

**NORTH LANARKSHIRE COUNCIL  
REPORT**

TO: Social Work Committee	Subject:  <b>NORTH LANARKSHIRE COUNCIL REGISTRATION &amp; INSPECTION UNIT ANNUAL REPORT SUMMARY FOR PERIOD 1 APRIL 1999 - 31 MARCH 2000</b>
FROM: J Dickie, Director of Social Work	
DATE OF COMMITTEE: 21 November 2000	
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REF: DOD/EOC	

**1 CONTENT AND PURPOSE OF REPORT**

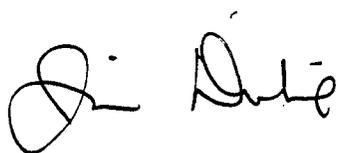
- 1.1 This report summarises findings from the Annual Report on Inspection for the period 1 April 1999 - 31 March 2000. The report is derived from findings of twice yearly inspections of day and residential services across all provider sectors.

**2 BACKGROUND**

- 2.1 The full Annual Report was approved by Committee on 22 August 2000. A separate presentation to members took place on 23 October 2000.
- 2.2 A summary of the annual report is attached as Appendix one.

**3 RECOMMENDATION**

- 3.1 Members are asked to comment on the findings as set out in the attached summary report.



**Jim Dickie  
Director of Social Work  
31 October 2000**

For further information on this report please contact ,Dennis O'Donnell, Principal Officer (Registration and Inspection) (TEL: 01698 332058)

**NORTH LANARKSHIRE COUNCIL SOCIAL WORK DEPARTMENT****INSPECTION UNIT ANNUAL REPORT SUMMARY - 1 April 1999 - 31 March 2000****1. Background**

- 1.1. The Social Work Department has a responsibility for the regulation of residential and day care services; regulation of nursing homes is the responsibility of the Health Board.
- 1.2. This paper provides members with brief background on the Social Work Department's inspection function and sets out the key inspection findings for the year 1999 - 2000.

**2. Aim of inspection**

- 2.1. Inspection seeks to raise care standards and to safeguard service users interests through the inspection and reporting processes. Importantly, responsibility for achieving and ensuring standards lies with service managers and providers.

**3. Inspectable services in North Lanarkshire**

- 3.1. The local authority has a statutory responsibility to inspect all independent sector residential homes (32 for 413 people) and day services (6 for 147 people) and all local authority residential homes (18 for 464 people) and day services (15 for 760). Each is inspected twice annually.
- 3.2. Over the past 3 years there has been a notable reduction in residential services and places available. Establishments have reduced from 60 to 50, places from 1017 to 877. Closures, service reconfigurations and wider application of national community care strategies to deliver care to people in their homes are factors behind the reduction in residential services. There has been a reduction of 62 places in services for older people, 71 in services for other adults.

**4. Registration**

- 4.1. All independent sector residential and day services are registered (licensed) by the local authority. Where these services do not comply with standards enforcement or legal action can be taken by the local authority. From April 2002 this responsibility transfers

from local authorities to a Scottish Commission for the Regulation of Care. Thereafter local authority services will themselves be subject to registration and its requirements.

## **5. Inspection Process**

5.1 Inspection focuses on four main areas: staffing, accommodation, care management planning and service delivery. Where standards are unmet this has predominantly been in the areas of accommodation standards and care management.

5.2 Following each inspection, findings are distributed to unit managers and service users. In the case of local authority services reports are passed to the unit manager, service users, the area manager and senior managers. Action plans are sought to outline the provider's intentions to address recommendations.

## **6. Measurement against standards**

6.1 Around 70 standards are assessed during the two annual inspections. Within reports references to standards are weighted or emphasised in terms of their importance. For example, staffing shortages and service delivery would usually be weighted more heavily than administration.

6.2 Findings in the Annual Report reflect the overall performance of North Lanarkshire residential and day services against standards, but without any distinction being given to weightings.

6.3 Recommendations are made where serious shortcomings are identified. These do not distinguish between mandatory requirements and issues of best practice.

## **7. Main inspection findings 99- 2000**

7.1 In contrast to recent years, levels of compliance against standards have fallen across all client group sectors. This is despite an increase in inspection frequency. This is particularly so in local authority residential services for children (from 82% - 79% met) and across all sectors in homes for older people (from 89% - 85% met).

- 7.2 Across all provider sectors there were fewer examples of major concerns. However, recurring concerns are being identified which providers, including the local authority, are experiencing difficulty in fully addressing.
- 7.3 Levels of compliance in residential services for adult with learning disabilities and adults with mental health problems have reduced slightly, however, with 89% of total standards met, compliance levels can be regarded as satisfactory.
- 7.4 Local authority day services for people with learning disabilities were subject to inspection for the first time in 1999/2000. 75% of the specified standards were complied with. Initiatives which steer service users towards community based work, education and social opportunities were evident in most day services, but on a relatively small scale. Generally, day services for adults with disabilities followed set daily routines and activities programmes, but their relevance and value was often not evaluated. A small number of local authority day services provide specialist day care for adults with substantial care needs and in these situations personal care was generally well considered.
- 7.5 **Privacy/Shared Bedrooms**  
Levels of shared bedroom accommodation remains high. 236 residential places from 877 (27%) were in shared accommodation. There were 44 double rooms in local authority homes and 41 in independent sector services. Shared arrangements were most prominent in services for older people and in one well established service for people with learning disabilities. Shifting the balance of shared bedrooms in local authority provision through reduced occupancy would significantly increase unit costs. In the independent sector retention of double rooms is sustained through charging policies which often attach a premium (top-up payment) to single rooms, but not to double rooms.
- 7.6 **Prominent issues in local authority children's services:**
- building design and location
  - poor accommodation standards and deficient maintenance and repair arrangements

- few opportunities to develop independence, and
- inadequate care planning.

7.7 Prominent issues in services for older people (independent and local authority sectors)

- privacy issues - linked to high incidence of shared accommodation
- absence of policies to manage challenging behaviours
- building design and standards, and
- failure to provide contracts outlining terms and conditions.

7.8 Prominent issues in day services for people with learning disabilities

- lack of clarity over service purpose - social, developmental, respite
- poorly designed and poorly maintained premises
- deficiencies in devising and maintaining accountable care management processes
- absence of policies to manage challenging behaviour, and
- lack of clarity over service capacity.

**8. Conclusions:**

8.1 In recent times any major concerns about residential care standards have been located with a small minority of independent sector providers. Close monitoring, complaints investigations and enforcement, alongside regular inspection, help ensure acceptable standards are maintained in these services.

8.2 “The majority of services in all sectors seek to, and achieve, good standards”. It is notable that by far the majority of standards are met.

8.3 The areas where compliance with standards appears most difficult to achieve have become clearer over time, albeit these are not always easily resolvable. Such examples include shared bedrooms, maintenance problems, ambiguity over care management measures and a lack of clarity about the purpose of day services. Training in care management, initiated by the Social Work Department, has brought about some improvements in the past year.

- 8.4 For the local authority, a reliance on Property Services for maintenance and building solutions limits the local influence of managers in addressing property shortcomings. In others instances, for example, in devising and implementing procedures in managing challenging behaviours and in giving improved attention towards service users independence, it is reasonable to expect firmer local influence and quicker responses and improvements.