



Item No. 14

Meeting Date Wednesday 6th September 2017

Glasgow City Integration Joint Board Finance and Audit Committee

Report By: Clare Hughes, Head of Residential and Day Care

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CARE INSPECTORATE ACTIVITY - DIRECTLY PROVIDED OLDER PEOPLE'S RESIDENTIAL AND DAY CARE SERVICES

Purpose of Report:	To provide the IJB Finance and Audit Committee with a summary of Care Inspectorate activity within directly provided older people's residential and day care services in the period August 2016 – July 2017.
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Recommendations:	The IJB Finance and Audit Committee is asked to: a) note the findings of this report in respect of the range of provided residential and day care services inspected and trends in relation to grades awarded; and b) note progress in relation to service developments.
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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 older people.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	This report is relevant in relation to national outcomes 3, 4, 7, 8 & 9.
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Personnel:	None
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Carers:	None
Provider Organisations:	None
Equalities:	None
Financial:	None
Legal:	None
Economic Impact:	None
Sustainability:	None
Sustainable Procurement and Article 19:	None
Risk Implications:	There has been a particular focus on delivering improved grades at Crossmyloof Care Home, as referenced in the report.
Implications for Glasgow City Council:	This report confirms an overall pattern of high inspection grades for these services and a generally high level of confidence in the Council's registered services for older people.
Implications for NHS Greater Glasgow & Clyde:	None

1. Purpose of Report

- 1.1 This report provides Committee with a summary of Care Inspectorate activity across directly provided residential and day care services in the period August 2016 to July 2017.
- 1.2 The Care Inspectorate published a total of 13 inspection reports during the reporting period in respect of the following directly provided services.
 - 9 Older People's Residential Care Homes
 - 3 Older People's Day Care Services
- 1.3 Tables 1 and 2 outline the grades of the most recent inspection and previous two inspections:

Table 1 – Older People’s Residential Services

Name of Unit	Date of Inspection	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Support
Crossmyloof	08/05/17	2	4	2	2
	03/08/16	3	3	4	3
	01/03/16	3	3	3	3
Davislea	18/07/17	5	5	5	5
	21/07/16	4	4	5	5
	10/03/16	3	3	3	3
Forfar	08/09/16	4	4	5	5
	16/11/15	3	3	3	3
	25/06/15	3	3	3	3
Fulton	31/03/17	5	Not assessed	5	Not assessed
	17/08/15	4	4	5	4
	07/10/14	4	5	4	2
Hawthorn	31/01/17	4	Not assessed	Not assessed	5
	10/06/16	4	6	4	4
	23/01/15	3	5	4	3
Loancroft	30/03/17	4	Not assessed	4	Not assessed
	28/08/15	5	4	4	5
	10/02/15	4	4	4	4
Orchard Grove	09/02/17	5	Not assessed	Not assessed	5
	12/02/16	4	5	5	4
Peter McEachran	30/03/17	4	Not assessed	4	Not assessed
	13/02/16	5	4	4	4
	16/12/15	4	4	4	4
Rannoch	08/09/16	5	4	Not assessed	Not assessed
	17/08/15	4	4	4	4
	19/10/14	5	4	5	5

Table 2 – Older People’s Day Care Services

Name of Unit	Date of Inspection	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Support
Focal Point	16/05/17 18/06/14	4 4	Not assessed 5	4 4	Not assessed 4
Mallaig Rd	08/12/16 12/11/13	5 5	Not assessed 5	4 4	Not assessed 4
Orchard Grove	02/11/16 14/3/16	5 5	5 5	6 5	5 5

2. Evaluation of Quality Indicators across Older People’s Residential Care Homes

- 2.1 Of the 9 Older People’s Residential Care Homes that received an inspection during the reporting period, 6 were awarded improved grading and 3 units received a lower grading.
- 2.2 Two of the units that received a lower grading, Peter McEachran House and Loancroft, were in the process of de-commissioning in preparation for move to new build Riverside Care Home. Both units still achieved a performance target of grade 4 for care and support. This reflects the work undertaken by staff and managers to support residents and staff in preparation for the move.

