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

**On:** 19 June 2020

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**Report by:** Chief Officer

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**Subject:** Inspection of Care 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 inspections conducted at:
- Renfrew Care Home – 27<sup>th</sup> January 2020
  - Hunterhill Care Home – 6<sup>th</sup> February 2020
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## **2. Recommendations**

It is recommended that the Integration Joint Board Audit, Risk and Scrutiny Committee are asked to note:

- The performance of Renfrewshire Health and Social Care Partnership's Care Home services, with both services graded as Good for Quality of Care and Support and Supporting People's Wellbeing.
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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 (Areas for Improvement)** - 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 Home Services were inspected at Renfrew Care Home on 27th January 2020 and Hunterhill Care Home on 6th February 2020. The services were inspected against the themes of quality of care and support and supporting people's wellbeing.

3.9 The inspectors graded both services as good in the areas of quality of care and support and supporting people's wellbeing.

#### **Renfrew Care Home - Quality of care and support**

3.10 The Care Inspectorate made no recommendations in relation to the care and support offered to people at Renfrew Care Home.

3.11 Within the Care Inspectorate report, they highlighted 1 area for improvement in regard to quality of care and support. They recommended that:

- "Each resident should have a robust, accurate care plan which reflects their assessed needs. This should include a care plan for such areas as dementia and stress and distress.

Health and Social Care Standards (HSCS) 1.15; 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'."

## **Renfrew Care Home – Supporting People’s Wellbeing**

3.12 The Care Inspectorate made no recommendations in relation to supporting people’s wellbeing at Renfrew Care Home.

3.13 Within the Care Inspectorate report, they highlighted 3 areas for improvement in regard to supporting people’s wellbeing. They recommended that:

- “Meaningful activity should be available for each resident and respond to their needs, wishes and choices. The home needs to review the activities provided for those residents cared for in their rooms or living with a cognitive impairment.

HSCS - 1.25; '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'."

- “The management team need to review the current practice of locking the doors to the units.

HSCS 1.6; 'I get the most out of life because the people and organisation who support me and care for me have an enabling attitude and believe in my potential'."

- “Staff need to ensure that record keeping in personal care charts and medication protocols is accurate and meaningful to inform the ongoing care needs of each resident. Staff must follow their professional codes of practice in these areas.

HSCS 1.23; 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices respected' and HSCS 3.14; 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'."

## **Hunterhill Care Home - Quality of care and support**

3.14 The Care Inspectorate made no requirements in relation to the care and support offered to people at Hunterhill Care Home.

3.15 Within the Care Inspectorate report, they highlighted 1 area for improvement in regard to care and support. They recommended that:

- “Each resident should have a robust, accurate person-centred care plan which reflects their assessed needs. This should include a plan for such areas as stress and distress and living with dementia if appropriate.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)"

### **Hunterhill Care Home – Supporting People’s Wellbeing**

3.16 The Care Inspectorate made no requirements in relation to supporting people’s wellbeing at Hunterhill Care Home.

3.17 Within the Care Inspectorate report, they highlighted 3 areas for improvement in regard to supporting people’s wellbeing. They recommended that:

- “The management team should draw up aims and objectives for the respite unit to ensure staff and resources are in place. This will ensure that staff are prepared for admissions and each placement is a success.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14) and 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)"

- “Meaningful activity should be available for each resident and respond to their needs, wishes and choices. Staff, at times, need to be less task orientated and spend more meaningful time engaging with residents.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'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.' (HSCS 1.25)"

- “Staff need to ensure that record keeping in care records and medication protocols is accurate and meaningful to inform the ongoing care needs of each resident. The care plans for those living with dementia and stress and distress should be robust and the rationale for administering medication, for example to assist with distress, should be clear.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices respected.' (HSCS 1.23)"

- 3.18 While fully recognising the areas for improvement highlighted in the report, it is noted that strengths were also identified. Feedback from service users and their families was largely positive and highlighted that they appreciate the services they receive and the way the care homes support them to achieve their personal outcomes. These strengths continue to be built on.
- 3.19 Care Home services continue 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 Home services acknowledged the areas for improvement raised in the Care Inspectorate report and are taking action to address these where possible. The measures put in place will be closely monitored and kept under review via a detailed action plan to address, where possible, any areas for improvement.
- 3.20 The older people's review presented to the Integration Joint Board in early 2020 highlighted the need to take forward work to modernise care home services. The outcome of these inspections will feed into that work as it resumes following a break due to the crisis response to COVID-19.
- 3.21 Going forward, updates on inspections across Adults Services will be considered and reports aligned to reflect the developing structural 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 - None**

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