
Report To:	Inverclyde Integration Joint Board	Date:	22 January 2024
Report By:	Kate Rocks Corporate Director Inverclyde Health & Social Care Partnership	Report No:	IJB/07/2024/AB
Contact Officer:	Alan Best – Head of Health & Community Care, Inverclyde Health & Social Care Partnership	Contact No:	01475 715212
Subject:	Care at Home Inspection		

1.0 PURPOSE AND SUMMARY

1.1 For Decision For Information/Noting

1.2 This report provides the Integrated Joint Board with an update on the recent Care at Home inspection, carried out by the Care Inspectorate.

1.3 The Care at Home Service had an unannounced inspection on 6 November 2023 which was carried out over 7 working days, completing on site on the 15 November 2023.

The feedback from service users and staff was overwhelming positive, despite the challenges of recruitment and absence within the service.

1.4 The final report was completed and agreed on 19 December 2023. Following this date, the inspection will be available on the Care Inspectorate Website.

The service inspection grades detailed below are a significant achievement for the HSCP and reflects the standard of care being delivered to the vulnerable members of our community, and the value that we place on the recruitment, training, and ongoing supports to our workforce.

How well do we support people's wellbeing?	5 - Very 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 and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

2.0 RECOMMENDATIONS

2.1 The Integration Board is asked to note the outcome of this successful inspection.

Kate Rocks
Chief Officer
Inverclyde Health and Social Care Partnership

3.0 BACKGROUND AND CONTEXT

- 3.1 Care & Support at Home provides several different types of support including care at home, technology enabled care which includes community alarms and other technological assistance. The service is provided by the Inverclyde HSCP Care at Home team including Out of Hours, who work collaboratively with other colleagues within and out with the HSCP.
- 3.2 The November 2023 inspection consisted of 3 inspectors, who were allocated to the East, West and Central of the service to carry out observations of staff working with service users in the community, discuss the quality of service with service users and to ensure that the appropriate documents were within the service user Care Plan folder. In total the inspection team met with 62 service users, 11 carers and 32 staff members.
- 3.3 The inspectors met with members of the management team to coordinate the inspection and to view the reporting systems that evidence the performance indicators for the service. The inspection considered integrated working consulting with nursing and AHP colleagues. There was recognition of quality assurance activity and analysis.
- 3.4 There is an area for improvement within the inspection document with regards to the administration of medication that was carried over from the last inspection and is recorded within this year's inspection as an area for improvement. The service has significantly moved forward in this area however continues working alongside our pharmacy and nursing colleagues to look at making the required improvements.
- 3.5 Due to the restrictions with the pandemic the service was last inspected in April 2019, when the service maintained grades of 5. Previous years grades detailed below.

Date	Overall Grade
15-Apr-19	5 Very Good
11-May-18	5 Very Good
08-May-17	5 Very Good
12-May-16	5 Very Good
29-May-15	5 Very Good

4.0 IMPLICATIONS

- 4.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		✓
Legal/Risk		✓
Human Resources		✓
Strategic Plan Priorities		✓
Equalities, Fairer Scotland Duty & Children and Young People		✓
Clinical or Care Governance		✓
National Wellbeing Outcomes		✓
Environmental & Sustainability		✓
Data Protection		✓

4.2 Finance

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

4.3 Legal/Risk

There are no identified Legal/Risk issues contained within this report.

4.4 Human Resources

There are no identified Human Resource issues contained within this report.

4.5 Strategic Plan Priorities

There are no identified Strategic risks contained within this report.

4.6 Equalities, Fairer Scotland Duty & Children/Young People

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
✓	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function, or strategy. Therefore, assessed as not relevant and no EqIA is required. Provide any other relevant reasons why an EqIA is not necessary/screening statement.

(b) Equality Outcomes

How does this report address our Equality Outcomes?

Equalities Outcome	Implications
People, including individuals from the above protected characteristic groups, can access HSCP services.	All assessed service users can access services
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	Reduces discrimination
People with protected characteristics feel safe within their communities.	Protects communities
People with protected characteristics feel included in the planning and developing of services.	Inclusive service
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	Promotes diversity
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	Supports people with a learning disability
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	Promotes inclusion

(c) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
✓	NO – Assessed as not relevant under the Fairer Scotland Duty for the following reasons: Provide reasons why the report has been assessed as not relevant.

(d) **Children and Young People**

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
✓	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

4.7 **Clinical or Care Governance**

There are no clinical or care governance implications arising from this report.

4.8 **National Wellbeing Outcomes**

How does this report support delivery of the National Wellbeing Outcomes?

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for longer.	Promotes wellbeing
People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	Promotes independent living in own home
People who use health and social care services have positive experiences of those services, and have their dignity respected.	Provides a positive experience
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	Maintains quality of life
Health and social care services contribute to reducing health inequalities.	Reduces health inequalities
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	Supports carers
People using health and social care services are safe from harm.	Keeps people safe
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care, and treatment they provide.	Promotes service development
Resources are used effectively in the provision of health and social care services.	Effective use of resources.

4.9 Environmental/Sustainability

Summarise any environmental / climate change impacts which relate to this report.

Has a Strategic Environmental Assessment been carried out?

	YES – assessed as relevant and a Strategic Environmental Assessment is required.
✓	NO – This report does not propose or seek approval for a plan, policy, programme, strategy, or document which is like to have significant environmental effects, if implemented.

4.10 Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
✓	NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

5.0 DIRECTIONS

5.1	Direction Required to Council, Health Board or Both	Direction to:	
		1. No Direction Required	✓
		2. Inverclyde Council	
		3. NHS Greater Glasgow & Clyde (GG&C)	
		4. Inverclyde Council and NHS GG&C	

6.0 CONSULTATION

6.1 No consultation required.

7.0 BACKGROUND PAPERS

7.1 None