



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

Meeting: Integration Joint Board
Date: 22.03.18
Item: 9.1
Purpose: For Information

JOINT INSPECTION OF OLDER PEOPLE'S SERVICES

Report by Chief Officer, Health and Social Care

PURPOSE

1. To inform the Integration Joint Board of the forthcoming Progress Review and the anticipated format of the scrutiny activity undertaken by the Care Inspectorate and Healthcare Improvement Scotland.

COMPETENCE

2. The Progress Review is a statutory responsibility and will be led by the Care Inspectorate, with Health Improvement Scotland being represented on the Inspection Team. Although there is no prescribed format for the process, the Care Inspectorate has considered the information shared to date and has provided initial indication of areas they would like to be the focus of further scrutiny. Consideration of these matters by Integrated CMT will enable a response to be prepared for the Care Inspectorate recommending a draft programme for their 5 day inspection.

SUMMARY

3. The Care Inspectorate will be conducting a Progress Review from Monday 30th April to Friday 4th May 2018. The Lead Inspector will be Richard Fowles, the Inspector who led the initial inspection in 2015. The Lead Inspector is raising areas for consideration to enable a full programme of scrutiny activity at the earliest opportunity.

BACKGROUND

4. Following the Joint Inspection of older people's services in 2015, the Care Inspectorate issued the following grades to the Western Isles Partnership. An Action Plan was agreed and implemented.





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Quality Indicator

Evaluation

1. Key Performance Outcomes	Weak
2. Getting help at the right time	Adequate
3. Impact on staff	Good
4. Impact on the community	Adequate
5. Delivery of key processes	Adequate
6. Policy development and plans to support improvements in service	Weak
7. Management and support of staff	Adequate
8. Partnership Working	Adequate
9. Leadership and direction	Weak

- The Action Plan has been updated periodically and shared with the local link inspector. The Care Inspectorate has confirmed that no pre-inspection position statement is required other than a refresh of performance information and any other relevant information relating to the Action Plan. An updated Action Plan will be issued to Integrated CMT in April with the detail of the supporting evidence to be submitted to the Lead Inspector. The Inspectorate has requested a presentation on performance post inspection and this will be led by the Chief Officer. The Inspectorate will also be attending the Delayed Discharge meeting and the Integrated CMT meeting on the 5th of April.
- The development of Integrated CMT, the self-evaluation exercises undertaken to date, the breadth of re-design activity and the grades of regulated services will be submitted to the Care Inspectorate. The Inspectorate has asked specifically about the Partnership's view on a staff survey acknowledging that there may be local engagement activity undertaken or planned that would make such an exercise a duplication of effort. It was agreed at Integrated CMT that there is sufficient activity recorded or planned by the Comhairle and NHS Western Isles to be able to provide staff feedback information to the Care Inspectorate.
- The Lead Inspector has also asked about meeting with older people and their representatives. It has been suggested that he meets with the Western Isles Carers and Users Network and he is agreeable to this and further discussions are on-going regarding the potential to meet other focus groups. There has been no request, at this stage, to meet with individual representatives of the Integration Joint Board. A briefing for all partners and service leads is being prepared to enable a sound communication process to be established in the build up to the Progress Review and to manage the scrutiny activity on site.





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CONCLUSION

8. The majority of the planning for the Progress Review will be a process of refreshing information and providing further evidence of progress against the Action Plan. This will be subject to approval by Integrated CMT in April. The Integration Joint Board can evidence progress and planned actions across the recommendations subject to the Action Plan. This has been acknowledged by the Care Inspectorate through the on-going contact with link officers.

RECOMMENDATION

9. It is recommended that the Integration Joint Board notes the process of the Progress Review and the work being undertaken to address Care Inspectorate requirements.

Emma Macsween
Head of Partnership Services
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