

## **CARE INSPECTION REPORT**

**Report by the Operations Director**

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### **LIMITED LIABILITY PARTNERSHIP MAJOR CONTRACTS GOVERNANCE GROUP**

**12 April 2018**

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

- 1.1 **To update the Major Contracts Governance Group on Care Inspections of SB Cares Services.**
- 1.2 Since last reporting to the Major Contracts Governance Group 5 different services have been inspected these are; Waverley Care Home, Grove House Care Home, Saltgreen's Care Home and Home Care West, Home Care East has just recently been inspected. Further details are contained in this report and in Appendix 1 for Waverley Care Home and St Ronan's Care Home.

#### **2 RECOMMENDATIONS**

- 2.1 **It is recommended that the Strategic Governance Group:-**
  - a) Note the Waverley Care Home report with improved grades
  - b) Note the St Ronans Care Home report with improved grades
  - c) Note the Grove House Care Home report with improved grades
  - d) Note the Saltgreens Care Home report containing improved Inspection grades
  - e) Note the report for the Home Care West service
  - f) Note the Home Care East service has been recently inspected

### 3 Inspections

- 3.1 Waverley Care Home was inspected in October 2017. The gradings for the quality themes have been assessed as; Quality of Care and Support 5, Quality of Staffing 5, Quality of Environment 5 and, Quality of Management and Leadership 4. This is an improvement in two Quality Themes; Care and Support and the Environment. This is very pleasing and a positive return on the investment made within the building, as well as a reflection of the level of commitment from the staff and managers to increase the quality of care and support being provided to people using the service in Waverley. See Appendix 1
- 3.2 St Ronans Care Home was inspected in Nov 2017. Two Quality Themes were assessed during this inspection; Quality of Care and Support and, Quality of Staffing both of which were graded a 5, this shows an improvement in Quality of Staffing from a 4 when this quality theme was last inspected in 2015.
- 3.3 Grove House Care Home was inspected in Oct 2017 and the grades were as follows; Quality of Care and Support 5, Quality of Staffing 5, Quality of Environment 4 and, Quality of Management and Leadership 4. This shows an improvement across all quality themes since the previous inspection, which is a direct result of the positive affect the Acting Manager has had on the service and the commitment of the whole staff team to provide a quality service to the residents.
- 3.4 The inspection of Saltgreens Care Home was completed on the 25th January 2018 and we are now in receipt of the final report. There has been an improvement in the grade for the Quality Theme of Care and Support from grade 4, Good, to grade 5, Very Good. The other grades have been maintained at Quality of Staffing, grade 4, Quality of Management and Leadership grade 4 and Quality of Environment grade 3. See appendix 1. It is pleasing that there is again an improvement in the grade given by the Care Inspectorate and is a reflection of the continued commitment of the management and staff teams. There were improvements in areas of the other Quality Themes too and with some additional improvements the coming months we have confidence that other grades can also improve at the next inspection.
- 3.5 The Home Care West service was also recently inspected, and the final report has been received. The grades for the 3 Quality Themes assessed Quality of Care and Support, Quality of Staffing and Quality of Management and Leadership are all Grade 3. Although these are not the grades we are aiming for, as it shows a reduction in the quality of Care and Support grade, the challenges faced by our Home Care service was acknowledged by the Inspectors and they were able to give positive and constructive feedback in a number of areas. The feedback was also very positive about improvements in some of the areas highlighted at the last inspection, such as the improved recruitment processes and the new Induction and training programme now in place. Unfortunately the report has been written in a way that focuses on the areas for improvement rather than the good care that is being provided and this has recently been subject to negative press locally.

3.6 The East Home Care area has also recently been inspected and the draft report has been received, however we are not satisfied that the report is a true reflection of the verbal feedback given by the Inspectors during their feedback session, therefore I am challenging the report content.

**Author(s)**

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