

MAKI Area Committee

Date of Meeting: 2nd September 2020

Title of Report: Kintyre Care Centre Update

Presented by: Caroline Cherry, Head of Service, Older Adults and
Community Hospitals

MAKI Area Committee is asked to:

Note and consider ongoing monitoring and improvement work with Kintyre Care Centre following an inspection.

Note and consider the quality assurance process for care homes for older adults at this time of Covid-19.

Note and consider a piece of work for the HSCP to be undertaken to have a clear strategy to commission care placements to agreed standards.

1. EXECUTIVE SUMMARY

- 1.1 Members of the Area Committee will rightly be interested in developments with local care homes for older people.
- 1.2 The officer will reflect on developments with Kintyre Care Centre, a nursing home for older adults in Campbeltown.
- 1.3 The care home had a recent Covid-19 Inspection and has also been subject to improvement planning.
- 1.4 Additionally members of the Area Committee will be interested in care home assurance work during the time of Covid-19 and future planning work regarding care homes.

2. INTRODUCTION

- 2.1 Kintyre Care Centre is a 40 bedded nursing care home for older people in Campbeltown owned by HC-One. It is registered with the Care Inspectorate.
- 2.2 Colleagues across the HSCP work very closely with the Care Inspectorate regarding all registered services both at a strategic and operational level. The HSCP have been working closely with the care home, for some time, around concerns regarding aspects of standards of care within the home, the HSCP expressed concern about a number of issues including the day to day management and leadership.
- 2.3 The Care Inspectorate carried out an unannounced inspection in June 2020.

3. DETAIL OF REPORT

- 3.1 The HSCP has been working with the home for some time to address concerns and drive improvement. As a result, there has been a moratorium on admissions to the care home for several months. The HSCP has put in place various monitoring and support measures including PPE training for staff, twice weekly monitoring meetings, an infection control audit in May 2020, care plan audit and a clinical services manager in situ, 16 hours a week for several months.
- 3.2 The Care Inspectorate were due to carry out a follow up inspection to the home in April 2020, however this was interrupted by Covid-19.
- 3.3 Working closely with the HSCP, the Care Inspectorate carried out an unannounced inspection of the home on the 11th June 2020. This was an inspection focused on infection control, wellbeing of residents and management and quality assurance. The inspection report is available on the Care Inspectorate website. Senior Managers of the HSCP attended the feedback session to HC-One with the Care Inspectorate where basic standards of cleaning, PPE, infection control and poor quality assurance processes were evidenced. Grades were given as 2 (weak) across these three areas and the Care Inspectorate issued a letter of serious concern. This gave the home fourteen working days to address serious issues such as standards of cleanliness in the home and evidence of competent management. The HSCP closed the home to admissions through a compulsory moratorium.
- 3.4 HC-One, with temporary managers in place, did make rapid improvements and the follow up inspection confirmed as such, however grades remain at a 2. Contact has been made with families.
- 3.5 As has been indicated, the aspiration at the heart of this is to evidence sustained improvement within the care home for older people and their families. Since the inspection, there has been a number of positive changes and signs of good morale, improved standards and audit processes. The twice weekly meetings continue and a new manager has been appointed.
- 3.6 Quality Assurance processes for care homes, at this time of Covid-19, are robust. Argyll and Bute Health & Social Care Partnership has implemented a model of good practice which includes a multi-disciplinary team closely monitoring care homes daily and all care homes participate in a weekly Care Home Task Force

Meeting. Both meetings have an overview of all care homes and active involvement with the Care Inspectorate.

Given the impact of Covid-19, older people are tested before admission to a care home and the highest standards of infection control and prevention are maintained. Homes are often temporarily closed, by the Health Protection Team, to allow for testing of residents and staff are tested weekly as part of the national testing programme.

3.7 The Care Home Task Force, working closely with providers both internal and external, is recognised as a good practice model to plan short and longer term.

3.8 It is recognised that the HSCP needs to take a longer term view on quality assurance and driving standards up within all our care homes. As such we will develop a more strategic approach to the commissioning of placements for older adults within care homes. This has been evidenced by a change in leadership to focus on care groups rather than a solely geographical focus and a Resources Service Manager will be in place soon with oversight over all registered services for older adults across Argyll and Bute.

4 RELEVANT DATA AND INDICATORS

4.1 N/A

5 CONTRIBUTION TO STRATEGIC PRIORITIES

5.1 This report relates to the safety and wellbeing of older adults.

6 GOVERNANCE IMPLICATIONS

6.1 Financial Impact

N/A

6.1 Staff Governance

N/A

6.2 Clinical Governance

N/A

7 PROFESSIONAL ADVISORY

All professional leads are aware of the detail of the care home and improvement work.

8 EQUALITY & DIVERSITY IMPLICATIONS

N/A

9 GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE

N/A

10 RISK ASSESSMENT

There are wider issues relating to the strategic risk of the sustainability of care homes which are managed through more effective strategic planning for older people.

11 PUBLIC & USER INVOLVEMENT & ENGAGEMENT

We have written to and invited family members to virtual meetings in August 2020. Please note that Covid-19 has impacted the process to more fully involve families.

12 CONCLUSIONS

There is awareness that there have been some long standing concerns regarding Kintyre Care Centre. It is important that the MAKI Area Committee are cited on work around the care home to improve standards and wider care home assurance work at a time of Covid-19.

13 DIRECTIONS

Directions required to Council, NHS Board or both.	Directions to:	
	<u>No Directions required</u>	
	Argyll & Bute Council	
	NHS Highland Health Board	
	Argyll & Bute Council and NHS Highland Health Board	

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