

Inspection of Highbank Care Home

Report by Joint Director of Health and Social Care

1 Purpose of Report

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

2 Background

2.1 Highbank Care Home was inspected by the Care Inspectorate on 11th January 2017. Two areas of the service were inspected on this occasion which were “Quality of care and support” and “Quality of staffing” both receiving grades 5’s (very good). This was also an unannounced inspection.

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

- The personal plans that were examined described and treated people respectfully and positively, and unique and personal information was recorded.
- Medication was reviewed regularly
- The staff practice that was observed was respectful, warm and positive. We found that staff were encouraged to develop their skills and had access to a variety of training opportunities.
- It was noted that regular team meetings and staff forums had occurred. Staff interviewed confirmed they attended and could participate freely and shape the agenda.
- It was also noted that the management team regularly provided supervision.

2.3 There were no recommendations or requirements for improvement.

2.4 Conclusion

Highbank Care home continues to deliver high quality care to service users and the recent inspection by the Care Inspectorate, and subsequent awarding of Grade 5’s, reflects the quality of the work, delivered by a committed staff team, alongside strong management of the service.

3 Report Implications

3.1 Resource

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

3.2 Risk

There are no direct risks associated with this report.

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 delivery of high quality care services is a key performance and outcome measure for health and social care.

3.5 Adopting a Preventative Approach

The provision of high quality care within Highbank ensures an effective rehabilitation and assessment pathway is in place, reducing the need for higher level support.

3.6 Involving Communities and Other Stakeholders

Highbank Care Home works closely with residents, families and carers to ensure delivery of high quality services.

3.7 Ensuring Equalities

There are no equalities implications in this report.

3.8 Supporting Sustainable Development

There are no sustainable development implications in this report

3.9 IT Issues

There are no IT implications.

4 Recommendations

The Cabinet is asked

- (i) to note and endorse the attached inspection report and to:
- (ii) acknowledge the contents of the inspection report and the high quality service that Highbank care home provides

Report Date: 14 February 2017

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Background Papers: Care Inspectorate report on Highbank Care Home