



Item No. 11

Meeting Date Wednesday 4th September 2019

Glasgow City Integration Joint Board Finance, Audit and Scrutiny Committee

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CARE AT HOME AND HOUSING SUPPORT SERVICE – CARE INSPECTORATE AUDIT RESULTS 2019

Purpose of Report:	To advise the IJB Finance, Audit and Scrutiny Committee of the outcome of the inspection of care services provided by Glasgow City HSCP, which was undertaken by the Care Inspectorate in March 2019 for the 6 registered services, covering Housing Support Services and Care at Home Services.
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Background/ Engagement:	<ol style="list-style-type: none">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. 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 a better informed choice about whether to use it – or not.3. Following each inspection, each service is awarded a mark for service provision within the following individual areas: quality of care and support; quality of staffing; and the quality of management and leadership. Each mark awarded is on a scale of 1-6, with six being excellent. The scores are supported by a more detailed report, giving further background information on how and why the grade was agreed.
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Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: a) note the content of the report and the audit findings.
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Relevance to Integration Joint Board Strategic Plan:

Care Services support a range of vulnerable citizens to live independently as long as possible in their own home.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Fully compliant across all 6 registered services.
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Personnel:	None
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Carers:	None
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Provider Organisations:	None
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Equalities:	None
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Fairer Scotland Compliance:	None
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Financial:	None
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Legal:	None
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Economic Impact:	None
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Sustainability:	None
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Sustainable Procurement and Article 19:	None
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Risk Implications:	Poor inspections may mean that vulnerable people are not receiving good quality care and are likely to have poor outcomes. There are also risks to the public image of the Health and Social Care Partnership as inspection reports are publicised on the Care Inspectorate website.
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Implications for Glasgow City Council:	Care Inspectorate grading's for care at home and housing support services provided by Glasgow City Council/Health and Social Care Partnership have a direct impact on the public perception of the Council, and by extension the Health and Social Care Partnership.
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Implications for NHS Greater Glasgow & Clyde:	Care Inspectorate gradings for care at home and housing support services provided by Glasgow City Council/Health and Social Care Partnership have a direct impact on the public perception of the Council, and by extension the Health and Social Care Partnership.
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1. Background

1.1 The themes the audit covered in 2019 under the National Care Standards were:

- Quality of care and support
- Quality of staffing
- Quality of management and leadership

The Care Inspectorate also carry out independent consultation with service users via a confidential survey response.

1.2 Glasgow Home Care Services is the largest provider of care at home in Scotland. We deliver 8 different home care services 24/7. Every week 2,800 highly skilled home care staff deliver in the region of 87,000 home care visits a week, totalling in excess of 4.5 million care visits a year. Over 57% of the service is provided during evenings and weekends, as the service continues to develop to meet the demands of an ageing population, with 5,200 service users a day in receipt of these critical care services.

1.3 The service transferred back to Glasgow City Council in September 2018 under the responsibility of the Health and Social Care Partnership. There was a requirement to re-register all services delivered by Cordia Services LLP to Glasgow City Council under the two categories as required under the legislation which were Care at Home and Housing Support Services.

There are currently 6 registered branches across the city:

- Glasgow North East Housing Support (1) Care at Home (1)
- Glasgow North West Housing Support (1) Care at Home (1)
- Glasgow South Housing Support (1) Care at Home (1)

1.4 Previously the audit for the 3 registered services for Cordia Service LLP resulted in a Grade 4 (Good – Important strengths with some areas for improvement) being awarded in 2016.

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2. Report

2.1 Following the submission of specific self-assessment information and a detailed report on staffing and training in January 2019, the Care Inspectorate subsequently undertook an unannounced inspection from 1st March to 12th March 2019. The inspection covers a wide range of indicators from interviews with home carers, attending meetings, shadowing, reviewing complaints, analysing data, sitting in on training, to meeting with the senior leadership team. Findings of their final inspection report are outlined below.

2.2 Glasgow City Home Care Services South (Housing Support and Care at Home)

Following inspection the following grades were awarded for this service.

South		
*	Quality of Care and Support	4 Good
*	Quality of Staffing	4 Good
*	Quality of Management & Leadership	4 Good
Areas for Improvement		
0	Requirements	
3	Recommendations	
0	No action on previous requirements (2016/17)	

2.3 Glasgow City Home Care Services North East (Housing Support and Care at Home)

Following inspection the following grades were awarded for this service.

