



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 24 SEPTEMBER 2019

REPORT ON: CARE INSPECTORATE GRADINGS DUNDEE REGISTERED CARE HOMES FOR ADULTS – 2018/2019

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: PAC26-2019

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Performance and Audit Committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults in Dundee for the period 1 April 2018 to 31 March 2019.

2.0 RECOMMENDATIONS

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

- 2.1 Notes the contents of this report and the gradings awarded as detailed in the attached Performance Report (Appendix A) and highlighted in section 4.2 below.
- 2.2 Notes the range of continuous improvement activities progressed during 2018-19 as described in section 4.3.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Background

- 4.1.1 The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. The regulatory authority ensure that care service providers meet the new Health and Social Care Standards which came into effect in April 2018. The Care Inspectorate use a six point grading system against which certain key themes are graded. The grades awarded are published in inspection reports and on the Care Inspectorate's website at www.careinspectorate.com.
- 4.1.2 From July 2018 the Care Inspectorate introduced a new framework for inspection of care homes for older people. It has been specifically designed for use in self-evaluation, inspection and improvement support and draws heavily on the new Health and Social Care Standards. It uses a series of key questions and quality indicators to help prompt reflection on how the rights and wellbeing of people who use care are protected and improved, from strategic commissioning to the actual experience of using services.
- 4.1.3 During the earlier part of 2018-2019 there were approximately 1050 residents accommodated in 25 private and voluntary care homes and 96 residents accommodated in four local authority care homes in Dundee. However, in November 2018 the contract for Helenslea Care Home between Dundee City Council and

Bertinaley Care Ltd was terminated reducing the number of private and voluntary care homes to 24.

4.2 Gradings Awarded

4.2.1 Within the 29 registered care homes listed in the Performance Report, 32 inspections were undertaken.

4.2.2 Of the 32 inspections undertaken:

- 29 (90%) received grades **4** 'good', **5** 'very good' or **6** 'excellent' in some or all themes
- 8 (25%) received grade **3** 'adequate' in some or all themes
- 4 (13%) received grade **2** 'weak' in some or all themes
- No care home received a grade **1** 'unsatisfactory' in any theme.

4.2.3 Helenslea Care Home, owned by Bertinaley Care, had over a period of time experienced difficulties sustaining acceptable grades owing particularly to management and leadership and environmental issues. Despite staff from the Care Inspectorate and Dundee Health and Social Care Partnership working very closely with the home's management team, the decision was taken to terminate the contract between Bertinaley Care Ltd and Dundee City Council. All residents funded by the Health and Social Care Partnership chose to move to an alternative provider.

4.2.4 Ballumbie Care Home, owned by HC-One Limited, had a poor inspection outcome in November 2018. A series of contract meetings were held between the management of HC-One and Dundee Health and Social Care Partnership. There was no moratorium placed on admissions to the care home as immediate improvement was evidenced and an action plan was submitted and monitored. At the time of this writing, a further inspection has taken place (31 May 2019) which has reflected considerable improvement in all themes.

4.2.5 Linlathen Neurodisability Centre was purchased by Living Ambitions Ltd (part of the Lifeways Group) in July 2017. Following a change in management personnel in early 2018, there followed a period of transition and temporary management positions. These management and leadership issues resulted in a number of complaints and incidents which led to a Large Scale Investigation in December 2018. As a result there was a moratorium placed on admissions to the Home. Considerable support has been made available by Dundee Health and Social Care staff and Care Inspectorate colleagues. A marked improvement in service provision has been evidenced and the moratorium has since been lifted with a reduced admissions policy being implemented at this time. The LSI process still continues supported by formal contract monitoring to ensure improvement is ongoing and sustained.

4.2.6 Table 1 below shows the overall percentage awarded at grades 1 to 6 and also each key theme in Dundee in 2018-19 and how this compares with Table 2 which is the same data collected from the previous year 2017-18. Table 3 illustrates the same results as Table 1 however collated under the new method of inspection therefore cannot be compared to previous year results.