A new management team has been put in place in Crossmyloof Care Home due to concerns identified during the inspection process. A robust action plan has been put in place to support the staff to improve on the quality of care provided.

- 2.3 Table 3 outlines current care inspectorate grades across all four quality indicators in the 9 Older People’s Residential Care Homes inspected during the reporting period.

Table 3 Older People’s Residential Services

Current Grade	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Support
Excellent	0%	0%	0%	0%
Very Good	44.5%	25%	50%	80%
Good	44.5%	75%	33%	0%
Satisfactory	0%	0%	0%	0%
Weak	11%	0%	17%	20%
Unsatisfactory	0%	0%	0%	0%
Satisfactory or better	100%	100%	100%	100%

- 2.4 89% scored “Good” or above in all 4 quality indicators.

3. Evaluation of Quality Indicators across Older People’s Day Care Services

- 3.1 Of the 3 Older People’s Day Care Services that received an inspection during the reporting period, 2 were awarded improved grading, 1 remained the same.
- 3.2 Table 4 outlines current care inspectorate grades across all four quality indicators in the 5 Older People’s Day Care Services inspected during the reporting period.

Table 4 Older People’s Day Care Services

Current Grade	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Support
Excellent	0%	00%	33%	0%
Very Good	67%	100%	0%	100%
Good	33%	0%	67%	0%
Satisfactory	0%	0%	0%	0%
Weak	0%	0%	0%	0%
Unsatisfactory	0%	0%	0%	0%
Satisfactory or better	100%	100%	100%	100%

- 3.4 100% scored “Good” or above in all 4 quality indicators. 67% scored “Very Good” or above in 3 quality indicators.

4. Requirements and Recommendations made

- 4.1 A total of 5 requirements and 14 recommendations were made during this period across 9 residential care services and 4 recommendations across 3 day care services.
- 4.2 All requirements and recommendations have a robust action plan attached to them to ensure improved performance and quality of service provision.

5. Service Developments

- 5.1 The first two of the Council’s new 120 bedded care homes build as part of Tomorrow’s Residential and Day Care Programme, Hawthorn House and Orchard Grove, are now well established and continue to receive very good grades from Care Inspectorate. The homes run at full capacity and continue to experience demand for places.
- 5.2 The third 120 bedded home located in the Commonwealth Games Village opened to residents in June 2017. The building was used as accommodation for athletes during the Commonwealth Games and required to undergo construction remodeling to make it fit for registration as a care home. This resulted in some delay in formal handover to Glasgow City HSCP.

The home is a direct replacement for Fulton Lodge, Peter McEachran House and Loancroft residential older people's homes. All three units have been successfully de-commissioned and residents and staff safely relocated to Riverside. Feedback from residents, families and staff has been extremely positive in relation to management of the move and residents have settled well into their new environment.

A formal inspection by Care Inspectorate is anticipated in the forthcoming weeks.

The residents chose to name the unit Riverside Care Home and are currently working with staff to plan the official opening of the service by the leader of the Council on 5th September 2017.

- 5.4 Wallacewell Day Care opened in January 2017 and provides a high quality dementia friendly environment build around the individual needs of the people who use the service. The stand-alone day care offers 30 places each day including specialist dementia care.

Three day care services, Smithycroft, Pinkston and Forge Street were successfully de-commissioned and service users and staff safely relocated to the new day care facility.

Feedback on the move and their new centre has been very positive and the service users and staff enjoyed the formal celebrations around the official opening by the leader of the Council on 22nd February 2017.

A formal inspection of the service by the Care Inspectorate is anticipated.

6. Recommendations

- 6.1 The IJB Finance and Audit Committee is asked to:
- a) note the findings of this report in respect of the range of directly provided services inspected and trends in relation to grades awarded; and
 - b) note progress in relation to service development.