

Report To: Health and Social Care
Committee

Date: 24 August 2017

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Report No: SW/30/2017/JA

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Subject: CARE INSPECTORATE REPORT ON INVERCLYDE HSCP CARE AND
SUPPORT AT HOME SERVICE

1.0 PURPOSE

- 1.1 The purpose of this report is to advise Members of the outcome of the annual inspection of the Care and Support at Home Service

2.0 SUMMARY

- 2.1 The Care Inspectorate carried out unannounced inspections for the Homecare Service on Monday 8th May 2017. Reflecting the history of previous inspections, this was completed on a low intensity basis.
- 2.2 A full public report of the inspection and grades is published for the service on the Care Inspectorate website.
- 2.3 The summary of grades awarded is:-

Care & Support at Home

Quality of care and support	5 Very Good
Quality of staffing	5 Very Good

3.0 RECOMMENDATION:

- 3.1 Members are asked to note the outcome of the inspection and that no requirements or recommendations were issued to the service by the Care Inspectorate

Members are also asked to note, however, that the inspector did emphasise the need to continue reviewing and updating support plans on a 6 monthly basis for approximately 1300 service users and that the importance of quality assurance visits twice yearly was also highlighted to ensure that the service meets the needs of service users and responds to any change in need.

Louise Long
Corporate Director (Chief Officer)
Inverclyde HSCP

4.0 BACKGROUND

4.1 Inverclyde HSCP Care and Support at Home Service has been registered with the Care Inspectorate since April 2011 to provide an integrated Housing Support and Care at Home service to people living in their own homes.

The Service includes Reablement, Homecare, Meals on Wheels, Respite at Home, Community Alarms, Telecare and Income Maximisation. The majority of the service is provided by staff employed by Inverclyde Council although services are also contracted out to the third sector.

The principal aim of the service is to enable people to live as independently as possible in their own home. Specific objectives are:-

- To provide homecare services to assist people in their own homes and enable them to remain there.
- To provide homecare in a way which will ensure that the independence of service users is enhanced and their lifestyles are safeguarded.
- To provide homecare in a way that demonstrates respect for the service user, their home and possessions.
- To manage homecare services in a way that ensures Service Objectives and the Charter of Rights for Homecare Services are fulfilled and quality standards are met.

4.2 The Care Inspectorate highlighted that:-

- The majority of people who used the service that we spoke with or received questionnaires from were very positive about the quality of care and support Provided. Some examples of comments as follows:

"Staff are very friendly and professional and humorous which is good for my moral, couldn't do without them".

"Excellent care. The carers have been gentle and sympathetic. We can't thank the service enough as it is a tremendous support to the family".

"The quality of care provided is of a high standard. Very helpful, friendly carers".

"Happy with service no complaints".

"I really like the staff they are kind and helpful. I am very happy".

"I have found the staff to be caring at all times. They take time to ensure my relative is safe and secure. They treat my relative with respect at all times. On a few occasions I have contacted the manager to request an alteration to the service this has always been supported in a positive manner".

"There has been an issue occasionally as my relative has dementia and this slows things down. The half hour evening visit is too short. Dementia varies and can't be hurried. Most of them are very good at working out what our relative wants. Yes they do 99% of them. Occasionally we get an odd one who rushes too much. An odd time they don't turn up and my relative phones me in a panic but when I phone the office they take it very seriously".

"I get an annual visit or phone call. I've been with them about 7 years and they know I will complain if anything wrong. I get a rota every week but if someone is ill they won't let me know and I now leave careful instructions as people have arrived and not known what to do. It is strenuous for the staff too. They do try to get someone who knows my relative.

Only happened once or twice. They definitely do treat us with dignity and respect they are always going on courses to care for her better. They do listen and try to help us."

The inspection reports states;

- We found this service continues to provide positive outcomes for people who use the service.
- The service continues to perform well in terms of compliance, continuity, punctuality and timekeeping.
- The service works in partnership with health care professionals and this has improved access to health care where required.
- We found that the service had made some progress in training staff on dementia using the Scottish Government 'Promoting Excellent initiative, however, we would like to see this being further developed and rolled out. We saw that the service had a development plan where it plans to rollout 'promoting excellence' and 'stress and distress' training.
- The service was using competency assessments for some training e.g. medication. We would like to see this being further developed for all training.
- We found that the service had a robust system to investigate complaints and accidents and incidents were recorded appropriately.

4.3 Conclusion of inspection:

The Inspector advised the standard of care delivered is very good which was evidenced from the service user feedback forms and also telephone calls to service users, however he emphasised that he is looking for further improvements to be made with regards to the level of Dementia Training, ensure 6 month reviews requirements are being met and also that our Support Plans are written in 1st person terms.

5.0 PROPOSALS

5.1 The grades awarded reflect that Inverclyde's Care and Support at Home continues to operate at a very high standard. Continuous improvements in the service have been noted by the Care Inspectorate, enabling the service to sustain grades from previous years. The service will continue to progress and improve the service within the service development plan. Ongoing consultation and collaboration with service users are now firmly embedded within the service.

6.0 FINANCE

6.1 Financial Implications:

There are no financial implications within this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments

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Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments

LEGAL

6.2 There are no legal issues within this report.

HUMAN RESOURCES

6.3 There are no human resources issues within this report.

EQUALITIES

6.4 There are no equality issues within this report.

Has an Equality Impact Assessment been carried out?

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YES - (see attached appendix)

NO - This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

REPOPULATION

6.5 There are no repopulation issues within this report.

7.0 CONSULTATION

7.1 This report has been prepared by the Chief Officer, Inverclyde Health and Social Care Partnership (HSCP).

8.0 BACKGROUND PAPERS

8.1 N/A