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## **CARE INSPECTION REPORT**

**Report by the Operations Director**

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

**7<sup>th</sup> November 2017**

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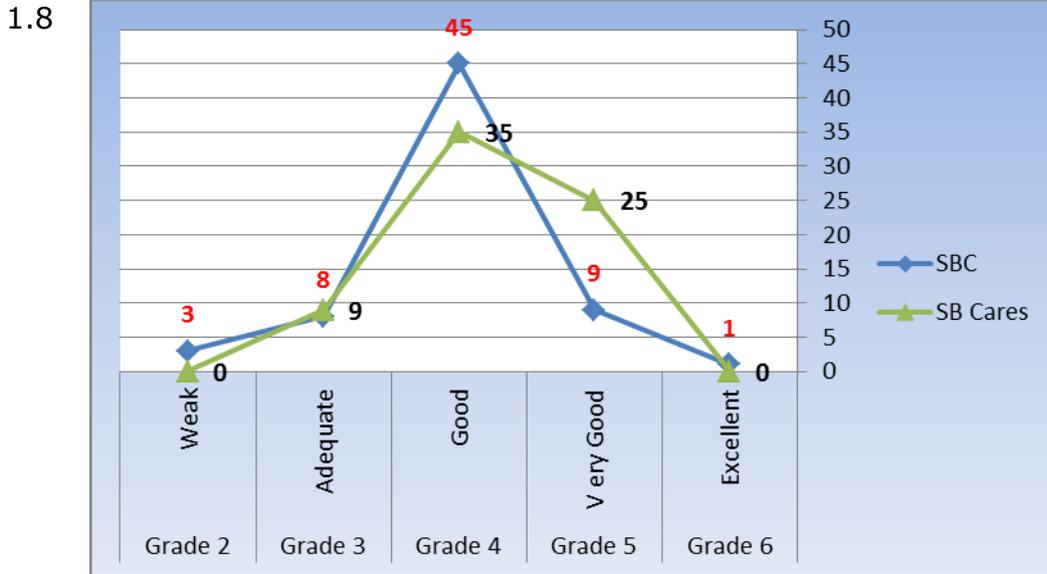
#### **1 PURPOSE AND SUMMARY**

- 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 **Hawick Community Support Service** was inspected on 2<sup>nd</sup> August and we are now in receipt of the final report. During this inspection the Inspector assessed the Quality of Care and Support and Quality of Management and Leadership themes. The grades are recorded as; Quality of Care and Support a 5, and Quality of Management and Leadership was also graded as a 5, which is an increase from the last inspection. The report is very positive with the inspector stating that the grade for Management and Leadership was very nearly a 6. The report contains no requirements or recommendations, See Appendix 1.
- 1.3 **South Area Home Care** service has been inspected for the first time and we are now in receipt of the draft report. The draft grades are 3 for all Quality Themes; the grades are a reflection of the lack of staff working within the service. The managers are not able to carry out their managerial tasks as they are constantly covering rotas and directly working with clients themselves, which has resulted in the reviews, supervision, quality audits and other managerial duties not being carried out within agreed timescales. See Appendix 1.
- 1.4 **Waverley Care Home** has recently been inspected and we are now in receipt of the draft report. Once the report is finalised the grades and feedback will be reported to this meeting.
- 1.5 **Grove Care Home** has recently been inspected and we are awaiting the draft report.

1.6 **Care Inspection Grades**

1.7 **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.



1.9 The table above shows the Inspection gradings moving in a positive direction. The aim for all services is to achieve 'Very Good' grades and the above graph shows consistent improvement from 'Good' to 'Very Good' gradings.

1.10 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.

1.11 By August 2017 the number of 'Very Good' grades had increased from 14% inspected while in SBC to 35% since transfer into SB Cares.

1.12 It is again pleasing that the HCSS inspection, which took place in September has resulted in an increase in grading, with all assessed grades now being at 5, which is Very Good. It is disappointing, but not unexpected that the South Home Care service was awarded grades of 3 for all three quality themes. It is always more challenging to achieve a grading of 4 or above in a Home Care service, however we continue to focus on improving the grades across all services. All requirements and recommendations are now registered on Covalent, with managers training being rolled out at the moment. Using this system will ensure we have clear visibility of progress against requirements and recommendations across services.

## 2 RECOMMENDATIONS

### 2.1 It is recommended that the Strategic Governance Group:-

- a) Note the final Hawick Community Support report with improved grades
- b) Note the South Home Care area draft report
- c) Note Waverley and Grove Care Homes have recently been inspected
- d) Note the improved grades since the transfer of services into SB Cares

### 3.1 OVERALL GRADINGS Of 4 - GOOD AND ABOVE

- Care Homes 80%
- Care at Home 44%
- Older People Day Services 88%
- Learning /Physical Disability Services 100%

### 3.2 GRADES AND THEMES

Key to Grades:

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

### 3.3

#### 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)

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