

## **Agenda Item 7**

# **Revised Care Home Inspection Process & Reporting Overview**



## **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).
- 3.5 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.

- 5.2 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 1<sup>st</sup> 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 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 screenshot shows a web form titled "Burnbrae CH Care Inspection - Stage 1" with a subtitle "Complete on receipt of questionnaire from Care Inspectorate". A message states: "Hi Lorraine, when you submit this form, the owner will be able to see your name and email address." Below this, a red asterisk indicates a required field. The first question is "1. What date did you receive the Care Inspectorate Questionnaire \*", with a text input field containing the placeholder "Please input date in format of dd/MM/yyyy" and a calendar icon. The second question is "2. What is the Name of Care Inspector \*", with a text input field containing the placeholder "Enter your answer".

# 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

Submit

**Burnbrae CH Care Inspection - Stage 2 (b)**  
Complete when Care Inspector concludes 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 complete Inspection \*

Please input date in format of dd/...

Submit

# 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.

The screenshot shows a mobile application interface for a form titled "Burnbrae CH Care Inspection - Stage 3". The header is teal with white text. Below the header, a teal bar contains the instruction "Complete this form when the CI draft report is received after Inspection" and a three-dot menu icon. The main content area is white. It starts with a message: "Hi Lorraine, when you submit this form, the owner will be able to see your name and email address." followed by a red asterisk and the word "Required". The first question is "1. What date did you receive the Draft Care Inspection Report \*". Below it is a text input field with the placeholder "Please input date in format of dd/..." and a calendar icon. The second question is "2. Please confirm that you have shared the report onto the Teams channel \*". Below this are two radio button options: "Yes" and "No".

**Burnbrae CH Care Inspection - Stage 3**

Complete this form when the CI draft report is received after 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 you receive the Draft Care Inspection Report \*

Please input date in format of dd/...

2. Please confirm that you have shared the report onto the Teams channel \*

☐ Yes

☐ No

# 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:

The screenshot shows a Microsoft Forms survey titled "Burnbrae CH - Care Inspection Final Published Report - Stage 4". The header is teal with white text. Below the title, it says "Please complete when Final Care Inspection Report is received". The form content includes a greeting: "Hi Lorraine, when you submit this form, the owner will be able to see your name and email address." followed by a red asterisk and the word "Required". The first question is "1. Please advise publish date of Final Care Inspectorate Report \*". Below this is a text input field with a placeholder "Please input date in format of dd/..." and a calendar icon. The second question is "2. Please confirm that you have saved a copy of the Final Care Inspectorate Report in the Teams channel \*". Below this are two radio button options: "Yes" and "No".

**Burnbrae CH - Care Inspection  
Final Published Report - Stage 4**

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 \*

☐ Yes

☐ No

# Tracking Spreadsheet

## Update to Spreadsheet for SMT

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

Tracey Reilly

Business Management Co-Ordinator

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## CARE HOME INSPECTION PROCESS



STAGE 1 - When the questionnaire is received by the Care Home from the Care Inspectorate, the below form is completed.

## Burnbrae CH Care Inspection - Stage 1

Complete on receipt of questionnaire from Care Inspectorate

Hi Lorraine, when you submit this form, the owner will be able to see your name and email address.

\* Required

1. What date did you receive the Care Inspectorate Questionnaire \*

Please input date in format of dd/MM/yyyy

2. What is the Name of Care Inspector \*

Enter your answer

STAGE 2 - 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

Submit

## Burnbrae CH Care Inspection - Stage 2 (b)

Complete when Care Inspector concludes 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 complete Inspection \*

Please input date in format of dd/...

Submit

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

**Burnbrae CH Care Inspection - Stage 3**

Complete this form when the CI draft report is received after 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 you receive the Draft Care Inspection Report \*

Please input date in format of dd/...

2. Please confirm that you have shared the report onto the Teams channel \*

☐ Yes

☐ No

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:

## Burnbrae CH - Care Inspection Final Published Report - Stage 4

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 \*

☐ Yes

☐ No