Table 1 – Former Inspection Method 2018-19

Grade 2018-19	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	6% ↑	8%	-	8%	8%
5 very good	31% ↓	25%	50%	33%	17%
4 good	52% ↑	59%	42%	42%	67%
3 adequate	11% ↓	8%	8%	17%	8%
2 weak	- ↓	-	-	-	-
1 unsatisfactory	- ↓	-	-	-	-

Table 2 – Former Inspection Method 2017-18

Grade 2017-18	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	2% ↓	3%	3%	-	-
5 very good	40% ↑	35%	41%	51%	35%
4 good	31% ↑	31%	38%	22%	32%
3 adequate	20% ↓	22%	12%	22%	23%
2 weak	7% ↓	9%	6%	3%	10%
1 unsatisfactory	- ↓	-	-	-	-

Table 3 – New Inspection Method

Grade 2018-19	Overall	People's Wellbeing	Leadership	Staff Team	Setting	Care and Support Planning
6 excellent	-	-	-	-	-	-
5 very good	13%	25%	17%	-	-	5%
4 good	52%	45%	17%	40%	60%	70%
3 adequate	14%	10%	17%	20%	20%	15%
2 weak	21%	20%	49%	40%	20%	10%
1 unsatisfactory	-	-	-	-	-	-

4.3 Continuous Improvement

4.3.1 There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves the care home providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of this until concerns have been adequately addressed.

4.3.2 A Social Care Contracts Officer attends Care Inspectorate feedback sessions following care home inspection visits. Residents' care needs are supported, monitored and reviewed by the Care Home Team. The team's focus is to provide a single point of contact to deliver a dedicated service specific to care homes. The Team utilises a holistic care approach to ensure the right discipline at the right time can tailor intervention to individual need. The team continues to work closely with colleagues in primary care in developing advanced clinical skills to support GPs by providing comprehensive nursing assessments to assist with increasing clinical demand.

4.3.3 Care Home Providers Forum

The care home providers forum is a meeting which takes place quarterly. The forum is attended by representatives from care homes across the city as well as members of the integrated care home team and a variety of professionals from Dundee Health & Social Care Partnership. The Care Inspectorate are also in attendance. The forum creates the opportunity for all present to discuss topical issues as well as hearing from a variety of speakers

4.3.4 Care Home Capacity

The number of individuals residing in care homes for older people in Dundee has reduced in previous years. This is in the main due to the closure of 3 residential homes within the past two years. There has also been planned unit closures within local authority owned care homes further resulting in a reduced capacity. This equates to an approximate 10% reduction in the overall capacity across the city which has increased demand for the small number of vacancies which arise. In addition this limits choice for those moving into a care home. This reduction is however mitigated by an increase in housing with care in line with Government policy and shifting the balance of care through the development of a range of community based services and support models.

4.3.5 Challenges in the Care Home Sector

Recruitment and retention, particularly of nursing staff, continues to be an issue in the care home sector both locally and nationally. As the Care Inspectorate no longer issue Staffing Schedules to care homes outlining their minimum staffing levels, care home managers are attempting to alleviate their recruitment issues by re-designing senior care staff roles to undertake some nursing tasks i.e. administering medication.

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 is provided for information and does not request a policy decision from the PAC.

7.0 CONSULTATIONS

The Chief Officer, the Clerk, Head of Service - Health and Community Care and Chief Social Work Officer were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 16 September 2019

Rosalind Guild
Social Care Contracts Officer

APPENDIX A

PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

DUNDEE REGISTERED CARE HOMES FOR ADULTS

1 APRIL 2018 – 31 MARCH 2019

INTRODUCTION

The purpose of this report is to summarise for members the findings and gradings awarded by the Care Inspectorate to registered care home services for adults within Dundee for the period 1 April 2018 to 31 March 2019.

