

APPENDIX 1

HEALTH and SOCIAL CARE SERVICES

CARE INSPECTORATE INSPECTIONS 2017/18

1. HOME ASSESSMENT and RECOVERY TEAM (HART)

Perth and Kinross Home Care Service was previously registered to provide a combined Care at Home and Housing Support Service. The service is now called the Home Assessment and Recovery Team (HART) providing a re-ablement service only. HART helps people to live safely and as independently as possible in the comfort of their own home.

The service received an announced inspection (short notice) in March 2018. The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection March 2018	Previous Inspection
Quality of Care and Support	Very Good – 5	Good - 4
Environment	Not Assessed	Not Assessed
Staffing	Good - 4	Good - 4
Management and Leadership	Very Good - 5	Good - 4
Requirements, Recommendations and Complaints	None	None

What People told the Inspectorate

Overall, the people who the Inspectorate visited and spoke with told them that they were pleased, or very pleased, with the support that they had received from the new service.

'Quite well looked after and I am improving a lot'

'Very good, very nice, very efficient, no complaints at all'

'Excellent, can't complain, attentive and cheery'

People also told the Inspectorate that they were very impressed with the efforts of staff who managed to visit them in the severe weather.

What the Service Does Well	What the Service Could Do Better
<ul style="list-style-type: none">• People were listened to, treated warmly and with dignity and respect.• Service users were involved in the planning of their support which helped to meet their current, future needs and wishes.• A robust methodology was in place to inform the service about areas that are working well and areas for improvement. This demonstrated a culture of continuous improvement and a service committed to improving outcomes for the people it supports.• The service had strong leadership with a good mix of skills and experience across the management team.• Staff genuinely cared about the outcomes for people they supported.	<p>No requirements or recommendations were made at the time of inspection. However, the inspectors suggested areas for improvement including:-</p> <ul style="list-style-type: none">– <i>Ensure that all clients hand held records will include up to date reviews and/or assessments</i>– <i>Communicate any staff changes to service users to ensure people experience more consistency and continuity of care</i> <p>The service has included suggested improvement areas in their service development plan. Areas will be progressed and monitored through established performance monitoring arrangements.</p>

2. ADULTS with LEARNING DISABILITIES HOUSING SUPPORT

Adults with Learning Disabilities support adults with a learning disability requiring care and housing support services in their own home. The service aims to develop and encourage decision making skills and involvement in the planning for all aspects of their lives. An unannounced inspection of the Housing Support Service took place on 1st November 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection November 2017	Previous Inspection October 2016
Quality of Care and Support	Very Good – 5	Very Good – 5
Environment	Not Assessed	Not Assessed
Staffing	Very Good – 5	Not Assessed
Management and Leadership	Not Assessed	Very Good – 5
Requirements, Recommendations and Complaints	None	None

What People told the Inspectorate

During the inspection the Inspectorate spoke with some of the people who use the service and were happy with the support they received and that they got on well with the staff who supported them.

"Staff help me to go and do my shopping"

"If I need to, the staff can help me go to appointments like the dentist"

What the Service Does Well	What the Service Could Do Better
<ul style="list-style-type: none"> • Personal plans included comprehensive information on how tenants would like to be supported. • Reviews were regularly carried out and 'Passports' were available in every file, providing useful information about tenants. • File Audits were carried annually and demonstrated good quality information and looked at positive outcomes for tenants. • Review of the Medication procedure by the service to ensure compliance including competency based assessments of staff skills. Staff were observed to be competent in this area. • Staff had access to a range of training and new staff received induction training. Staff felt that they were well-informed about changes and felt that tenants were involved in care plans and reviews. 	<p>No recommendations or requirements were made at the time of inspection. However, the Inspectorate suggested improvements including:-</p> <ul style="list-style-type: none"> – Minor changes to policies and procedures in relation to monitoring of medication. <i>The service has reviewed and updated all procedures in line with the changes.</i> – Ensure minutes of reviews are always kept on file. <i>Staff have been reminded the requirements of review documentation.</i> – Additional staff meetings to be held. <i>The frequency of team meetings have been increased along with smaller team meetings that are more client specific.</i> <p>The Service continuously improve their services and have an action plan in place to progress improvements including suggested areas for improvement by the Care Inspectorate.</p>

3. STRATHMORE DAY OPPORTUNITIES

Strathmore Day Opportunities provides flexible responsive community-based day care for older people. Strathmore offers community group activities and individual support to enable older people to participate more fully in their community and to maintain or develop interests and activities. An unannounced (short notice) inspection was carried out in June 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection June 2017	Previous Inspection Feb 2015
Quality of Care and Support	Very Good – 5	Very Good – 5
Environment	Not Assessed	Not Assessed
Staffing	Not Assessed	Very Good – 5
Management and Leadership	Very Good – 5	Very Good – 5
Requirements, Recommendations and Complaints	None	None

It was highlighted by the Inspectorate that Strathmore Day Opportunities has transformed over recent years to meet the changing needs of the community and in response to required service developments. The service was performing very well and had met all the areas for development identified at the last inspection.