North East		
*	Quality of Care and Support	4 Good
*	Quality of Staffing	4 Good
*	Quality of Management & Leadership	4 Good
Areas for Improvement		
0	Requirements	
2	Recommendations	
0	No action on previous requirements (2016/17)	

2.4 Glasgow City Home Care Services North West (Housing Support and Care at Home)

Following inspection the following grades were awarded for this service.

North West		
*	Quality of Care and Support	4 Good
*	Quality of Staffing	4 Good
*	Quality of Management & Leadership	4 Good
Areas for Improvement		
0	Requirements	
1	Recommendations	
0	No action on previous requirements (2016/17)	

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- 2.5 The detail of the recommendations are outlined in Appendix 1. Overall it was recognised that services had performed well and successfully transitioned back to Glasgow City Council under the responsibility of the HSCP. The report recommended under the section for Quality of Care and Support, further service development for service users with complex medication and that the service should undertake a review of risk assessment for service users with confusion or a diagnosis of dementia. The report also recognised that the service had made significant progress overall in terms of risk assessments but more detailed assessments were required for complex service users with multiple conditions, the detailed actions for all recommendations are outlined in the Continuous Improvement Plan (attached at Appendix 2).
- 2.6 The audit acknowledged that the level of service user satisfaction with the overall quality of the service was exceptionally high, with 89% of service users satisfied or very satisfied with the home care service they received in the annual survey response (September 2018).

3. Continuous Improvement Programme

- 3.1 The service has submitted a Continuous Improvement Programme in respect of the recommendations outlined in the audit that will require the HSCP Care at Home Services to provide regular updates and information to the Care Inspectorate at programmed liaison meetings, the detail of which is attached at Appendix 2.

4. Recommendations

- 4.1 The IJB Finance, Audit and Scrutiny Committee is asked to:
- a) note the content of the report and the audit findings.

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Areas for Improvement - Recommendations

Glasgow City Home Care Services South (Housing Support and Care at Home)

Recommendations:

1. In order to ensure that people experience high quality care and support that is right for them, the manager should provide a consistent group of staff to service users and inform them of who is coming to support them when this is not possible.
2. In order to ensure that people are protected from harm, the manager should ensure that relevant and comprehensive risk assessments are in place for service users where additional risks have been identified. These should guide staff as to what the risks are and the measures in place to minimise these.
3. In order to ensure that people experience high quality care and support that is right for them, the manager should continue with the monitoring of scheduled visits to ensure service users receive the agreed number of visits to meet their care and support needs.

Glasgow City Home Care Services North East (Housing Support and Care at Home)

Recommendations:

1. In order that people receive medication to keep them well, the manager should ensure that medication support plans are aligned to the current needs of each person receiving support.
2. In order to ensure that people are protected from harm, the manager should ensure that relevant and comprehensive risk assessments are in place for people using the service where additional risks have been identified.

Glasgow City Home Care Services North West (Housing Support and Care at Home)

Recommendations:

1. In order to ensure that people are protected from harm, the manager should ensure that relevant and comprehensive risk assessments are in place for people using the service where additional risks have been identified.

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KEY SUMMARY OF GCHSCP CARE SERVICES CONTINUOUS IMPROVEMENT PROGRAMME

Key summary of Continuous Improvement Programme with planned actions based on Care Inspectorate Inspection Reports, Stakeholder Consultation, legislative, corporate and operational requirements. Actions are planned and matched against National Health and Social Care Standards (HSCS) 1 – 4 which are based on the principles of:

- Dignity and respect
- Compassion
- Be included
- Responsive care and support
- Wellbeing

and the key priorities of the GCHSCP:

- prevention, early intervention and harm reduction
- providing greater self-determination and choice
- shifting the balance of care
- enabling independent living longer and
- public protection

National Health and Social Care Standards

Standard 1 – I experience high quality care and support that is right for me

Standard 2 – I am fully involved in all decisions about my care and support

Standard 3 – I have confidence in the people who support and care for me

Standard 4 – I have confidence in the organisation providing my care and support

Key Strategic Driver	Strategy	Action Planned
Consultation Participation Engagement	Service User Focus Group - bi-annual	- widen scope - improve attendance - improve methodology - improve mechanism to feedback outcomes and actions - ensure content is reflected in continuous improvement programme
	Questionnaires to all service users - annual	- continuously review content and scope - improve mechanism to feedback outcomes and actions - ensure content is reflected in continuous improvement programme
	Staff Survey - annual	- continuously review content and scope - improve mechanism to feedback outcomes and actions - ensure content is reflected in continuous improvement programme

