Inspection of Highbank Day Care for Older People

Report by Colin Anderson, Director, Communities and Wellbeing

1 Purpose of Report

This report outlines the outcome of the above inspection as carried out by the Care Commission on 13th December 2010.

2 Background

2.1 Highbank Day Care was inspected on 13th December 2010 by the Care Commission as a registered Day Centre for older people living in Midlothian. The report was published on 2nd February 2011 and has been distributed to all Elected Members of the Cabinet for their information. The inspection has focused on one key area of the National Care Standards attributed to Day care of older people “Quality of Care and Support”.

2.2 Following the inspection a report is published that details the areas of its findings and outlines any areas for recommendation and/or requirements. An action plan within a specified timescale is requested to address the areas for improvement.

2.3.1 The inspection report grades the areas of inspection from 1 – Unsatisfactory to 6 - Excellent. This inspection report grades the Quality of Care and Support as 5 – Very Good.

The following particular strengths were indicated by the inspection team: "The service provides very good care and support in a friendly and flexible way. Service users spoke warmly about the staff and the service that they receive"

2.4 The following areas of recommendation for improvement were agreed between the Care Commission, Highbank Day Care and the Communities and Wellbeing Division:

- "The service would benefit from a more spacious environment and its own entrance which is currently through the foyer area of the care home. There are plans to develop the service with more facilities."

There is a review of all day care for older people in Midlothian currently being undertaken within the Communities and Wellbeing Division. Highbank Day Care service is part of this review which is due to be completed by April. Day care for older people needs to more outcome focussed providing care/support to people who are socially isolated, providing carers with short breaks and promoting wellbeing to older people to enable them to remain in their own homes for as long as
possible. As noted in the Highbank Care Home report this service supports the rebalancing care of older people agenda.

3 Conclusion

The Care Commission have concluded in their report “Very good care and support continues to be provided by a small consistent group of staff”.

4 Report Implications

4.1 Resource

There are no financial and human resource implications associated with this report.

4.2 Risk

The Care Commission inspect all registered services on a regular basis with planned and unannounced inspections. A report is published which informs all stakeholders about the key strengths of the service, areas for improvement and sets out the main points for action.

Following the publication of that report it is accessible to the public via the Care Commission website and by requesting a hard copy. It is also on display in Highbank for all attendees, staff and visitors to access.

4.3 Policy

Strategy

As stated earlier in the report the service is part of a review of all day care for older people living in Midlothian. The review is focussing on a better outcomes for older people model as described in a recent Joseph Rowntree report. This centres on “Older people want and value that bit of help. This is the low-level support that promotes health, well-being and quality of life in the communities where people live.”

Consultation

Copies of the report have been made available to Elected Members, Highbank attendees, staff members, families/carers and other interested parties.

Equalities

There are no apparent equalities issues.
Sustainability

The development of the Joint Midlothian Older People’s strategy 2011 – 2015 will outline the key action areas for sustainable development and improvement.

5 IT Issues

There are no IT issues arising from this report.

6 Recommendations

Cabinet is asked to:
(i) note the content of the inspection report;
(ii) pass this report to the Performance, Scrutiny and Audit Committee for its consideration; and
(iii) Congratulate the staff for its very good care and support to the attendees.

15th February 2011

Report Contact: Anthea Fraser
Anthea.fraser@midlothian.gov.uk