BACKGROUND

The Care Inspectorate regulates and inspects care services to make sure they meet the right standards. It also works with providers to help them improve their service and make sure everyone gets safe, high quality care that meets their needs. The Care Inspectorate has a critical part to play to make sure that care services in Scotland provide good experiences and outcomes for the people who use them and their carers.

The new Health and Social Care Standards came into effect in April 2018. The new Standards replace the National Care Standards and are now relevant across all health and social care provision. They are no longer just focused on regulated care settings, but for use in social care, early learning and childcare, children's services, social work, health provision and community justice. They seek to provide better outcomes for everyone, to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.

The Standards are underpinned by five principles; dignity and respect, compassion, be included, responsive care and support and wellbeing.

The headline outcomes are:

- I experience high quality care and support that is right for me
- I am fully involved in all decisions about my care and support
- I have confidence in the people who support and care for me
- I have confidence in the organisation providing my care and support
- I experience a high quality environment if the organisation provides the premises.

The method of inspecting services has also changed. Rather than just checking that a service is complying with basic inputs for all individuals, inspections are to look at what it is like to actually use the service. Inspectors from different scrutiny bodies now also work jointly to look at how individuals experience a range of services within the care system. More integrated standards, which look at how the rights and wellbeing of people who use care are protected and improved, from strategic commissioning to the actual experience of using services, should provide a more effective and relevant model of scrutiny fit for the future.

From July 2018 the Care Inspectorate introduced a new framework for inspection of care homes for older people and as you can see from Appendix A a number of care homes have already been inspected using this framework. It has been specifically designed for use in self-evaluation, inspection and improvement support and draws heavily on the new Health and Social Care Standards.

It uses a series of key questions and quality indicators to help prompt reflection on the quality of care provided. It provides illustrations of what the Care Inspectorate believe constitute 'very good' and 'weak' care and support in relation to each quality indicator, relevant to care homes for older people. The framework still evaluates quality using the existing six point scale from unsatisfactory to excellent and reports continue to be published. More details on the framework can be found in '[A quality framework for care homes for older people](#)' published by the Care Inspectorate.

Below is the former and new themes for which care homes have been inspected during 2018-19. The Care Inspectorate continue to inspect using a six-point grading scale (see below) against which the following key themes are graded:

Previous Inspection Method



Each theme is assessed from 1 to 6 with 1 being 'unsatisfactory' and 6 'excellent'.

- **Quality of Care and Support**
How the service meets the needs of each individual in its care
- **Quality of Environment**
Is the service clean, is it set out appropriately, is there easy access for individuals who use wheelchairs, is it safe, and is there a welcoming, friendly atmosphere?
- **Quality of Staffing**
The quality of the care staff including qualifications and training
- **Quality of Management and Leadership**
How the service is managed and how it develops to meet the needs of people it cares for

New Inspection Method



Each theme is assessed from 1 to 6 with 1 being 'unsatisfactory' and 6 'excellent'.

- **How well do we support people's wellbeing?**
- **How good is our leadership?**
- **How good is our staff team?**
- **How good is our setting?**
- **How well is our care and support planned?**

The grading scale used is:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

OVERVIEW OF THE CARE HOMES INSPECTED

There are 29 care homes in Dundee which provide care and support to:

- older people
- people with learning disabilities
- people with physical disabilities
- people with mental health difficulties.

This number reduced to 28 care homes in November 2018 when the contract between Dundee City Council and Bertinaley Care Ltd was withdrawn resulting in the 14 residents who lived in Helenslea Care Home moving to alternative care home placements.

A total of 32 inspections were carried out by the Care Inspectorate during the reporting period 2018-2019.

Where there are performance concerns at an inspection resulting in a number of requirements being imposed, a follow up visit is arranged. This can result in further action being taken or grades being amended. Inspection visits can also be carried out if complaints are made against a service.

Who provides care home services for adults in Dundee?

