

PERTH AND KINROSS COUNCIL

SCRUTINY COMMITTEE

28 November 2018

CARE INSPECTORATE INSPECTIONS 2017/18

**Report By Chief Officer, Perth and Kinross Health and Social Care Partnership
(Report No.18/395)**

PURPOSE OF REPORT

This report advises Scrutiny Committee of the key findings of inspections carried out in Perth and Kinross by the Care Inspectorate during 2017/18. The report highlights some excellent performance and grades awarded by the Inspectorate across the majority of services, as well as some areas for improvement.

1. BACKGROUND

- 1.1 The Care Inspectorate is the unified independent scrutiny and improvement body for care and children's services. They regulate services, carry out inspections and award grades based on the findings of their inspections.
- 1.2 The Scottish Government's statutory minimum frequency of inspections means that all services registered in the following categories will receive, as a minimum, an annual unannounced inspection, no matter how well the service has been performing:
 - Care homes for older people
 - Care homes for adults
 - Care homes for children and young people
 - Support services – care at home
 - Housing support services, but only those which are combined with care at home services
 - Secure accommodation
- 1.3 The Care Inspectorate inspect and grade elements of care under quality themes: Quality of Care and Support, Environment, Staffing and Management & Leadership. The Inspectorate then awards grades which reflect how the service is performing in each of the quality themes as follows:
 - Excellent (Level 6), Very Good (Level 5) and Good (Level 4) represent increasingly better levels of performance.
 - Adequate (Level 3) represents performance Care Inspectorate find acceptable but which could be improved.
 - Weak (Level 2) indicates concern about the performance of the service and that there are things which the service must improve.
 - Unsatisfactory (Level 1) represents a more serious level of concern.

1.4 If the Care Inspectorate are concerned about some aspect of the service, or think it could do more to improve its service, they make a requirement or recommendation. If requirements and recommendations are made, the service must submit an appropriate action plan within the required timescale.

1.5 The new Health and Social Care Standards were published by the Scottish Government last year. The new standards replace the National Care Standards, and are now relevant across all health and social care provision. The Standards are underpinned by five principles: dignity and respect, compassion, be included, responsive care, and support and wellbeing.

From 1 April 2018 the Standards will be taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and care services.

2. SUMMARY OF FINDINGS

2.1 There are 14 services across Perth and Kinross which are subject to inspection:

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|---|--|
| • Adults with Learning Disabilities (St. Catherine's) | • Kinnoull Day Opportunities |
| • Beechgrove House | • Lewis Place Resource Centre |
| • Blairgowrie Adult Resource Centre | • New Rannoch Day Services |
| • Dalweem Care Home | • Older People's Housing Support Service |
| • Gleneagles Day Opportunities | • Parkdale Care Home |
| • Care at Home (HART) | • Parkdale Day Support Service |
| • Homeless Housing Support | • Strathmore Day Opportunities |

2.2 During 2017/18, 8 out of the 14 services received an inspection by the Care Inspectorate at Beechgrove House, Dalweem Care Home, Parkdale Care Home, Care at Home, Strathmore Day Opportunities, Adults with Learning Disabilities Housing Support, Older People Housing Support and Homeless Housing Support.

The following section provides details on the key findings for the inspections, the details of which are included in Appendix 1. The table below provides grading for each inspection.

Table 1: Care Inspections carried out during 2017/18 (May 2017 to March 2018)

		Grading Awarded			
Service		Care & Support	Environment	Staffing	Management & Leadership
Beechgrove House	Mar'18	Excellent - 6	Not Assessed	Not Assessed	Excellent - 6
<i>**Awaiting published report, however, verbal feedback from Inspectorate confirmed the above grading has been awarded</i>					
Care at Home	Mar'18	Very Good - 5	Not Assessed	Good - 4	Very Good - 5
Parkdale Care Home	Mar'18	Excellent - 6	Not Assessed	Very Good - 5	Not Assessed
<i>**Awaiting published report and confirmation of grades by the Inspectorate.</i>					
Older People Housing Support	Feb'18	Very Good - 5	Not Assessed	N/A	Very Good - 5
Homeless Housing Support	Jan'18	Excellent - 6	Not Assessed	Excellent - 6	Not Assessed
Adults with Learning Disabilities Housing Support	Nov'17	Very Good - 5	Not Assessed	Very Good - 5	Not Assessed
Strathmore Day Opportunities	Jun'17	Very Good - 5	Not Assessed	Not Assessed	Very Good - 5
Dalweem Care Home	May 17	Excellent - 6	Not Assessed	Very Good - 5	Not Assessed

No requirements or recommendations made at the time of inspections

2.3 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. At the time of both inspections the Care Inspectorate indicated the following grades:

- Beechgrove House were inspected for Quality of Care and Support and Management & Leadership both were awarded Excellent (Level 6)
- Parkdale Care Home were inspected for Quality of Care and Support awarded Excellent (Level 6) and Staffing Very Good (Level 5)

Across all the services inspected no requirements or recommendations were made at the time of inspections.

2.4 The overall assessment is that the vast majority of services have performed consistently well and been graded as Excellent, Very Good and Good. Key findings across services included:

- The Inspectorate received positive feedback on all services from the people who used the service and their carers/relatives, and were happy with the support they received.

- Services demonstrated that they were person centred and outcome focussed, individuals were provided with support to suit their needs with rights and circumstances fully respected.
- Services demonstrated that involvement and participation was a value that underpinned the way services were delivered.
- People were involved in planning their support which helped to meet their current, future needs and wishes, and were also actively encouraged to be involved in improving the service.
- Staff worked in a way that was person centred and enabled people to maintain independence in all aspects of their life.

2.5 Appendix 1 attached provides details on individual inspections. Under each service information is provided for grades awarded for these inspections. The report also highlights strengths identified at the time of inspection including service user feedback, requirements and/or recommendations and suggested improvement areas.

3. CONCLUSION AND RECOMMENDATIONS

3.1 This report demonstrates that care and support services across Perth and Kinross in the vast majority of cases continue to provide excellent services to some of our most vulnerable people. This is reflected in the external inspection and evaluation by the Care Inspectorate and their findings which highlight high standards and quality of care which is informed and acknowledged by people who use the services, their families and carers and staff.

3.2 The committee is asked to scrutinise and comment on the contents of this report with regard to Care Inspectorate inspections.

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