



Item No. 10

Meeting Date Wednesday 8th February 2023

**Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee**

Report By: Frances McMeeking, Assistant Chief Officer, Operational Care Services

Contact: Robin Wallace, Head of Older People's Residential and Day Care Services

Phone: 0141 353 9013

**Older People's Residential and Day Care Services
Care Inspectorate Inspection Outcome**

Purpose of Report:

To advise of the outcome of the inspection of Orchard Grove Care Home, Riverside Care Home, Hawthorn House Care Home, and Meadowburn Dare Care Service, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in 2022.

Background/Engagement:

The introduction of the Regulation of Care (Scotland) Act 2001 has established a system of care regulation covering the registration and inspection of care services by the Care Inspectorate against a set of national care standards.

Every care service in the country is clearly rated under a grading system which was introduced by Scotland's national care regulator. This is designed to make it easier for members of the public to check the quality and performance of a care service and make informed choice about whether to use it – or not.

Following each inspection, each service is awarded a grade for measured outcomes based on the principles of the Health and Social Care Standards.

In order to robustly assess care home arrangements to respond to the COVID-19 pandemic, Care Inspectorate

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	<p>engagement and inspections placed particular focus on infection prevention and control (IPC), personal protective equipment (PPE) and staffing in care settings.</p> <p>The Care Inspectorate revised their inspection methodology, developing 'Key Question 7', which augmented their quality framework for care homes for older people; this was implemented to meet the statutory duties outlined in the Coronavirus (Scotland) (No.2) Act and subsequent guidance that implored evaluation of infection prevention and control, and staffing.</p> <p>These revisions lead to targeted inspections across Scotland, which were designed to be short, focused and conducted in collaboration with representatives from Health Improvement Scotland and Health Protection Scotland, to assess care and support of people experiencing care and support during the COVID-19 pandemic.</p> <p>The inspection schedule in 2022 has largely seen a return to the standard inspection methodology as published by Care Inspectorate.</p>
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Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input checked="" type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p>
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Recommendations:	<p>The IJB Finance, Audit and Scrutiny Committee is asked to:</p> <p>a) Note the content of the report and the audit finding of this report in respect of the three directly provided HSCP residential care homes and one directly provided Day Care service that were inspected and trends in relation to grades awarded.</p>
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Relevance to Integration Joint Board Strategic Plan:

These services are integral to the IJB's strategy for delivering high quality care and effective outcomes for the city's most vulnerable older people.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Fully compliant across respective registered services.
Personnel:	N/A
Carers:	N/A
Provider Organisations:	N/A
Equalities:	N/A
Fairer Scotland Compliance:	N/A
Financial:	N/A
Legal:	N/A
Economic Impact:	N/A
Sustainability:	N/A
Sustainable Procurement and Article 19:	N/A
Risk Implications:	N/A
Implications for Glasgow City Council:	N/A
Implications for NHS Greater Glasgow & Clyde:	N/A

1. Purpose

- 1.1. To advise of the outcome of the inspection of Orchard Grove Care Home, Riverside Care Home, Hawthorn House Care Home, and Meadowburn Day Care Service, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in 2022.

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2. Background

- 2.1. The introduction of the Regulation of Care (Scotland) Act 2001 has established a system of care regulation covering the registration and inspection of care services by the Care Inspectorate against a set of national care standards.
- 2.2. Every care service in the country is clearly rated under a grading system which was introduced by Scotland's national care regulator. This is designed to make it easier for members of the public to check the quality and performance of a care service and make informed choice about whether to use it – or not.
- 2.3. Following each inspection, each service is awarded a grade for measured outcomes based on the principles of the Health and Social Care Standards.
- 2.4. To robustly assess care home arrangements to respond to the COVID-19 pandemic, Care Inspectorate engagement and inspections placed particular focus on infection prevention and control (IPC), personal protective equipment (PPE) and staffing in care settings.
- 2.5. The Care Inspectorate revised their inspection methodology, developing 'Key Question 7', which augmented their quality framework for care homes for older people; this was implemented to meet the statutory duties outlined in the Coronavirus (Scotland) (No.2) Act and subsequent guidance that implored evaluation of infection prevention and control, and staffing.
- 2.6. These revisions lead to targeted inspections across Scotland, which were designed to be short, focused and conducted in collaboration with representatives from Health Improvement Scotland and Health Protection Scotland, to assess care and support of people experiencing care and support during the COVID-19 pandemic.
- 2.7. The inspection schedule in 2022 has largely seen a return to the standard inspection methodology as published by Care Inspectorate, as evidenced in the absence of Key Question 7 focus within inspections carried out after February 2022.
- 2.8. The themes covered in these inspections primarily signalled a return to the standard inspection methodology, except for Orchard Grove wherein the revised inspection methodology was used in February 2022, which assessed the following theme:
 - How good is our care and support during the COVID-19 pandemic?

The Care Inspectorate also carried out independent consultation with service users and families via an inspection volunteer confidential survey response.