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	Staff Focus Group - Project Dependent	<ul style="list-style-type: none"> - ensure staff participation and consultation is embedded in every improvement project - ensure content is reflected in continuous improvement programme
Quality Control Governance and Compliance	Complaints Procedures	<ul style="list-style-type: none"> - embed HSCP procedures into complaints management process
	Service Concerns	<ul style="list-style-type: none"> - ensure robust process, actions and training continuously monitored and reviewed
	Event Notifications	<ul style="list-style-type: none"> - ensure robust process, actions and training continuously monitored and reviewed
	Performance Management Cross Ref: Staffing	<ul style="list-style-type: none"> - review workplace observation process and recording - review training to reflect changes - embed culture of continuous improvement at front-line - reviewing KPIs in partnership with HSCP
	Freedom of Information	<ul style="list-style-type: none"> - work with HSCP Complaints, FOI and Investigations Team to ensure robust compliance
	Subject Access Request	<ul style="list-style-type: none"> - work with HSCP Complaints, FOI and Investigations Team to ensure robust compliance
	Service Reviews	<ul style="list-style-type: none"> - continuous review of process to reduce duplication across the workforce and ensure best outcomes for service user group - shared calendars - high cost care packages - review assessment and review documentation
	Service User held records/instructions for home carers	
	Policy and Procedure Review	<ul style="list-style-type: none"> - review all policies and procedures to ensure compliance with regulatory, corporate and operational requirements
Information and Communication Technology	Scheduling and Monitoring	<ul style="list-style-type: none"> - development of plans to centralise the scheduling and monitoring of home care visits following two pilot programmes - development of apps linked to Caresafe system including overtime payments
	Technology Enabled Care	<ul style="list-style-type: none"> - continue to explore the options for the use of technology to enhance service provision
	EDRMS	<ul style="list-style-type: none"> - move towards the use of EDRMS as opposed to T:Drive for document storage
	Carefirst 6	<ul style="list-style-type: none"> - plan for the introduction of Eclipse, the replacement for Carefirst 6, including staff training
Our Workforce	Recruitment	<ul style="list-style-type: none"> - re-instate regular programme of staff recruitment following enhanced programme introduced to address impact of equal pay - continue to review training programme/requirements
	SSSC Registration	<ul style="list-style-type: none"> - strategy for supporting home care staff in registering with the Scottish - develop process to monitor and support staff in achieving post-registration training and learning requirements

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	Performance Management Cross Ref: Governance and Compliance	<ul style="list-style-type: none"> - review workplace observation process and recording - review training to reflect changes - embed culture of continuous improvement at front-line - reviewing KPIs in partnership with HSCP
	Succession Planning	<ul style="list-style-type: none"> - continue to explore the opportunities for staff to gain experience in higher graded roles
	Roles and Responsibilities	<ul style="list-style-type: none"> - review of the responsibilities of staff to ensure the workforce is able to meet future service requirements arising from changing demographics, legislative and operational requirements - administrative and referral processes - back to the floor programme / joint visits / observations - LAC joint Working Pilot - OT review
	Health and Safety at Work	<ul style="list-style-type: none"> - winter 2019/2020 provide ice grippers to staff not in post at time of original issue - continue with training programme on HANDS system. HANDS management and employee guidelines - review of lone working practices
	Student Learning Programme	<ul style="list-style-type: none"> - established a team of 1 SW Practice Teacher, 9 OT Practice Educators, 5 SCW Mentors - links to academic institutions - participation in application panel for SW Students at UWS and Caledonian
Adult Support and Protection	Reporting Procedures	<ul style="list-style-type: none"> - monitor introduction of new referral process - staff training programme - review recording/reporting processes
Service Developments	Reablement Service	
	Out of Hours Service	<ul style="list-style-type: none"> - review of Home Care Service Out of Hours arrangements in line with HSCP Review of Out of Hours Services
	Help at Home Service	<ul style="list-style-type: none"> - review of the legal status of the Help at Home Service following transfer of the service to HSCP
Dementia Awareness Strategy	Dementia Awareness and Support	<ul style="list-style-type: none"> - staff awareness - 'Tommy on Tour' programme - playlist / Twiddle Muffs - dementia reablement