

Inspection of Highbank Intermediate Care Home

Report by Grace Cowan
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1 Purpose of Report

This report provides an overview of the recent unannounced care inspection for Highbank Intermediate Care Home.

2 Background

- 2.1 Highbank Intermediate care facility was inspected by the Care Inspectorate as a registered facility for people aged over 60. The care home was inspected on the 9th/10th January 2024 with the report published on the 16th January 2024.

Highbank Intermediate Care facility provides step down intermediate care for 38 people and short break respite for 2 residents. Some bedrooms have ensuite, with shared toilets/bathrooms in each unit. The care home is based over two floors and is made up of six wings all with separate lounge, kitchenette, and dining areas. The laundry and main kitchen are on the ground floor of facility.

The inspection format was undertaken under Care Inspectorate Health and Social Care standards for care homes.

- 2.2 Following the recent inspection a report was published that details the areas of its findings and outlines areas for recommendation and/or requirements.

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

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

- 2.3 Key messages from the report:

There were good working relationships between management and staff. The management team had effective oversight of the service.

Significant strengths in relation to management and leadership were identified during the inspection which the care inspectorate noting this to have a significant impact on positive outcomes and experiences for people being supported and their families.

Staff encouraged people to be independent, promoted choice and consistently which showed in depth knowledge of each person and as a result had meaningful interactions. A programme of meaningful activities was available to all within Highbank, and staff facilitated people engaging with this when additional support was needed. This ensured peoples wellbeing and sense of worth was enhanced by staff who were knowledgeable and skilled.

People experienced compassion, dignity, and respect, with staff knowing the people they supported very well and working as a team to achieve positive outcomes for people. There was a culture of respect within Highbank between all members of the team which the inspectors noted, created a lovely environment. Staff expressed they were happy in their roles and noted satisfaction in supporting people to have a better quality of life.

People's health needs were monitored well, and referrals were made to health professional. There were very good relationships with health care professionals and the regular multi-disciplinary meeting were highlighted as having a positive impact on health outcomes for people supported in Highbank.

2.4 All previous areas for improvement had been fully met. There were no areas of improvement noted from this unannounced inspection.

2.5 Actions taken in response to inspection:

No specific action to take place but ongoing quality assurance and improvement programme underway.

2.6 There have been not complaints since the last inspection.

3 Conclusion

This was a positive inspection, with encouraging feedback from families and staff.

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 the Care at Home base for staff and visitors to access and review progress.

4.3 Policy

Strategy

This positive report has been noted by the social work assurance group, within Midlothian HSCP.

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.

4.4 Equalities

There are no apparent equalities issues.

5 Technology issues

There are no Technology related 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 Performance Review and Scrutiny Board

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