

Inspection of Midlothian Council - Highbank Intermediate Care facility

Report by Morag Barrow, Joint Director, Health and Social Care

1 Purpose of Report – provide information

This report provides an overview of the recent announced Care Inspection report on Highbank Intermediate Care Facility inspection.

2 Background

- 2.1 Midlothian Health and Social Care Partnership's intermediate care facility – Highbank was inspected on 10th November 2020 by the Care Inspectorate as a registered care home for people aged over 60. The report was published in December 2020 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. Although Highbank is an intermediate care facility, there are no specific standards for intermediate care at this stage.

It covered the following theme:- How good is our care and support during the COVID-19 pandemic?

Highbank provides an intermediate care service to enable people who require intervention/assessment and/or rehabilitation to prevent an avoidable hospital admission and/or to facilitate a speedier hospital discharge where appropriate with the outcome of maximising their independence to maintain their health and wellbeing to return to their own home.

- 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 2 previous recommendations and 3 previous requirements.

The previous areas for improvement are:-

- *The manager should ensure that appropriate falls prevention guidelines, risk assessments and support plans are in place for people, bases on recognised falls prevention frameworks. Staff should be*

provided with training and support they need to understand this and apply it to their practice.

- *People experience care and their relatives/carers, should have planned and meaningful opportunities to share information about their daily routines, preferences and choices for care and support, as part of the admission process.*

The second improvement has been met but there is still some work to be completed regarding falls risk assessment. The care Inspectorate noted:-

“Although there was some support detailed in people's personal plans it did not always follow best practice. To make sure people are at minimal risk of falling further training for staff was needed. We recognised that the planned training has been delayed due to the pandemic, but this area for improvement should be prioritised”.

The three previous requirements have all been met within the required timescales.

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:

- 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**

3 Conclusion

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

“People told us that they were very happy with the quality of care provided to them and described the staff as kind and caring. One person felt their experience of receiving care was much better than her previous stay, as the staffing levels had increased, and staff had more time to engage with people in a more meaningful manner”.

This demonstrates that residents in Highbank Intermediate care facility 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 standard of cleanliness and adherence to Covid 19 procedures and protocols.

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 Highbank 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 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.

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 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.

5 Technology issues

There are no Technology issues arising from this report.

6 Recommendations

Cabinet is requested to:

- (i) Note the content of the report and progress made; and
- (ii) To refer the report to the Performance, Review and Scrutiny Committee for consideration.

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