people receiving our services. As a result of a high level of commitment from everyone involved the trend in Care Inspection grades has shown an increase in grades in the vast majority of areas and the recent Care Inspections reported above continues this improvement.



1.6 The table above shows the Inspection Gradings moving in a positive direction, with consistent improvements towards Very Good gradings.

1.7 SBC had one service which was graded as Weak in 3 Quality Themes, SB Cares has improved this service and there are currently no services graded as Weak within SB Cares.

The number of 'Very Good' grades has increased from 14% inspected while in SBC to 35% since transfer into SB Cares.

## 2 RECOMMENDATIONS

2.1 It is recommended that the Strategic Governance Group:-

- (a) Note the finalised reports for Deanfield Care Home and Hawick Community Support Service
- (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 **REQUIREMENTS AND RECOMMENDATION'S ACTIONS**

5.1 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.

5.2 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.

#### 5.3 **GRADES AND THEMES**

Key to Grades:

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

5.4

#### **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)**

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