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Agenda Item: 5

## **Performance and Audit Committee**

**Date of Meeting: 11 December 2024.**

**Subject: Registered Services within Orkney Health and Care – Inspection Assurance Report.**

### **1. Purpose**

1.1. To present the six-monthly assurance report on inspection activities for registered services within the Orkney Health and Social Care Partnership.

### **2. Recommendations**

The Performance and Audit Committee is invited to scrutinise:

2.1. The inspection activity for registered services within Orkney Health and Care, from the 1 April 2024 to date, as detailed in sections 4 to 12 of this report, in order to obtain assurance that, where required, action plans have been submitted to the Care Inspectorate and are being progressed where appropriate.

### **3. Background**

3.1. The Care Inspectorate is the national regulator for care services in Scotland and inspects services across Scotland to ensure services are meeting the right standards. There are a range of services the Care Inspectorate requires registration for, including the following:

- Childminding.
- Day care of children.
- Care homes for adults.
- Care at home.
- Support services.
- Housing services.
- Adoption.
- Care homes for children.
- Fostering.
- Nursing agency.

- Offender accommodation.
- School care accommodation.
- Secure care.

3.1.1. Further detail on the definitions of each of these services can be found [here](#). Any care service must be registered, or they cannot operate. The Care Inspectorate’s website can be found [here](#).

3.2. The Care Inspectorate also collaborates with partner agencies, including Healthcare Improvement Scotland; His Majesty’s Inspectorate of Constabulary in Scotland; and Education Scotland, to scrutinise how well different organisations in local areas work to support adults and children.

3.3. The Care Inspectorate routinely visits all care sector settings, and these can be either announced, announced (short notice) or unannounced visits.

3.4. The Care Inspectorate uses a six-point scale when evaluating the quality of performance across quality Indicators:

6.	Excellent.	Outstanding or sector leading.
5.	Very Good.	Major strengths.
4.	Good.	Important strengths, with some areas for improvement.
3.	Adequate.	Strengths just outweigh weaknesses.
2.	Weak.	Important weakness, priority actions required.
1.	Unsatisfactory.	Major weaknesses – urgent remedial action required.

## 4. Summary of Inspections

4.1. The table below details the services for which the Care Inspectorate has published its inspection findings in the period 1 April 2024 to date. There was one inspection missed in error in the last report presented to Committee, which is included in this report. The previous inspection results are shown within brackets.

Service	Inspection Publication Date	Grade				
		Wellbeing	Leadership	Staffing	Setting	Care and Support
Disability Resource Support Accommodation Service (Housing Support Service and Support Services).	09.10.23 (previously 03.04.19).	5 (4).	5 (4).	N/A (N/A).	N/A (N/A).	N/A (4).
Short Breaks, 32/34 Picky Loan.	25.04.24 (previously 23.06.22).	4 (4).	4 (3).	4 (4).	4 (4).	4 (4).

Service	Inspection Publication Date	Grade				
		Wellbeing	Leadership	Staffing	Setting	Care and Support
Gilbertson Day Centre.	29.04.24 (previously 06.07.17).	5 (4).	N/A (4).	5 (4).	N/A (4).	N/A (4).
Learning Disabilities Service - Supported Living Network.	23.05.24 (previously 24.04.19).	4 (3).	4 (3).	4 (3).	N/A (3).	4 (3).
Braeburn Court: Housing Support Services.	18.07.24 (previous 14.07.23)	4 (3).	4 (3).	4 (3).	N/A (N/A).	4 (3).
Support Services.	18.7.24 (previous 02.03.24)	4 (3).	4 (2).	4 (N/A).	N/A (N/A).	4 (3).
Sunnybrae Centre.	18.07.24 (previously 14.12.23).	4 (3).	5 (3).	4 (3).	N/A (N/A).	4 (N/A).
Orkney Adoption Services.	3.10.24 (previous 23.10.23).	4 (2).	3 (2).	4 (3).	N/A. (N/A).	4 (2).
Fostering Services.	3.10.24 (previous 23.10.23).	4 (2).	3 (2).	4 (3).	N/A. (N/A).	4 (3).
Orkney Adult Placement Service (Continuing Care).	3.10.24 (previous 23.10.23).	4 (4).	3 (2).	4 (3).	N/A. (N/A).	4 (3).

Service.	Inspection Publication Date.	How well do we support children and young people's rights and wellbeing?
Rendall Road/ Braeburn Court.	12.09.24. (previous 20.10.23).	4. (3) One requirement met – out with timescales. Four areas of improvements met. 1 new area of improvement made

## **5. Glaitness Centre (Physical Disability Resource Support Accommodation Service)**

5.1. An unannounced inspection was undertaken in respect of the Glaitness Centre (Physical Disability Resource Support Accommodation Service) in respect of both Housing Support Services and Support Services, between 26 September and 9 October 2023, which is attached as Appendix 1.

5.2. There were no recommended areas for improvement within the inspection report, however, a comprehensive Development Plan was shared with the Care Inspectorate.

## **6. Short Breaks**

6.1. An unannounced inspection was undertaken in respect of Short Breaks between 17 and 23 April 2024, which is attached as Appendix 2.

6.2. There were no recommended areas for improvement within the inspection report, however, the service will continue to work on improving service delivery based on the feedback received.

## **7. Gilbertson Day Centre**

7.1. An unannounced inspection was undertaken in respect of Gilbertson Day Centre on 18 April 2024, which is attached as Appendix 3.

7.2. There were no recommended areas for improvement within the inspection report, however, the service will continue to look at different ways to support individuals in meaningful ways and support staff to continue to provide the best quality care and support possible.

## **8. Learning Disabilities Service – Supported Living Network**

8.1. An unannounced inspection was undertaken in respect of Learning Disability Services – Supported Living Network between 17 and 23 April 2024, which is attached as Appendix 4.

8.2. There were no recommended areas for improvement within the inspection report, however, the service will continue to improve service delivery based on the feedback received.

## **9. Braeburn Court (Housing Support Services and Support Services)**

9.1. Members will recall that during 2022 and 2023 concerns over quality of care had been raised regarding Braeburn Court. A considerable work programme was developed and implemented with a progress review in March 2024 beginning to identify meaningful improvement.

9.2. A full unannounced inspection was undertaken in respect of Braeburn Court (Housing Support Services and Support Services) on 15 July to 18 July 2024, which is attached as Appendix 5.

9.3. Whilst there were no recommended areas for improvement within the inspection report, the improvement journey will continue within the service utilising self-evaluation tool kits.

## 10. Sunnybrae (Very Sheltered Housing) Centre (Housing Support Service and Support Services)

10.1. Members will recall that previous reports and progress reviews during 2023 highlighted concerns over service quality with grades of only two and three being conferred. Joint working with the Care Inspectorate inspection team and the newly appointed manager with support from other senior colleagues in Health and Community Care has led to a far improved position as is detailed below.

10.2. An unannounced inspection was undertaken in respect of the Sunnybrae Centre (Housing Support Services and Support Services) between 16 and 17 July 2024, which is attached as Appendix 6.

10.3. There were no recommended areas for improvement within the inspection report. The service continues to further progress the improvement based on the self-assessment.

## 11. Orkney Fostering, Adoption and Adult Placement Services

11.1. A short, announced inspection took place between 26 August 2024 and 16 September 2024, which is attached as Appendices 7, 8 and 9.

11.2. A new area for improvement around notifiable incidents to the care inspectorate was made to safeguard children’s welfare and ensure effective oversight of procedures.

11.3. A further area of improvement was made around letterbox contact and support offered to birth families to engage in these arrangements.

11.4. Given the particularly adverse inspection outcome of these services in 2022, the table below illustrates at a glance, the grade comparison over the past three years (key: **Red** – drop in grade; **Amber** – no change; **Green** improved grade):

Fostering Service	2024	2023	2022
How well do we support people's wellbeing?	4 (Good).	2 (Weak).	2 (Weak).
1.1. Children, young people. adults and their caregiver families experience compassion, dignity, and respect	5 (Good).	3 (Adequate).	2 (Weak).

<b>Fostering Service</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
1.2. Children, young people, and adults get the most out of life	4 (Good).	3 (Adequate).	2 (Weak).
1.3. Children, young people and adults' health and wellbeing benefits from the care and support they experience	4 (Good).	3 (Adequate).	3 (Adequate).
1.4. Children, young people, adults, and their caregiver families get the service that is right for them	4 (Good).	2 (Weak).	2 (Weak).
How good is our leadership?	3 (Adequate).	2 (Weak).	1 (Unsatisfactory).
2.2. Quality assurance and improvement are led well	3 (Adequate).	2 (Weak).	1 (Unsatisfactory).
How good is our staff team?	4 (Good).	3 (Adequate).	2 (Weak).
3.2 Staff have the right knowledge, competence, and development to support children, young people, adults, and their caregiver families	4 (Good).	3 (Adequate).	2 (Weak).
How well is our care and support planned?	4 (Good).	3 (Adequate).	1 (Unsatisfactory).
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people, and adults	4 (Good).	3 (Adequate).	1 (Unsatisfactory).

<b>Adoption Service</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
How well do we support people's wellbeing?	4 (Good).	2 (Weak).	2 (Weak).
1.1 Children, young people, adults and their caregiver families experience compassion, dignity, and respect	5. (Very Good).	4 (Good).	3 (Adequate).
1.2 Children, young people and adults get the most out of life	4 (Good).	4 (Good).	2 (Weak).
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	4 (Good).	4 (Good).	3 (Adequate).
1.4 Children, young people, adults, and their caregiver families get the service that is right for them	4 (Good).	2 (Weak).	2 (Weak).

