



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 27 MARCH 2018

REPORT ON: OUTCOME OF CARE INSPECTORATE INSPECTION – HOMECARE (ENABLEMENT AND SUPPORT CITYWIDE AND COMMUNITY MENTAL HEALTH OLDER PEOPLE TEAM)

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: PAC20-2018

1.0 PURPOSE OF REPORT

The purpose of this report is to advise the Performance & Audit Committee of the outcome of the recent Care Inspectorate inspection of the Homecare – Enablement and Support Citywide and Community Mental Health Older People Team

2.0 RECOMMENDATIONS

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Notes the content of this report and the content of the inspection report (attached as Appendix 1).
- 2.2 Notes that the service received one recommendation for Homecare – Enablement and Support Citywide and Community Mental Health Older People Team as detailed at paragraph 4.8 and the submitted action plan to address this (attached as Appendix 2).
- 2.3 Notes the grades awarded to the services, the strengths of the services, and the very positive comments made by service users and carers as described in paragraph 4.7.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Homecare – Enablement and Support Citywide and Community Mental Health Older People Team

The Team was inspected by the Care Inspectorate on 3 November 2017. The Care Inspectorate inspection report is attached as Appendix 1. The service was inspected on two quality themes and retained Grades of 5 (Very Good):

Theme	Grade
Quality of care and support	5 (Very good)
Quality of leadership and management	5 (Very good)

Previous inspections	Themes inspected	Grade
08/12/16	Two quality themes inspected	5 (very good)
16/09/15	Three quality themes inspected	2 x 5 (very good) 1 x 4 (good)
24/10/14	Three quality themes inspected	3 x 5 (very good)

- 4.2 The service has eight city-wide Enablement and Support Teams provided to people over 18 and one Community Mental Health Team (Older People). (It should be noted that the inspection report refers to seven Enablement and Support Teams which is incorrect). The service currently has some teams working the new rota patterns with service users receiving services from 7am.
- 4.3 The Enablement and Support Teams provide a first point of contact for people with home care needs, such as for people coming out of hospital. Initial assessment and enablement periods of six weeks are followed by further intervention or referral to other homecare resources if needed.
- 4.4 The Community Mental Health Team (Older People) element of the service is provided to people aged over 65 living in their own home with dementia and/or mental health issues who may have found it difficult to accept support in the past. This specialist service is not time limited and can be provided for as long as that person needs the support.
- 4.5 The service was found to be providing a good level of service to its users. Both the care provided and the management of the service were effective in ensuring people received the care and support they needed despite the recognition of the increasing workload.
- 4.6 Some of the things that characterised the high quality were:
- The service rarely (if ever) missed a visit to a service user down to the schedulers at the Resource Matching Unit and the flexibility of staff;
 - Staff have a high skill set, were well trained and well supported with regular supervision, appraisal and observation of their practice;
 - The management of the service was working hard in trying circumstances and it was recorded that the manager was not afraid to roll up his sleeves and spend time working on the front line in order to experience the conditions staff were working under;
 - Good use of the improvement agenda to test out new working practices in order to effect improvement for service users;
 - The service uses an integrated approach to utilise the skills of physiotherapists, pharmacy technicians, occupational therapists and housing support to provide an effective enablement; and
 - The service was in many cases assisting people to recover from a visit to hospital and gain their independence back. In other cases providing support before passing people safely on to more long-term supports.
- 4.7 Twenty service users or their carers were spoken with during the inspection as well as 33 care service questionnaires being returned. The views expressed were generally very positive:
- Delightful, friendly, considerate staff;
 - The girls are busy but chat as they work in a friendly way;
 - There are a lot of different staff who come to me but I expected that – all the people who come are the same – polite, professional and friendly;
 - They would do anything for you;
 - They have helped me get back on my feet.
- 4.8 There was one recommendation in the report which related to basic grade staff having access to the council's intranet in order to access emails, the internet and all the practice guidance and legislation changes that are always occurring in the care sector. An action plan was submitted in response to the recommendation, attached as Appendix 2, which confirmed the current restrictions on accessing the Council's intranet from the mobile phones provided to the staff and confirming that further consideration will be given to find solutions. The service will continue to use their messaging function to support the distribution of relevant information and hold team meetings to provide staff with up to date information.

