Agenda Item 7

Revised Care Home Inspection Process & Reporting Overview

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Falkirk Integration Joint Board Audit Committee

24 September 2021

Revised Care Home Inspection Process & Reporting Overview For Consideration and Comment

1. Executive Summary

- 1.1 The purpose of this report is to outline the new process which all internal care home management staff will be adopting for monitoring, tracking and reporting on care home inspections carried out by the Care Inspectorate.
- 1.2 The revised reporting process will apply to both announced and unannounced care home inspections of our internal care homes.

2. Recommendations

The Audit Committee is asked to consider and comment on:

2.1 the content of this report.

3. Background

- 3.1 In December 2020 there was a breakdown in the normal lines of reporting resulting in an issue with the notification of care home inspections. Normally the HSCP would receive communication direct from the Care Inspectorate regarding inspections.
- 3.2 Due to a breakdown in communication. The senior management team (SMT) at Falkirk HSCP were only made aware that an inspection had taken place at Burnbrae Care Home when reporting was being compiled for the November IJB Meeting.
- 3.3 In January 2021, the Business Management Co-ordinator was tasked with looking to develop a new internal care home inspection reporting process with assistance from the Care Home Operational Manager.
- 3.4 A review was carried out of the current reporting process was instigated to identify the key stages of communication of each stage the care home inspection process (please see Appendix 1).
- Findings indicated that improvements were required to systematically record, track and report on Care Home Inspections.
- 3.6 As a result of the review a new care home reporting process was designed using MS Forms, MS Teams & MS Outlook. This process will would notify all

the members of SMT at Falkirk HSCP of any announced or unannounced care home inspections and would also provide the status of any on-going inspections in "real-time" and progress with any improvement actions.

- 3.7 The process was tested in May and June 2021, and the new internal Care Home Reporting Process was presented to the Senior Leadership Team on 17 June 2021 by the Business Management Co-ordinator (Please see Appendix 2). Note that inspections of external care homes are dealt with separately.
- 3.8 Guidance notes and training on the new reporting process are being delivered to all care home managers throughout September 2021.

4. The New Care Home Inspection Reporting Process

- 4.1 The "Care Home Inspections Reporting Team" has been created on MS Teams and individual Teams Channels have been created for each care home and day service centre:
 - Burnbrae Care Home
 - Cunningham House
 - Grahamston House
 - Summerford House
 - Thornton Gardens
 - Dundas Resource Centre
 - Oswald Avenue Day Centre
- 4.2 Each care home manager/assistant manager has been added as channel members and members from Falkirk HSCP SMT have been added to the senior management channel.
- 4.3 The "key reporting points" at each stage of the Care Home Inspection Process have been identified and mapped to an on-line form using) which auto-populates the tracking spreadsheet and an email is circulated to the SMT to advise that an inspection is taking place. Please see appendix 3
- 4.4 The use of the automated processes ensures that Care Home teams and senior managers have easy access to the system and the information within it
- 4.5 The new process is being rolled out in September 2021.

5. Conclusions

5.1 There will be less risk of manual error with the new process using automated functions and email notifications to assist with tracking, monitoring and reporting on care home inspections.

As mentioned in section 3.11 above guidance notes have been completed and training is currently being rolled out for the new internal care home inspection reporting process. The new care home inspection reporting process will be followed by all care home managers from 1st October 2021

Resource Implications

There are no resource implications arising from this report.

Impact on IJB Outcomes and Priorities

A well-functioning internal care home inspection reporting system is essential in ensuring effective governance and delivery of Best Value. This will ultimately assist the IJB to deliver its strategic outcomes and priorities.

Directions

A new Direction or amendment to an existing Direction is not required as a result of the recommendations of this report.

Legal & Risk Implications

There are no specific legal implications arising from this report. The key risk would be the failure to complete the on-line forms, or doing so incorrectly, which would result in poor quality of information available to SMT. However there should be less scope for manual error due to the new process using automated functions to assist with tracking, monitoring and reporting any care home inspections.

Consultation

There are no consultation requirements arising from this report.

Equalities Assessment

There are no equalities implications arising from this report.

