



REPORT TO: MORAY INTEGRATION JOINT BOARD AUDIT, PERFORMANCE AND RISK COMMITTEE ON 29 FEBRUARY 2024

SUBJECT: CARE AT HOME INSPECTION REPORT

BY: SERVICE MANAGER, PROVIDER SERVICES

1. REASON FOR REPORT

1.1 To update the Committee on the outcome of the recent inspection of the Care at Home Service by the Care Inspectorate.

2. RECOMMENDATION

2.1 It is recommended that the Committee consider and note the outcome of the Inspection of the Care at Home Service by the Care Inspectorate.

3. BACKGROUND

3.1 The purpose of this report is to ensure the Moray Integration Joint Board (MIJB) fulfils its ongoing responsibility to ensure effective monitoring and reporting on the delivery of services and on the programme of work as set out in its Strategic Plan.

3.2 In November 2023, Care Inspectors carried out a full unannounced inspection of the Moray Council Care at Home Service. A copy of the full inspection report is included in **Appendix 1**.

4. KEY MATTERS RELEVANT TO RECOMMENDATION

4.1 A summary of the Care Inspectorate's grading for each area of the service is noted in Table 1.

There were no new areas identified for improvement for the service in this report. It should also be noted that all areas for improvement from previous inspection reports have been met, demonstrating that the service is actively reviewing and improving practices through listening to those receiving a service, and those providing it.

Table 1

Area	Rating
How well do we support people's wellbeing?	5 – Very Good
How good is our leadership?	5 – Very Good
How good is our staff team?	5 – Very Good
How well is our care and support planned?	5 – Very Good

How well do we support people's wellbeing

- 4.2 The Care Inspectorate found significant strengths in all areas being inspected.
- 4.3 During the inspection, 52 people told the Care Inspectorate they were very happy or happy with the care they were receiving from Care at Home Service.
- 4.4 The service was found to be well prepared for appropriate actions in the event of adverse weather or other emergency situations.
- 4.5 It was found that administration of medication is supported in a flexible way, allowing service users the opportunity to maintain choice and control over how they are supported with their medication.

How good is our leadership

- 4.6 The service was found to have an experienced and dedicated leadership team, with staff stating they found the management structure supportive, whilst being able to provide help and guidance where required.
- 4.7 The service was commended for having several projects ongoing, looking at innovative solutions to the difficulties facing the care sector and improving peoples outcomes.

How good is our staff team

- 4.8 The service was praised for role and function with a clear pathway for training and development. The Care Inspectorate commented on the high standard of training being delivered, especially around medication management and the bespoke training provided for individual packages of care.
- 4.9 It was noted during the inspection that supervisions were being used effectively to support staff development and identify their learning needs.

How well is our care and support planned

- 4.10 The care plans were recognised as being written in a person-centred manner, which allowed the service to try and fulfil the persons wishes and preferences whilst balancing these out with any potential risks.
- 4.11 There was clear evidence of regular reviews, evaluations and changes being made to care plans, to ensure they stayed relevant to the person's needs.

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Plan “Partners in Care 2022 – 2032”

Performance management reporting is a legislative requirement under Section 42 of the Public Bodies (Joint Working) (Scotland) Act 2014. In addition to publishing an Annual Performance Report, the Moray

Integration Scheme requires that the MIJB will “monitor the performance of the delivery of integrated services using the Strategic Plan on an ongoing basis” (para 5.2.2 of the Moray Integration Scheme refers).

(b) Policy and Legal

None directly associated with this report.

(c) Financial implications

None directly associated with this report.

(d) Risk Implications and Mitigation

There are no risk issues arising directly from this report. The long-term impact of the COVID-19 on the Health and Social Care system are still unknown and any service evaluation will remain flexible to enable the service to be prepared and react to any future developments.

(e) Staffing Implications

None directly associated with this report.

(f) Property

None directly associated with this report.

(g) Equalities/Socio Economic Impact

An Equality Impact Assessment is not required for the Care Inspectorate Inspection report because there will be no impact, as a result of the report, on people with protected characteristics.

(h) Climate Change and Biodiversity Impacts

No climate change or biodiversity implications have been determined for this policy/activity. It should be noted that extreme weather events, such as the recent storms, are expected to occur more frequently and with greater ferocity in future years. In the longer-term there are likely to be issues with the reduction in availability and increases in costs of fossil fuels that will pose challenges for the delivery of care services to people living in rural areas.

(i) Directions

There are no directions arising from this report.

(j) Consultations

The following have been consulted in the development of this report:

Senior Management Team, Operational Management Team HSCM, Finance and Human Resources.

6. CONCLUSION

6.1 This report provides the MIJB with a summary of the recent inspection of the Moray Council Care at Home Service by the Care Inspectorate. Good progress was shown in addressing previous areas for improvement and this report outlines the hard work and dedication of our teams resulting in a positive inspection

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Background Papers: Available on request
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