

Inspection of Midlothian Council Newbyres Village Care Home

Report by Allister Short, Joint Director, Health and Social Care

1 Purpose of Report

This report provides an overview of the recent Care Inspection report on Newbyres Care Village inspection.

2 Background

2.1 Midlothian Health and Social Care Partnership's care home facility - Newbyres was inspected in March 2019 by the Care Inspectorate as a registered care home for people aged over 65. The report was published on 23/04/19 and is in the process of being distributed to all Elected Members of the Cabinet for their information. The inspection format was undertaken under the new Care Inspectorate Health and Social Care standards for care homes.

It covered the following themes:-

- How well do we support people's wellbeing?
- How good is our staffing?
- How well is our care and support planned?

Newbyres provides a care home service to enable people who require significant care and support to live in a homely environment being supported to maximise their independence to maintain their health and wellbeing. There is a high demand for the care home and the waiting list is currently closed due to the large number of people waiting for a place as it continues to be a very popular care home in Midlothian.

2.2 Following the inspection, a report was published that details findings and outlines any areas for improvement and/or requirements for improvement. An action plan, with a specified timescale was developed to address identified areas for improvement. This action plan has been implemented to track and monitor progress, and identify that timescales are being met. There were no previous recommendations or requirements however there were two areas for improvement despite receiving high grades in these areas.

The areas for improvement are:-

- Ensuring there are sufficient staff covering all areas of the care home when staff are taking their break. Although it is noted the staffing levels are sufficient for the home consideration needs to be given to managing staff breaks more effectively.
- Formal 6 monthly reviews of care support plans. It was acknowledged that there are monthly updates to care plans and regular monitoring but there needs to be a more formal process to this.

Both these areas for improvement have already been addressed with formal care plan reviews in place; along with a staff break plan developed.

2.3.1 The inspection report grades the areas of inspection from 1 (Unsatisfactory), to 6 (Excellent). This inspection report graded the three areas as follows:

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| • How well do we support people's wellbeing? | 5 Very good |
| • How good is our staffing? | 4 Good |
| • How well is our care and support planned? | 5 Very good |

3 Conclusion

The Care Inspectorate outlined at the beginning that feedback from the residents he spoke to was very positive stating:-

"All of the residents we spoke with praised the quality of their care and the staff team. They described the staff as very professional and spent time getting to know them well. They told us how much they enjoyed their homely environment and had a good quality of life in their home and the wider community through the activities they were involved in and how much they liked where they stayed".

This demonstrates that residents in Newbyres do receive a very good service and the remainder of the inspection report also highlights the positive feedback from residents' families along with the positive assessment of the management of the home.

4 Report Implications

4.1 Resource

There are no financial and human resource implications associated with this report.

4.2 Risk

The Care Inspectorate inspects all registered services on a regular basis with announced and unannounced inspections. A report is published which informs all stakeholders about the key strengths of the service, areas for improvement and sets out the main points for action.

Following the publication of that report it is accessible to the public via the Care Inspectorate website, and by requesting a hard copy. It is also on display in Newbyres for staff and visitors to access and review progress.

4.3 Policy

Strategy

A Care home strategy for Midlothian 2019- 2021 has been compiled that sets a vision to develop, support, provide training, guidance and feedback to all our care home in Midlothian to achieve the highest standard of care possible. With the increased number of professionals and roles to the Midlothian Care Home support team this has demonstrated already an increase to grades of other previously struggling care homes, a closer partnership working where care homes are being more open and collaborative when faced with specific challenges.

Consultation

Copies of the Inspection report will be made available to Elected Members, and staff members, and notified to families/carers and other interested parties.

Equalities

There are no apparent equalities issues.

Sustainability

The Midlothian Older People strategy 2016-2019 focuses on improving access to services and exploring opportunities to keep people safe and well in their own home and community. This has set a foundation to build the care home strategy on and drive quality and improvement on an ongoing basis.

5 Technology issues

There are no Technology issues arising from this report.

6 Recommendations

The Cabinet is asked to:

- (i) Note the content of the report and progress made and forward to PRS for information.

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