



**REPORT TO:** East Lothian Integration Joint Board

**MEETING DATE:** 29 June 2017

**BY:** Chief Officer

**SUBJECT:** Care Inspectorate Grades: East Lothian

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## **1 PURPOSE**

- 1.1 Information contained in the IJB Performance report from February 2017 advised that grades of inspected services across East Lothian were at “amber”. The IJB expressed concern at this and asked for a follow up report. This paper analyses the trends of the grades from the last two inspections to identify if this information holds merit. The report will look at the progress of services including Care Home services, Care At Home services, Day Centres and Resource Centres.

## **2 RECOMMENDATIONS**

- 2.1 The IJB is asked to note the following information in relation to current Care Inspectorate grades for services across East Lothian.

## **3 BACKGROUND**

- 3.1 Grades across all the services in East Lothian generally show trends of either maintaining or improving following recent inspections with the exception of a small number of providers who have had their grades reduced.
- 3.2 One Care Home provider continues to be under close monitoring for this reason, although it is expected that this will improve at the next follow up inspection which is due imminently. A second care home is currently undergoing close monitoring following a recent inspection, although final grades are still to be awarded, it is likely that these will drop.
- 3.3 One Care at Home provider who was due an inspection at the time of issuing the new Care at Home Framework contracts did not meet the required grades and has since not been awarded a place on the contract in order to maintain quality in service provision.

- 3.4 Services across East Lothian are inspected and graded on a yearly basis by the Care Inspectorate (CI). Inspections can occur more frequently if Improvement Notices are issued or the CI has specific concerns in relation to a service.
- 3.5 Grades scored by the CI are on a scale of 1 – 6 with 1 indicating a failing service and 6 indicating a level of excellence. Grades are as follows:

CI Grade	Scoring Level
1	Unsatisfactory
2	Weak
3	Adequate
4	Good
5	Very Good
6	Excellent

- 3.6 There are currently 17 care homes within East Lothian. Currently 1 service is undergoing close contract monitoring as a result of a downgrade to level 2
- 3.7 Care at Home services in East Lothian recently underwent a tendering exercise and a new framework was put in place from 1<sup>st</sup> April 2017 that included 15 providers. Following the tender both specialist and generic providers were combined and there is now no distinction between these services. However providers are able to indicate that they will provide support to specific user groups according to their area of expertise. It was necessary to have a minimum of CI Grade 3 overall to qualify on to the framework. There are incentives for providers within the framework to encourage them to improve their grade to 4.
- 3.8 Day Centres across East Lothian were graded for the first time over the course of 2016/17 as these services are newly registered with the Care Inspectorate.
- 3.9 Appendices detailing the full range of grades over the last two years are available at the end of this report.

#### Care Home Services

- 3.10 A summary of the grades across care home services is as follows:
- 70% of the homes are graded level 4 or above
  - 24% are graded at level 3
  - 6% are graded at level 2
  - 0 are graded at level 1

- 3.11 Since the last inspection, 41% of homes increased the grades from their previous inspection, 47% of homes retained the same grades and only 12% of homes have had their grades reduced indicating a relatively stable or improving service in this sector
- 3.12 Contract monitoring is currently targeting those homes that are overdue their monitoring meeting with only 3 homes overdue on this. Dates are currently in place to meet with these services (Belhaven, Drummohr and St Anne's). Once these are complete all homes within the county will have had a contract monitoring meeting in the last 12 months.
- 3.13 East Lothian Council is continuing to monitor Fidra Nursing Home following their downgrade in December 2016 and the CI will carry out a follow up inspection to assess the level of improvement imminently. The Partnership decided not to initiate a Large Scale Investigation for the home despite a drop in their grades as the home had put in place a robust improvement plan and continuing reviews of placements at the care home determined there were no adult protection issues. The Strategy Team and Care Home Review Team continue to work with Fidra to monitor improvements.
- 3.14 The Partnership also receives a 6 monthly Market Intelligence report from Scotland Excel that includes a breakdown of credit ratings of each of the care home providers working in the county. Since receiving this report we are investigating one instance of a care home with a low credit rating and are undertaking monitoring measures in conjunction with our finance department.