Table 1 shows which sectors provide care home services for adults in Dundee:

Table 1

Care Home Service	Data	Local Authority	Private	Voluntary	Total
DUNDEE	No of Services	4	23	2	29
	%	14%	79%	7%	100%

Summary of the gradings awarded in Dundee

Of the 32 inspections undertaken:

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Helenslea Care Home, owned by Bertinaley Care, had over a period of time experienced difficulties sustaining acceptable grades owing particularly to management and leadership and environmental issues. Despite staff from the Care Inspectorate and Dundee Health and Social Care Partnership working very closely with the home's management team, the decision was taken to terminate the contract between Bertinaley Care Ltd and Dundee City Council. All residents funded by the Health and Social Care Partnership chose to move to an alternative provider.

Ballumbie Care Home, owned by HC-One Limited, had a poor inspection outcome in November 2018. A series of contract meetings were held between the management of HC-One and Dundee Health and Social Care Partnership. There was no moratorium placed on admissions to the care home as immediate improvement was evidenced and an action plan was submitted and monitored. At the time of this writing, a further inspection has taken place (31 May 2019) which has reflected considerable improvement in all themes.

Linlathen Neurodisability Centre was purchased by Living Ambitions Ltd (part of the Lifeways Group) in July 2017. Following a change in management personnel in early 2018, there followed a period of transition and temporary management positions. These management and leadership issues resulted in a number of complaints and incidents which led to a Large Scale Investigation in December 2018. As a result there was a moratorium placed on admissions to the Home. Considerable support has been made available by Dundee Health and Social Care staff and Care Inspectorate colleagues. A marked improvement in service provision has been evidenced and the moratorium has since been lifted with a reduced admissions policy being implemented at this time. The LSI process still continues supported by formal contract monitoring to ensure improvement is ongoing and sustained.

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2 weak	21%	20%	49%	40%	20%	10%
1 unsatisfactory	-	-	-	-	-	-

Table 2 above illustrates improvement in grades **4** 'good', **5** 'very good' and **6** 'excellent' when compared with Table 3 2017-18. The new inspection methodology undertaken in a number of care homes since July 2018 does highlight a considerable increase in grade **2** 'weak' and a reduction in grade **5** 'very good' being awarded. The inspection criteria under the new framework meant only services deemed to be high risk were assessed fully and those who only had up to 2 key questions assessed did not have their previous grades taken into consideration as in previous years. This does not therefore capture all relevant grades.

The following are extracts from questionnaires distributed by the Care Inspectorate and thereafter published in the Inspection Report:

Balcarres (HC-One Limited)

(Grade **6** 'excellent' for key themes inspected - Quality of Care & Support, Quality of Staffing and Quality of Management and Leadership; grade **5** 'very good' for Quality of Environment)

What people told us

- I like living here
- Doesn't feel like a care home, more like a hotel
- Made to feel really welcome
- Plenty of staff
- Never heard a word against the manager
- I am happy in the knowledge that Balcarres staff take great care of my relative
- I have nothing but praise for the overall care at Balcarres
- They do a lot for the relative, which is good
- Excellent care and excellent management structure. Feel all good care is filtered down from top management to all workers

Harestane (Priority Care Group Limited)

(All themes grade **5** 'very good')

What people told us

Residents

- It is actually like living at home
- The care is good
- The staff are great, I was out in the garden this morning
- The food is good, always a choice of two things at night
- They look after us well, I'm happy
- We are well looked after. If I was going on holiday, I would come here
- I have been in quite a few places, this is the best, very well looked after

Relatives/friends

- Manager shows strong leadership and leads by example
- Staff all appear very capable
- We are very happy with all aspects of Harestane Care Home
- My relative has a named nurse and you couldn't ask for a more caring nurse, nothing is a problem for her, she really cares for her residents
- The staff are always willing to listen and are cheerful and helpful
- I have no complaints about my relatives care

Staff

- Priority are a good company who looks after their staff and the manager is second to none
- I enjoyed working here, all the staff are helpful and the manager of the home will go out of her way to help anybody
- The manager lives and breathes for her clients, could not have a more dedicated member of staff
- I feel very supported in my job role and all my training needs are met. I can identify training that would be beneficial and the training is always scheduled
- I feel very supported and have become more confident over the past two years. I can always go to the managers for any support.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010, its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

Requirements were placed on 8 of the 29 services following inspection during 2018-19 (see Appendix 2).

