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## SERVICES UPDATE

### **Report by Operations Director**

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### **MAJOR CONTRACTS GOVERNANCE GROUP**

**5 March 2019**

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

- 1.1 To present to the Major Contracts Governance Group (MCGG) the Care Inspectorate grades for all services, including those who have been inspected since the previous MCGG meeting.
- 1.2 To provide a progress report on recruitment, induction and training.

#### **2 RECOMMENDATIONS**

**2.1 I recommend that the Major Contracts Governance Group:-**

- (a) Note the continued improvement in Care Inspectorate Grades.
- (b) Note the first grade 6 awarded to an SB Cares Care Home, St Ronan's.
- (c) Note the recruitment programme has been very positive in attracting significant numbers of quality applicants.
- (d) Note the progress in identifying appropriate mandatory training, however, required budget is still to be identified.
- (e) Note that SB Cares has been a very active partner in the delivery of the IJB Winter Plan.

### **3 SUMMARY**

#### **3.1 Care Inspectorate Grades**

There continues to be an upward trend in Care Inspectorate grades across the services. There has been an increase in grades for all four services inspected since the last meeting. This is a very pleasing reflection on the efforts being put in by Managers and staff alike to increase the quality of the service we are providing to our clients across all services. Please see Appendix 1.

We have achieved the first grading of 6 (Excellent) in an SB Cares Care Home, St Ronan's. This is not a grade that is given out without a lot of scrutiny by a panel within the Care Inspectorate and therefore the grade 6 of Excellent is a significant achievement for the staff and management at St Ronan's. The Care Home was also the only Care Home to be nominated, from over 2000 nominations, in four categories at the National Care Home Awards.

- 3.2 St Ronan's Care Home was awarded a grading of 6 for 'How well do we support people's wellbeing?' which is 'Excellent' and a grading of 5 for 'How well is our Care and Support?' which is Very Good. This is the first SB Cares Care Home to be awarded a grade 6.
- 3.3 Saltgreens Care Home gradings have also increased at their most recent inspection with all five of the Key Questions in the new methodology being inspected against, with gradings of 5 and 4's being awarded.
- 3.4 Home Care East services have been inspected and the draft report shows an increase from a grading of 3 to a 4 in two out of the three Quality themes inspected.
- 3.5 Home Care West has also recently been inspected and although we are waiting for the draft report the verbal feedback from the Inspector was very positive and the Inspector is anticipating an increase in two out of the three Quality Themes from gradings of 3 to 4.

### **4 RECRUITMENT AND TRAINING**

- 4.1 There has been continued development of the recruitment process which has resulted in a very successful recruitment programme to fill the various posts created by both staff turnover and the increased demand for existing services, such as the Discharge to Assess Unit at Garden View increasing the beds being provided. The number of applicants for posts and quality of those applicants has been very good, with 70 staff having been recruited in the past six months. This has clearly had an impact on management time to ensure they all have appropriate oversight during their induction period, however, this is an investment that is showing dividends.

- 4.2 The Induction programme has been further developed during this time and as a result has been very positively commented upon by the Care Inspector and staff alike, so much so that the first day of the programme is being widened to include staff already working for the organisation who are identified as a Mentor for new staff and they now attend the Introduction to SB Cares day with the new employee.
- 4.3 We have been working with our HR Training and Procurement colleagues on the procurement of fit for purpose training for all staff groups to increase the availability and quality of training for Support staff and Managers. We are also now supporting our Cleaning staff to complete a certificated training course to enable them to gain their licence to practice as a Cleaner. We are currently in negotiation with our SBC Cleaning colleagues to source this training for our Cleaning staff.

## **5 IJB WINTER PLAN**

- 5.1 Senior SB Cares Managers have been fully engaged in the IJB Winter Plan to ensure the continued safe operation of the BGH and Community Hospitals, by contributing to the patient flow through the Hospitals. Over the previous few years the strain on NHS inpatient beds has been significant over the winter months due to various system blockages. Communication and understanding of challenges for all partners has greatly improved, with the further development of a whole systems approach throughout this winter. SB Cares has played a key role within the partnership to support the IJB with these pressures.
- 5.2 SB Cares now provides the Discharge to Assess Unit, Garden View, which has had a very positive impact on keeping the flow of people moving from the Hospital. These individuals are medically fit, but they may need some further assessment to ascertain their level of dependency and therefore their final discharge destination. There is a recognition of the benefits of having this service and the ongoing commissioning of this service will be reviewed as part of the IJB strategic review of commissioning which will be taking place in the new financial year.
- 5.3 The ongoing service being provided in the Transitional Care Unit within Waverley Care Home continues to provide another alternative service for those who would otherwise remain in Hospital for further rehabilitation. The ongoing need for this specialist service will also be included in the IJB strategic commissioning review.
- 5.4 The success of our recruitment programme has resulted in the Home Care Service being in a better position to provide the packages of care for those people looking for a home care service on discharge from Hospital. There are still challenges in some areas to meet all the demand and in particular for those individuals who require large packages of care. We continue to work with all partners to be as prepared as possible to respond to the varying demands across the different geographical areas.

## **6 IMPLICATIONS**

### **6.1 Financial**

- (a) Mandatory Training - There are still ongoing discussions regarding the training budget which has historically been held by Social Work. The full budget required to meet all the mandatory training requirements is currently being identified, as we are about to carry out a procurement exercise for the mandatory courses. However, it is anticipated that the current available budget will not cover all the mandatory training costs for 2019/2020.
- (b) Winter Plan - The financial costs of the Discharge to Assess Unit and the Transitional Care Units are met by the IJB, on a full recovery basis.

### **6.2 Risk and Mitigations**

- (a) Budget will need to be identified to meet the full costs of the mandatory training requirements. Appropriate mandatory training is a vital aspect of ensuring we have suitably skilled staff and the Care Inspectorate scrutinise our training programme to ensure we are providing staff with appropriate mandatory training. If we do not provide appropriate and regular mandatory training it negatively impacts on the quality of service we can provide and ultimately on the Care Inspectorate grading of our services.
- (b) The Service Management Team are prioritising updating the Mandatory training plan and wider training matrix, including identifying all costs associated with training. The procurement process will ensure value for money, training will be sourced to keep costs within budget wherever possible and any additional budget requirements will be accurately identified.

### **6.3 Equalities**

There are no adverse equality implications contained within this report.

### **6.4 Acting Sustainably**

There are no significant impacts on the economy, community or environment arising from the proposals contained within this report.

### **6.5 Carbon Management**

There are no significant effects on carbon emissions arising from the proposals contained in this report.

### **6.6 Changes to Scheme of Administration or Scheme of Delegation**

There are no changes required to the Scheme of Administration or Scheme of Delegation as a result of this report.

**Name - Lynne Crombie**  
**Title - Operations Director**

**Signature .....**

**Author(s)**

Name	Designation and Contact Number
Lynne Crombie	Operations Director

**Background Papers:** Nil

**Previous Minute Reference:** Nil

**Note** – You can get this document on tape, in Braille, large print and various computer formats by contacting - SB Cares, Bristol Building, Newtown St Boswells, Melrose, TD6 0SA – [info@sbcares.co.uk](mailto:info@sbcares.co.uk). SB Cares can also give information on other language translations as well as providing additional copies.