

Report

Report to: **Social Work Resources Committee**
Date of Meeting: **6 December 2023**
Report by: **Director, Health and Social Care**

Subject: **Care Inspectorate Updates for Registered Social Work Services**

1. Purpose of Report

1.1. The purpose of the report is to:

- ◆ update the Committee on gradings for recent Inspections undertaken by the Care Inspectorate for the registered services delivered and managed by Social Work Resources
- ◆ note any alterations to inspection frameworks

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s): -

(1) that the content of the report is noted.

3. Background

3.1. The Care Inspectorate is the independent scrutiny and improvement organisation responsible for regulating and inspecting care and support services for adults, children and criminal justice social work services. It has the authority to place recommendations, requirements or issue an improvement notice seeking authority through the courts to close a registered service where there is failure to comply with or meet scrutiny and standards outlined within:

- The Regulation of Care (Scotland) Act 2001
- Health and Social Care Standards
- Quality Frameworks linked to the Health and Social Care Standards
- Safe staffing legislation

3.2. It has been agreed that a six-monthly update report for inhouse registered services will be presented at relevant boards and forums to provide members with an overview of Care Inspectorate activity and reporting of grades during that period.

3.3. The Care Inspectorate continues to regulate and inspect our forty-one registered inhouse care services which include: five care homes for older people; thirteen-day services for older people; six day services for adults; one care and support service for adults; one intermediate care service; six children's houses; three child and family services (fostering, adoption and supported carers); four care at home services and two home first services. Grades are reported nationally on the Care Inspectorate website for public information. [Care Inspectorate Datastore](#).

4. Quality Assurance Framework:

- 4.1. The Care Inspectorate carries out inspections based on the [Quality Assurance Framework](#) linking to the Health and Social Care Standards. The quality framework is structured around six key questions. These are:

1. How well do we support people's wellbeing?
2. How good in our leadership?
3. How good is our staff team?
4. How good is our setting?
5. How well is care and support planned?
6. What is our overall capacity for improvement?

Under each key question, there are up to five quality indicators.

- 4.2. In respect of adult care services, quality indicator 1.5 has been developed in response to the pandemic to ensure that where there are outbreaks of any infectious diseases, people's health and wellbeing continues to be supported and safeguarded by infection, prevention, and control practices, taking into account the [National Infection Prevention and Control Care Home Manual](#)
- 4.3. A number of quality frameworks have been published since the last report and are detailed in the table below:

Table 1 – New Quality Frameworks

Quality Framework	Published
Care Homes for Adults and Older People	19 April 2023
Support Services (not Care at Home)	13 April 2023
Children and young people in need of care and protection	29 November 2022

- 4.4. Evaluations are combined from the Key Questions outlined above alongside the quality indicators and grades: 6 Excellent, 5 Very Good, 4 Good, 3 Adequate, 2 Weak, 1 Unsatisfactory.

Table 2 - Evaluations

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 requires
1	Unsatisfactory	Major weaknesses – urgent remedial; action required

5. Recent Inspections

- 5.1. Since the last report there has been one unannounced care home service inspection within Dewar House in Hamilton and two announced short notice inspections within the South Lanarkshire Adoption Service and South Lanarkshire Fostering Service, as detailed in the table below.

Table 3 – Recent inspections

Care Home	Date of Inspection	How well do we support people's wellbeing?	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?	What is the overall capacity for improvement?
		Key Q 1	Key Q 2	Key Q 3	Key Q 4	Key Q 5	Key Q 6
Care Homes – Older People							
Dewar House	25 January 2023	5	5	5	4	5	Not Assessed
Children and Family Services							
South Lanarkshire Council – Adoption Services	27 March 2023	4	Not Assessed	Not Assessed	Not Assessed	5	Not Assessed
South Lanarkshire Council – Fostering Services	27 March 2023	4	Not Assessed	Not Assessed	Not Assessed	5	Not Assessed