Complaints

A complaint is an expression of dissatisfaction by about a registered care service's action or lack of action, or about the standard of service provided by or on behalf of a registered care service'. Following investigation, a decision will be made by the Care Inspectorate whether the complaint is upheld or not upheld.

During 2018-19 the Care Inspectorate received complaints relating to 9 of the 29 care home services in Dundee. Of these, all were upheld or at least one of the elements upheld. One complaint resulted in the care home having their grade reduced for Quality of Staffing.

General health and welfare

- continence care
- medication issues
- tissue viability
- infection control issues
- protection of people - other

Communication

- between staff and service users/relatives/carers
- information about the service
- privacy and dignity

Policies and Procedures

- complaints procedure

Record keeping

- personal plans/agreements

Staff

- staffing levels

Choice

- care and treatment

Food

- choice

Access

- to other services eg Advocacy/Health

Enforcements

Enforcement is one of the Care Inspectorate's core responsibilities and is central to protecting residents and bringing about an improvement in the quality of care services.

No enforcement action has been required to be taken in respect of the services reported upon either directly by the Care Inspectorate or by Dundee Health & Social Care Partnership.

CONTINUOUS IMPROVEMENT

There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves the care home providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of this until concerns have been adequately addressed.

A Social Care Contracts Officer attends Care Inspectorate feedback sessions following care home inspection visits. Residents' care needs are supported, monitored and reviewed by the Care Home Team. The team's focus is to provide a single point of contact to deliver a dedicated service specific to care homes. The Team utilises a holistic care approach to ensure the right discipline at the right time can tailor intervention to individual need. The team continues to work closely with colleagues in primary care in developing advanced clinical skills to support GPs by providing comprehensive nursing assessments to assist with increasing clinical demand.

Care Home Providers Forum

The care home providers forum is a meeting which takes place quarterly. The forum is attended by representatives from care homes across the city as well as members of the integrated care home team and a variety of professionals from Dundee Health & Social Care Partnership. The Care Inspectorate are also in attendance. The forum creates the opportunity for all present to discuss topical issues as well as hearing from a variety of speakers

Care Home Capacity

The number of individuals residing in care homes for older people in Dundee has reduced in previous years. This is in the main due to the closure of 3 residential homes within the past two years. There has also been planned unit closures within local authority owned care homes further resulting in a reduced capacity. This equates to an approximate 10% reduction in the overall capacity across the city which has increased demand for the small number of vacancies which arise. In addition this limits choice for those moving into a care. This reduction is however mitigated by an increase in housing with care in line with Government policy and shifting the balance of care through the development of a range of community based services and support models.

Challenges in the care home sector

Recruitment and retention, particularly of nursing staff, continues to be an issue in the care home sector both locally and nationally. As the Care Inspectorate no longer issue Staffing Schedules to care homes outlining their minimum staffing levels, care home managers are attempting to alleviate their recruitment issues by re-designing senior care staff roles to undertake some nursing tasks ie administering medication.

CONCLUSION

Of the 32 inspections of the 29 care homes listed in the Performance Report, the improvement in grades highlights the importance of the partnership approach between providers, local authority representatives and the Care Inspectorate and consequently leads to better outcomes for service users. Owing to the old and new methodology adopted by the Care Inspectorate during 2018-19 this can only be ascertained for 12 inspections within 11 care homes.

