

Inspection of Cowan Court Extra Care Housing**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 Cowan Court received an unannounced visit on the 14th March 2017. Since the last inspection a new care team supervisor has been appointed who has vast experience of managing staff in a care at home service.

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 Cowan Court the following grades:

Quality of care and support	Grade 5 Very Good
Quality of environment	not inspected
Quality of staffing	Grade 4 Good
Quality of management and leadership	Grade 5 Very Good

2.4 The Inspection Team noted the following strengths:

- Tenants mentioned positively the impact living at Cowan Court had made to their lives. This varied from making friends with other tenants to the care being provided.
- Each tenant has a personal plan which included good detail as to their health issues and support needs to aid care staff.
- Care plans and risk assessments were reviewed every 6 months and consistently updated when care needs changed. This allowed care staff to have up to date information and to ensure the correct support was provided.
- Carers monitor tenants' wellbeing and report any concerns to senior staff. It was noted that concerns were followed up by relevant parties e.g health professional and social work.
- Tenants were supported and encouraged to organise activities.

- The staff received appropriate training to help them in undertaking their roles.
- Tenants and relatives praised the staff who worked at Cowan Court.
- Observation of carers to ensure their competency to deliver care was taking place.
- The service had its own identity and benefited from having an experienced team supervisor. Positive comments were received about the team supervisor, administrator and handy man.
- There was good quality assurance and audits in place.

2.5 There have been 2 recommendations made:

- Infection control training to be delivered to staff.
- Improvements to be made in relation to the recording of sufficient and accurate care information by staff.

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 extra care housing facility that can meet increasingly complex needs and 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 recommendations arising from this report, work is ongoing to ensure sustainability and continual improvement of this service which provides high quality care and support to people in their own tenancy. This is in keeping with supporting older people to live in their own homes for as long as possible 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 and Scrutiny Committee is asked to note the content of the inspection report and to:

- 1 Acknowledge the continued improvement since the last Inspection and the positive and ongoing work by management and staff connected with Cowan Court

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Background Papers: Care Inspectorate report on Cowan Court Extra Care Housing.