6. Report Author

Tracey Reilly, Falkirk HSCP Business Management Co-ordinator)

7. List of Background Papers

N/A

8. Appendices

Appendix 1: Diagram of the Workflow of the Care Home Inspection Process

Appendix 2: Presentation to Senior Leadership Team

Appendix 3: Examples of On-line Forms

Care Home Inspection Reporting

Tracey Reilly – Business Management Co-Ordinator, Falkirk HSCP 17 June 2021



Background

- Currently the reporting of care home inspections is reliant upon care home staff alerting the senior management team when an inspection takes place.
- This can be overlooked especially when a Care Inspector arrives unannounced, and an inspection is underway.
- Senior management team sometimes only advised of care home inspection findings when published on the Care Inspectorate website.
- January/February 2021 review carried out of the current reporting process.
- Findings indicated that there was no clear or well-defined system for tracking and reporting on Care Home Inspections for Care Home Staff to follow or for SMT to track.



Workflow Process



CARE INSPECTOR (CI) SENDS A QUESTIONNAIRE TO THE CARE HOME

CARE HOME IS TO PROVIDE QUESTIONNAIRE TO FAMILIES FOR COMPLETION

STAGE 1: THE CARE HOME INSPECTION

THE
INSPECTION
TAKES APPROX
2-3 DAYS TO
COMPLETE

STAGE 2: EVALUATION THE CI MEETS WITH RESIDENTS, STAFF MEMBERS AND WILL CALL FAMILY MEMBERS AS PART OF THE INSPECTION TIME IS SPENT WITH THE MANAGER AND REQUESTS ARE MADE FOR ANY PAPERWORK WHICH IS REQUIRED AS PART OF THE INSPECTION THE CARE INSPECTOR
ARRIVES AT CARE HOME
ANNOUNCING THAT AN
INSPECTION IS TO TAKE PLACE

THE SERVICE IS MATCHED AGAINST A SET OF STANDARDS

THE CI EVALUATES ALL THE
EVIIDENCE AND DETERMINES
THE SERVICE GRADING BASED
ON WHETHER THOSE
STANDARDS ARE BEING MET

THERE IS A FEEDBACK SESSION
BETWEEN THE CLAND THE
MANAGER. THE SERVICE
MANAGER MAY BE REQUESTED
TO ATTEND THIS

STAGE 3: THE DRAFT
REPORT

THE DRAFT REPORT IS PROVIDED TO THE MANAGER WITHIN 7 DAYS

THE MANAGER IS
INFORMED THAT THE FINAL
REPORT IS BEING
PUBLISHED

THE FINAL REPORT IS PUBLISHED ON THE CARE INSPECTORATE WEBSITE WITHIN 4-6 WEEKS OF THE END OF THE INSPECTION

THE MANAGER IS ALSO REQUIRED
TO SEND THE DRAFT REPORT ONTO
THEIR LINE MANAGER/SERVICE
MANAGER TO DISCUSS AS PART OF
THEIR REVIEW

THIS ALLOWS
THE MANAGER
TO RESPOND TO
OR CHALLENGE
THE DRAFT
REPOR

CARE HOME INSPECTION PROCESS



Developing the Reporting Tool

- The "Care Home Inspections Reporting Team" was created on MS Teams.
- Teams Channels were set up for each care home and day service centre:

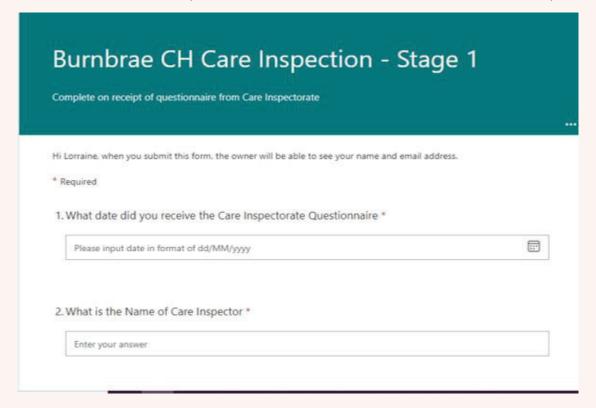
Burnbrae - Cunningham House - Grahamston House - Summerford - Thornton Gardens - Dundas - Oswald Avenue