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- 2.9. Glasgow City Health and Social Care Partnership Older People’s Residential services provide 24-hour care and support to 550 residents across 5 directly provided care homes. Every week over 750 skilled social care staff provide high quality care and support to residents.
- 2.10. The inspection of Orchard Grove occurred within the context of the global COVID-19 pandemic and was inspected under Care Inspectorate revised methodology which was noted in a previous [IJB FASC report](#). The remaining inspections of HSCP directly provided care homes and day care service were carried out under standard Care Inspectorate methodology.

3. Report

- 3.1. The Care Inspectorate measured outcomes against selected principles in the new Health and Social Care Standards. These grades were awarded on a scale of 1 to 6 with 1 being Unsatisfactory and 6 being Excellent.
- 3.2. Two inspectors from the Care Inspectorate undertook the inspection, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.3. Through consideration of detailed evaluations in February 2022, the Care Inspectorate awarded the following grades for this service

Orchard Grove Care Home		Grade
<ul style="list-style-type: none"> ● How well do we support people's wellbeing? <ul style="list-style-type: none"> 1.1 People experience compassion, dignity and respect 1.2 People get the most out of life 1.3 People’s health benefits from their care and support 		4 – Good 5 – Very Good 5 – Very Good 4 - Good
<ul style="list-style-type: none"> ● How good is our care and support during the COVID-19 pandemic? <ul style="list-style-type: none"> 7.2 Infection control practices support a safe environment for people experiencing care and staff 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care 		4 - Good 4 - Good 4 - Good
0	Requirements	
0	Recommendations	
3	Areas for Improvement	

Orchard Grove Care Home – Requirements – February 2022

No requirements were made at the time of inspection.

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Orchard Grove Care Home – Areas for Improvement – February 2022

1. The service should ensure that staff practice is directed by the information included in care plans and introduce a written protocol for staff to follow where people do not regularly meet their daily food and fluid target intakes. Provider should ensure care plans are in place which reflect the current needs of each resident and provide clear guidance on strategies and approaches to be used by staff to meet residents' identified needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

2. The service should ensure that all bedding is in a good state, clean and fit for people to use.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment". (HSCS 5.22)

3. The service should ensure that all staff follow best practice regarding infection prevention and control, and in particular the use of personal protective equipment.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I have confidence in people because they are trained, competent and skilled, and able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

- 3.4. Riverside is a directly provided HSCP care home, providing care and support to 120 eligible residents across 8 units; this includes a specialist dementia unit.
- 3.5. The Care Inspectorate carried out an inspection of Riverside Care Home in May 2022; this was the first inspection since 2018 and was unannounced.
- 3.6. Three inspectors from the Care Inspectorate undertook the inspection, with no input from Health Improvement Scotland or Health Protection Scotland, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.7. Through consideration of detailed evaluations in May 2022, the Care Inspectorate awarded the following grades for this service:

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Riverside Care Home		Grade
<ul style="list-style-type: none"> How well do we support people's wellbeing? 		4 – Good
1.3 People's health and wellbeing benefits from their care and support		4 – Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes		4 – Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure		4 - Good
<ul style="list-style-type: none"> How good is our leadership? 		4 - Good
2.2 Quality assurance and improvement is led well		4 - Good
<ul style="list-style-type: none"> How good is our staff team? 		4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people		4 - Good
<ul style="list-style-type: none"> How good is our setting? 		5 – Very Good
4.1 People experience high quality facilities		5 – Very Good
<ul style="list-style-type: none"> How good is our care and support planned? 		4 - Good
5.1 Assessment and personal planning reflect people's outcomes and wishes		4 - Good
0	Requirements	
0	Recommendations	
3	Areas for Improvement	

Riverside Care Home – Requirements – May 2022

No requirements were made at the time of inspection.

Riverside Care Home – Areas for Improvement – May 2022

1. The service provider should review current arrangements in place at mealtimes to ensure that there is sufficient support to maximise people's

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experience, offer meaningful choice and use feedback from people who use the service and families with shaping menu choices.

This ensures that support is consistent with the Health and Social Care Standards which state "I can enjoy unhurried snack and mealtimes in as relaxed atmosphere as possible" (HSCS 1.35) and "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning" (HSCS 1.33)

2. The service provider should review the activity provision to ensure people have greater opportunity to participate in activities which are meaningful to them. The activities programme should be shaped by feedback from people who use the service and their relatives.

This ensures that support is consistent with the Health and Social Care Standards: "I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors." (HSCS 1.25)

3. The provider should ensure care plans are in place which reflect the current needs of each resident and provide clear guidance on strategies and approaches to be used by staff to meet residents' identified needs.

