

**South Ayrshire Council**

**Report by Head of Community Health and Care Services  
to Cabinet  
of 21 May 24**

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**Subject: Summary of Inspection Findings for Adult Services  
2023**

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**1. Purpose**

1.1 The purpose of this report is to inform the Cabinet of the outcome of a range of inspections throughout 2023.

**2. Recommendation**

**2.1 It is recommended that the Cabinet:**

**2.1.1 acknowledges the outcome of the inspections carried out during 2023;**

**2.1.2 reflects upon the key messages from the Inspection reports; and**

**2.1.3 acknowledges the ambition to build on these solid inspection outcomes and move from 'Good to Great'.**

**3. Background**

3.1 The Care Inspectorate undertook and published eight separate inspections during 2023 across Adult Services:

- Joint inspection for services for adults in South Ayrshire;
- Chalmers Road short breaks (Learning Disabilities);
- Nursery Court day supports (Older People);
- Arran View day supports (Learning Disabilities);
- Hillcrest Residential Home (Older People);
- South Lodge Residential Home (Older People);
- Care at Home Service (Older People); and
- Reablement Service (Older People).

3.2 The Care Inspectorate use a 6-point scale to evaluate quality where 1 is unsatisfactory and 6 is excellent.

- 3.3 Qualitative statements are provided to qualify the grading. As part of the inspection and report process, 'recommendations' are made to support continuous improvement, and in some instances when significant and immediate improvements are required then 'requirements' are stipulated and enforced.
- 3.4 Grades across all eight of the service areas inspected in South Ayrshire ranged from 4 (good) to 5 (very good) (Tab.1):

**Table 1: Summary of Care Inspectorate Grades and Findings**

<b>Service Area</b>	<b>Grades</b>	<b>Date</b>	<b>Statement</b>
<b>Adult Services</b>	<b>Good</b> 4,4,4,4,4,	Mar 23	Most people experienced positive outcomes and had a positive experience of health and social care. Leadership was committed to change and improvement and there were good, trusting relationships at a senior level. There was clarity of purpose for individual leaders and senior managers.
<b>Chalmers Rd</b>	<b>Good</b> 5,4,	Mar 23	The health, wellbeing, care and support of people was very good. Care plans were very person centred. People were happy while at the service.
<b>Nursery Court</b>	<b>Very Good</b> 5,5,	Mar 23	A highly committed, skilled and passionate staff team achieved excellent outcomes for people by providing flexible and enabling person-centred support that was compassionate, inclusive and stimulating. A very proactive and skilled leadership team drove very good standards of practice and continuous innovation.
<b>Arran View</b>	<b>Good</b> 5,4,	Jun 23	People were supported by friendly, caring staff. There was a wide range of activities for people to take part in.
<b>Hillcrest</b>	<b>Very Good</b> 5,5,	Oct 23	Management and staff work well with external health professionals, enhancing the health and wellbeing of people. Staff were highly motivated, well trained and focussed on achieving good outcomes for people.
<b>South Lodge</b>	<b>Good</b> 4,4,	Aug 23	Management and staff knew each service user well and were very good at building positive relationships with people and their families. Staff were highly motivated and focussed on achieving good outcomes for people.
<b>Reablement</b>	<b>Very Good</b> 5,5,5,5,	Nov 23	There was very good communication between the staff in the team and sharing with other departments and organisations to work collaboratively towards shared goals. The service was being delivered by team of staff that were dedicated, caring and compassionate about the job they do.
<b>Care at Home</b>	<b>Very Good</b> 5,5,5,5,	Dec 23	Good teams of care staff delivering support to people in the community. Managers and coordinators working hard to maintain consistency of support. Consistently positive

Service Area	Grades	Date	Statement
			feedback from people who use the service. Staff described as caring, respectful and helpful.

3.5 Each report has areas for improvement that are being progressed and overseen by the relevant manager. There were no requirements identified.

3.6 Overall the inspection outcomes were positive and benchmark positively against other partnerships, providing further evidence that Adult Services within South Ayrshire are providing broadly positive outcomes for people and are on an improving trajectory.

3.7 Strengths across all of the services are best summarised within the Joint inspection for services for adults' report (2023):

- Most people in South Ayrshire experienced positive outcomes from the delivery of health and care services. Generally, people had a positive experience of health and social care. This was especially the case when it came to engagement with staff.
- Services on the whole worked well together. Some teams were integrated by design and process. Others worked in an integrated way through their approach and behaviour.
- There were particular strengths in the approaches to early intervention and prevention. This activity was captured in robust strategic planning that set out to achieve clear and relevant goals.
- Leadership was committed to change and improvement in South Ayrshire. There were good, trusting relationships at a senior level and there was clarity of purpose for individual leaders and senior managers

3.8 Leaders within the Health and Social Care Partnership have set the ambition to build on these strong foundations and through a culture of continuous and strategic improvement move our services from 'Good to Great'.

#### 4. Proposals

4.1 It is recommended that the Cabinet acknowledges the outcome of the inspections carried out during 2023.

#### 5. Legal and Procurement Implications

5.1 There are no legal implications arising from this report.

5.2 There are no procurement implications arising from this report.

#### 6. Financial Implications

6.1 Not applicable.

#### 7. Human Resources Implications

7.1 Not applicable.

## **8. Risk**

### **8.1 *Risk Implications of Adopting the Recommendations***

8.1.1 There are no risks associated with adopting the recommendations.

### **8.2 *Risk Implications of Rejecting the Recommendations***

8.2.1 There are no risks associated with rejecting the recommendations.

## **9. Equalities**

9.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

## **10. Sustainable Development Implications**

10.1 ***Considering Strategic Environmental Assessment (SEA)*** - This report does not propose or seek approval for a plan, policy, programme or strategy or document otherwise described which could be considered to constitute a plan, programme, policy or strategy.

## **11. Options Appraisal**

11.1 An options appraisal has not been carried out in relation to the subject matter of this report.

## **12. Link to Council Plan**

12.1 The matters referred to in this report contribute to Priority 4 of the Council Plan: Efficient and effective enabling services; and the Local Outcome Improvement Plan 'Support older people to live in good health'.

## **13. Results of Consultation**

13.1 There has been no public consultation on the contents of this report

13.2 Consultation has taken place with Councillor Lee Lyons, Portfolio Holder for Health and Social Care, and the contents of this report reflect any feedback provided.

## **14. Next Steps for Decision Tracking Purposes**

14. If the recommendations above are approved by Members, the Head of Community Health and Care Services will ensure that all necessary steps are taken to ensure full implementation of the decision within the following timescales, with the completion status reported to the Cabinet in the 'Council and Cabinet Decision Log' at each of its meetings until such time as the decision is fully implemented:

<b>Implementation</b>	<b>Due date</b>	<b>Managed by</b>
None	Not applicable	Not applicable

- Background Papers**
- [Care Inspectorate/ Healthcare Improvement Scotland report: Joint Inspection of Adult Services – Integration and Outcomes – March 2023](#)
  - [Care Inspectorate report: Chalmers Road - Care Home Service – January 2023](#)
  - [Care Inspectorate report: Nursery Court Day Service – Support Service – March 2023](#)
  - [Care Inspectorate report: Arran View Support Service – Support Service – June 2023](#)
  - [Care Inspectorate report: South Lodge – Care Home Service – July 2023](#)
  - [Care Inspectorate report: Hillcrest Residential Unit – Care Home Service – September 2023](#)
  - [Care Inspectorate report: South Ayrshire Care at Home – Housing Support Service – October 2023](#)
  - [Care Inspectorate report: South Ayrshire Integrated Reablement Service – November 2023](#)

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