- Every care home manager/assistant manager were added as channel members.
- A senior management channel was created where a care home inspection tracking spreadsheet is located within the files section of the channel.
- Established the "key reporting points" at each stage of the Care Home Inspection Process and developed on-line forms.
- The on-line form auto populates a tracking spreadsheet which has separate tabs for each care home.
- The tracking spreadsheet is available to be viewed by any member of the senior management channel at anytime.
- Links to on-line forms have been inserted into each Care Home Channel ensuring the care home teams always have easy access to the forms.
- May 2021 completed email notification testing and testing correct cells and tabs in tracking spreadsheet were automatically populated from completion of each MS Form.



Key Reporting Point – Receipt of the Questionnaire

• When the questionnaire is received by the Care Home from the Care Inspectorate, the below form is completed.

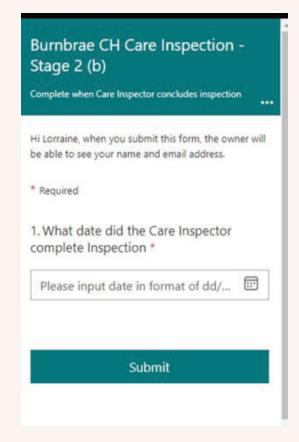




The Key Reporting Point – The Care Home Inspection

• When the Care Inspector arrives and announces the inspection (Form 2a) and concludes the inspection (Form

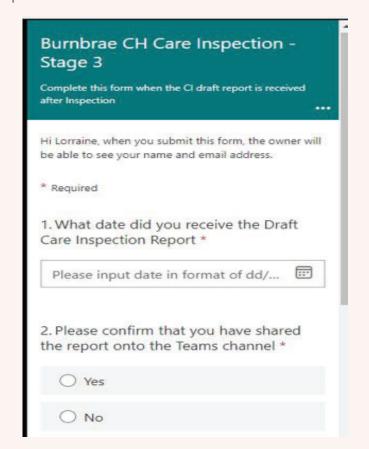
2b): Burnbrae CH Care Inspection -Stage 2 (a) Complete when Care Inspector arrives for inspection Hi Lorraine, when you submit this form, the owner will be able to see your name and email address. * Required 1. What date did the Care Inspector arrive and announce Inspection * Please input date in format of dd/... 2. Is this an UNANNOUNCED Inspection (yes/no answer only) * Enter your answer





Key Reporting Point – Draft Care Inspection Report

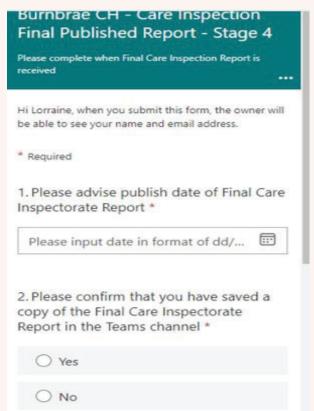
• When the draft report is received once the Care Inspection has been completed the below form is submitted.





Key Reporting Point – Final Report is published

• When the final report is published on the Care Inspectorate website, the below form is completed indicating that the report has been saved in the appropriate Teams channel:





Update to Spreadsheet for SMT

Tracking Spreadsheet

Burnbrae (Burnbrae	Burnbrae	Burnbrae	Burnbrae Part 2b -	Burnbrae	Burnbrae Part 3 -	Burnbrae	Burnbrae Part 4 -	Burnbrae
Part 1 - DATE I	Part 1 -	Part 1 -	Part 2a -	DATE INSPECTION	Part 3 - DATE	HAS REPORT BEEN	Part 4 - DATE	HAS THIS REPORT	Part 5 -
QUESTIONNA I	NAME OF	NAME OF	DATE	CONCLUDED	DRAFT	SHARED TO MS	ADVISED OF	BEEN SAVED IN THE	CLOSED BY:
IRE RECEIVED	CARE	CARE HOME	INSPECTOR		REPORT	TEAMS CHANNEL?	FINAL	SHARED DRIVE?	
ı	INSPECTOR	LEAD	ANNOUNCES		RECEIVED		REPORT		
			INSPECTION				BEING		
							PUBLISHED		
01/06/2021	Joe Smith	Kathy Jones	08/06/2021	2021-06-12	14/06/2021	Yes	16/06/2021	Yes	
		lorrainep.scotNo		lorrainep.scott@falk	i	lorrainep.scott@fal		lorrainep.scott@falk	
		t@falkirk.gov		rk.gov.uk		kirk.gov.uk		irk.gov.uk	
		.uk							



The Next Steps!