4.9 In conclusion, the service was reported to be 'providing a very good service in a difficult global care environment. Despite the staff feeling under pressure they were still maintaining their high standards and commitment to service users and should be congratulated for so doing'.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

6.0 RISK ASSESSMENT

This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and therefore does not require a policy decision.

7.0 CONSULTATIONS

The Chief Officer and the Clerk were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 5 March 2018

Beth Hamilton
Locality Manager
Health & Social Care Partnership

Stuart Fordyce
Team Manager
Health & Social Care Partnership

**Dundee City Council - Homecare -
Enablement & Support Citywide and
Community Mental Health Older People
Team
Housing Support Service**

Social Work Department
Jack Martin Way
Dundee
DD4 9FF

Telephone: 01382 307595

Type of inspection: Unannounced
Inspection completed on: 3 November 2017

Service provided by:
Dundee City Council

Service provider number:
SP2003004034

Care service number:
CS2011286180

About the service

The service has seven city-wide enablement and support teams provided to people over 18 and one community mental health team. The enablement teams provide a first point of contact for people with homecare needs, such as for people coming out of hospital. Initial assessment and enablement periods of six weeks are followed by further intervention or referral to other homecare resources if needed.

The Community Mental Health Older People element of the service is provided to people aged over 65 living in their own home who may have found it difficult to accept support in the past. Support is delivered by one team of Social Care Workers led by a Social Care Organiser. This service can be provided for as long as that person needs this support.

What people told us

Twenty service users or their carers were spoken with during the inspection and 33 Care Service Questionnaires were returned to the inspectorate. Giving the opinions of over 50 people who use the service. The views expressed were generally very positive about the service. Here are some of the things people said:-

- Delightful, friendly, considerate staff.
- Usually on time but will ring if they are going to be late.
- When they help me to have a wash they always wear gloves and aprons.
- The girls are busy but chat as they work in a friendly way
- There are a lot of different staff who come to me but I expected that - all the people who come are the same - polite professional and friendly.
- They do treat me with dignity and respect.
- Yes they do fill out paperwork in the house when they come and when they leave.
- They would do anything for you...
- They have helped me get back on my feet.
- I'm not sure whether I have an information pack.
- I feel less isolated knowing they are coming.

Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and will be working on their improvement plan over the next few months.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

This service was found to be providing a very good level of service to its users. Both the care provided and the management of the service were effective in ensuring people received the care and support they needed. This despite carrying a heavy workload which allowed little room for pause. All staff were working hard to ensure standards were maintained. Here are some of the things that characterised the high quality:-

- The service rarely, if ever, missed a visit to a service user. This was down to the schedulers at resource matching unit and the flexibility of staff who were committed to ensuring people were supported.
- Staff had a high skills set, were well-trained and well supported with regular supervision, appraisal, observation of their practice and team meetings. In the field they were found to be hard-working and professional. Well liked by service users.
- Support plans that were inspected in people's homes were very detailed and reflected the needs of the people the service was working with.
- The management of the service was working hard in difficult conditions to ensure it consulted with staff and service users. A manager was not afraid to roll up their sleeves and spend some time working on the front line in order to experience the conditions staff were working under.
- Good use of an improvement agenda to test out new working practices in order to effect improvement for service users. There were examples of staff ideas being listened to and acted upon leading to the improvement of the service.
- A service that uses an integrated approach to utilise the skills of physiotherapists, pharmacy technicians, occupational therapists and housing support in order to provide an effective enablement service. A service that can signpost people to many more services available in the community.
- The service was in many cases assisting people to, for example, recover from a visit to hospital and gain their independence back. In other cases providing short-term support before passing people safely on to more long-term supports.