- 5.2. The inspection team found significant strengths in the care provided within Dewar House. Residents were involved in planning their support and having daily choice about their routine. There was evidence that health needs were assessed and monitored regularly with any concerns referred to external professionals. Inspectors did highlight the need for the management team to retain evidence of all building safety certificates onsite rather than requesting this information from other departments. It has been noted that this is in relation to the lease of the building and documentation held by Hanover Housing Association.
- 5.3. The South Lanarkshire Adoption Service was found to have significant strengths with children experiencing a high standard of care within stable home environments. Meanwhile, the report identified three areas of improvement with recommendations to improve the recording and notification of all accidents and incidents to the Care Inspectorate; support dual registered foster carer / adopters in line with fostering legislation and best practice; and ensure that all children in need of permanent care have their assessments completed and plans carried out without unnecessary delay.
- 5.4. The South Lanarkshire Fostering Service inspection report highlighted positive outcomes experienced by children as part of their foster families. Children experienced a high standard of care and developed meaningful and trusting relationships. Within the report four areas of improvement were recommended, which included the three recommendations above that were also relevant to the adoption service, and a fourth recommendation for the need for a separate registration with the Care Inspectorate for the provision of a continuing care service.
- 5.5. Inspection reports published since the last report to Social Work Committee on 15 February 2023, show no rise or decline in grading.
- 6. Health and Care (Staffing) (Scotland) Act 2019**
- 6.1. The [Health and Care \(Staffing\) \(Scotland\) Act 2019](#) (the Act) will come into effect on 1 April 2024, to support safe staffing, high standards of care, and improved outcomes for those using health and social care services.

- 6.2. The Act places duties or obligations on organisations such as health boards, local authorities, integration authorities, Healthcare Improvement Scotland, and the Care Inspectorate to provide assurance that staffing levels are appropriate in numbers and skill mix.
- 6.3. The Care Inspectorate will continue to regulate staffing within social care services against the Quality Framework; a review of the Framework will be undertaken during 2024-2025 to reflect the new legislation. Providers will also be asked to provide additional staffing information within the Care Inspectorate Annual Return. Meanwhile, Healthcare Improvement Scotland (HIS) will be responsible for monitoring compliance with the Act in the health care sector.
- 6.4. The Safe Staffing Programme has been established by the Scottish Government to support the social care sector with the implementation of this legislation and to develop a staffing method framework which will assist the assessment and decision-making process on workload and workforce planning. A range of webinars are planned from October 2023 to March 2024 to support the implementation of the Act.
- 6.5. The Social Work Workforce Plan 2022-25 will continue to address the demand and workforce challenges facing services and the need to maintain the health and wellbeing of the workforce. An action plan is in place to address these challenges, by maximising available resources through options of service redesign; developing recruitment practices; and ensuring the workforce feel valued and supported.

7 Employee Implications

- 7.1. Preparation for the Health and Care (Staffing) (Scotland) Act 2019 will continue to be monitored and reported to future meetings of the Social Work Resources Committee.

8 Financial Implications

- 8.1. There are no financial implications in relation to this report.

9 Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change in terms of the information contained in this report.
- 9.2. There are no implications for sustainability in terms of the information contained in this report.
- 9.3. There are no implications for the environment in terms of the information contained in this report.

10 Other Implications

- 10.1. The activity underpinning the gradings contributes to the mitigation of the new risk added to the Social Work Resources Risk Register:
 - ◆ Failure to comply with or meet the expected standards, scrutiny levels, or improvement as identified by regulatory bodies.
- 10.2. Maintaining high quality registered care and support services, tailored to individual service user needs, ensures that people are supported and protected to live in good health and wellbeing.

11 Equality Impact Assessment and Consultation Arrangements

11.1. This report does not introduce a new policy, function, or strategy, or recommend a change to existing policy, function, or strategy and, therefore, no impact assessment is required.

11.2. There is also no requirement to undertake any consultation in terms of the information contained in this report.

Professor Soumen Sengupta
Director, Health and Social Care

7 November 2023

Link(s) to Council Values/Ambitions/Objectives

- ◆ focused on people and their needs
- ◆ working with and respecting others
- ◆ accountable, effective, efficient and transparent

Previous References

- ◆ Care Inspectorate Updates for Registered Social Work Services, 15 February 2023.