Theme (Quality of ...)	Improvement in Grade	Number of Homes	Reduction in Grade	Number of Homes
Care and Support	50%	6	8%	1%
Environment	25%	3	-	-
Staffing	33%	4	11%	17%
Management & Leadership	25%	3	-	-

June 2019

Summary of Care Inspectorate Gradings for Care Homes in Dundee - 1 April 2018 to 31 March 2019

	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements	Complaints
Balcarres HC-One Oval Limited	P	19.06.18	6	5	6	6	No	No
Bridge View House Tayside Care Limited	P	13.07.18	4↑	5↑	4↑	4↑	No	Yes
Elder Lea Manor (formerly Bughties) Enhance Healthcare Ltd	P	16.01.19	(4)	(4)	3↓	(4)	No	Yes - Regraded
Elder Lea Manor (formerly Bughties) Enhance Healthcare Ltd	P	09.05.18	4↑	4↑	4↑	4↑	Yes	No
Ellen Mhor Oakview Estates Limited	P	19.10.18	4↓	(5)	4↓	(4)	Yes	No
Harestane Priority Care Group Limited	P	15.05.18	5	(5)	(5)	5	No	No
Helenslea Bertinaley Care Limited	P	03.07.18	3↑	3↑	3↑	3↑	Yes	Yes
Orchar Nursing Home Orchar Care Ltd	P	02.05.18	5	(5)	5	(5)	No	No
Pitkerro Care Centre Hudson Healthcare Ltd	P	03.07.18	4↑	4	4↑	4	No	Yes
Redwood House Kennedy Care Group	P	10.04.18	5↑	(4)	(5)	4	No	No
Riverside View HC-One Limited	P	18.07.18	4↑	(5)	5	(4)	No	Yes
Thistle Care Home Oakview Estates Limited	P	02.07.18	4	(4)	(4)	(4)	No	Yes

	Category LA/ Private/ Vol	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care & Support Planning	Requirements	Complaints
Balhousie Clement Park Balhousie Care Limited	P	01.10.18	4	n/a	n/a	n/a	4	No	No
Balhousie St Ronan's Balhousie Care Limited	P	24.10.18	4	n/a	n/a	n/a	4	No	No
Ballumbie Court HC-One Limited	P	30.11.18	2	2	3	4	2	Yes	Yes
Benvie Duncare Ltd	P	21.01.19	5	n/a	n/a	n/a	4	No	No
Carmichael House Kennedy Care Group	P	29.01.19	4	n/a	n/a	n/a	4	No	No
Craigie House Dundee City Council	LA	22.11.18	5	n/a	n/a	n/a	4	No	No
Ferry House Residential Home Ferry House Cttee of Management	V	20.04.18	5	n/a	n/a	n/a	4	No	No
Forebank Forebank Ltd	P	11.12.18	4	n/a	n/a	n/a	4	No	No
Helenslea Bertinaley Care Ltd	P	23.08.18	2	2	2	n/a	2	Yes	No
	Contract Terminated November 2018								
Janet Brougham House Dundee City Council	LA	19.09.18	5	n/a	n/a	n/a	4	No	No

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

↑ signifies that the grade has improved since the previous inspection

↓ signifies that the grade has fallen since the previous inspection

no arrow signifies the grade has stayed the same grade

() signifies theme was not assessed at this inspection therefore the grade is brought forward from previous inspection

