

Meeting of South Ayrshire Health and Social Care Partnership	Performance & Audit Committee
Held on:	20th February 2024
Agenda Item:	7
Title:	Summary of Inspection Findings for Adult Services
Summary:	
The purpose of this report is to inform South Ayrshire Cabinet of the outcome of a range of inspections throughout 2023.	
Author:	Billy McClean – Head of Community Health and Care Services, HSCP
Recommendations:	
It is recommended that the Performance & Audit Committee	
<ul style="list-style-type: none"> i. To reflect upon the key messages from the Inspection reports. ii. To acknowledge the ambition to build on these solid inspection outcomes and move from “Good to Great.” 	
Route to meeting:	
Implications:	
Financial	<input type="checkbox"/>
HR	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Equalities	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>
ICT	<input type="checkbox"/>

SUMMARY OF INSPECTION FINDINGS FOR ADULT SERVICES 2023

1. PURPOSE OF REPORT

1.1 The purpose of this report is to inform South Ayrshire Cabinet of the outcome of a range of inspections throughout 2023.

2. RECOMMENDATION

2.1 It is recommended that the Integration Joint Board

2.1.1 To acknowledge the outcome of the inspections carried out during 2023:

- i. **To reflect upon the key messages from the Inspection reports.**
- ii. **To acknowledge the ambition to build on these solid inspection outcomes and move from “Good to Great.”**

3. BACKGROUND INFORMATION

3.1 The Care Inspectorate undertook and published eight separate inspections during 2023 across Adult Services:

- Joint inspection for services for adults in South Ayrshire
- Chalmers Road short breaks (Learning Disabilities)
- Nursery Court Day supports (Older People)
- Arran View day supports (Learning Disabilities)
- Hillcrest Residential Home (Older People)
- South Lodge Residential Home (Older People)
- Care at Home Service (Older People)
- Reablement Service (Older People)

The Care Inspectorate use a 6-point scale to evaluate quality where 1 is unsatisfactory and 6 is excellent.

Qualitative statements are provided to qualify the grading. As part of the inspection and report process, “recommendations” are made to support continuous improvement, and in some instances when significant and immediate improvements are required then “requirements” are stipulated and enforced.

4. REPORT

4.1 Grades across all eight of the service areas inspected in South Ayrshire ranged from 4 (good) to 5 (very good) (Tab.1):

Table 1: Summary of Care Inspectorate Grades and Findings

Service Area	Grades	Date	Statement
Adult Services	Good 4,4,4,4,4,	Mar 23	Most people experienced positive outcomes and had a positive experience of health and social care. Leadership was committed to change and improvement and there were good, trusting

			relationships at a senior level. There was clarity of purpose for individual leaders and senior managers.
Chalmers Rd	Good 5,4,	Mar 23	The health, wellbeing, care, and support of people was very good. Care plans were very person centred. People were happy while at the service.
Nursery Court	Very Good 5,5,	Mar 23	A highly committed, skilled, and passionate staff team achieved excellent outcomes for people by providing flexible and enabling person-centred support that was compassionate, inclusive and stimulating. A very proactive and skilled leadership team drove very good standards of practice and continuous innovation.
Arran View	Good 5,4,	Jun 23	People were supported by friendly, caring staff. There was a wide range of activities for people to take part in.
Hillcrest	Very Good 5,5,	Oct 23	Management and staff work well with external health professionals, enhancing the health and wellbeing of people. Staff were highly motivated, well trained and focussed on achieving good outcomes for people.
South Lodge	Good 4,4,	Aug 23	Management and staff knew each service user well and were very good at building positive relationships with people and their families. Staff were highly motivated and focussed on achieving good outcomes for people.
Reablement	Very Good 5,5,5,5,	Nov 23	There was very good communication between the staff in the team and sharing with other departments and organisations to work collaboratively towards shared goals. The service was being delivered by team of staff that were dedicated, caring and compassionate about the job they do.
Care at Home	Very Good 5,5,5,5,	Dec 23	Good teams of care staff delivering support to people in the community. Managers and coordinators working hard to maintain consistency of support. Consistently positive feedback from people who use the service. Staff described as caring, respectful, and helpful.

- 4.2 Each report has areas for improvement that are being progressed and overseen by the relevant manager. There were no requirements identified.
- 4.3 Overall the inspection outcomes were positive and benchmark positively against other partnerships, providing further evidence that Adult Services within South Ayrshire are providing broadly positive outcomes for people and are on an improving trajectory.
- 4.4 Strengths across all of the services are best summarised within the Joint inspection for services for adults report (2023):
- Most people in South Ayrshire experienced positive outcomes from the delivery of health and care services. Generally, people had a positive

experience of health and social care. This was especially the case when it came to engagement with staff.

- Services on the whole worked well together. Some teams were integrated by design and process. Others worked in an integrated way through their approach and behaviour.
- There were particular strengths in the approaches to early intervention and prevention. This activity was captured in robust strategic planning that set out to achieve clear and relevant goals.
- Leadership was committed to change and improvement in South Ayrshire. There were good, trusting relationships at a senior level and there was clarity of purpose for individual leaders and senior managers.

4.5 Leaders within the Health and Social Care Partnership have set the ambition to build on these strong foundations and through a culture of continuous and strategic improvement move our services from “Good to Great”.

5. STRATEGIC CONTEXT

5.1 Summarise in this section how the report contents will further the IJB’s current Strategic Plan Objectives.

6. IMPLICATIONS

6.1 Financial Implications

6.1.1 There are no human resource implications arising from this report.

6.2 Human Resource Implications

6.2.1 There are no human resource implications arising from this report.

6.3 Legal Implications

6.3.1 There are no legal implications arising from this report.

6.4 Equalities implications

6.4.1 There are no implications to equalities within this report.

6.5 Sustainability implications

6.5.1 Considering Strategic Environmental Assessment (SEA) - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy, or strategy.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 Provide details of any consultation that has taken place on the report contents and recommendations.

7.2 Summarise any partnership working involved in the preparation of the report.

8. RISK ASSESSMENT

8.1 Use this section to provide the IJB or the Committee/Group with your assessment of the risk to the IJB/Committee/Group arising from the content and recommendations of the report. These should include reputational, political and community considerations.

- 8.2 There are no risks identified within this report.
- 8.3 In terms of the IJB Risk Management Strategy would you categorise the level or risk as high, medium or low?

REPORT AUTHOR AND PERSON TO CONTACT

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BACKGROUND PAPERS

Appendix 1 – Adult Services CI Report – available as separate document
Appendix 2 – Chalmers Road CI Report – available as separate document
Appendix 3 – Nursery Court CI Report – available as separate document
Appendix 4 – Arran View CI Report – available as separate document
Appendix 5 – Hillcrest CI Report – available as separate document
Appendix 6 – South Lodge CI Report – available as separate document
Appendix 7 – Reablement CI Report – available as separate document
Appendix 8 – Care at Home CI Report – available as separate document

January 2024