

Inspection of Newbyres Village Care Home

Report by Alison White, Head of Adult Services

1 Purpose of Report

The report outlines the outcome of the above inspection as carried out by the Care Inspectorate.

2 Background

Newbyres Village Care Home is registered to provide care and support to 60 residents. In September 2015 the Care Inspectorate found some significant issues in the quality of care being provided and grades of 2 – weak were found across the themes. A significant change programme was implemented to improve quality of care, staffing and management and there has been steady progress in the intervening time. Senior managers have ensured oversight and scrutiny of these changes.

A whole scale staffing review, which introduced nurses, and care practitioners to the home has significantly improved day to day practice and has ensured that staff feel more supported in their role.

2.1 Newbyres was inspected on the 19th January 2018. The report has been distributed to all Elected Members and Church Representatives on the Cabinet for their information.

2.2 Following inspection, Noted below are the evaluations for Newbyres Village Care Home:

Quality of Care and Support	5 – Very Good
Quality of Staffing	5 – Very Good
Quality of Management and Leadership	5 – Very Good
Quality of Environment	5 – Very Good

This is the first time since opening that Newbyres has achieved grade 5's and over the last 2 years has shown significant improvements in quality delivery.

2.3 The following particular strengths were indicated by the inspection team:

- Steady and continuous improvement in the home over the last three inspections

- Residents and their relatives were complimentary about the care received.
- Staff felt supported in their role and had access to appropriate training
- The home environment was well maintained throughout

2.4 There were no areas for improvement identified by the Care Inspectorate and all previous requirements and recommendations have been met.

2.5 Conclusion

The Care Inspectorate was satisfied with the work of the team and had seen a steady improvement in the support since the last inspection. They highlighted improved outcomes for the residents within the home.

3 Report Implications

3.1 Resource

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

3.2 Risk

The Care Inspectorate visit a sample of registered services every year to find out how they are performing. A report is published which informs users and carers about the key strengths of the service, its capacity for further improvement and sets out the main points for action.

Monitoring, review and evaluation of progress by the Quality Assurance Team is the control measure in place to reduce the risk of failure of the service to demonstrate its capacity to improve.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☐ Community safety
- ☒ Adult health, care and housing
- ☐ Getting it right for every Midlothian child
- ☐ Improving opportunities in Midlothian
- ☐ Sustainable growth
- ☐ Business transformation and Best Value
- ☐ None of the above

3.4 Impact on Performance and Outcomes

The setting will continue to improve its work in line with its improvement plan and the Quality Assurance Team will continue to challenge and support the setting in relation to developing and implementing a range of quality improvement strategies.

3.5 Adopting a Preventative Approach

Newbyres supports people within the home to lead ordinary lives with the right level of support.

3.6 Involving Communities and Other Stakeholders

Copies of the report have been made available to Elected Members, users, carers and other interested parties.

3.7 Ensuring Equalities

The Service Improvement Plan will be screened for equalities implications.

3.8 Supporting Sustainable Development

The Service Improvement Plan allows for sustainable development and improvement.

3.9 IT Issues

There are no IT implications.

4 Recommendations

The Cabinet is asked to:

- (i) Consider and note the content of the inspection report;
- (ii) Congratulate the carers and staff connected with Newbyres Care Village on the key strengths highlighted in the report and note the significant improvement journey that has been made; and
- (iii) Pass the report to the Performance, Review and Scrutiny Committee for consideration.

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Background Papers: