

AGENDA ITEM

17

Title/Subject: Home Care Review and Inspection 2017
Meeting: Integration Joint Board
Date: 1 December 2017
Submitted By: Head of Social Work Adult Services
Action: For Noting

1. INTRODUCTION

- 1.1 The purpose of this report is to provide information about the review of Home Care services being undertaken and provide feedback on the inspection report and required improvement action plan.

2. RECOMMENDATION

The Integration Joint Board is asked to:

- 2.1 note the Home Care Service review currently underway
- 2.2 note the Care Inspectorate report and improvement action plan
- 2.3 note that the outcome of the review of home care will be reported to a future meeting of the IJB for information and decisions as appropriate.

3. BACKGROUND

- 3.1 The Home Care Service is undergoing a review to ensure the service continues to meet the outcomes of people who use the services. At the same time there is redesign work ongoing towards a whole service reablement focus and ensuring availability of services to support people with complex and challenging care needs.
- 3.2 There continues to be high demand for home care services and the review will focus on achieving the most efficient use of the resources of the in house service.

4. HOME CARE SERVICE REVIEW

- 4.1 The review group is chaired by the Chief Officer and the priorities for the service have been identified with a workplan in place. This has included the requirements identified by the Care Inspectorate.
- 4.2 In reviewing the service, the use of data from the real time monitoring system (CM2000) is providing robust information about the needs of service users. This

information enables demand and capacity to be mapped in real time, providing evidence to design the optimal deployment of staff. The roll-out of the CM2000 system across all of in-house provision was completed in November 2017.

- 4.3 Further work is ongoing to realign the CM2000 information to the three locality areas to inform future planning of the locality team structure for the home care service.
- 4.4 Working with HR colleagues and trade union partners, the service will review current deployment of contractual staff hours and staff roles to optimise the fit between availability and demand for the right support at the right time. The service will build upon existing work to reduce sickness related absence.
- 4.5 Staff engagement sessions are being planned for December 2017 as part of an engagement plan and in response to feedback from trade union partners highlighting the need for stronger communication. These sessions, led by the Chief Officer, will provide information to staff and engage with them in discussion about service improvements and will complement ongoing communication through team meetings, 1:1 meetings and briefings.

5. CARE INSPECTORATE REPORT 2017

- 5.1 The service is a registered care service with the Care Inspectorate and an annual inspection took place during June 2017, with a [report](#) published in July 2017.
- 5.2 The inspection process took into account a range of evidence, including a self-evaluation, information and intelligence received on performance from 109 questionnaires by people who use the service, conversations with staff, and direct observation of support being provided in peoples' homes. The inspection report noted that no complaints had been upheld since the last inspection.
- 5.3 The grades awarded to services at inspection describe how well those services are performing against Care Inspectorate quality themes and statements. The grades for the service were as follows:
 - Care and support 3 - Adequate
 - Management and Leadership 3 – Adequate
 - Staffing 4 - Good
 - Environment - not assessed.
- 5.4 The grades have fallen in two of the inspected areas, namely Care and Support and Management and Leadership.
- 5.5 Under Care and Support the practice the care inspector saw when visiting people being supported in their homes was of a good standard. However, people told them through conversations at visits and through the questionnaires that staffing consistency and reliability could be better. This had been a requirement at the last two previous inspections and the report concludes that 'although some significant progress has been made, it is still an issue for this large service'. In addition the

service was still in the process of rolling out new care plans, and completing six-monthly reviews for all people that receive a service.

- 5.6 The Care Inspectorate received a lot of good feedback on the quality of staff from people who were being supported. They noted that they saw a compassionate, caring staff team who provided a good quality of care to ensure people's health and wellbeing.
- 5.7 Under Quality of Leadership and Management the Care Inspectorate found that medication support could be better. There was a need for the service to provide more formal medication support to promote people's wellbeing and keep them safe in line with the most recent best practice guidelines. The Care Inspectorate require the service to implement an updated policy, procedure and training to address this area of its provision. Further work is also required to review Quality Assurance processes to ensure a more robust management oversight of the service.
- 5.8 The service is required by the Care Inspectorate to provide an action plan which details how the service will improve to meet the requirements and recommendations by the end of January 2018. This has been produced and further updates on progress will be reported to the Board.

6. CONCLUSIONS

- 6.1 The Home Care Service Review which is outlined in section 4 will complement the work being undertaken on the Care Inspectorate action plan. This work will be taken forward on a basis of co-production with involvement and participation from staff, service users and carers.
- 6.2 The Home Care Service is committed to working with the Care Inspectorate to build a culture of continuous improvement that will deliver better personal outcomes for people who use our services.

Resource Implications

Resource implications will be considered by the review group and appropriate action taken.

Impact on Strategic Plan Outcomes and Priorities

The Home Care Service directly supports the Strategic Plan outcomes and priorities.

Legal & Risk Implications

The service is a registered care service with the Care Inspectorate.

Consultation

This was not required for the content of the report.

Equalities Assessment

The contents of this report do not require an EQIA. Any future decisions required will be considered as part of the equalities process and Equality Impact Assessments will be completed.

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Date: 23 November 2017

List of Background Papers:

Falkirk Council Home Care, Care Inspection Report July 2017.