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendix 1: Care Inspectorate Gradings June 2023

Service		Latest Inspection	How well do we support people's wellbeing?	How well is our care and support planned?	How good is our setting?	How good is our staff team?	How good is our leadership?
Child and Family Services							
1	South Lanarkshire Council - Adoption Service	27/03/2023	4	5	Not Assessed	5	5
2	Supported Carers Service	22/01/2019	5	5	Not Assessed	5	5
3	South Lanarkshire Council - Fostering Service	27/03/2023	5	5	Not Assessed	5	4
Children's Houses							
4	Langlea Avenue	19/04/2022	5	5	5	5	5
5	Bardykes Road	29/07/2022	5	5	5	5	5
6	Rosslyn Avenue	13/05/2022	5	5	5	5	5
7	Hunters Crescent	29/04/2022	4	4	4	4	4
8	Station Road	19/05/2022	3	3	3	3	3
9	Hillhouse	30/06/2022	5	5	5	5	5
Care Homes – Older People							
10	Meldrum Gardens	01/11/2019	4	4	5	3	5
11	McKillop Gardens	01/07/2022	5	5	5	5	5
12	McClymont House	31/05/2022	5	5	6	5	5
13	David Walker Gardens	11/11/2022	5	5	5	5	4
14	Dewar House	25/01/2023	5	5	4	5	5
Day Services – Adult and Older People							
15	Lifestyle Lanark, Harry Smith Complex	12/08/2015	6	6	6	6	6
16	South Lanarkshire Lifestyles - Stonehouse	26/05/2017	5	5	5	4	5
17	South Lanarkshire Lifestyles - Fairhill	22/01/2019	5	5	5	5	5
18	Whitehill Day Centre	24/07/2018	5	5	5	5	5
19	Newberry Rooney	22/11/2016	5	5	5	5	4
20	South Lanarkshire Lifestyles - Carluke	19/05/2017	5	5	6	5	5
21	Meldrum House	05/06/2017	5	5	5	5	5
22	Saltire Neighbourhood Centre	22/05/2018	5	5	5	5	5
23	Harry Heaney Centre	10/05/2019	5	5	5	5	5
24	McClymont Resource Centre	05/08/2019	5	5	5	5	5

25	Lesmahagow Neighbourhood Centre	07/02/2017	5	5	6	5	5
26	Canderavon Neighbourhood Centre	16/02/2016	4	4	5	5	5
27	Jimmy Swinburne Resource Centre	15/05/2018	5	5	5	4	5
28	St. Andrew's Day Centre	24/07/2019	5	4	5	5	5
29	South Lanarkshire Lifestyles East Kilbride	13/12/2016	5	5	5	5	5
30	South Lanarkshire Lifestyles Eastfield	15/11/2017	5	5	5	5	4
31	Nisbet Centre	18/06/2019	5	5	5	5	5
32	Parkhall House	03/08/2018	5	5	5	5	4
33	Jenny MacLachlan Centre	19/01/2017	6	6	5	5	5
Care at Home Services							
34	East Kilbride Home Care Service	24/01/2020	4	4	Not Assessed	5	5
35	Hamilton Home Care Service	17/06/2021	3	3	Not Assessed	3	3
36	Rutherglen Home Care Service	24/11/2020	4	3	Not Assessed	4	4
37	Clydesdale Homecare	26/10/2018	5	5	Not Assessed	4	5
Home First Services							
38	Home First (East Kilbride and Rutherglen)	Registered - 2/9/22					
39	Home First (Clydesdale and Hamilton)	Registered - 2/9/22					
Housing Support Services							
40	Care and Support Service (North and South)	20/05/2019	4	4	Not Assessed	5	4
Intermediate Care Services							
41	Blantyre Life	Registered - 15/12/22					

Grades guide:

1	Unsatisfactory
2	Weak
3	Adequate
4	Good
5	Very Good
6	Excellent