



Report

Report to: **Social Work Resources Committee**
Date of Meeting: **28 October 2020**
Report by: **Director, Health and Social Care**

Subject: **Care at Home Services**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update Social Work Resources Committee on the outcome of the recent Care Inspectorate inspection within Hamilton Home Care Service

2. Recommendation(s)

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

- (1) that the contents of this report be noted.

3. Background

3.1. Members will recall that the South Lanarkshire Council (SLC) imposed a voluntary moratorium on the Care at Home Service within both Hamilton and Rutherglen in January 2020. This moratorium was introduced following concerns that had been highlighted in inspections carried out by the regulatory body, the Care Inspectorate, and placed a suspension on new referrals to the Service.

3.2. The Care Inspectorate has been concerned about Hamilton Care at Home Service for some time, resulting in Improvement Requirements in their Inspection Reports. In December 2019, the Hamilton Service was issued with a formal Improvement Notice that required improvements to be undertaken. The original notice, for a period of eight weeks, was extended to the end of May, and then subsequently extended until 30 September 2020, as a result of the outbreak of the Pandemic.

3.3. The Service embarked on a significant programme of work following the last inspection to address the improvements required. This has been wide ranging and has involved the recruitment of a new management team which has developed and led an improvement action plan aimed at bringing about positive change within the Service.

3.4. The Care Inspectorate had largely suspended its programme of Care at Home inspections during the Pandemic to enable it to focus on supporting services and the continued inspection of care homes in-line with temporary legislation. This legislation expired on 30 September 2020 and Hamilton service was subject to inspection in the week beginning 5 October 2020.

4. Outcome of Inspection

4.1. Following a rigorous inspection process, the Service has received exceptionally positive feedback. Inspectors highlighted the considerable progress that had been achieved by the Service and assessed the Service as having met all the

requirements of the Improvement Notice, and have subsequently agreed to the lifting of the notice.

- 4.2. Inspectors were so impressed with the progress made that they took the unusual decision to regrade the Service, and have subsequently awarded the Service the following grades:

Care at Support	3
Leadership and Management	3
Staffing	2

- 4.3. There remains much to do within the services improvement journey. However, the inspection represents substantial progress and clearly evidences that the Service is moving in the right direction, and that it is delivering services that meet the needs of service users while ensuring safety and wellbeing. The scale and pace of work undertaken by staff within the Hamilton Home Care Service cannot be underestimated and the outcome is testament to their hard work and dedication.
- 4.4. Discussions are now taking place to explore the potential timeline for the lifting of the voluntary moratorium which has been in place, and it is hoped that this can be agreed in the near future.
- 4.5. The voluntary moratorium that was previously in place with the Rutherglen Home Care Service was lifted on 31 August 2020, and there has been a staged approach to supporting new services since that date. It would be the intention to employ a similar approach within the Hamilton service.

5. Employee Implications

- 5.1. There are no employee implications within this report.

6. Financial Implications

- 6.1. There are no financial implications within this report.

7. Climate Change, Sustainability and Environmental Implications

- 7.1. There are no implications for climate change, sustainability and environmental implications in terms of the information contained in this report.

8. Other Implications

- 8.1. There are no risk implications within this report.

- 8.2. There are no sustainable development issues within this report.

- 8.3. There are no other issues within this report.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. This report does not introduce a new policy function or strategy, nor does it recommend a change to existing policy, function or strategy, therefore, no impact assessment is required (Equality Impact Assessment).

**Val de Souza
Director, Health and Social Care**

Link(s) to Council Values/Objectives

- ◆ none

Previous References

- ◆ none

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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