

REPORT TO: SCRUTINY COMMITTEE - 8 DECEMBER 2010

REPORT ON: SUMMARY OF EXTERNAL INSPECTION REPORTS FOR WHICH ALL GRADES ARE GOOD OR BETTER

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 690-2010

1. PURPOSE OF REPORT

To provide a summary of recent inspection reports by the Care Commission which do not require in-depth scrutiny.

2. RECOMMENDATIONS

It is recommended that members:

- (i) note the attached summaries of recent external inspection reports, all of which received grades of good or better in all areas covered by the inspection
- (ii) remit the Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements and Recommendations included in each report are acted upon, both in relation to the service inspected and as guidance on good practice for other services

3. FINANCIAL IMPLICATIONS

None

4. MAIN TEXT

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports from the Care Commission or HMLE are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with any best practice to improve performance.
- 4.2 Summaries of recent inspection reports by the Care Commission which fall into this category are attached, and the Committee is asked to note these and to remit the Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements and Recommendations in each report are acted upon.
- 4.3 Copies of the inspection reports have been passed to group leaders, the Lord Provost and Depute Lord Provost.

5. POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6. CONSULTATIONS

The Depute Chief Executive (Support Services), Assistant Chief Executive and Directors of Finance, Social Work and Education were consulted on this report.

7. **BACKGROUND PAPERS**

Care Commission Inspection Report
St Andrews Primary School Nursery Class
Day Care of Children

Care Commission Inspection Report
Elmgrove House
Care Home Service Adults

Care Commission Inspection Report
Mackinnon Centre
Care Home Service Adults

Care Commission Inspection Report
Craigie House
Care Home Service Adults

David K Dorward
Chief Executive

30/11/2010

Inspection of: St Andrew's Primary School Nursery Class
Day Care of Children

Inspection by: Care Commission

Grades:		
Theme	Latest Grade Awarded	Grading History
	June 2010	January 2009
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	GOOD	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

Areas for Improvement:
<ul style="list-style-type: none"> • Areas for the development of self-evaluation had already been identified by the nursery and involved children and parents. The service could continue to further improve its approach to enable children, parents and carers to participate in assessing and improving the quality of care and support. The service identified the need to design a parent friendly self-evaluation format • There was limited evidence that the nursery had consulted parents regarding the environment • The nursery identified its need to develop outside learning and increase trips out into the community • Although the playroom had sufficient space, the room felt rather crowded

Recommendations:
<ul style="list-style-type: none"> • Continue to keep involvement with parents high on the agenda, and continue to show evidence of how the participation strategy works in practice and how this benefits children and their families • Regular and combined meetings with all staff would increase quality outcomes for children, and support and increase the confidence of staff delivering the service • Consider how staff record their daily visual risk assessments of the nursery rooms and outdoor play areas

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- Continue to consult children, parents and carers regarding the quality of the environment, and provide ongoing evidence that comments and suggestions have been considered and improvements made
- Continue to re-evaluate the available floor space when maximum numbers of children are in the playroom. Although staff used other smaller rooms for small group times, the rooms were not set up specifically for this, and better planning for these rooms would perhaps increase children's inside play experiences

Inspection of:	Elmgrove House Care Home Service Adults
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Inspection by:	Care Commission
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Grades:				
Theme	Latest Grade Awarded	Grading History		
	August 2010	March 2010	September 2009	March 2009
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD	GOOD
Quality of Environment	VERY GOOD	Not assessed	GOOD	GOOD
Quality of Staffing	Not assessed	GOOD	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	GOOD	GOOD

Areas for Improvement:
<ul style="list-style-type: none"> • Maintain very good practice in terms of service users and carers participating in assessing and improving the quality of care and support and the environment, and in responding to service users' care and support needs using person-centred values, and aim to improve on this taking into account the 'excellent' criteria • The service aimed to replace the accommodation of the care home with purpose built facilities. The service should consider charges and improvements it will make in response to residents' needs and feedback from relatives, including assistive technology for residents' safety, while it remains in its current premises • Incident forms used to record incidents between residents had not been formally reviewed by the service management

Recommendations:
<ul style="list-style-type: none"> • The service should review all incidents at a management level to confirm that all steps to review care plans and increase staff awareness had been carried out and were sufficient

Inspection of:	Mackinnon Centre Care Home Service Adults
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Inspection by:	Care Commission
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Grades:				
Theme	Latest Grade Awarded	Grading History		
	September 2010	March 2010	September 2009	December 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	GOOD	VERY GOOD
Quality of Environment	Not assessed	Not assessed	VERY GOOD	VERY GOOD
Quality of Staffing	VERY GOOD	GOOD	GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	Not assessed	VERY GOOD	VERY GOOD

Areas for Improvement:
<ul style="list-style-type: none"> • The service planned to find out from relatives what type of focus group meetings or consultation would work for them, and have someone independent to scribe for service users giving feedback in questionnaires • Some service users have said they are unhappy with early morning checks as their sleeping is disturbed. The service is to agree risk assessments and plans for those service users and their representatives who want to opt out of the early morning checks • In the case of one service user, the personal plan did not accurately state the equipment required (type of bed) to meet their needs (although in practice the service had confirmed with the service user how they could be made comfortable and that the multi-positional bed referred to in the personal plan was not required) • The service should evidence more examples of how feedback from service users and relatives has led to improvements in the quality of staffing, and more examples of very high quality outcomes, and that these are part of a process of continuous improvement

Requirements
<ul style="list-style-type: none"> • The provider must ensure that service users' personal plans accurately state the equipment needed to meet their needs

Inspection of: Craigie House
Care Home Service Adults

Inspection by: Care Commission

Grades:				
Theme	Latest Grade Awarded	Grading History		
	August 2010	February 2010	August 2009	January 2009
Quality of Care and Support	VERY GOOD	GOOD	GOOD	Not assessed
Quality of Environment	VERY GOOD	Not assessed	VERY GOOD	Not assessed
Quality of Staffing	Not assessed	GOOD	GOOD	Not assessed
Quality of Management and Leadership	Not assessed	Not assessed	VERY GOOD	VERY GOOD

Areas for Improvement:

- Maintain very good practice in terms of service users and carers participating in assessing and improving the quality of care and support and the quality of the environment, taking into account the 'excellent' criteria
- Where residents cannot now state their wishes and preferences, the service should show in their personal plan that care is based where possible on their known past wishes
- The service needs to show how it has analysed the causes of residents' falls resulting in fractures

Recommendations:

- Review the causes of residents' falls resulting in fractures to reduce the potential for these occurring for other residents