

**Inspection of Midlothian Council Care at Home service**

Report by Morag Barrow, Director of Health and Social Care

**1 Purpose of Report**

This report provides an overview of the recent unannounced Care Inspectorate report for Highbank Intermediate Care facility.

**2 Background**

- 2.1** Highbank Intermediate Care facility is registered to provide care to a maximum of 40 people over the age of 60, of which 6 will be respite/short breaks places (Respite care was suspended in line with Covid-19 guidance March 2020, and it should be noted that respite has not resumed in the facility at this time).

The facility provides intermediate care which includes rehabilitation and assessment. Placements are usually short term before people move home or to another care setting managed under multidisciplinary/multi-agency team of professionals.

There are three main aims of Highbank Intermediate Care:

- Help people avoid going into hospital unnecessarily.
- Help people to be as independent as possible following a stay in hospital.
- Prevent people from having to move into a Care home until they really need to.

- 2.2** Following the recent inspection a report was published that details the areas of its findings and outlines areas for recommendation and/or requirements.

The inspection report grades the areas of inspection from 1 (Unsatisfactory) to 6 (Excellent). This inspection report graded the three areas as follows:

**How well do we support peoples wellbeing      4      Good**

**How good is our care and support during the      4      Good  
COVID-19 pandemic?**

- 2.3** Overall the care inspectorate evaluated that staff were good at supporting people's wellbeing. There were important strengths with some areas for improvement.

People made day to day choices about how they wanted to spend their time.

A lot of people spent time in their room. Some people enjoyed time in the lounge doing a jigsaw or a word search.

Residents told us that staff spent time with them whenever they could, even just for a 'blether' and to pass the time of day.

The activity co-ordinator had a range of activities for people to take part in. For example, some people had enjoyed a day out shopping with staff. Another person wanted to link in with their local church. This person centred approach ensured people participated in activities they found meaningful.

Activities were available for people who were isolating. This was done safely and on an individual basis to protect people from the Covid-19 virus, for example, the area was effectively cleaned before and after use.

People had good input from other professionals to support their rehabilitation. Staff carried out instructions from professionals following assessments such as Occupational Therapy. Communication between the staff was good and people's health needs were met by staff.

Areas of improvement noted at time of inspection were:

1. Staff should follow the 'Open with Care' guidance on visiting to ensure that people make the most of spending time with their friends and loved ones.
2. Staff should be aware of the legal framework that supports adults with incapacity to ensure their rights are met. Appropriate documentation should be available for staff to see and use to ensure they have the knowledge and understanding to support people who lack capacity. This includes information as to who is making decisions on the person's behalf.
3. An improvement from inspection which took place in November 2020, remained outstanding. This was around promoting best practice in falls risk management and review/update of evidence based risk assessments was still to be concluded.

#### **2.4** The delivery of care and support was reported to be good in relation to Covid-19.

- The care home was clean. Effective cleaning schedules were in place to maintain cleanliness throughout the home.
- Staff followed best practice to ensure shared equipment was cleaned in-between use to reduce the risk of transmission.
- Good audits were in place to check that mattresses were clean suggested to the manager to add pillows to the audit checklist.
- There was a good supply of Personal Protective Equipment (PPE) to ensure people and staff were protected against infection.

Staffing levels were well maintained to ensure good practice and to Meet people's needs. Regular routine testing for staff took place to promote people's safety.

Overall, the infection prevention and control measures were of a good

standard to keep people safe.

At the inspection in November 2020 the care inspectorate made the promotion of best practice in falls risk management an area for improvement. Highbank were to have risk assessments in place that were evidenced-based, which would ensure that people's needs were assessed to reduce/prevent falls occurring.

### **3 Conclusion**

The Care Inspectorate reported in their findings from visiting clients and speaking to family members that people said:

People spoke very highly of the staff:  
*"the care was second to none".*

People were overall very happy with the care and support they received.  
*"I can see that they are exceptionally good at Highbank".*

One person told us that the only fault was that they had *"too much food"*. *"Couldn't fault the place give it 100%"*.

Relatives gave positive feedback. They were happy with the care people received and thought staff and communication was good.

*'I have absolutely no problems with her care. It's perfect'.*

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 very positive assessment of the standard of cleanliness and adherence to Covid 19 procedures and protocols.

## **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 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 the Care at Home base for staff and visitors to access and review progress.

## **4.3 Policy**

### **Strategy**

There are now a total of two recommendations from the recent inspection and one previous area for improvement outstanding – in relation to falls assessment. The other two improvements from the November 2020 inspection had been met in full.

Highbank Intermediate Care facility has responded to the inspection with a revised action plan, with clear timescales and outputs to deliver to the plan.

Highbank management staff are contributing to the Midlothian HSCP falls strategy and working on how this is implemented with the facility to ensure effective and efficient evidence-based care for our residents.

### **Consultation:**

Copies of the Inspection 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**

A new home is scheduled to be built within the next two years to offer a more specialised service in a more suitable environment.

## **5 Technology issues**

There are no Technology issues arising from this report.

## **6 Recommendations**

The Cabinet is asked to:

- (i) Note the content of the report and progress made.

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**Report Contact: Grace Cowan**  
**grace.cowan@midlothian.gov.uk**