#### Care At Home Services

- 3.15 Grades are available for 13 of the 15 providers on the framework as one provider, currently based in England, is graded under a different monitoring system. Another provider only has one year's worth of grades from the CI as it is a new service.
- 3.16 A summary of the grades for the remaining 13 are as follows:
- 12 (92%) of the providers are at grade 4 or above
  - 1 (8%) is graded at level 3
  - No provider is currently rated lower than a grade 3
- 3.17 Out of these providers, 46% have increased their grades since their last inspection and 38% have maintained their grade. 15% have decreased.
- 3.18 Contract monitoring will be completed through the Balanced Scorecard and Key Performance Indicators laid out in the 2017 Care at Home Framework.
- 3.19 The Partnership also continues to monitor the performance of our framework providers in conjunction with any changes in grades provided by the Care Inspectorate.

- 3.20 The Partnership undertook one Large Scale Investigation in 2016 for Living Ambitions when their grades dropped below a 3 in the areas of Staffing and Management & Leadership. They are now no longer part of the Framework due to failing to meet the required qualifying grades.

#### Day Centre Services/Other Providers

- 3.21 Older Peoples' Day Centres across the county were inspected for the first time in 2016/17 therefore we have no data from the CI to track trends for the majority of the services in this area. However two centres have now had a second inspection with one service increasing their grades, and one reducing in the area of Quality of Care.
- 3.22 6 out of the 10 day centres have had grades awarded, with the remaining 4 to still be inspected. Of the 6 available, 6 (100%) are now listed at grade 4 or above.
- 3.23 Contract monitoring arrangements are currently being developed as part of a renewed contract for three years where the role of day centres will be developed.
- 3.24 Adult Resource Centres are the internal day care provision within East Lothian Council. At present all 3 resource centres are graded at level 4 or above. However, since the last inspection two out of the three centres have had their grades slightly reduced in the area of staffing, although in the area of Quality of Care, grades have either been maintained or improved.
- 3.25 The Adult Placement Service continues to provide a high quality of care and has maintained grades of 5 since their last inspection.

## **4 POLICY IMPLICATIONS**

- 4.1 None

## **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – None
- 6.2 Personnel – None
- 6.3 Other – None

## 7 BACKGROUND PAPERS

7.1 None

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## Appendix 1

### Care Home Grades

Care Homes for Older People (NCHC) Register								
Name of Establishment	Provider	Care Type	Care Inspectorate Quality Grades				Contract Monitoring	
			Date of CI report	Care & Support	Environment	Staffing		Management & Leadership
Private Homes								
Astley House	Fairfield Care Homes Ltd	Nursing	29/08/2016	5	5	5	5	10/01/2017
			31/08/2015	5	5	5	5	
Belhaven Nursing Home	NHS Lothian/East Lothian Council	Nursing	06/05/2016	3	4	4	3	15/07/2015
			04/06/2015	3	3	4	3	
Carberry	Carberry House Care Home	Residential	16/02/2017	5	4	5	5	23/10/2014
			09/08/2016	4	3	5	5	
Drummohr	HC-One	Nursing	16/11/2016	3	3	4	4	12/05/2016
			04/08/2015	3	3	3	3	
Fidra Nursing Home	Randolph Hill Care Homes Ltd	Nursing	20/12/2016	2	3	2	2	15/08/2016
			29/03/2016	3	4	4	3	
Florabank Residential Home	Florabank Home Limited	Residential	02/06/2016	5	4	5	5	29/10/2014
			08/06/2015	5	4	4	5	
Lammermuir House	Tamaris (RAM) Limited	Nursing	16/01/2017	4	3	3	4	10/05/2016
			30/06/2016	3	3	3	3	
Levenhall Nursing Home	Renaissance Care (Scotland) Limited	Nursing	16/12/2016	4	4	5	5	19/05/2016
			29/09/2015	5	4	5	5	
Muirfield Nursing Home	Randolph Hill Care Homes Ltd	Nursing	14/12/2016	3	3	3	3	05/05/2016
			08/10/2016	3	3	3	3	
St. Anne's Care Home	Sisters Of Charity Of St Paul The Apostle	Residential	07/12/2016	4	4	4	4	24/04/2016
			08/02/2016	4	4	4	4	
Tranent Nursing Home	HC-One Limited	Nursing	10/11/2016	3	4	3	4	08/02/2017
			18/05/2016	1	1	1	2	
Tyneholm Stables	Embrace	Nursing	16/05/2016	4	4	3	3	31/07/2015

