

Inspection of Midlothian Council Care at Home service

Report by Allister Short, Joint Director, Health and Social Care

1 Purpose of Report

This report outlines the outcome of the above inspection as carried out by the Care Inspectorate in August 2017.

2 Background

2.1 Midlothian Council care at home service was inspected in August 2017 over a number of days by the Care Inspectorate as a registered care at home service for adults. The report was published on Monday 11th September 2017 and has been distributed to all Elected Members of the Cabinet for their information. The inspection has covered three key areas of the national Care Standards attributed to care at home services. These include “Quality of Care and Support”, “Quality of Staffing” and “Quality of Management and Leadership”.

2.2 Following the inspection a report is published that details the areas of its findings and outlines any areas for recommendation and/or requirements. An action plan within a specified timescale is requested to address the areas for improvement.

2.3 The inspection report grades the areas of inspection from 1 – Unsatisfactory to 6 - Excellent. This inspection report grades the three areas as follows:-

Quality of care and support 3 – Adequate

Quality of staffing 3 – Adequate

Quality of Management and Leadership 2 - weak.

2.4 The following areas of recommendation for improvement were agreed between the Care Inspectorate, Care at Home service and the Health and Social Care Partnership:

- The Care Inspectorate advised that the service was operating at an adequate level and have repeated four of the requirements under “Quality of care and support”. Since 2013 the Care Inspectorate have asked the service to improve in these areas. At this inspection, the Care Inspectorate advised they were concerned that there was limited improvement.
- What is highly challenging is the number of requirements and recommendations from previous inspections that have not been met. This includes 17 outstanding requirements and only 1 has been partially met since the previous inspection. There were also 6 recommendations made from previous inspections and again only 3 have been met. A number of measures have already been put in place to improve the situation.

- The Care Inspectorate advised that under the “quality of Management and Leadership” the services performance was weak and they have repeated 4 requirements. They saw little improvement in this area and were concerned this was having a major impact on the rest of the service.
- They found that most of the paperwork from people homes was not returned to the office to be checked and no formal record of this was made. This was discussed at length with the manager.
- Despite these concerns the Care Inspectorate also found that people were very happy with the care and support that they were receiving. They heard from people first hand that how good their carers were. They could see that people had their needs met most of the time and people overall were very complimentary about the care staff who visited them in their own homes.
- They were concerned about the help that people were getting to take their medication. It was unclear what level of support some people needed and some people needed greater support than they were getting.
- However, there were no incidents of people coming to harm and this may be because people often had the same groups of regular carers who knew them well. However, people may not always have the same carer.
- Similarly, they saw that the other records in people's home, kept by the service, need to improve. They found that personal plans did not have enough information in them and that some risk assessments were blank. Many records were not signed by the person receiving the care. This is important as it tells us that the person has been involved in planning their care.
- It is a legal necessity that people care and support is reviewed with them every 6 months. However, they found that the service overall had not done this. One part of the service was up to date with this. Though the two larger parts of the service had not been able to complete their face to face reviews.

3 Conclusion

- 3.1 The Care at home service has responded to this inspection with a detailed action plan responding to all the requirements and recommendations with clear timescales and outputs to deliver to the plan. There are new management arrangements in place who meet on a fortnightly basis to update and review on progress against the action plan to ensure it keeps to the timescales.
- 3.2 The new management team have since met with the Care Inspectorate and they are happy with the recent progress and developments. The Care Inspectorate were due to re-visit in January 2018 however in light of the recent progress they have lifted their risk from high risk to medium risk and will re-visit within the next year. This provides a great

opportunity to deliver on all the requirements and recommendations to ensure the grades will increase on their next inspection.

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 planned 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 office for staff and visitors to access.

4.3 Policy

Strategy

The Care at home service takes direction from a number of legislative and social policy drivers. This includes the Midlothian Health and Social Care Strategic plan, Midlothian Older people strategy 2016 – 2019, The Carers Scotland Act 2016 and the Integration of Health and Social Care 2015. The ethos of these policy drivers and the feedback the Health and Social Care Partnership has received from citizens of Midlothian are around enabling and supporting people to live in their own home safely for as long as possible. The care at home service has the ability and dedication from its staff to carry out this strategic direction with effective and robust leadership and management arrangements in place.

Consultation

Copies of the report have been 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

There is an on-going review of care at home services in Midlothian to establish opportunities to develop outcome focussed efficient care at home services. This links into the Midlothian Older people strategy 2016 – 2019 which focusses on improving accesses to services and exploring opportunities to keep people well and safe in their own home.

5 IT Issues

There are no IT issues arising from this report.

6 Recommendations

Cabinet is asked to:

- (i) note the content of the inspection report;
- (i) acknowledge the ongoing challenging's of providing good quality care at home service to the people of Midlothian and the effort that has been established to improve the service delivery;
- (ii) to pass this report to the Performance, Scrutiny and Audit Committee for its consideration.

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