

Item No. 8b

Meeting Date: Monday, 12th September 2016

Glasgow City IJB Finance and Audit Committee

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**CARE INSPECTORATE ACTIVITY WITHIN DIRECTLY PROVIDED
 OLDER PEOPLE'S RESIDENTIAL AND DAY CARE SERVICES
 JUNE 2015 TO JULY 2016**

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| Purpose of Report: | To provide 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 June 2015 – July 2016. |
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| Recommendations: | Committee is asked to: <ul style="list-style-type: none"> 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. b) Note progress in relation to service developments. |
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Implications for IJB:

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|-------------------|-----|
| Financial: | n/a |
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| Personnel: | n/a |
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| Legal: | n/a |
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| Risk Implications: | n/a |
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| Sustainability: | n/a |
| Economic Impact: | n/a. |
| Sustainable Procurement and Article 19: | n/a |
| Equalities: | n/a |
| Implications for Glasgow City Council: | This report confirms that Council services continue to meet the required regulatory standards. |
| Implications for NHS Greater Glasgow & Clyde: | n/a |

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 June 2015 to July 2016.

1.2 The Care Inspectorate published a total of 21 inspection reports during the reporting period in respect of the following directly provided services.

- 10 Older People's Residential Care Homes
- 5 Older People's Day Care Services

1.3 Tables 1 and 2 outline the grades of the last 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 | 01/03/16 | 3 | 3 | 3 | 3 |
| | 07/09/15 | 3 | 3 | 3 | 3 |
| | 03/02/15 | 3 | 3 | 3 | 3 |
| Davislea | 01/07/16 | 4 | 4 | 5 | 5 |
| | 01/03/16 | 3 | 3 | 3 | 3 |
| | 03/11/15 | 3 | 3 | 3 | |

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|-----------------|----------|---|-----|-----|--------------|
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| Drumry | 22/7/16 | 4 | 5 | 4 | 4 |
| | 19/06/15 | 3 | 4 | 3 | 3 |
| | 27/03/14 | 3 | 4 | 3 | 3 |
| Forfar | 16/11/15 | 3 | 3 | 3 | 3 |
| | 25/06/15 | 3 | 3 | 3 | 3 |
| | 01/12/14 | 4 | 4 | 4 | not assessed |
| Fulton | 17/08/15 | 4 | 4 | 5 | 4 |
| | 07/10/14 | 4 | 5 | 4 | 2 |
| | 24/04/14 | 4 | 5 | 4 | 4 |
| Hawthorn | 10/06/16 | 4 | 6 | 4 | 4 |
| | 23/01/15 | 3 | 5 | 4 | 3 |
| | 15/10/10 | 3 | 5 | 4 | 3 |
| Loancroft | 28/08/15 | 5 | 4 | 4 | 5 |
| | 10/02/15 | 4 | 4 | 4 | 4 |
| | 12/09/14 | 3 | 4 | 3 | 4 |
| Orchard Grove | 12/02/16 | 4 | 5 | 5 | 4 |
| Peter McEachran | 13/02/16 | 5 | 4 | 4 | 4 |
| | 16/12/15 | 4 | 4 | 4 | 4 |
| | 12/06/14 | 4 | 4 | 4 | 4 |
| Rannoch | 17/08/15 | 4 | 4 | 4 | 4 |
| | 19/10/14 | 5 | 4 | 5 | 5 |
| | 23/01/14 | 5 | n/a | n/a | n/a |

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 |
|---------------|--------------------|-----------------------------|------------------------|---------------------|-----------------------------------|
| Purdon Street | 27/05/16 | 5 | 5 | 5 | 5 |
| | 04/07/13 | 4 | 5 | 5 | 4 |
| Hawthorn | 15/11/15 | 5 | 6 | 5 | 5 |
| | 26/11/14 | 5 | 5 | 5 | 5 |
| Muirhead Road | 26/07/15 | 5 | 5 | 5 | 4 |
| | 15/06/10 | 5 | n/a | 5 | n/a |

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|---------------|----------|---|---|---|---|
| Smithycroft | 30/06/15 | 4 | 4 | 4 | 4 |
| | 14/08/12 | 4 | 4 | 4 | 4 |
| Orchard Grove | 14/3/16 | 5 | 5 | 5 | 5 |

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

- 2.1 Of the 10 Older People’s Residential Care Homes that received an inspection during the reporting period, 7 were awarded improved grading, 2 remained the same and 1 unit received a lower grading.
- 2.2 The unit that received a lower grading and the units that remained the same have a robust support plan in place to improve performance.
- 2.3 Table 3 outlines current care inspectorate grades across all four quality indicators in the 10 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% | 10% | 0% | 0% |
| Very Good | 20% | 20% | 30% | 20% |
| Good | 60% | 50% | 50% | 60% |
| Satisfactory | 20% | 20% | 20% | 20% |
| Weak | 0% | 0% | 0% | 0% |
| Unsatisfactory | 0% | 0% | 0% | 0% |
| Satisfactory or better | 100% | 100% | 100% | 100% |

- 2.4 80% 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 5 Older People’s Day Care Services that received an inspection during the reporting period, 2 were awarded improved grading, 2 remained the same and 1 unit received its first inspection
- 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% | 20% | 0% | 0% |
| Very Good | 80% | 60% | 80% | 60% |
| Good | 20% | 20% | 20% | 40% |

| | | | | |
|------------------------|------|------|------|------|
| 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. 80% scored “Very Good” or above in 3 quality indicators.

4. Requirements and Recommendations made

4.1 A total of 8 requirements and 26 recommendations were made during this period across 10 residential 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 of the Council’s new 120 bedded care homes build as part of Tomorrow’s Residential and Day Care Programme, Hawthorn House, celebrated its second anniversary on June 2016. The care home was very recently inspected and retained an “Excellent” grade for environment and “Good” grade for care and support. The service received an improvement in Grade for Management and Leadership to “Very Good”. The final report has still to be published by the Care Inspectorate therefore the grades are not included in statistics reported in the body of this report. The care home has an integrated day care facility which received an “Excellent” grade for Environment and “Very Good” grades across all other inspection focus areas.

5.2 The second 120 bedded residential care home, Orchard Grove opened in late October 2015. The service was inspected just three months after residents and staff moved in. The home received “Very Good” grades for Environment and Management and Leadership and “Good” for care and support. Inspectors were very complimentary as to the work undertaken that enabled the smooth transition for service users and staff to the new home. The care home has an integrated day care facility which was also inspected soon after it opened and received “Very Good” grades across all inspection focus areas.

5.3 The third 120 bedded home located in the Commonwealth Games Village is due to open later this year. The building was used as accommodation for athletes during the Commonwealth Games and required to undergo construction remodeling following handover to Social Work Services to make it fit for registration as a care home. The home will be a direct replacement for Fulton Lodge, Peter McEachran House and Loancroft residential older people’s homes. Work is ongoing in preparation for the de-commissioning of the three care homes and safe relocation of residents and staff to Riverside House.

5.4 A standalone day care facility with 30 places each day including specialist dementia care will open on the Wallacewell Road site later this year. Two day

care services Smithycroft and Pinkston will be de-commissioned and relocated to the new day care facility.

6. Recommendations

6.1 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.
- b) Note progress in relation to service development.