



Inspection of Midlothian Council Cowan Court Extra Care housing Facility 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 Cowan Court Extra Care Housing facility inspection.

2 Background

2.1 Midlothian Health and Social Care Extra Care housing facility was inspected in February 2019 by the Care Inspectorate, as a registered Extra Care Housing facility for people aged over 55. The report was published on Monday 22nd April 2019 and is in the process of being distributed to all Elected Members of the Cabinet for their information. The inspection covered two key areas of the National Care Standards attributed to care home services. These include:

- Quality of Care and Support
- Quality of staffing

Cowan Court provides an extra care housing service to enable people who require care and support to live at home with increased flexibility and independence to maintain their daily living skills in a supported environment. The model of care is well received and there is a growing demand on this service with an extensive waiting list. There has been the introduction of converting one of the existing units into an intermediate care facility to enable a period of intermediate care for individuals where there have been housing difficulties following a hospital discharge. This is proving very positive for those that have used the intermediate care flat as they have had the opportunity to try extra care housing while seeking housing solutions without needing to go in to a care home.

2.2 Following the inspection, a report was published that details findings and outlines any areas for recommendation 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 and there were none following this inspection either. It was highlighted that staffing levels need to be reviewed however this was already underway and agreement has been given to carry out consultation with staff against the proposed new staffing structure which will provide increased senior cover 7 days a week including evenings.

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

Quality of care and support	5	Very good
Quality of staffing	5	Very good

3 Conclusion

The Care Inspectorate outlined at the beginning of the inspection report that they are not asking services to submit a self-assessment for this inspection year. Instead, they will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

The Inspector met with residents, their relatives and stakeholders who *“praised the quality of the service and the compassion shown by the care staff, supported by a very affective management oversight of the service”*.

On visiting the service the Care Inspectorate reported that the care plans were of a high standard and were actively involved in their compiling their care and support plan. It was also acknowledged that tenants had access to a range of activities and were well connected to the local community.

4 Report Implications

4.1 Resource

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

4.2 Risk

The Care Inspectorate inspect 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 Cowan Court for staff and visitors to access and review progress.

4.3 Policy

Strategy

As Extra housing is proving both very popular and beneficial in promoting and maintaining independent living skills there are a number of new projects for Extra care housing in progress. There is the replacement of the extra care housing in Gore Avenue, Gorebridge which will be individual bungalows and 1 intermediate care flat. There is a new build at Newmills, Dalkeith of 40 units with these hopefully coming into operation by the spring of 2021. Also Viewpoint Housing are building a 40 unit facility in Eskbank which should also be in operation in the spring of 2021. We have an Extra Care housing Project group that meet regularly to monitor, plan and have an overview off all developments and ongoing service demands.

Consultation

Copies of the Inspection report have been 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 underpins the vision and contribution of Cowan Court Extra Care housing and the future projects that are being developed.

5 Technology issues

There are no Technology issues arising from this report.

6 Recommendations

The Cabinet is asked to note the content of the report and progress made and pass forward onto PRS.

Report Contact: Anthea Fraser
Anthea.fraser@midlothian.gov.uk