

**Inspection of Midlothian Council – Newbyres Village Care Home**

Report by Morag Barrow, Director of Health and Social Care

**1 Purpose of Report – provide information**

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

**2 Background**

- 2.1 Midlothian Health and Social Care Partnership's Newbyres Care Home was inspected on 21<sup>st</sup> January 2021 by the Care Inspectorate as a registered care home for people aged over 60. The report was published 4<sup>th</sup> February 2021.

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

It covered the following theme: -

- How good is our care and support during the COVID-19 pandemic?

Newbyres Care Home provides long term care for 61 residents. The inspection undertaken grades the areas of inspection from 1 (Unsatisfactory), to 6 (Excellent). This inspection report graded the three areas as follows:

- 7.1 People's health and well-being are supported and safeguarded during the COVID-19 pandemic, **4 - Good**
- 7.2 Infection control practices support a safe environment for people experiencing care and staff, **4 - Good**
- 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care, **4 - Good**

- 2.2 Following the inspection, a report was published that details findings and outlines any areas for improvement and/or requirements. From the visit undertaken or brought over from previous inspections.

- 2.3 There were no new requirements/improvements however, 3 previous areas for improvement and 1 previous requirement were noted as below.

The previous areas for improvement are:

1. The provider should ensure appropriate opportunities are in place for staff to feel supported in their roles and able to influence further

improvement and development within the service, including reflecting on their own practice.

*The care inspectorate comment that following a change in management, a more positive working culture has been developed, This has enabled staff to feel supported and to have clarity over the roles and responsibilities they have in meeting peoples care and support needs.*

2. The provider should ensure that resident's needs are fully met by having the right number of people to care for them. This includes the assessment of staffing to undertake duties in addition to direct care. For example: administering medications and updating support plans.

*The care inspectorate commented that staffing levels had increased during the course of the pandemic and are reviewed on a regular basis to ensure they fully meets the care and support needs of people.*

3. The provider should ensure appropriate falls prevention guidelines, risk assessment and support plans are in place for people, based on recognised falls prevention frameworks. This is to ensure the care and support is consistent with the Health and Social care Standards.

*The care inspectorate comment that various risk assessments were in place for people, detailing how to keep them safe from falls as much as possible, assisted with various technology. The service is aware however that they need to enhance the training available to staff. This will be followed up by Care Inspectorate in the next inspections.*

### **3 Conclusion**

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

*"I can't praise the staff highly enough; they do great work in the home"*

*"The care staff have been marvellous during this pandemic"*

*"communication and care have been excellent during this whole Covid-19 scare and I have every confidence that everyone is doing all they can and more. Although there are times when we are unable to see our relative the staff have phoned and kept us up to date on their health and wellbeing"*

*"I do not believe she would be alive today if it wasn't for the care in the home."*

*Other comments from some relatives highlighted the need to improve communication, examples given around more information on changes to health and care, activities their relative had been involved in and improvement in the technology used for virtual contact.*

This demonstrates that residents in Newbyres Village Care Home facility do receive a very good service and the remainder of the

inspection report also highlights the positive assessment of the standard of cleanliness and adherence to Covid 19 procedures and protocols.

#### **4 Resource**

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

#### **5 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 Newbyres Village for staff and visitors to access and review progress.

#### **6 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 homes and intermediate care facilities 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 challenged care homes, a closer partnership working where care homes are being more open and collaborative when faced with specific challenges.

#### **7 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.

#### **8 Equalities**

There are no apparent equalities issues.

#### **9 Sustainability**

The Midlothian Older Peoples strategy 2020-2022 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.

#### **10 Technology issues**

There are no Technology issues arising from this report.

## **11 Recommendation**

PRS is requested to note the content of the report and progress made;

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