In conclusion the service was providing a very good service in a difficult global care environment. Although it was clear that staff were feeling the pressure they were still maintaining their high standards and commitment to service users and should be congratulated for so doing. This is why a grade of very good has been applied to both the care and management of this service.

What the service could do better

Basic grade staff were not able to freely access the council's intranet in order to access emails, the internet and all the practice guidance and legislation changes that are always changing in the care sector. The inspector felt that staff would be able to be kept up-to-date more effectively if they had access to the intranet. See Recommendation 1.

Note: Discussion with staff highlighted the stresses they were under and the difficulties of trying to provide consistency of staffing and visiting times in a service which was working close to capacity. The management were working hard to try and improve things by discussion, consultation and trying new things. The inspector felt the service should continue to seek improvement whilst acknowledging that service user feedback for this service was very positive: that customers in the main were more than happy with the service they received.

Note: Several service users spoken with were unaware whether they had an information pack which contained information on how to complain. Inspection in service user's homes found there was always an information pack present. The service should perhaps take time to remind people periodically of the information pack and their right to complain.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the service allow staff to have regular access to the intranet in order to be kept up-to-date more effectively with changes in legislation, practice and knowledge in the care sector.

See National Care Standards 4, Care at Home - Management and Staffing.

You experience good quality care at home. This is provided by management and the care staff who have the skills and competence to carry out the tasks you require.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
8 Dec 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Sep 2015	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Oct 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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eForms Document

Inspection Documents **Action Plan**

Dundee City Council - Homecare - Enablement & Support Citywide and Community Mental Health

CS2011286180

General Information

General Information about the Inspection

Inspected by: Timothy Taylor

Type of Inspection: Unannounced

Inspection Completed on (date): 03 November 2017

Additional Information: What you enter in the text area below will be shown to the provider when the Action Plan is released. You will need to select Yes from the drop-down that is below the text area when you have finished entering your notes.

Do not select YES until you are ready for the document to be released to the provider - you cannot reverse this decision once you have clicked on "Save & Exit"

Information to provider

Release this form to the service provider? Yes / **No**

Requirements

Details of the following entries are included in the Appendix at the end of this document along with blank forms for adding new entries.

Quality Theme

Quality Statement

Requirement Number

Please enter responses for each of the requirements listed below

Recommendations

Details of the following entries are included in the Appendix at the end of this document along with blank forms for adding new entries.

Quality Theme	Quality Statement	Recommendation Number
Management And Leadership	1	1

Please enter responses for each of the recommendations listed below

1 record

Quality Theme	Management and leadership
Quality Statement/Theme No	1
Recommendation Number	1

It is recommended that the service allow staff to have regular access to the intranet in order to be kept up-to-date more effectively with changes in legislation, practice and knowledge in the care sector.

See National Care Standards 4, Care at Home - Management and Staffing.

You experience good quality care at home. This is provided by management and the care staff who have the skills and competence to carry out the tasks you require.

Action Planned:

This matter has been raised previously with the Council's IT services requesting the appropriate approvals to allow frontline staff access to the intranet through their mobile phones. At that time there was an issue in respect of the security parameters not being robust enough with the phones that had been issued thereby precluding staff from access to all the Council network.

A further IT bid request will be submitted - detailing the Inspector's recommendation - with a view that staff have more ready access to all the Council's systems thereby keeping them abreast of all changes in legislation, practice and knowledge in the care sector.

Timescale:

Early January 2018

Responsible Person:

Stuart Fordyce

Submission Declaration

Declaration I confirm that by submitting this action plan I have the authority of the service provider to complete the action plan.

Name:

Stuart Fordyce

I am: (Select an option)

The manager of the service / The owner of the service

