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**To:** Renfrewshire Integration Joint Board Audit, Risk and Scrutiny Committee

**On:** 19<sup>th</sup> June 2020

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**Report by:** Chief Officer

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**Subject:** Inspection of Care at Home Services by the Care Inspectorate

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**1. Summary**

- 1.1 Social care services are subject to a range of audit and scrutiny activities to ensure that they are undertaking all statutory duties and are providing appropriate care and support to vulnerable individuals and groups.
- 1.2 This report summarises the latest findings from Inspection conducted 31 October 2019.
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**2. Recommendations**

- 2.1 The Integration Joint Board is asked to note:
- The performance of Renfrewshire Health and Social Care Partnership's Care at Home services, with services graded as Adequate for Quality of Management and Leadership and Good for Quality of Care and Support and Quality of Staffing.
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**3. Background and Context**

- 3.1 The Care Inspectorate are the official body responsible for inspecting standards of care in Scotland. They regulate and inspect care services to make sure they meet the right standards.
- 3.2 The Care Inspectorate visit every regulated care service, with higher risk services being inspected more often. They talk to people using the services, staff and managers. They observe what happens within services to help assess the quality of care people receive. They make sure services safeguard people ensuring services are managed and led

well, and make a positive impact on people's lives, based on their needs, rights and choices.

3.3 Once an inspection has been carried out, the Care Inspectorate will award grades for certain 'quality themes' which they have assessed. These 'quality themes' cover the main areas of a service's work and demonstrate how well the service performs in these areas and indicates how good the service is.

3.4 Quality themes which the Care Inspectorate can choose to inspect are:

- **Quality of care and support:** how well the service meets the needs of each person who uses it
- **Quality of environment:** where the service is delivered: for example, how clean, well maintained and accessible it is, the atmosphere of the service, how welcoming it is
- **Quality of staffing:** the quality of the staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people who use it.

3.5 When inspecting services, the Care Inspectorate choose one or more themes to assess, depending on the type of service and its performance history. They award a grade for each of the quality themes chosen to assess using a six-point grading scale, which works in this way:

Grade 6 – Excellent  
Grade 5 – Very good  
Grade 4 – Good  
Grade 3 – Adequate  
Grade 2 – Weak  
Grade 1 – Unsatisfactory

3.6 Following an inspection of services, the Care Inspectorate write an inspection report. The report describes their findings; the service's strengths and what needs to improve. The inspection report will also include the Care Inspectorate gradings.

3.7 Care Inspectorate will detail any Recommendations, Requirements or Enforcements within their reports which highlight:

**Recommendations** - If the Care Inspectorate find there is an aspect of a service that could be done better, they may make a recommendation.

This recommendation will set out actions the service should take to improve or develop the quality of the service.

**Requirements** - If the Care Inspectorate find a service is not complying with the Public Service Reform (Scotland) Act 2010, or the conditions of its registration, they must make a requirement. A requirement sets out what a service must do to comply. Requirements are legally enforceable.

**Enforcement** - So the Care Inspectorate can protect people who use care services, the Public Service Reform (Scotland) Act 2010 gives them legal powers to take enforcement action. This means they can change or impose new conditions of registration, which control how a service can operate. They can also serve an improvement notice on a service to make it improve within a set timescale. If the service doesn't make these improvements, they can issue a cancellation notice and cancel their registration. A service cannot operate if it is no longer registered.

3.8 Renfrewshire's Care at Home Services were inspected 31 October 2019. The service was inspected against the themes of quality of care and support, quality of staffing and quality of management and leadership.

3.9 The inspectors graded the service as good in two areas; the quality of care and support and the quality of staffing. The area of management and leadership was graded as adequate.

### **Quality of care and support**

3.10 The Care Inspectorate made 1 recommendation in relation to the care and support offered to people using Care at Home services. They recommended that:

- "The service should ensure that care plans are accurate and up to date. Reviews of care and support should take place no less than six monthly. Care plans and reviews should be made available to people if they wish.

This ensures care and support is consistent with the Health and Social Care Standards which state, 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' Health and Social Care Standards 2.17."

3.11 Immediately following the Inspection, Care at Home services ensured that all care plans were accurate and up to date whilst also ensuring

that all people using Care at Home services had an appropriate review allocated.

- 3.12 Care at Home services provided updated guidance for staff on the completion of care plans. Training and support have been offered to staff in this area and further training is being developed.

### **Quality of staffing**

- 3.13 The Care Inspectorate found a number of strengths in relation to staffing and made no Requirements or Recommendations under this theme.

### **Quality of management and leadership**

- 3.14 The Care Inspectorate placed 1 Requirement in respect to management and leadership. The requirement was that:

- “The provider must ensure when people are supported with medication this is done in ways that keep them safe and well.

To do this the provider must review current policies, procedures and guidance to staff as a matter of priority. This should include making clear the distinctions between people self-managing their medication, staff prompting and staff administering or assisting people.

The revised guidance should make clear the distinction between people self-managing their medication, staff prompting and staff administering or assisting.

Staff should be appropriately briefed on their roles and receive training if appropriate.

The level of support people receive should be clearly detailed in their care plans and should be regularly reviewed and updated.

This in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. 4-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users.”

- 3.15 Care at Home services were undergoing a review of the medication policy at the time of inspection and this was discussed with the Care Inspectorate. As part of the Care Inspectorate activity, they offered to assist in the development of this policy. Care at Home services are now working with Care Inspectorate and Council to develop this policy.
- 3.16 While fully recognising the requirements and recommendations highlighted in the report, it is noted that strengths were also identified. Feedback from service users was largely positive and highlighted that they appreciate the services they receive and the way the service helps them to achieve their personal outcomes. It was also highlighted that staff enjoyed their work and appropriate training and support is always available. These strengths have continued to be built on.
- 3.17 Care at Home services continues to be committed to the strategic vision where "Renfrewshire is a caring place where people are treated as individuals and supported to live well". Care at Home services acknowledged the points raised in the Care Inspectorate report and have taken action to address these.
- 3.18 The older people's review presented to the Integration Joint Board in early 2020 highlighted the need to take forward work to modernise the care at home services. The outcome of this inspection will feed into that work as it resumes following a break due to the crisis response to COVID-19.
- 3.19 Care at Home services are currently undertaking a series of development sessions to identify and implement improvements to support the service in managing challenges around increasing demand, recruitment and retention whilst also addressing requirements and recommendations from the Care Inspectorate report. The measures put in place from this work are being closely monitored and kept under review via a detailed action plan.
- 3.20 Going forward, the outcome of any inspections across Adults Services will be considered and will inform the developing service delivery models, supporting structure and governance arrangements.

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## Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning** – None
4. **Legal** - None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - None
8. **Health & Safety** - None
9. **Procurement** – None
10. **Risk** - Failure by services to meet and exceed the National Care Standards could lead to poor inspection results and enforcement action from the Care Inspectorate, as well as negative outcomes for service users and carers.
11. **Privacy Impact** - None

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## List of Background Papers

- (a) None

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