



Item No. 12

Meeting Date Wednesday 5th February 2025

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

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

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Older People’s Residential Services – Care Inspectorate Activity

Purpose of Report:

To advise Committee of the outcome of the inspections of Victoria Gardens Care Home, Meadowburn Care Home, Orchard Grove Care Home, and Hawthorn House Care Home, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in May, June, September and October 2024 respectively.

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.

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	The inspection schedule in 2024 focused on the standard inspection methodology as published by Care Inspectorate.
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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 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 checked="" type="checkbox"/></p> <p>Social Work Professional Governance Board</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 audit findings in respect of four directly provided HSCP residential care homes; Victoria Gardens Care Home, Meadowburn Care Home, Orchard Grove Care Home, and Hawthorn House Care Home, and trends in relation to grades awarded.</p>
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Relevance to Integration Joint Board Strategic Plan:
<p>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.</p> <p>Victoria Gardens Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 70 eligible residents across 5 units.</p> <p>Meadowburn Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 120 eligible residents across 8 units; this includes 1 specialist dementia support unit.</p> <p>Orchard Grove Care Home is a directly provided Health and Social Care Partnership care home, providing care and support to 120 eligible residents across 8 units; this includes 1 specialist dementia support unit.</p> <p>Hawthorn House is a directly provided Health and Social Care Partnership care home, providing care and support to 120 eligible residents across 8 units; this includes 2 specialist dementia support units.</p>

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Fully compliant across respective registered services.
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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 Committee of the outcome of the inspections of Victoria Gardens Care Home, Meadowburn Care Home, Orchard Grove Care Home, and Hawthorn House Care Home, provided by Glasgow City HSCP, which were undertaken by the Care Inspectorate in May, June, September and October 2024 respectively.

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.

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- 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. The inspection schedule in 2024 focused on the standard inspection methodology as published by Care Inspectorate.
- 2.5. The inspections at Victoria Gardens Care Home and Meadowburn Care Homes were the first since 2021, and the first inspection of Orchard Grove since 2022. Hawthorn House was inspected in March 2024 and October 2024, having previously been inspected in November 2023 as previously reported. The initial inspection at Hawthorn House was a follow up inspection which focused on previous requirements and areas for improvement, with a full inspection of Hawthorn House conducted in October 2024, following the standard inspection methodology.
- 2.6. The Care Inspectorate also carried out independent consultation with service users and families via an inspection volunteer and confidential survey responses for all inspections detailed within this report.
- 2.7. 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.

3. Victoria Gardens Care Home

- 3.1. The Care Inspectorate measured outcomes against selected principles in the Health and Social Care Standards and these grades were awarded on a scale of 1 to 6 with 1 being Unsatisfactory and 6 being Excellent.
- 3.2. One inspector from the Care Inspectorate undertook the inspection of Victoria Gardens, evaluating the service based on key areas that are vital to the support and wellbeing of people experiencing care.
- 3.3. The service was previously inspected in October 2021 under the Care Inspectorate's amended COVID-19 inspection methodology, including quality themes.

Victoria Gardens Care Home (2021)	Grade
• How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	4 – Good

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<ul style="list-style-type: none"> How good is our care and support during the COVID-19 pandemic? 	4 – Good
7.2 Infection control practices support a safe environment for people experiencing care and staff.	4 – Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.	5 – Very Good

3.4. Through consideration of detailed evaluations in May 2024, the Care Inspectorate awarded the following grades for this service

Victoria Gardens Care Home (2024)		Grade
<ul style="list-style-type: none"> How well do we support people's wellbeing? 	5 – Very Good	5 – Very Good
1.3 People's health benefits from their care and support	5 – Very Good	
<ul style="list-style-type: none"> How good is our staff team? 	5 – Very Good	5 – Very Good
3.3 Staffing arrangements are right and staff work well together	5 – Very Good	
0	Requirements	
0	Recommendations	
0	Areas for Improvement	

Victoria Gardens Care Home – Requirements – May 2024

No requirements were made at the time of inspection.

Victoria Gardens Care Home – Areas for Improvement – May 2024

No areas for improvement at the time of inspection.

