

Appendix 1

Action Plans progress for CI Inspections

We are in the process of finalising a Quality and Performance post which will be solely focused on the quality aspect of the services being provided. The post holder will be responsible for ensuring a consistency of approach and the sharing of best practice across all services to ensure SB Cares provides services which both support clients to achieve their desired outcomes as well as achieving very good Care Inspectorate grading's.

Quality of Care and Support

No of Services inspected: 5

No of different Requirements: 6

No of different Recommendations: 7

All actions to meet the requirements/recommendations under this quality theme have been implemented by improving processes, recording and auditing in the required areas.

SB Cares managers are currently updating personal support plan templates, taking into account best practice, which will ensure all requirements and recommendation in relation to personal support plan information.

We are in discussions with our NHS and SBC colleagues to ensure all parties are working to the current medication policy to reduce the varying systems in place for the provision of medication across Home Care service areas.

Quality of Environment

No of services inspected: 3

No of requirements: 1

No of recommendations: 0

The action plan for the one requirement has been completed.

Quality of staffing

No. services inspected: 5

No of requirements: 2

No of recommendations: 7

All actions have been completed to ensure that improved processes, recording, and auditing is in place.

SB Cares managers are in ongoing discussions with our HR Training colleagues to ensure all training is available within the required timescales to enable staff to keep up to date with all mandatory training.

Quality of Management and Leadership

No of services inspected: 5

No of requirements: 4

No of recommendations: 7

Action plans are in place and have met the majority of the requirements and recommendations. Some quality assurance information is currently being gathered to meet the other recommendations. The Quality and performance post will also improve the quality assurance processes once in post.