

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 25 November 2014

BY: Director of Health & Social Care

SUBJECT: Domiciliary Care Report - Homecare Service

1 PURPOSE

- 1.1 To present an update report on the performance of the Homecare Service April 2014 – November 2014 following the Care Inspection visit and resulting Domiciliary Care Report 1st April 2014.

2 RECOMMENDATIONS

- 2.1 To note the report

3 BACKGROUND

The Home Care Service provides support for people in East Lothian to live at home. The service is registered with the Care Inspectorate.

- 3.1 The Care Inspectorate completed a second Short Notice Announced visits in April 2013 and awarded weak grades for the standards assessed in specific aspects of Care and Support, Quality of staffing and management and Leadership. A further Announced Short Notice visit by the Care Inspection in July acknowledged the considerable investment in the service through the detailed action plan and increased the grades awarded.

	Type		Gradings
21 July 2014	Announced (Short Notice)	Quality of Care and Support Quality of Staffing Quality of Management and Leadership	3 – Adequate 3 – Adequate 3 – Adequate
1 April 2014	Announced (Short Notice)	Care and Support Staffing Management and Leadership	2 – Weak 2 – Weak 2 - Weak
10 December 2013	Announced (Short Notice)	Care and Support Staffing Management and Leadership	2 – Weak 2 – Weak 2 – Weak
27 February 2013	Announced (Short Notice)	Care and Support Staffing Management and Leadership	4 – Good 4 – Good 3 – Adequate

3.2 Members should note that whilst the assessment from the Care Inspection was weak a survey they conducted gathering feedback from service users praised the delivery of care and support from frontline staff.

3.3 Following the April report a detailed action plan was agreed and progressed to address the areas of concern.

3.4 The outcomes from the action plan included;

- Improved quality of support plan for all service users, with a robust review system in place.
- Revised Medication policy implemented including the training of all homecare staff.
- East Lothian Participation Policy developed, including Service User Easy Read Leaflet.
- Implementation of Quality Assurance Framework, visits to a random sample of service users on a monthly basis.
- Evidence for the Quality Assurance visits informs the ongoing action plan.

3.5 Evidence to date concludes;

- The results from 43 Quality Assurance Visits conducted by Managers of the Homecare service have been considered to provide the data. The homecare clients were selected random from across East Lothian.

- The majority of service users rate their experience as excellent.
- Areas for improvement from a service user perspective include consistency of cares and time of provision.