What People told the Inspectorate

People described how they felt less isolated and enjoyed what the service offered, and appeared to be very comfortable with the staff team whom they spoke highly of. Relatives also spoke highly of the staff team who knew individuals well. Some described their relatives increasing in confidence as they had more opportunities to meet more people.

'Exceptional people, great company'

'It has given me my life back. I had lost the art of conversation'

What the Service Does Well

- There is a real recognition of local need and the service works alongside other partner agencies to develop opportunities for people.
- People were confident in the staff team and could give examples of how the service had improved their quality of life.
- It was observed that people were comfortable and relaxed in staff presence.
- The inclusion of Social Work teams meant that professionals had a greater understanding of each other's roles and could easily get advice or make referrals resulting in people receiving prompt assessments or access to services when needed.

What the Service Could Do Better

No requirements or recommendations were made at the time of inspection, the Inspectorate highlighted improvement areas for the service to consider including:-

- *Recording of medical histories/priorities in support plans and ensuring needs are consistently recorded.*
- *Ensuring if mandatory training for staff has been cancelled it is rearranged within suitable timescales.*

All areas identified for improvement have been taken forward and now complete.

4. DALWEEN CARE HOME

Dalweem Care Home provides care for Older People. The service “recognises the rights of all people to lead a valued life; it aims to be a provider of high standard care services, enabling older people to remain as independent as possible”. An unannounced inspection of the service was carried out in May 2017.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection May 2017	Previous Inspection June 2016
Quality of Care and Support	Excellent - 6	Very Good - 5
Environment	Not Assessed	Not Assessed
Staffing	Very Good - 5	Not Assessed
Management and Leadership	Not Assessed	Very Good - 5
Requirements, Recommendations and Complaints	None	None

It was observed by the Inspectorate during their visit that the care and support at Dalweem was provided in a very warm and friendly environment, with a strong emphasis placed upon supporting people to experience living in a ‘real home from home’ environment.

What People told the Inspectorate

The Inspectorate spent time with residents and relatives during the inspection. All of the residents they spoke with were happy with the care and support received and said that staff treated them with respect and kindness.

‘It’s great. We see other folk from another home who visit and we have lots of fun.’

‘The standard of care that my relative receives is very high and we are made to feel very welcome when we visit’

What the Service Does Well

- Involvement and participation was a value which underpinned the way the service operated.
- Staff worked in a way which was person centred and enabled people to maintain independence in all aspects of their life.
- Staff were confident about their responsibilities to protect people and identify people at risk of harm. This was supported by a robust adult support and protection policy.

What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. The Care Inspectorate commented:

‘We were impressed with how the service continually identified areas in which they wanted to further develop. The manager should continue to demonstrate how they have improved the service by maintaining and monitoring of their quality assurance systems and build on their current good practice’.

Dalweem Care Home continues to improve their services and have an action plan in place to progress improvements.

5. BEECHGROVE HOUSE and PARKDALE CARE HOME

At the time of writing this report two inspection reports were still be published on the Care Inspectorate website – Beechgrove House and Parkdale Care Home were both inspected in March 2018. Verbal feedback was provided by the Care Inspectorate as follows;

Parkdale Care Home

Grading awarded for Quality of Care and Support was Excellent (Level 6) and Staffing Very Good (Level 5). Key findings included:

- The service was proactive in developing resident/relative participation. Regular reviews were held and relatives also had opportunities to influence service development
- Relatives were confident that their loved ones were well looked after and were receiving an excellent level of care
- Staff expressed a high level of satisfaction working at Parkdale and told the inspectorate they felt valued and supported
- The manager was committed to supporting staff and providing a quality service and was very hands on with excellent knowledge of individual residents.

The inspectorate acknowledged that Parkdale has a very calm, friendly and welcoming atmosphere.