4. Meadowburn Care Home

4.1. The Care Inspectorate carried out an inspection of Meadowburn Care Home in June 2024; the service was previously inspected in April 2021 under the Care Inspectorate's previous amended COVID-19 inspection methodology, including quality themes.

4.2. Three inspectors from the Care Inspectorate undertook the inspection of Meadowburn Care Home, with the services evaluated on key areas that are vital to the support and wellbeing of people experiencing care.

4.3. To prepare for the inspection, the Care Inspectorate reviewed information about the service, including previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Meadowburn Care Home (2021)		Grade
<ul style="list-style-type: none"> How good is our care and support during the COVID-19 pandemic? 	3 – Adequate	

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7.1 People's Health and well-being are supported and safeguarded during the COVID-19 pandemic	4 – Good
7.2 Infection control practices support a safe environment for people experiencing care and staff.	3 – Adequate
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.	4 – Good

4.4. Through consideration of detailed evaluations in June 2024, the Care Inspectorate awarded the following grades for this service:

Meadowburn Care Home (2024)		Grade
<ul style="list-style-type: none"> How well do we support people's wellbeing? 1.3 People's health benefits from their care and support 	4 – Good	4 – Good
<ul style="list-style-type: none"> How good is our leadership? 2.2 Quality assurance and improvement is led well 	4 – Good	4 – Good
<ul style="list-style-type: none"> How good is our staff team? 3.3 Staffing arrangements are right and staff work well together 	4 – Good	4 – Good
<ul style="list-style-type: none"> How good is our setting? 4.1 People experience high quality facilities 	5 – Very Good	5 – Very Good
<ul style="list-style-type: none"> How well is our care and support planned? 5.1 Assessment and personal planning reflects people's outcomes and wishes. 	4 – Good	4 – Good
0	Requirements	
0	Recommendations	
1	Areas for Improvement	

Meadowburn Care Home – Requirements – June 2024

No requirements were made at the time of inspection.

Meadowburn Care Home – Areas for Improvement – June 2024

- In order that people receive the appropriate level of support, assessments should accurately and consistently inform associated support plans and should be updated to reflect changes to individual's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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).

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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)

5. Orchard Grove Care Home

- 5.1. The Care Inspectorate carried out an inspection of Orchard Grove Care Home in September 2024; the service was previously inspected in February 2022 under the Care Inspectorate's previous amended COVID-19 inspection methodology, including quality themes.
- 5.2. Three inspectors from the Care Inspectorate undertook the inspection of Orchard Grove Care Home Care Home, with the services evaluated on key areas that are vital to the support and wellbeing of people experiencing care.
- 5.3. To prepare for the inspection, the Care Inspectorate reviewed information about the service, including previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection

Orchard Grove Care Home (2022)	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

- 5.4. Through consideration of detailed evaluations in September 2024, the Care Inspectorate awarded the following grades for this service

Orchard Grove Care Home (2024)	Grade
<ul style="list-style-type: none"> ● How well do we support people's wellbeing? <ul style="list-style-type: none"> 1.3 People's health benefits from their care and support 	4 – Good 4 – Good
<ul style="list-style-type: none"> ● How good is our leadership? <ul style="list-style-type: none"> 2.2 Quality assurance and improvement is led well 	4 – Good 4– Good
<ul style="list-style-type: none"> ● How good is our staff team? <ul style="list-style-type: none"> 3.3 Staffing arrangements are right and staff work well together 	4 – Good 4 – Good
<ul style="list-style-type: none"> ● How good is our setting? <ul style="list-style-type: none"> 4.1 People experience high quality facilities 	5 – Very Good 5 – Very Good

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	<ul style="list-style-type: none">How well is our care and support planned? 5.1 Assessment and personal planning reflects people's outcomes and wishes.	4 – Good 4 – Good
0	Requirements	
0	Recommendations	
0	Areas for Improvement	

Orchard Grove Care Home – Requirements – September 2024

No requirements were made at the time of inspection.

Orchard Grove Care Home – Areas for Improvement – September 2024

No areas for improvement at the time of inspection.