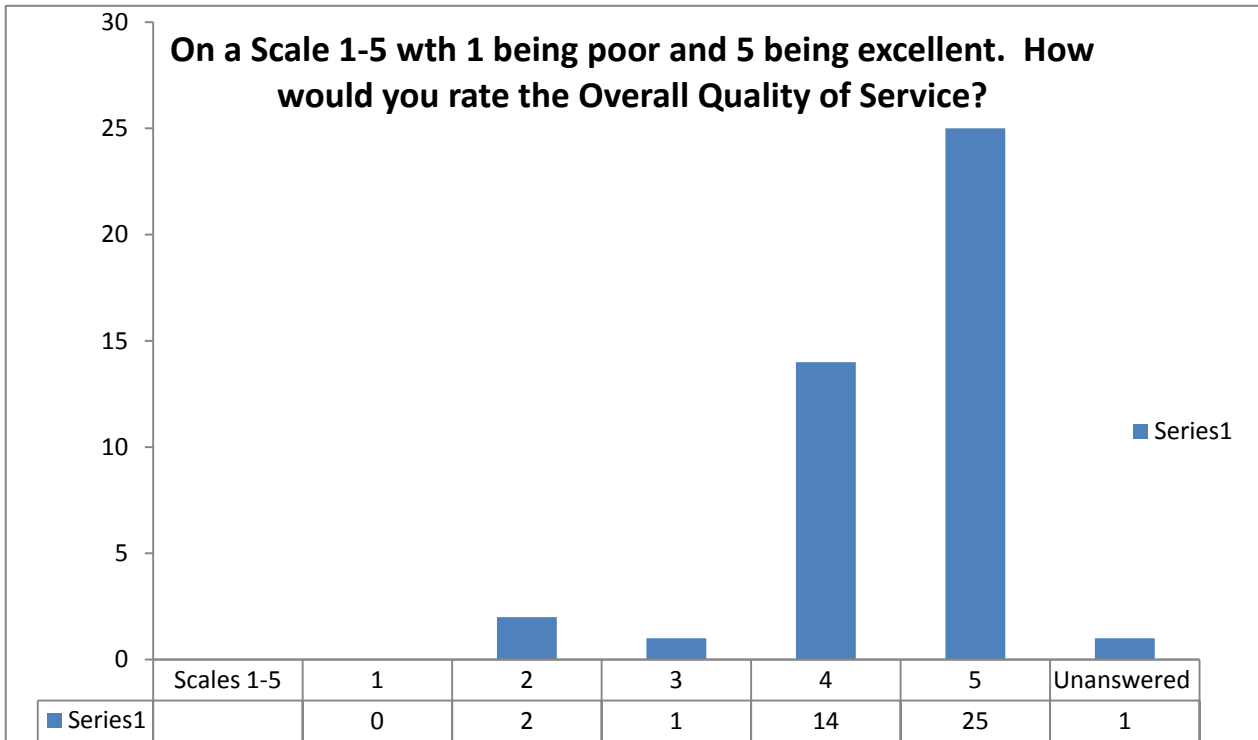


Table 1: The table illustrates the responses of the 43 participants in relation being asked to rate the service from 1 -5, 5 being excellent.

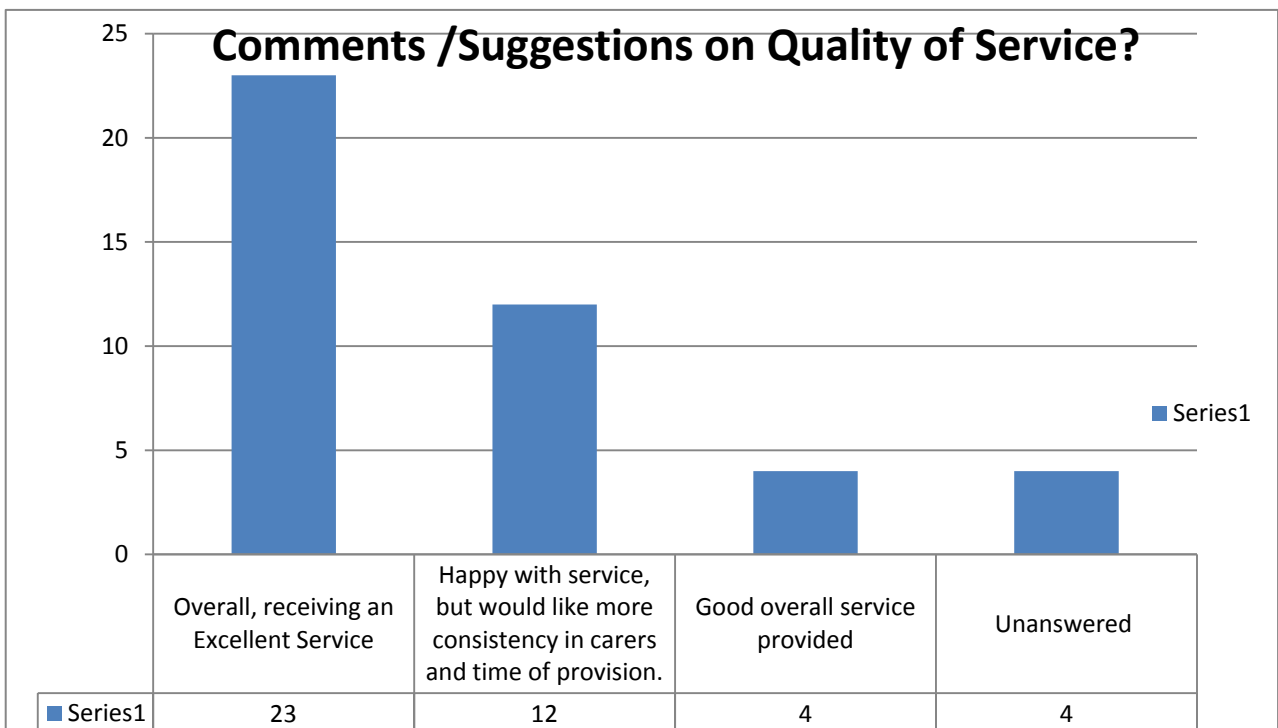


Table 2: The table illustrates the main themes identified from the question inviting comments/suggestions on the quality of service.

- 3.6 Revised Working Agreement and New Rota Pattern were implemented within the Home Care Service on 13th October 2014.

4 POLICY IMPLICATIONS

- 4.1 None applicable at present

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – Financial implications have been considered in the Adult Wellbeing Budget.
- 6.2 Personnel - Personnel implications have been addressed in consultation with the Union resulting in a revised working agreement. A members Library report has been completed in relation to the implementation of the revised working agreement and new rota pattern as of 13th October 14.

7 BACKGROUND PAPERS

- 7.1 Reports from the Care Inspectorate can be found on www.careinspectorate.com
- 7.2 Domiciliary Care Inspection Members' Library Report 122/14 – June 2014
- 7.3 Domiciliary Care Inspection Members' Library Report 169/14 – August 2014
- 7.4 Home Care Revised working agreement Members' Library Report 228/14 – November 2014

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