

## **Inspection of Newbyres Care Home**

### **Report by Eibhlin McHugh, Joint Director Health and Social Care**

#### **1 Purpose of Report**

This report summarises the outcome of the above unannounced inspection carried out by the Care Inspectorate in April 2016

#### **2 Background**

**2.1** Newbyres Care Home is a purpose built care home for older people. The home is made up of 5 self contained streets, each with individual dining/lounge areas. The home accommodates 60 residents and 1 respite bed. There are care staff on hand 24 hrs a day. All staff are trained and qualified within the criteria set by the Scottish Social Service Council's, National Care Standards.

**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 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 Newbyres the following grades:

Quality of care and support	Grade 3
Quality of environment	Grade 3
Quality of staffing	Grade 3
Quality of management and leadership	Grade 4

The inspectorate reported that the service had worked hard since the last inspection and that there were clear plans to continue to make improvements. To achieve this there needs to be a consistent approach by senior staff to support, guide and develop the staff team. However the improvements noted has resulted in an increase in the grades awarded at this inspection in comparison with the grades awarded at the September 2015 inspection.

**2.4** The Inspection Team noted the following strengths:

1. The service provides a comfortable and clean environment with ample shared and private areas for residents to use.
2. Residents looked comfortable and at ease in the home and with the staff team. Residents also spoke positively about the care and support they received from staff and of how well they were treated. The comfort, cleanliness and the quality of meals were also praised.

3. The Inspection Team saw a calm and organised approach to resident care and staff did not appear unduly rushed and were able to assist residents at a pace which suited the individual.
- 2.5 The Inspection Team reported that further work is needed to fully implement all of the aspects of the requirements made at the last inspection. They noted that Newbyres could do better in the following areas: care planning and record keeping, management of medicines, safety of the environment and audits undertaken in the service.
- 2.6 An action plan is being developed to address these areas for improvement. These measures are being implemented in the context of a broader transformation of Newbyres Care Home.
- 2.7 A project board was established in January 2016 whose remit is to maintain oversight of the improvement work and redesign plans. The objective is to establish a new service which provides high quality care to people with advanced dementia and/or who are very frail. This service will be organised, resourced and managed in a way which ensures a committed, skilled workforce and operates within its allocated financial resources. Quality Assurance systems will be in place to ensure that there are no dips in performance in any of these respects.
- 2.8 This project board met weekly for the first two months and is now meeting on a fortnightly basis. The Board is chaired by the Joint Director with support from the Head of Services Adult Care, Head of Health and Chief Nurse.
- 2.9 A transformation plan has been developed; a communication strategy is in place; a new training plan is in development; and weekly incident reports are collated and considered by the Board. These weekly reports focus on issues such as the number of falls, violent incidents, building maintenance and environmental issues.

### **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.

A project board is in place to manage the improvements arising from this report as well as the longer term transformation of the service.

### **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**

Providing high quality care for people with advanced dementia supports the priority of reducing health inequalities.

### **3.5 Impact on Performance and Outcomes**

Performance and outcomes will continue to be measured through the quarterly reporting, review and evaluation process. e.g. to support the rebalancing of care for older people.

### **3.6 Adopting a Preventative Approach**

Improving the quality of care and transforming the model of care with the inclusion of nursing staff will enable Newbyres to support older people more effectively and reduce the likelihood of hospital admissions.

### **3.7 Involving Communities and Other Stakeholders**

The Care Inspectorate meets with residents and staff as part of the inspection process.

### **3.8 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.

### **3.9 Supporting Sustainable Development**

As well as addressing the issues arising from this report work is underway to establish a new service which provides high quality care to people with advanced dementia and/or who are very frail.

### **3.10 IT Issues**

There are no IT issues arising from this report.

## **4 Recommendations**

Cabinet is asked to:

- i. Note the content of the Inspection report.
- ii. Acknowledge the continued improvement since the last Inspection and the positive and ongoing work by management and staff connected with the Newbyres Care Home

**Date 16 May 2016**

**Report Contact:** Name Dawn Barrett      Tel No0131 271 3681  
Dawn.barrett@midlothian.gov.uk

**Background Papers:**