



Care at Home Inspection by Care Inspectorate

Report by: Nick Clater, Head of Service, Health and Social Care

Report for Noting

1 Recommendations

Cabinet is requested to

1. To note the outcome of the inspection for Care at Home (Registered name Domiciliary Care)

2 Purpose of Report/Executive Summary

This report advises of

1. The outcome of the focussed inspection
2. The recommendations that will be included within the improvement plan.

Date: 14/01/25

Report Contact: Nick Clater

3 Background

3.1 Inspection

Midlothian Council Domiciliary Care service is registered as a Care at Home Service. It provides care to adults from 16 years and older people living in their own homes within Midlothian. The care at home service also includes The Midlothian Enhanced Rapid Response and Intervention Team (MERRIT) which are based at Bonnyrigg Health Centre. This was an unannounced inspection of the service which took place between 19 November 2024 and 26 November 2024. The inspection was carried out by three inspectors from the Care Inspectorate. The inspectors reviewed a range of information about this service prior to the actual inspection. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. During the inspection the inspectors' sourced feedback from various aspects of the service. This included talking with 15 people who were using the service and their families/friends. An electronic questionnaire was also sent out to those who use the service and their families/friends and there were 30 responses. Additionally, the inspectors talked to the management team in the service, observed direct practice of carers with clients and reviewed a range of documents relating to the service provision.

3.2 Grades

The grades of the service are based on the findings of the inspection and are related to "*The National health and Social Care standards My Support My Life*"

The objectives of the Standards are to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported. All services and support organisations, whether registered or not, should use the Standards as a guideline for how to achieve high quality care.

The following grades were awarded to the service:-

- How well do we support people's wellbeing? **5 - Very Good**
- How good is our leadership? **5 - Very Good**
- How good is our staff team? **5 - Very Good**
- How well is our care and support planned? **4 - Good**

The key messages which were predominantly all positive from the Inspectors highlighted in the report were:-

People experienced warmth, kindness and dignity in how they were supported and cared for.

Support records contained detailed information to guide staff and plans were personalised and set out the care and support that people required to keep them safe.

Management had a clear overview of the service.

Staffing arrangements were working well.

3.2 Areas for Improvement

There were no requirements.

There were 4 areas for improvement from the previous inspection. 3 of the areas of improvement have been met and one nearly met with some further improvement work to

be completed. This relates to *ensuring people that staff know how to care and support them should they become unwell, anticipatory care plans should be developed for each person.*

The area for improvement is for the manager to continue to build upon the work already commenced around future care planning (previously known as anticipatory care plans). There is a new template in place and a number of clients have had their care plans reviewed with the new future care planning template however the remaining clients all require the new template imbedded. This will be completed by May 2025.

4 Report Implications (Resource, Digital and Risk)

4.1 Resource

There are no direct resource requirements arising from the inspection.

4.2 Digital

There are no digital implications related to this paper.

4.3 Risk

There is a reputation risk to Midlothian Health and Social Care Partnership should identified improvements not be progressed.

4.4 Ensuring Equalities (if required a separate IIA must be completed)

All relevant IIAs sit within service.

4.4 Additional Report Implications

There are no additional report implications at present.

Appendices

Appendix A – Additional Report Implications

Appendix B – Background information/Links

APPENDIX A – Report Implications

A.1 Key Priorities within the Single Midlothian Plan

A.2 Key Drivers for Change

Key drivers addressed in this report:

- Holistic Working
- Hub and Spoke
- Modern
- Sustainable
- Transformational
- Preventative
- Asset-based
- Continuous Improvement
- One size fits one
- None of the above

A.3 Key Delivery Streams

Key delivery streams addressed in this report:

- One Council Working with you, for you
- Preventative and Sustainable
- Efficient and Modern
- Innovative and Ambitious
- None of the above

A.4 Delivering Best Value

The report does not directly impact on Delivering Best Value

A.5 Involving Communities and Other Stakeholders

The Care Inspectorate and the home care service fully involve communities and their stakeholders when undertaking inspections. Feedback from stakeholders, service users, their families and friends are all incorporated into the inspection outcome.

Any improvements that require relevant consultation with service users, family members and carers will be undertaken by the relevant service.

A.6 Impact on Performance and Outcomes

The attached inspection report highlights significant strengths in aspects of the care provided and how these supported positive outcomes for people.

A.7 Adopting a Preventative Approach

Not applicable

A.8 Supporting Sustainable Development

Not applicable

APPENDIX B

Inspection Report



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