How good is our leadership?	3 (Adequate).	2 (Weak).	1 (Unsatisfactory).
2.2 Quality assurance and improvement are led well	3 (Adequate).	2 (Weak).	1 (Unsatisfactory).
How good is our staff team?	4 (Good).	3 (Adequate)	3 (Adequate).
3.2 Staff have the right knowledge, competence, and development to support children, young people, adults, and their caregiver families	4 (Good).	3 (Adequate)	3 (Adequate).
How well is our care and support planned?	4 (Good).	2 (Weak).	2 (Weak).
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people, and adults	4 (Good).	2 (Weak).	2 (Weak).

<b>Adult Placement (Continuing Care) Service</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
How well do we support people's wellbeing?	4 (Good).	4 (Good).	3 (Adequate).
1.1 Children, young people, adults and their caregiver families experience compassion, dignity, and respect	4 (Good).	4 (Good).	3 (Adequate).
1.2 Children, young people and adults get the most out of life	5 (Very Good).	5 (Very Good).	3 (Adequate).
1.3 Children, young people and adults' health and wellbeing benefits from the care and support they experience	4 (Good).	4 (Good).	3 (Adequate).
1.4 Children, young people, adults, and their caregiver families get the service that is right for them	4 (Good).	4 (Good).	3 (Adequate).
How good is our leadership?	3 (Adequate).	2 (Weak).	2 (Weak).
2.2 Quality assurance and improvement are led well	3 (Adequate).	2 (Weak).	2 (Weak).
How good is our staff team?	4 (Good).	3 (Adequate).	3 (Adequate).

3.2 Staff have the right knowledge, competence, and development to support children, young people, adults, and their caregiver families	4 (Good).	3 (Adequate).	3 (Adequate).
How well is our care and support planned?	4 (Good).	3 (Adequate).	3 (Adequate).
5.1 Assessment and care planning reflects the outcomes and wishes of children, young people, and adults	4 (Good).	3 (Adequate).	3 (Adequate).

11.5. Each service has an updated improvement plan to ensure the areas requiring development are achieved.

## 12. Rendall Road / Braeburn

12.1. An unannounced inspection took place on 23 July 2024.

12.2. Rendall Road and Braeburn have an updated improvement plan to ensure continued focus on the one remaining area for development and to ensure an ongoing regular self-evaluation, to promote a curiousness around continued service development and progression.

## 13. Contribution to quality

Please indicate which of the Orkney Community Plan 2023 to 2030 values are supported in this report adding Yes or No to the relevant area(s):

<b>Resilience:</b> To support and promote our strong communities.	No.
<b>Enterprise:</b> To tackle crosscutting issues such as digital connectivity, transport, housing, and fuel poverty.	No.
<b>Equality:</b> To encourage services to provide equal opportunities for everyone.	Yes.
<b>Fairness:</b> To make sure socio-economic and social factors are balanced.	No.
<b>Innovation:</b> To overcome issues more effectively through partnership working.	No.
<b>Leadership:</b> To involve partners such as community councils, community groups, voluntary groups, and individuals in the process.	No.
<b>Sustainability:</b> To make sure economic and environmental factors are balanced.	No.

## 14. Resource and financial implications

14.1. There are no immediate financial implications arising from the recommendations contained within this report.



14.2. Whilst there are no direct Human Resources implications arising out of this report, it would be appropriate to note that recruitment and retention of staff across the Council and within front line care particularly continues to be a challenge. Recruitment is a key priority for the Orkney Health and Social Care Partnership as well as the Council, with a range of actions underway to aim to improve what is a challenging national picture for recruitment within existing approved budgets.

## 15. Risk and equality implications

15.1. Addressing the recommendations, or requirements, contained within any Care Inspectorate Inspection Reports enables services to improve service delivery and can mitigate the risks service may face.

15.2. There are no other immediate risk or equality implications arising from the recommendations contained within this report.

## 16. Direction required

Please indicate if this report requires a direction to be passed to:

NHS Orkney.	No.
Orkney Islands Council.	No.

## 17. Escalation required

Please indicate if this report requires escalated to:

NHS Orkney.	No.
Orkney Islands Council.	No.

## 18. Authors and contact information

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## 19. Supporting documents

Appendix 1: Care Inspectorate Inspection Report – Disability Resource Support Accommodation.

Appendix 2: Care Inspectorate Inspection Report – Short Breaks.

Appendix 3: Care Inspectorate Inspection Report – Gilbertson Day Centre.

Appendix 4: Care Inspectorate Inspection Report – Learning Disabilities Service - Supported Living Network.

Appendix 5: Care Inspectorate Inspection Report – Braeburn Court.

Appendix 6: Care Inspectorate Inspection Report – Sunnybrae Centre.

Appendix 7: Care Inspectorate Inspection Report – Orkney Adoption Services.

Appendix 8: Care Inspectorate Inspection Report – Fostering Services.

Appendix 9: Care Inspectorate Inspection Report – Adult Placement Services (Continuing Care).

Appendix 10: Care Inspectorate Inspection Report – Rendall Road.