Linlathen Neurodisability Centre Living Ambitions Ltd	P	18.10.18	2		2		2		2		3	Yes	Yes
Lochleven Care Home Thistle Healthcare Limited	P	25.10.18	5		n/a		n/a		n/a		5	No	Yes
Menziesshill House Dundee City Council	LA	07.03.19	(3)		n/a		n/a		n/a		(4)	No	No
Menziesshill House Dundee City Council	LA	26.09.18	3		n/a		n/a		n/a		4	No	No
McGonagall House Rosebank (Dundee) Limited	P	24.01.19	2		3		4		4		3	Yes	No
Moyness Nursing Home Balhousie Care Limited	P	16.11.18	4		n/a		n/a		n/a		4	No	No
Rose House Kennedy Care Group	P	30.07.18	4		5		n/a		n/a		4	No	No
St Columba's Care Home Priority Care Group Limited	P	18.10.18	4		n/a		n/a		4		4	No	No
St Margaret's Home – Dundee Trustees of St Margaret's Home	V	09.10.18	4		4		4		3		3	Yes	No
Turriff House Dundee City Council	LA	11.12.18	4		n/a		n/a		n/a		4	No	No

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

- ↑ signifies that the grade has improved since the previous inspection
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**DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP – CARE HOME SERVICES
CARE INSPECTORATE REQUIREMENTS 2018-2019**

Date of Inspection	Name of Org/Service	Service Type	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
09.05.18	Elder Lea Manor (formerly The Bughties)	Care Home – Private	4↑	4↑	4↑	4↑
<p>Requirements (1) The service must make proper provision for the health, welfare and safety of service users. The service should meet the conditions of registration to carry out improvements as agreed with the care inspectorate.</p>						
19.10.18	Ellen Mhor	Care Home – Private	4↓	(5)	4↓	(4)
<p>Requirements (2) The service should ensure that the recording and administration of medication is monitored and audited to minimise errors and ensure that records are accurate and complete. Staff should have practice observed, at regular intervals, to assist in this process. A robust medication management process should be in place by 31 December 2018.</p> <p>The service should ensure that it notifies the Care Inspectorate, and other agencies as necessary, when incidents and occurrences demand it.</p>						
03.07.18	Helenslea	Care Home – Private	3↑	3↑	3↑	3↑
<p>Requirements (2) In order to ensure that people have sufficient meaningful activities the provider must by 30 October 2018 put in place arrangements which ensure that care and support is consistent with the Health and Social Care Standard which states that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors'.</p> <p>In order to ensure that people are supported well the provider must ensure by 30 September that having regard to the size and nature of the care service the number and needs of service users, ensure that at all times by suitably qualified and competent persons are working in the service in numbers appropriate to the health, safety and welfare of service users.</p>						

Date of Inspection	Name of Org/ Service	Service Type	People's Wellbeing	Leadership	Staff Team	Setting	Care & Support Planning
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30.11.18	Ballumbie Court	Care Home – Private	2	2	3	4	2
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Requirements (4)

The provider must ensure all activities support plans are meaningful and person-centred and are used to inform and guide staff practice. This means the service should undertake a quality review of all support plans to ensure the planned support delivered by staff meets the assessed need.

The provider must ensure adequate care and support in relation to wound care. In order to achieve this the provider must:

- Ensure wounds are photographed in order to assess healing
- Ensure the wound is subject to initial and ongoing assessment at each dressing change
- Ensure that a wound treatment plan is prepared and continuously reviewed
- Ensure where appropriate, other healthcare professionals are involved in wound assessment and treatment planning
- Ensure dressing are regularly changed in accordance with the wound treatment plan.

The provider must make proper provision for the health, welfare and safety of people using the service. In order to achieve this the provider must:

- Ensure that people using the service are fully supported with their nutritional and hydration needs. Including assessment of the support required with meals and how the support should be provided.
- Ensure that individual care plans fully detail the needs of people using the service and how these needs should be met
- Ensure that supplementary documentation fully supports the guidance provided in the care plan. This includes oral and personal care charts, and daily records to ensure that basic care and support needs are met.

The provider must ensure all staff who complete records used to evaluate service users' health can do so accurately. This means the service should ensure all staff revisit essential training in how to complete:

- Malnutrition Universal Screening Tool (MUST)
- Food and fluid charts, including daily target to be achieved for adequate intake and actions noted if targets are not achieved
- Appropriate and meaningful evaluations, all staff should complete competency in completing records should be assessed on a regular basis.

