

**JOINT INSPECTION OF OLDER PEOPLES SERVICES**

---

**1.0 EXECUTIVE SUMMARY**

- 1.1 The purpose of this report is to provide an update on progress to date relating to the inspection of Older Peoples Services by Healthcare Improvement Scotland and the Care Inspectorate in Argyll and Bute.
- 1.2 Healthcare Improvement Scotland and the Care Inspectorate have commenced an inspection of services for Older People in Argyll and Bute. A notification letter was received on 4<sup>th</sup> February 2015. The inspection runs for a period of 24 weeks. During this time, the Inspection Agencies will undertake a period of scrutiny to consider how well NHS Highland, Argyll and Bute Council and key partners are working to improve outcomes for a wide range of older people who require advice, guidance and support in relation to their health and social care needs.
- 1.3 The inspection methodology is based on a framework of 10 quality indicators. The inspection agencies will confirm a grade for 9 of the quality indicator within their report findings along with improvements actions. The Inspection report is expected to be completed by the end of August 2015.

**1.4 RECOMMENDATIONS**

It is recommended that Community Services Committee;

- a) Note the inspection of Older Peoples Services is now underway across Argyll and Bute. The inspection commenced on 4<sup>th</sup> February 2015 and runs for 24 weeks. The findings of the inspection will be drawn together by the inspection agencies and presented to the Council and NHS Highland at the end of August 2015.
- b) Note the Inspection agencies will make recommendations relating to improvement actions required at the end of August 2015 and the Council and NHS Highland will produce an improvement plan to address any issues identified as a result of this external scrutiny.
- c) Note a new Joint Improvement Plan for 2015/16 has now been completed through a re-invigorated approach to Self-Evaluation activity. This plan was

reviewed at the Joint Mangers meeting and will be endorsed at the Health and Social Care Strategic Partnership meeting in June 2015.

**JOINT INSPECTION OF OLDER PEOPLES SERVICES**

---

**2.0 INTRODUCTION**

- 2.1 The purpose of this report is to provide an update on progress to date relating to the inspection of Older Peoples Services by Healthcare Improvement Scotland and the Care Inspectorate.
- 2.2 Healthcare Improvement Scotland and the Care Inspectorate have commenced an inspection of services for Older People in Argyll and Bute. A notification letter was received on 4<sup>th</sup> February 2015. The inspection runs for a period of 24 weeks. During this time, the inspection agencies will undertake a period of scrutiny to consider how well NHS Highland, Argyll and Bute Council and key partners are working to improve outcomes for a wide range of older people who require advice, guidance and support in relation to their health and social care needs.
- 2.3 The inspection methodology is based on a framework of 10 quality indicators. The inspection agencies will confirm a grade for 9 of the indicators within their report findings along with improvements actions. The Inspection report is expected to be completed by the end of August 2015.

**3.0 RECOMMENDATIONS**

- 3.1 It is recommended that Community Services Committee;
- a) Note the inspection of Older Peoples Services is now underway across Argyll and Bute. The inspection commenced on 4<sup>th</sup> February 2015 and runs for 24 weeks. The findings of the inspection will be drawn together by the inspection agencies and presented to the Council and NHS Highland at the end of August 2015.
  - b) Note the Inspection agencies will make recommendations relating to improvement actions required at the end of August 2015 and the Council and NHS Highland will produce an improvement plan to address any issues identified as a result of this external scrutiny.

- c) Note a new Joint Improvement Plan for 2015/16 has now been completed through a re-invigorated approach to Self-Evaluation activity. This plan was reviewed at the Joint Mangers meeting and will be endorsed at the Health and Social Care Strategic Partnership meeting in June 2015.

## 4.0 DETAIL

4.1 There are three key stages in the inspection process which are detailed below:

Key Activity	When	Description
Casefile Reading	27 <sup>th</sup> April 5 days	Inspectors read 100 casefiles (both Health and Council files) to record evidence about how well we are intervening to support older people
Follow Up Week	25 <sup>th</sup> May 5 days	Inspectors follow up 25 cases and interview people who use services, their families and carers to assess how well we work jointly to improve outcomes
Scrutiny Week	8 <sup>th</sup> June 5 days	Inspectors meet with staff, managers, providers of services to discuss how well we work together to improve outcomes for older people

- 4.2 The inspection agencies provide a standard staff survey to the Council and NHS Highland for distribution to all staff delivering services for older people. The survey was open for a period of four weeks. The closing date for the survey was Friday 3<sup>rd</sup> April 2015. The inspection agencies share the findings of the survey at the end of May 2015. This is a valuable source of information for the inspection agencies and helps them to understand how staff feel we are working together to improve outcomes for older people across Argyll and Bute.
- 4.3 As part of the inspection process the Council and NHS Highland have produced a Self- Evaluation statement across the quality indicator framework and shared this with the Inspection agencies. In order to produce this statement staff have been involved in a period of internal self-evaluation work. Staff completed a number of thematic reviews. The reviews were carried out in relation to Self-Directed Support, Re-Shaping Care for Older People, Performance Management, Self-Evaluation, Adult Protection, Financial Modelling and Assessment and Care Planning. Staff have also been involved in 4 Self-Evaluation events between November 2014 and February 2015.
- 4.4 A number of key strengths and areas for improvement have been identified as a result of this period of Self-Evaluation. In terms of key strengths our staff believe that we have been working positively together to improve outcomes for older people and consistently ensuring older people are discharged from hospital

when they are fit to go home without delay. Staff also believe that we have been working together to ensure people are supported to live at home for longer in their own homes.

4.5 As part of our Self-Evaluation activity an issue relating to annual reviews for people subject to Guardianship under Adults with Incapacity legislation has emerged. A number of actions have been taken to address this issue which includes discussions with the Mental Welfare Commission and the Care Inspectorate. Both agencies have a copy of our recovery plan which details actions to ensure all adults subject to Guardianship have an annual review before the summer of 2015.

4.6 A new joint Improvement Plan for 2015/16 has been completed by staff and managers from health and social work. The plan has a clear set of improvement actions that will ensure we address areas for improvement arising from our self evaluation work and relating to the delivery of services for older people. The new plan was considered at the Joint Managers meeting and will be endorsed at the Health and Social Care Strategic Partnership meeting in June 2015.

## **5.0 CONCLUSION**

5.1 Argyll and Bute Council and NHS Highland are working with inspection agencies to complete an inspection of Older Peoples Services across Argyll and Bute. The inspection findings report is expected to be completed by the end of August 2015.

## **6.0 IMPLICATIONS**

<i>Policy:</i>	The Council and NHS are required to comply with a wide range of statutory duties and national policy direction in relation to health and social care.
<i>Financial:</i>	Not Applicable
<i>Legal:</i>	Statutory duty to comply with the Inspection
<i>Personnel:</i>	Staff will have an active role to play during the inspection
<i>Equal Opportunities:</i>	Not Applicable
<i>Risk:</i>	A negative inspection would present reputational risks for both partners
<i>Customers:</i>	Improving outcomes sits at the heart of external scrutiny

Cleland Sneddon  
**Executive Director of Community Services**

Councillor Mary Jean Devon  
**Policy Lead for Health and Social Care Integration**  
15<sup>th</sup> April 2015

**For further information contact:**

Allen Stevenson Lead Manager-Improvement  
Tel: 01369 708513  
email: [allen.stevenson@argyll-bute.gov.uk](mailto:allen.stevenson@argyll-bute.gov.uk)