

Report

Report to:	Social Work Resources Committee
Date of Meeting:	1 September 2021
Report by:	Director, Health and Social Care

Subject:	Care at Home
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ update the Committee on the outcome of the recent Care Inspectorate activity within the Care at Home 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 South Lanarkshire Council (SLC) imposed a voluntary moratorium on the Care at Home Services in 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 had 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 because of the outbreak of the Pandemic.
- 3.3. Similar concerns were highlighted within the Rutherglen Service following an inspection in October 2019. This did not result in an improvement notice however, a decision was taken to initiate a moratorium on new referrals to enable the Service to focus on the improvement required.
- 3.4. The Services embarked on a significant programme of improvement to address the requirements arising from the inspection activity. This has been wide ranging and has involved the recruitment of new management teams that have developed and led improvement action plans aimed at bringing about positive change within the Service.

- 3.5. 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. Services maintained weekly contact with the Care Inspectorate throughout the pandemic and the Care Inspectorate acknowledged that significant progress was being made within services. As a result of this progress, agreement was reached to lift the moratorium on new referrals in the Rutherglen service from the 31 August 2020.
- 3.6. The Hamilton Service was subject to a positive inspection in October 2020. This resulted in lifting of the Improvement Notice and agreement was reached to lift the moratorium on new services from 11 November 2020. This outcome reflects the exceptional work undertaken by staff within both services at a time when services were also working hard to respond to the challenges experienced because of the pandemic.

4. Current Position

- 4.1. As restrictions have eased, the Care Inspectorate have recommenced inspection activity within Care at Home services. Inspections have now taken place in Rutherglen and Hamilton Services, resulting in very positive outcomes with both services.
- 4.2. The Rutherglen Service was inspected in November 2020. Feedback from the inspection was exceptionally positive regarding the progress that had been made within the service and awarded the Service the following grades:
- how well do we support people's wellbeing 4
 - how good is our Leadership 4
 - how good is our Staff Team 4
 - how good is our care planned 3
- 4.3. Not only was this confirmation of the excellent progress that had been made but also an acknowledgement of the exceptional work that has been undertaken by staff within the service. The Care Inspectors were so impressed with the progress that they recategorised the Service from high risk to medium risk.
- 4.4. The Hamilton Service was subject to a further inspection in June 2021. Again, feedback from the inspection was exceptionally positive, highlighting the very positive steps that had been taken to improve the service and the improvements in the management of the service. The Service was awarded the following grades:
- how well do we support people's wellbeing 3
 - how good is our care and support 3
- 4.5. It should be noted that Inspectors highlighted that the service largely awarded grades of 4 for the sub-categories inspected and noted that continued progress in two areas would result in grades of 4 being awarded. These areas are currently being progressed.
- 4.6. Inspectors highlighted several areas of good practice during the inspection and were complimentary regarding the scale of improvement that had been achieved in such a short period of time, amid a pandemic. The Hamilton has also been recategorised from high risk to medium risk. This again reflects the excellent work undertaken by staff within the Service.

4.7. The Services continue to be on an improvement journey. However, the outcomes highlighted above underlines the positive progress that has been made to stabilise the Services and ensure that service users receive services of the highest quality.

4.8. The Rutherglen and Hamilton Services will now return to an annual regime of inspections, similar to those experienced within the Clydesdale and East Kilbride Services.

5. Employee Implications

5.1. There are no employee implications resulting from this report.

6. Financial Implications

6.1. There are no financial implications resulting from this report.

7. Climate Change, Sustainability and Environmental Implications

7.1. There are no climate change implications resulting from this report.

7.2. There are no sustainability implications resulting from this report.

7.3. There are no environmental implications resulting from this report.

8. Other Implications

8.1. There is potential risk in relation to service quality and outcomes for service users if improvement activity is not maintained. However, governance arrangements are in place to monitor progress within the services and the ongoing improvement actions that are being progressed are intended to better manage and reduce the level of risk.

8.2. There are no sustainable development issues associated with this report.

8.3. There are no other issues associated with this report.

9. Equality Impact Assessment and Consultation Arrangements

9.1. There is no requirement to carry out an impact assessment in terms of the proposals contained within this report.

9.2. Staff and trade unions have been made aware of the positive outcomes and forums are in place for ongoing engagement and consultation.

Soumen Sengupta
Director, Health and Social Care

15 July 2021

Link(s) to Council Values/Objectives

◆ Deliver better health and social care outcomes for all

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:-

Ian Beattie, Head of Health and Social Care

Ext: 3701 (Phone: 01698 45)

Email: ian.beattie@southlanarkshire.gov.uk