Beechgrove House

Grading awarded for both Quality of Care and Support and Management and Leadership was Excellent (Level 6). Key findings included:

- Support plans had very good information and were very person centred and outcome focussed
- Action plans were in place regarding areas of concern such as high falls risk, losing weight or managing behaviour and it was evident that staff were following these
- Staff were encouraged to develop and had very good communication systems in place, were very positive and ensured the needs of the residents were being met

The Inspectorate received very positive feedback from resident and families during the course of the inspection. It was also acknowledged that although the service had been under review this had not impacted on the quality of the service being provided.

No requirements or recommendations were made at the time of inspection for Parkdale and Beechgrove.

6. OLDER PEOPLE HOUSING SUPPORT SERVICE

Older People's Housing Support Service provides support to tenants living in sheltered housing complexes across the Perth and Kinross. An unannounced inspection took place on 23rd February 2018. At the time of the inspection there were 220 tenants receiving housing support from the service at seven different locations.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection February 2018	Previous Inspection March 2016
Quality of Care and Support	Very Good - 5	Excellent – 6
Environment	Not Assessed	Not Assessed
Staffing	Not Assessed	Excellent - 6
Management and Leadership	Very Good - 5	Excellent - 6
Requirements, Recommendations and Complaints	None	None

What People told the Inspectorate

People using the service were very positive about the support they had received and, in particular, praised the staff team for their efforts and commitment.

'Their (Housing Support Officer's) door is always open, very understanding; you know you can speak in confidence'.

'If you could give them above 10/10 I would'.

It was acknowledged that the staff team had a warm and friendly approach and had clearly built up very positive relationships with tenants. The tenants told the inspectorate that this familiarity gave a real sense of safety, security and comfort.

What the Service Does Well

- Support offered to tenants by the service was consistently very responsive, timely and caring.
- People were actively encouraged to be involved in improving the service and in making decisions about changes to the environment.
- The service is part of the Care Inspectorate's CAPA (Care about Physical Activity) pilot, people told the inspectorate about their very positive experiences and outcomes from being part of this programme.
- The service offered a number of activities and organised outings that provided opportunities to meet up with fellow tenants and other people from their local communities. This helped to reduce isolation and encouraged new connections and friendships.

What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. However, the inspectors suggested areas for improvement including:-

- *Tenant meetings to provide tenants with opportunities to lead and take more ownership, being more involved in driving forward change.*
- *A real focus on dementia across the service in terms of training for staff, anticipatory support planning.*

The service has drawn up an action plan to progress improvements. This will be progressed and monitored by the Service Manager through established team planning and performance monitoring arrangements.

7. HOMELESS HOUSING SUPPORT SERVICE

The Homeless Housing Support Service provides a service to adults experiencing homelessness or at risk of homelessness living in temporary accommodation and in their own homes. An unannounced inspection of the Housing Support Service took place on 23rd and 24th January 2018.

The inspection evaluated the service under the following themes and awarded the grades detailed below:

Grading Awarded at time of Inspection	Latest Inspection January 2018	Previous Inspection March 2016
Quality of Care and Support	Excellent – 6	Excellent – 6
Environment	Not Assessed	Not Assessed
Staffing	Excellent - 6	Excellent - 6
Management and Leadership	Not Assessed	Excellent - 6
Requirements, Recommendations and Complaints	None	None

What People told the Inspectorate

People using the service were very positive about the support they had received and, in particular, praised the staff team for their efforts and commitment.

"Greyfriars gave me shelter but it was the staff that made it feel like home. They had made what I thought was expecting to be a bad experience into a very pleasant stay".

"Staff are very friendly, non-judgemental and very helpful. 10/10 for the way I have been treated so far."

What the Service Does Well

- The service provides support that is very person led with individual needs, rights and circumstances fully respected
- Residents and people who use the service were at the heart of decision making
- The staff team had a real pride in their work and fully committed to supporting people to settle into permanent accommodation
- Extremely good working relationships with a range of key partners who trust the service to make appropriate referrals and contact them in good time. A *"real model of good practice"*

What the Service Could Do Better

No requirements or recommendations were made at the time of inspection. However, the Inspectors suggested areas for improvement including:-

- *Personal plans had all the information required to support individual needs, however these could be further developed to be accessible and person led.*
- *Service to continue to have similar numbers and quality of staff to maintain the excellent service*

The service has drawn up an action plan to progress the improvements. This will be progressed and monitored by the Service Manager through established team planning and performance monitoring arrangements.