- •June 2021 final testing with MS channel members.
- •July 2021 Procedures and instructional video completed & communication sent out to all care home managers with procedures and video instructions attached.
- August 2021 Care Home Inspection Reporting Process to "Go Live".



Contacts

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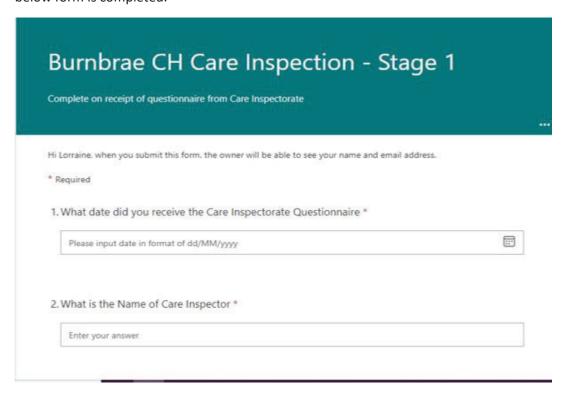
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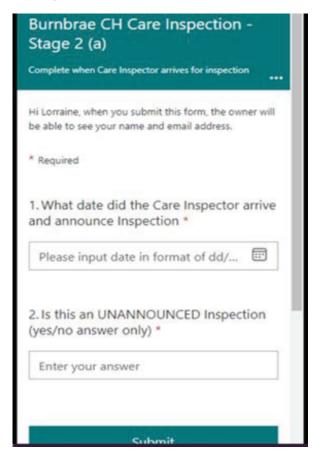
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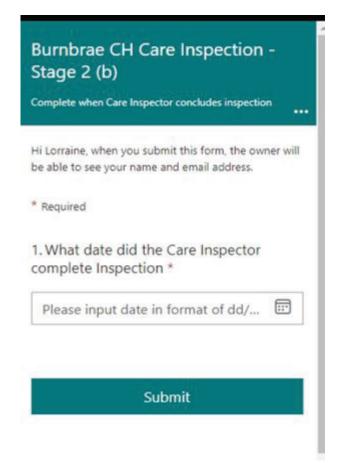
CARE HOME INSPECTION PROCESS

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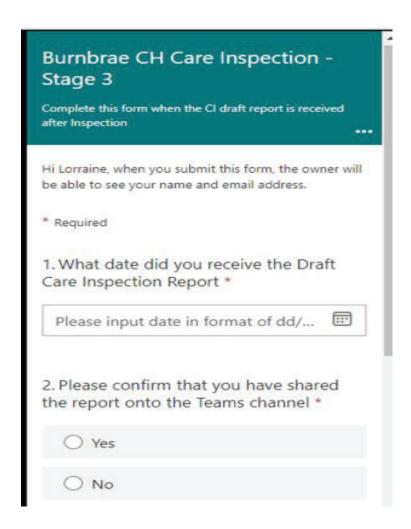


STAGE 2 - When the Care Inspector arrives and announces the inspection (Form 2a) and concludes the inspection (Form 2b):





STAGE 3 - When the draft report is received once the Care Inspection has been completed the below form is submitted:



STAGE 4: When the final report is published on the Care Inspectorate website, the below form is completed indicating that the report has been saved in the appropriate Teams channel:

Please complete when Final Care Inspection Report is received Hi Lorraine, when you submit this form, the owner will be able to see your name and email address. * Required 1. Please advise publish date of Final Care Inspectorate Report * Please input date in format of dd/... 2. Please confirm that you have saved a copy of the Final Care Inspectorate Report in the Teams channel *

) No