

OPERATIONS

Report by Operations Director

MAJOR CONTRACTS GOVERNANCE GROUP

18 September 2018

1 PURPOSE AND SUMMARY

- 1.1 To update the Major Contracts Governance Group on Operational activities within SB Cares Services.**
- 1.2 Since last reporting to the Major Contracts Governance Group the final inspection report for Oakview Day Service has been received, with confirmed grades of 3 for Quality of Staffing, Management and Leadership and Environment and grade 4 for Quality of Care and Support. See Appendix 1.
- 1.3 Waverley and Craw Wood have just been inspected under the new Care Inspectorate Inspection Methodology, with Grades of 4's and 5's being suggested at the verbal feedback session. See Appendix 2.
- 1.4 The Care Inspectorate are inspecting using a different methodology in Care Homes only this year and will refine their inspection methods before then using this new approach across other service types. See Appendix 2.
- 1.5 A full review of the recruitment process has taken place and amendments to the process and paper work are being implemented. There has been a very successful recruitment campaign taking place during August and early September with a lot of applications being received so far.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Major Contracts Governance Group:-**
 - a) Note the recent Oakview Day Service Inspection Grades.
 - b) Note the recent Waverley and Craw Wood verbal feedback.
 - c) Note the new methodology being used by the Care Inspectorate during inspections of Care Homes.
 - d) Note the positive recruitment campaign.
 - e) Note the progress made in sourcing appropriate training.

3 INSPECTIONS

- 3.1 An inspection took place of the Oakview Day Service on 31 May 2018. There are no requirements within the report; however, there are five recommendations within the report which are largely around support and training for staff. The Senior Operations Team had already developed a work plan including that staff would benefit from bespoke training to understand a particular need or condition.
- 3.2 The Inspector felt there was uncertainty around the commissioning strategy regarding the future of the service which they felt has manifested within the Service as a lack of direction and drive. There is currently a renewed focus by Commissioners on reviewing day service provision for older adults across the Scottish Borders which will include Oakview which should provide more clarity on the focus and outcomes for the people who access the service. SB Cares Service Manager is actively involved in this review to share ideas for future development and opportunities for our Day Service provision to older adults.
- 3.3 The Inspection has just been completed and the verbal feedback given on 24 August 2018 was hugely positive and encouraging. This was the first inspection of Care Homes within our services using the new framework and methodology which was a very positive learning experience for the staff and Managers involved. (Appendix 2: overview of new framework and key quality indicators)
- 3.4 The inspection for Craw Wood and Waverley focussed on the Quality Indicators from the Key Question framework and was graded at grades 5's and 4's as indicated in the table in Appendix 2.

4 CARE INSPECTORATE METHODOLOGY

- 4.1 The Care Inspectorate is developing new approaches to scrutiny. There is a strong focus on assessing the extent to which people experience wellbeing and understanding the impact care and support makes to an individual's life.
- 4.2 There is an emphasis on self-evaluation of services in line with the framework which sets out how a good quality service provision should be experienced by the people using it and in turn this is then what the Inspectorate independently assures. This model is designed to create an open and transparent way of scrutiny, identification of areas of development and what contributing factors feature in experiencing high quality support.

5 RECRUITMENT/TRAINING

- 5.1 There has been a full review of the recruitment process, involving HR colleagues, which will result in streamlined processes, create a greater consistency in approach, offer a holistic view and improved tracking procedure for recruitment. Adopting a centralised recruitment process has given the Senior Management Team a greater knowledge of the current staffing position of all SB Cares support services.

- 5.2 A recruitment campaign was launched which, so far, has attracted a significant volume of enquiries, attendance at fairs and subsequently we have received over 100 applications at the time of writing. The campaign roadshow ended on 4 September but the closing date for the Support Worker applications is 16 September and dates are planned for shortlisting and interviews shortly afterwards. The quality of candidates has been particularly encouraging with a substantial amount of potential applicants holding a relevant qualification for the roles, good experience, enthusiasm and apparent sound value base.
- 5.3 There has been significant progress in reviewing and sourcing the training required to ensure SB Cares has a high quality skilled workforce. Meetings have taken place with our HR Training colleagues, Borders College and Border Voluntary Carers Voice to scope and agree training needs and review course content in order to ensure the training being provided is fit for the current service requirements to support staff appropriately to deliver quality services.

Approved by

Name **Philip Barr**
Title **Managing Director, SB Cares**

Signature

Author(s)

Name	Designation and Contact Number
Lynne Crombie	Operations Director

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