6. Hawthorn House Care Home

- 6.1. The Care Inspectorate carried out a follow up inspection of Hawthorn House in March 2024, which was expected following inspection in November 2023. This was as a follow up action from a complaint made by the family of a resident.
- 6.2. Two inspectors from the Care Inspectorate undertook this follow up inspection of Hawthorn House and assessed progress in relation to requirements and areas for improvement made at the previous inspection. The Care Inspectorate did not reassess the grades for the service during this inspection.
- 6.3. The inspectors noted progress in key areas and stated that improvements were evident throughout the home however some additional time was needed for these to embed fully into practice.
- 6.4. The inspection found that requirements from November 2023 had been fully met, with the following areas for improvement identified;

Hawthorn House Care Home – Areas for Improvement – March 2024

- 1. In order to ensure that people experience safe care and support, the manager should ensure that where people experience stress and distress, they have a readily available stress and distress plan. This plan should be personal to them and should detail any triggers, activities, techniques or distractions that have worked for them in the past. Outcomes of interventions should be recorded and used to monitor the individual's wellbeing.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

- 2. In order to ensure that people experience quality care and support, the manager should continue to measure the quality of all care and support

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provided, including nutrition and hydration needs, and demonstrate positive outcomes for people living in the home.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

- 6.5. The Care Inspectorate carried out a further inspection of Hawthorn House in October 2024; this was a full inspection conducted by three inspectors and focused on the standard inspection methodology as published by Care Inspectorate.
- 6.6. To prepare for the inspection the inspectors reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.
- 6.7. Through consideration of detailed evaluations in October 2024, the Care Inspectorate awarded the following grades for this service:

Hawthorn House Care Home (2024)		Grade
• How well do we support people's wellbeing? 1.3 People's health benefits from their care and support		4 – Good 4 – Good
• How good is our leadership? 2.2 Quality assurance and improvement is led well		4 – Good 4 – Good
• How good is our staff team? 3.3 Staffing arrangements are right and staff work well together		4 – Good 4 – Good
• How good is our setting? 4.1 People experience high quality facilities		4 – Good 4 – Good
• How well is our care and support planned? 5.1 Assessment and personal planning reflects people's outcomes and wishes.		3 – Adequate 3 – Adequate
0	Requirements	
0	Recommendations	
2	Areas for Improvement	

Hawthorn House Care Home – Requirements – October 2024

No requirements were made at the time of inspection.

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Hawthorn House Care Home – Areas for Improvement – October 2024

1. To ensure that people experience a service which is well led and managed, and which results in better outcomes for them, the manager should ensure that:
 - a) the service's quality assurance system supports and demonstrates a culture of continuous improvement
 - b) feedback from people who use and work within the service informs the identified improvements
 - c) the achieved outcomes and benefits, for people living in the home, are evident.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. To ensure that people have a personal plan which reflects the care that is right for them, the manager should ensure that:
 - a) care plans and risk assessments are up to date and detailed with people's preferences and assessed needs
 - b) meaningful participation, benefits and outcomes are detailed and reviewed on a regular basis
 - c) any action or decisions taken in relation to peoples' assessed needs are clearly recorded
 - d) people, or their nominated representative, have access to and are involved in creating and reviewing their personal plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 'My care and support meets my needs and is right for me' (HSCS 1.19).

7. Service improvement Plan

- 7.1. No actions plans were required to be submitted to the Care Inspectorate following these inspections.
- 7.2. 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 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.

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- 7.3. This team work closely with HSCP Older Peoples operational service providing improvement support for tests of change and conduct development visits to each service. 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.
- 7.4. 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.
- 7.5. The Older People's Residential and Day Care Services Senior Management Team regularly provide updates to the Care Inspectorate at the six weekly liaison meetings on the progress of this plan.
- 7.6. Key areas identified are reflected in service improvement planning to address the areas for improvement raised by the Care Inspectorate and for overall quality improvement.

8. Recommendations

- 8.1. The IJB Finance, Audit and Scrutiny is asked to:
 - a) Note the audit findings in respect of four directly provided HSCP residential care homes; Victoria Gardens Care Home, Meadowburn Care Home, Orchard Grove Care Home, and Hawthorn House Care Home, and trends in relation to grades awarded.

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