

**Inspection of Midlothian Council Highbank Intermediate Care Service**

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

**1 Purpose of Report**

This report provides an overview of the recent Care Inspection report on Highbank Intermediate Care facility inspection. It also provides a summary of the action plan for the service improvements.

**2 Background**

2.1 Midlothian Health and Social Care Intermediate Care Service was inspected in March 2018 by the Care Inspectorate, as a registered Care Home for people aged over 65. The report was published on Monday 23<sup>rd</sup> April 2018 and is in the process of being distributed to all Elected Members of the Cabinet for their information. The inspection covered two key areas of the National Care Standards attributed to care home services. These include:

- Quality of Care and Support
- Environment

Highbank Care home provides an Intermediate Care facility to support residents of Midlothian receiving care and support to prevent a hospital admission, or support a planned discharge. Whilst the model of care is well received, and impacts significantly on performance around admission prevention, and delays to discharge, the premises is not fit for purpose. It should be noted that the premises was originally a Residential Care Home, and not designed with rehabilitation/reablement approach to all care. As a result, the Care Inspectorate Inspection has scored down to grade 3 on environment, and the Care Inspectorate have advised this will remain the case until a new facility is in place. This demonstrates the necessity for the re-provisioning of Highbank Intermediate care facility to be formally agreed and taken forward within the Capital plan programme.

Highbank Care home was originally built as a residential home over 30 years ago. As time has progressed, the home had had a significant change of usage responding to around 600 admissions and discharges each year to prevent avoidable hospital admissions and facilitate earlier discharge with a rehabilitation focus with the aim of supporting service users back home to live as independently as possible. This is a valuable asset to Midlothian.

2.2 Following the inspection, a report was published that details findings and outlines any areas for recommendation 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.

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

Quality of care and support	4	Good
Environment	3	Adequate

### **3 Conclusion**

The Care Inspectorate outlined at the beginning of the inspection report that, prior to the inspection, they received two completed questionnaires from users of the service, and four completed questionnaires from relatives.

Both service users strongly agreed that overall they were happy with their care and support, with one stating "Excellent care and support". Relatives reported strongly that overall they were happy with the care. One relative stated "My Aunt was only in Highbank for three short weeks but I cannot fault the staff".

On visiting the service the Care Inspectorate reported hearing from service users that they were involved in decision making relating to their care provision. Comments were also received on the Rehabilitation delivery and planning, with service users being involved in goal setting to achieve agreed plans. Feedback was also received noting that:

- Staff encouraged service users to do exercises as advised by the physiotherapist.
- Staff being warm and caring towards residents.
- Staff were good at identifying service user needs before being requested, and when help was provided it was done in a discreet, respectful and reassuring way.
- Safe staffing recruitment process in place

## **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 Highbank for staff and visitors to access and review progress.

Highbank intermediate care facility is not fit for purpose, and consideration is required to agree a suitable site/building for reprovision. A business case has been completed and presented to Midlothian Council Capital Planning Board, with subsequent submission to Midlothian Council for consideration for capital funding, in June 2018. This requests support to build a new purpose built 40 bed unit on the current Dundas site in Bonnyrigg, providing a central location, with good access and parking that will support local residents to receive care close to home.

### **4.3 Policy**

#### **Strategy**

There are two requirements in the inspection report and four recommendations. The requirements are specific to the environment and the recommendations relate to the environment, care planning, reviews and controlled drugs management. The recommendations request more robust care plan reviews and more detailed care plans. Hence the reason the quality of care grade has moved from a 5 to a 4 since the previous inspection. The team have developed and improved the care plan template and made a concerted effort to ensure all care plans have all the required information and are up to date – this recommendation is now complete. The controlled drugs management recommendation required improved recording of the controlled drugs. A new procedure is now in place and working efficiently.

Highbank Intermediate care team have responded to the inspection, and have developed an action plan responding to all the requirements and recommendations. The service has already met 95% of the actions agreed.

The outstanding actions are as follows:

1. Bathing facilities to be improved within the Home as they are currently not all suitable and need to be more flexible to meet a range of people's needs
2. Decoration to be completed to ensure the home is more dementia friendly.

The home still has shared bathrooms in each of the 6 wings which are not fit for purpose and these are being modernised to ensure they are fit for purpose – this includes replacement baths, new showers and new flooring to ensure it meets the dementia friendly requirements.

#### **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**

For this service to be fully sustainable and deliver a high standard of care to those who receive care and support from Highbank, it is essential that the re-provision plan receives full approval for a new build within the forthcoming capital programme plan.

The Midlothian Older People strategy 2016-2019 focuses on improving access to services and exploring opportunities to keep people safe and well in their own home and community. This underpins the vision and contribution of Highbank Intermediate Care facility.

## **5 Technology issues**

There are no Technology issues arising from this report.

## **6 Recommendations**

Performance Review & Scrutiny Committee is asked to:

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

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