

## **CARE INSPECTORATE**

**Report by Operations Director**

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## **MAJOR CONTRACTS GOVERNANCE GROUP**

**6 November 2018**

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### **1 PURPOSE AND SUMMARY**

- 1.1 **To present to the Major Contracts Governance Group the Care Inspectorate Grades for all services from their most recent inspections and also, as a comparison, what the grades were when the services were transferred from Scottish Borders Council.**

### **2 RECOMMENDATIONS**

- 2.1 **It is recommended that the Major Contracts Governance Group note:-**
- a. The overall trend of improving grades, in the context of all the changes this year.**
  - b. The Service Management team have action plans in place in services requiring improved management.**
  - c. Managers are working proactively and collaboratively with SBC colleagues to improve the support services input.**
  - d. Service Managers are engaging with Borders College and BVCV to source further required training.**

### **3 SUMMARY**

#### **3.1 Overall Grades**

There has been an overall upward trend in Care Inspectorate grades since SB Cares took over registration and management responsibility for Scottish Borders Council Adult Care Services. In the past year there have been some significant changes to how inspections are being carried out which are reflected in this year's grades, requirements and recommendations in those services which have been recently inspected. These changes have led to a slight reduction in some gradings in some services.

#### **3.2 New Health and Social Care Standards**

The Care Inspectorate launched the new H&SC standards on 1<sup>st</sup> April this year. The new standards are based on five principles of Dignity and Respect; Compassion; Be Included; Responsive Care and Support; Wellbeing. The inspections for non-care home services are still being carried out under the old Inspection Framework, however, the Inspectors are starting to take a more outcomes focused view and are taking more account of feedback from those using services to measure the impact the service has on the individuals. Our services, like other Social Care Services, are still learning about the new Standards and the different expectations being placed upon Support Services.

#### **3.3 New Care Home Quality Framework**

There is also a new Quality Framework for Care Inspections in place for Care Homes. There are now five key questions within the framework which all have quality indicators within each individual key question. Inspectors and Care Home service providers are still learning how to measure and evidence how the service is meeting the required standards. This year is being used as a pilot in care homes, before there is an evaluation of how the new inspections have gone to then inform how the new framework may be rolled out to a wider number of Care Homes and other support services.

#### **3.4 New Inspectors**

The main Inspectors who have historically inspected SB Cares (and previously SBC) services are no longer part of the Inspection team and it has been two new Inspectors inspecting SB Cares services this year. They have focused on different aspects of the services and at times have different views and expectations of the same situations. Given that there are many aspects of the service delivery that can be subject to opinion, it is not uncommon for there to be a change in grades when an Inspector changes. The Senior Operations Management Team have engaged proactively with the new Inspectorate team to quickly establish a solid working relationship and a clear understanding of expectations of each other.

#### **3.5 Management of Services**

As with any service which is experiencing major change there has been some areas of management where issues have been uncovered indicating there needs to be some changes in management approaches in some services. This has been identified by the Service Management Team and action plans established to address the areas requiring improvement. This

has impacted on the grades in some areas.

### 3.6 Support Services

Managers have continued to work with our SBC colleagues and with Borders College and BVCV to source required training.

The Quality of Environment has also been an area where there needs to be some improvement and potential financial investment. Currently there is no allocated capital budget available for the buildings hosting Day Services and there is a reluctance to spend in this area due to the ongoing review of the day centre model. There has been some difficulty in accessing the records associated with buildings to reassure the Care Inspectorate that all the required building checks and actions, for example, as a result of Fire Risk Assessments have been completed, although this work has been carried out. Service Management are meeting with SBC Property and Estates colleagues to ensure required records are made available to the Care Inspectorate as required.

Decisions by Commissioners have impacted on some of the day service gradings as there has not been a definite plan for services into the future, which reflects a lack of drive and direction within some of the Day Services including the Quality of Management and leadership gradings. Even although the Care Inspectorate are aware that the plans for the day services is not something we have direct responsibility for, they have reduced our grading for Quality of Management and Leadership to reflect this.

We continue to work proactively and collaboratively with all our SBC partners to improve in the areas that are negatively impacting on our Care Inspectorate gradings.

#### Approved by

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**Title** Managing Director, SB Cares

**Signature** .....

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