

## **Inspection of Newbyres Village Care Home**

### **Report by Joint Director Health and Social Care**

#### **1 Purpose of Report**

This report provides information in relation to the recent inspection by the care inspectorate

#### **2 Background**

**2.1** Newbyres Village Care Home received an unannounced visit on the 24<sup>th</sup> January 2017. Since the last inspection the service has undergone a restructure that included incorporating registered nurses within the routine establishment together with a review of staff roles.

**2.2** The Care Inspectorate is the independent scrutiny and improvement body for care services in Scotland. They inspect all registered care services and local authority social work services on a regular basis to ensure that providers are meeting standards required and are working to improve the quality of care generally. Following an inspection the Care Inspectorate publish a report.

**2.3** Based on the findings of the recent inspection the care Inspectorate awarded Newbyres the following grades:

Quality of care and support	Grade	4 Good
Quality of environment	Grade	4 Good
Quality of staffing	Grade	4 Good
Quality of management and leadership	Grade	4 Good

**2.4** The Inspection Team noted the following strengths:

- Improvements noted in the quality of care provided
- Staff and relatives acknowledged that the introduction of nurses was of benefit to residents having quicker access to nursing assessment and evaluation to inform and help manage healthcare needs.
- Care plans are being used to assess, plan and evaluate care needs. Risk assessments informed care planning and reviews were being held.



- Bedrooms were comfortable and personalised, however storage of clothing, continence and personal medical aids in some rooms could be better.
- Ample supplies of equipment, cleaning materials and protective clothing were available.
- Regular safety checks and specialist equipment checks are being undertaken.
- Staffing was in accordance with or which exceeded the staffing schedule.
- Noticeable change in the culture of the home and in the attitude and approach of staff. All staff spoken to were positive about the restructuring which had taken place and how this had helped to define roles and responsibilities.
- Induction training was in place for new staff and mandatory training is also in place.
- Staff reported they receive enough training to assist them to meet resident's needs and are keen to undertake training to support them in their work.
- Systems were in place for team meetings, supervision and training.
- Considerable work had been undertaken to implement the restructuring and integration of health and social care provision.
- A more consistent management approach has been beneficial to staff in their work including direction and support they were given.
- There was a more professional approach by staff who expressed their wish to improve the care for residents and their commitment to the continuous development of the service.

**2.5** There are 3 previous requirements which have not been fully met. These include:

- Food and fluid intake that is recorded should be recorded accurately and evaluated. Any nutritional needs should be identified in care planning.
- Oral care charts to be completed and evaluated.
- The previous requirement about medication had not been fully implemented and has therefore been repeated. This includes the recording of topical medication, as required protocols and procedural guidance for handwritten entries on MAR charts.



- An action plan has been developed to address these areas for improvement.

**2.6 Conclusion:** All themes have received Grade 4s including Quality of Care which has not been achieved since September 2010.

### **3 Report Implications**

#### **3.1 Resource**

There are no direct resource issues arising from this report.

#### **3.2 Risk**

The Care Inspectorate regulate all care services in Scotland using the National Care Standards, set out by the Scottish Government, as a benchmark for how each type of service should perform. These standards are the minimum that service users should expect when using care services.

If the standards are not being fully met, the Care Inspectorate would note this in the inspection report and require the service manager to address these. The Care Inspectorate could impose an additional condition on the service's registration if the provider persistently, substantially or seriously fails to meet the standards or breaches a regulation. They also have the power to issue an improvement notice detailing the required improvement to be made and the timescale for this.

#### **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 Key Priorities within the Single Midlothian Plan**

The Midlothian Integrated Joint Board's Strategic Plan sets out the delivery of the national outcome of supporting older people to remain at home for longer. This means that care homes must deliver high quality care for people whose needs are more complex.

#### **3.5 Impact on Performance and Outcomes**

Performance and outcomes will continue to be measured through the quarterly reporting, review and evaluation process.



### **3.5 Adopting a Preventative Approach**

The delivery of a high quality service in care homes that can meet increasingly complex needs reduces avoidable hospital admissions for older people.

### **3.6 Involving Communities and Other Stakeholders**

As part of their inspection process the Care Inspectorate evaluated completed questionnaires and met with relatives/carers.

### **3.7 Ensuring Equalities**

An action plan has been prepared to address the areas for improvement recommended in the report. The action plan will be screened for equalities implications.

### **3.8 Supporting Sustainable Development**

As well as addressing the issues arising from this report, work is ongoing to ensure sustainability of this new service which provides high quality care to people with advanced dementia and/or who are very frail. These developments are in keeping with the changing role of care homes for older people as outlined in the Midlothian Integrated Joint Board's Strategic Plan.

### **3.9 IT Issues**

There are no IT issues arising from this report.

## **4 Recommendations**

Performance Review & Scrutiny Committee is asked to note the content of the inspection report and to:

- i) Acknowledge the continued improvement since the last Inspection and the positive and ongoing work by management and staff connected with Newbyres care Home

**Date: 6<sup>th</sup> March 2017**

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**Background Papers: Care Inspectorate report on Newbyres Village Care Home**