			20/08/2015	4	4	4	4	
<b>ELC Care Homes</b>								
The Abbey	ELC	Residential	22/10/2015	5	4	5	5	NA
			24/09/2014	5	4	5	5	
Crookston	ELC	Residential	15/08/2016	5	5	5	5	NA
			13/07/2015	5	5	5	5	
Eskgreen	ELC	Residential	13/07/2016	4	3	3	3	NA
			17/09/2015	4	3	3	3	
<b>Non NCHC Care Homes</b>								
Adamwood			22/04/2015	4	4	3	3	N/A
			13/11/2014	4	4	3	3	
Hilton Lodge			13/05/2016	6	6	6	6	N/A
			27/04/2015	6	6	6	5	

## Appendix 2

### Care At Home Grades

Care At Home Providers						
Provider	Care Inspectorate Quality Grades					Notes
	Date of CI report	Care & Support	Environment	Staffing	Management & Leadership	
<b>Existing Services</b>						
ELCAP	31/05/2016	6	N/A	6	N/A	
	04/06/2015	5	N/A	6	N/A	
THERA (Scotland)	29/09/2016	4	N/A	N/A	N/A	
	22/10/2015	4	N/A	5	5	
Penumbra	30/11/2016	5	N/A	4	5	
	27/10/2016	5	N/A	5	4	
Crossreach	05/05/2016	5	N/A	N/A	5	
	09/04/2015	4	N/A	5	4	
Places for People	30/05/2016	5	N/A	5	N/A	
	28/04/2015	6	N/A	6	5	
SCRT	30/06/2016	4	N/A	5	N/A	
	18/06/2015	4	N/A	5	4	
Allied Healthcare	14/10/2016	4	N/A	N/A	N/A	
	11/01/2016	4	N/A	4	4	
McSence	17/08/2016	5	N/A	5	5	
	23/04/2015	3	N/A	3	3	
Call In Homecare	31/03/2016	4	N/A	4	3	Service opened an office in East Lothian in 2016. 2015 grades are based on the Edinburgh Service previously used
	03/09/2015	4	N/A	4	5	
ELC Homecare	18/10/2016	4	N/A	4	4	
	27/10/2015	3	N/A	4	4	
<b>New/Changing Services Following Tender</b>						
Mears (ILS)	06/02/2017	3	N/A	3	3	Both companies now merging
	07/08/2015	3	N/A	3	3	
Mears (Homecare)	19/07/2016	3	N/A	3	4	Both companies now merging



	27/08/2015	3	N/A	4	3	
Beyond Homecare	29/06/2016	5	N/A	5	N/A	Formerly traded under Allan Ross Homecare. No grades available under their new trading name
	20/08/2015	4	N/A	4	4	
Real Life Options	07/12/2016	5	N/A	4	4	Based on the Edinburgh Service. No data for previous years
Enable	26/08/2015	6	N/A	6	6	Based on Edinburgh Service Grades
	03/09/2014	6	3	3	3	
Delight Supported Living	20/09/2016	4	4	4	4	No info on previous year
Careline Homecare						English service, no grades based in Scotland. English services range from Good to Require Improvement



<b>Other Providers</b>						
Adult Placement Service	04/11/2016	5	N/A	N/A	N/A	
	06/05/2016	5	N/A	5	4	