This ensures that support is consistent with the Health and Social Care Standards which states 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

- 3.8. Hawthorn House is a directly provided HSCP care home, providing care and support to 120 eligible residents across 8 units; this includes 2 specialist dementia support units.
- 3.9. The Care Inspectorate carried out an inspection of Hawthorn House Care Home in June 2022; this was the first inspection since 2019 and was unannounced.
- 3.10. Three inspectors from the Care Inspectorate undertook the inspection, with no input from Health Improvement Scotland or Health Protection Scotland, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.11. Through consideration of detailed evaluations in June 2022, the Care Inspectorate awarded the following grades for this service:

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Hawthorn House Care Home		Grade
<ul style="list-style-type: none"> How well do we support people's wellbeing? 		4 – Good
1.3 People's health and wellbeing benefits from their care and support		4 – Good
1.4 People experience meaningful contact that meets their outcomes, needs, and wishes		4 – Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure		5 – Very Good
<ul style="list-style-type: none"> How good is our leadership? 		4 - Good
2.2 Quality assurance and improvement is led well		4 - Good
0	Requirements	
0	Recommendations	
3	Areas for Improvement	

Hawthorn House Care Home – Requirements – June 2022

No requirements were made at the time of inspection.

Hawthorn House Care Home – Areas for Improvement – June 2022

1. The service should ensure the outcome of any "as required" medication administered is recorded on the reverse of the medication administration recording sheet. This will ensure that staff are aware of a negative or positive outcome, and administration of medication is recorded appropriately.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'any treatment or intervention that I experience is safe and effective.' (HSCS 1:24)

2. The manager should ensure that staff who complete audits as part of the quality assurance programme have the skills and knowledge to complete them effectively.

Audits should include but are not limited to:

- Risk assessments

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- Individual care plans
- Identified outcomes
- Care plan evaluations

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

3. The management team should further develop their service development plan to include, but not limited to:

- Care planning audits
- Activity audits
- Medication audits
- Dependency rating tool audits

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that: 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

- 3.12. Meadowburn Day Care Centre is a directly provided day support service attached to Meadowburn Care Home. Meadowburn provides day care and support to a maximum of 30 eligible service users 6 days per week.
- 3.13. The Care Inspectorate carried out an inspection of Meadowburn Day Care Service in March 2022 and was unannounced.
- 3.14. Two inspectors from the Care Inspectorate undertook the inspection, with no input from Health Improvement Scotland or Health Protection Scotland, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.15. Through consideration of detailed evaluations in March 2022, the Care Inspectorate awarded the following grades for this service:

Meadowburn Day Care Service		Grade
• How well do we support people's wellbeing?		4 – Good
1.3 People's health and wellbeing benefits from their care and support		4 – Good
• How good is our staff team?		4 - Good
3.3 Staff have the right knowledge, competence, and development to care for and support people		4 - Good
0	Requirements	

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0	Recommendations
2	Areas for Improvement

Meadowburn Day Care Service – Requirements – March 2022

No requirements were made at the time of inspection.

Meadowburn Day Care Service – Areas for Improvement – March 2022

1. To ensure people's personal plans focus on what is important to them, the service provider should:
 - review plans regularly with the involvement of the service user;
 - evaluate activities and opportunities which will help the service user achieve identified goals and personal outcomes.

This should include reference to Care About Physical Activity (CAPA) improvement programme; and

- monitor the plans as part of a quality assurance system.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15) and 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change'. (HSCS 1.12)

2. To ensure all staff are trained and have the necessary skills to meet service users' needs the service provider should:
 - improve staff training and development processes
 - define core learning required for all staff, this should include but is not limited to current infection, prevention and control and safeguarding training
 - embed opportunities for reflective practice within meetings and supervisions.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes'. (HSCS 3.14)

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- 3.16. HSCP directly provided care homes and day care services are committed to a robust strategy of continuous improvement, measured through the Service Improvement Plan, which is reviewed by Older People's Residential (OPR) and Day Care Services senior management team monthly in collaboration with the cycle of improvement and development visits by the OPR Improvement, Development and Innovation Team.
- 3.17. This team work closely with HSCP Older Peoples services providing improvement support for tests of change and have carried out development visits to each service in preparation for recovery from COVID-19. The team employ an internal inspection schedule, in addition to priority action visits wherein the benefit of additional support and scrutiny has been identified. Furthermore, the team supports scheduled visits by the HSCP Care Home Quality Assurance team.
- 3.18. Development visits from the Improvement, Development and Innovation team provide an additional layer of evaluation which can then lead into feedback and service improvement plans. Development visits have been prioritised based on an appreciative inquiry approach which seeks to identify key strengths within the service as well as areas for improvement. This is then reported through Care Home Governance meetings held 4-weekly providing a tier of scrutiny to improvement frameworks.
- 3.19. The senior management team of Older People's Residential and Day Care Services regularly provide updates to the Care Inspectorate at the six weekly liaison meetings on the progress of this plan.
- 3.20. Key areas identified are reflected in our improvement planning to address the areas for improvement raised by the Care Inspectorate and for overall quality improvement.

4. Recommendations

- 4.1. The IJB Finance, Audit and Scrutiny is asked to:
 - a) Note the content of the report and the audit finding of this report in respect of the three directly provided HSCP residential care homes and one directly provided Day Care service (Orchard Grove Care Home, Riverside Care Home, Hawthorn House Care Home, and Meadowburn Day Care Service) that were inspected and trends in relation to grades awarded.

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