

### **'OTHER ACTIVITIES' CARRIED OUT IN ONE CARE HOME OUTWITH ALLOCATED INSPECTION HOURS**

The following outlines the range and demands of 'other activities' that an Inspector appropriately and necessarily engaged in outwith the hours allocated for inspection. It relates to adult protection concerns raised by GPs from a local Medical Practice, as well as regulatory enforcement action following an inspection, in a privately-run Care Home for Older People.

While the 'other activities' involved in this situation were significant, there are many such examples across Older People's Teams for they are all dealing with enforcement, improvement and adult protection considerations at any time during the inspection year.

The information is anonymised and presented as a chronology with information on the event and an approximation of the additional time demands. It is indicative and doesn't present every detailed contact in relation to this intervention.

#### **APRIL (approx. 20 additional hours' activity)**

- Adult Protection referral received from GP following concerns about neglect, inadequate staffing levels, residents' care needs not being met, excessive use of agency staff.
- Liaison with Local Authority, who subsequently initiated investigation and convened Large Scale Investigation Meeting. Police intimated possible prosecution of corporate body under the Mental Health Act, for alleged wilful neglect.
- Inspector attendance at LSI Meeting, preparation and submission of a report, reviewing of minutes and requesting amendments.
- Liaison with Care Inspectorate Comms. to agree media release.
- Early (additional) inspection planned and carried out in response to the concerns raised. Inspection resulted in Improvement Notice being issued, requiring liaison with Care Inspectorate Legal services and the issuing of formal notice.
- Regular liaison with the Local Authority who placed staff in the Home to maintain staffing levels and provide management.

#### **MAY (approx. 25 additional hours' activity)**

- Relevant documentation received from provider in relation to Adult Protection concerns and Inspection findings. (Including; Emergency Plan; Moving and Handling protocols; Fire Safety Report; End of life Care Protocols; Dependency Assessments, etc.) The Inspector reviewed and commented on this and signposted to best practice.
- Inspector liaised with Care Inspectorate Professional Advisors (Tissue Viability and Pharmacy) and arranged further inspection/improvement activity.

- Liaison with Health and Safety Executive in relation to concerns identified around gas safety; asbestos survey; electrical installations conditions report; LOLER and COSH assessments.
- Further Multi-Agency Large Scale Investigation meeting to review progress in relation to Adult Protection.
- Evening meeting with resident's relatives jointly with NHS and Local Authority in relation to ASP concerns and Inspection findings.
- Letter received from former Nurse 'whistle-blowing', remitted firstly to LSI meeting and then for management investigation by provider. Meeting to discuss and follow-up.
- Contact from various family members following Relatives' Meeting to discuss specific concerns, particularly about the threat of closure.

#### **JUNE (approx. 18 hours additional activity)**

- Notification of change of manager at Care Home. Reviewed and processed.
- Details of recruitment and revised staffing schedules received, reviewed and approved.
- Local Authority withdrew staff from working in the Home
- Request for information received from the NMC to support their investigation into the alleged conduct of a Nurse. Liaison with Legal Services and Information Governance before responding.
- Meeting with Home's Manager and Scottish Director for update on progress in relation to 'whistle-blowing' concerns, ASP and Improvement Notice.
- Further LSI meeting.
- Further Relatives Meeting.
- Inspector arranged Nutrition Inspection by Care Inspectorate Professional Advisor, in light of concerns about nutrition and hydration, weight management.

#### **JULY (approx. 10 hours additional activity)**

- Further Inspection carried out. Improvement Notice timescales extended, given evidence of some improvement but continuing concerns about sustainability.

- Notifications of medication errors received and management response requested.
- Further LSI meeting – Adult Protection concerns stood-down.
- Further Meeting with Home’s Management regarding progress on Improvement Notice.

At this stage our contact with the Home was stepped down until a further Inspection was carried out in September. This evidenced improvement and resulted in the Improvement Notice being withdrawn.

