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

On: 13 November 2020

Report by: Chief Officer

Subject: HSCP Internal Care at Home Services Inspection (Update)

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 provides an update to the Audit, Risk and Scrutiny Committee on the paper submitted in June 2020 which detailed the outcome of the Care Inspectorate inspection of HSCP internally operated Care at Home services in October 2019.

2. Recommendations

The Audit, Risk and Scrutiny Committee is asked to note:

- The performance of Renfrewshire Health and Social Care Partnership's Internal 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; and
 - The actions taken towards requirement and recommendations set out in Care Inspectorate report of 31 October 2019.
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3. Background and Context

3.1 Renfrewshire's Care at Home Services were inspected on 31 October 2019.

3.2 The Care Inspectorate visit every regulated care service. Once an inspection has been carried out, the Care Inspectorate award grades for certain 'quality themes' 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.

3.3 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.

3.4 On the inspection of October 2019 the Care Inspectorate assessed against the themes of 'quality of care and support', 'quality of staffing' and 'quality of management and leadership'. They awarded a grade for each of the quality themes using a six-point grading scale, which works in this way:

6	Excellent	Outstanding or sector leading
5	Very good	Major strengths
4	Good	Important strengths, with some areas for improvement
3	Adequate	Strengths just outweigh weaknesses
2	Weak	Important weaknesses - priority action required
1	Unsatisfactory	Major weaknesses - urgent remedial action required

3.5 Care at Home services were graded as '4 Good', important strengths, with some areas for improvement, in two areas; the 'quality of care and support' and the 'quality of staffing'. The area of 'quality of management and leadership' was graded as '3 Adequate', strengths just outweigh weaknesses.

Quality of care and support

3.6 When inspecting this theme, Care Inspectorate placed no formal requirements on the service, however, made 1 recommendation in relation to the quality of 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."

3.7 In response to this recommendation, Care at Home services have worked with Locality teams to ensure that all care plans are accurate and up to date whilst ensuring that people using Care at Home services have an appropriate review allocated.

3.8 Further to this, Care at Home services have provided updated guidance for staff in relation to maintenance of care plans and have introduced quality assurance checks with people using the service against their individual care plans.

Quality of staffing

3.9 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

3.10 When inspecting this theme, Care Inspectorate did not make any recommendations on the service in relation to quality of management and leadership. However, Care Inspectorate placed 1 requirement in respect to quality of management and leadership. The requirement states:

- "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.”

- 3.11 In response to this requirement, Care at Home services have undertaken a review of the medication guidance supported by the Care Inspectorate and Council. Updated guidance has been implemented and staff briefing sessions have been undertaken to clarify roles in relation to this guidance.
- 3.12 The Older people’s Services Review presented to the IJB in March 2020 highlighted the need to take forward work to modernise Care at Home services. The outcome of this inspection has fed into that work as it progresses following a break due to the crisis response to COVID-19.
- 3.13 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.
- 3.14 Progress has been made on the recruitment and retention of staff with a new fast-tracked recruitment programme in place for Home Care workers and three senior management roles currently being recruited to support the management of the service and ongoing improvement work within Care at Home services.
- 3.15 The measures put in place from this work are being closely monitored and kept under review via a detailed action plan, as set out in Appendix A.

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

List of Background Papers: Inspection of Care at Home Services by the Care Inspectorate, presented 19th June 2020

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APPENDIX A

Action Steps	Officer responsible	Progress	Due date	Status
Care Inspectorate Requirement - Undertake a review of the medication guidance supported by the Care Inspectorate and Council	Operations Manager, Care at Home Services	Complete	August 2020	Review of guidance undertaken with revised guidance approved at Board on 16.7.20. Awareness sessions for staff have also taken place across the service.
Care Inspectorate Recommendation - RHSCP to ensure that all care plans are up to date whilst ensuring that people using Care at Home services have an appropriate review allocated	Locality Services & Care at Home Services	Complete	June 2020	Care at Home services have introduced quality assurance checks with care plans, ensuring that the service is meeting service user expectation and associated service standards.
Care at Home services Development – Review of service model and supporting structure	Acting Head of Adult Services & Operations Manager, Care at Home Services	In Progress	April 2021	Care at Home services have formed a Vision and Structure workstream to complete a review of the current CAH structure and develop a vision for Care at Home services. 3 senior managerial positions will be recruited to over the coming months, supporting the activity of Vision and Structure workstream.
Care at Home services Development - Fast-tracked recruitment programme	Acting Head of Adult Services & Operations Manager, Care at Home Services	Complete	May 2020	Improved recruitment process in place for Care at Home services.

<p>Care at Home services Development – Scheduling and Monitoring System Implementation</p>	<p>Acting Head of Adult Services & Operations Manager, Care at Home Services</p>	<p>In Progress</p>	<p>June 2021</p>	<p>An interim implementation team are currently being formed, which will support the system implementation.</p> <p>System implementation and use will support issues around increased demand, whilst also providing wider benefits to the service operations.</p>
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