23.08.18	Helenslea	Care Home – Private	2	2	2	n/a	2
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Requirements (8)

In order to ensure that people have sufficient meaningful activities the provider must by 30 October 2018 put in place arrangements which ensure that care and support is consistent with the Health and Social Care Standard which states that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors'.

In order to ensure that treatment is safe and effective the provider must by 30 October 2018 put in place a safe system to ensure people receive their medication as prescribed at all times.

In order to ensure that people's health is assessed and treatment is safe and effective the provider must by 30 September 2018 put in place a safe system to ensure that instruction from visiting health professionals is followed.

In order to ensure that people's health and wellbeing is monitored well, the provider must by 30 October 2018 ensure that all accident and incident reports are completed fully, reviewed and any agreed actions taken. This

must include the use of 24 hour observation monitoring records.

In order to ensure that the quality of the service is monitored and areas for improvement are identified and actioned the provider must by 30 November 2018 ensure that robust quality assurance systems are implemented.

In order to ensure that people are supported well the provider must by 30 September 2018 that having regard to the size and nature of the care service, the numbers and needs of service users, ensure that at all times by suitably qualified and competent persons are working in the service in numbers appropriate to the health, safety and welfare of service users.

In order to ensure people are supported safely the provider must by 30 November 2018 ensure staff have the correct training, skills and knowledge to carry out their role.

In order to support people's health and wellbeing needs, the provider must by 30 September 2018 ensure that all care plans and protocols are in place, up-to-date, accurate and provide adequate guidance to staff about how to support people safety.

18.10.18	Linlathen Neurodisability Centre	Care Home – Private	2	2	2	2	3
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Requirements (3)

In order to ensure that people's concerns are responded to appropriately the provider must by 14 December 2018, ensure that staff including agency staff, have the necessary qualifications, skills and expertise to ensure people receive quality care and support.

The service and provider are required to undertake a review of all staff and implement the necessary actions, regularly reviewing skills, practice and competencies. The service must develop an action plan.

In order to ensure that people's concerns are responded to appropriately the provider must by 14 December 2018, ensure that staff including agency staff have the necessary qualifications, skills and experience to ensure people receive quality care and support.

In order to ensure that the concerns about the environment are responded to appropriately the provider must by 14 January 2019 ensure that the environment is user friendly, homely in appearance and decorated and maintained to a standard appropriate for the care service. The provider must implement a detailed plan of works to improve the standard of the environment.

24.01.19	McGonagall House	Care Home – Private	2	3	4	4	3
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Requirements (2)

In order to ensure that people get the medication they need, the provider must ensure that:

- All medication is administered as prescribed
- That staff understand their role in, and accountability for monitoring medication and ensuring there is sufficient stock
- That the services policies and procedures reflect up-to-date best practice in Scotland
- That staff understand their responsibility to keep accurate and current records of medicines (including quantity) for the use of service users which are received, carried over from a previous month, administered, refused, destroyed or transferred out of the service
- Ensure there is a system in place for regular reviews of MAR charts to remove items no longer prescribed, used or needed
- That if a regular medication is not given or taken that staff record the reason why along with any further action that was taken including the outcomes of the action.

The provider must ensure that there are robust quality assurance arrangements in place that evidence improving outcomes for service users by 28 February 2019.

09.10.18	St Margaret's Home-Dundee	Care Home - Voluntary	4	4	4	3	3
Requirements (1) In order to ensure that the environment meets with the Health and Social Care Standards set by the Scottish Government, the provider must put in place an improvement plan by 14 December 2018. This plan should detail both short and medium term environmental changes and improvements which are realistic, measurable and achievable.							

Legend:

- 6 excellent
- 5 very good
- 4 good
- 3 adequate
- 2 weak
- 1 unsatisfactory

() signifies that the theme was not assessed at this inspection therefore the grade is brought forward from previous inspection