



HEALTH SOCIAL CARE AND WELLBEING COMMITTEE – 22ND MARCH 2016

**SUBJECT: REPORT OF THE HOME OPERATION SUPPORT GROUP (HOSG) –
BRINDAAVAN NURSING HOME, ABERGARGOED**

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To update Scrutiny Committee in respect of the Home Operation Support Group (HOSG) Report for Brindaavan Nursing Home, Aberbargoed.

2. SUMMARY

- 2.1 The report outlines the background to Brindaavan Nursing Home, Aberbargoed, the type of service provided at the home and the number of residents who lived there.
- 2.2 The report highlights the concerns and issues that were raised in relation to the home and reasons for the collective decision by Caerphilly County Borough Council (CCBC) and Aneurin Bevan University Health Board (ABUHB) to terminate their respective contracts with the Provider.
- 2.3 The report explains the process used to oversee the termination of the contract and subsequent relocation of the residents
- 2.4 The report provides information as to the relocation of the residents in to new care homes and some of the benefits they have experienced as a result of moving.
- 2.5 The report makes some recommendations in respect of learning from the HOSG process.

3. LINKS TO STRATEGY

- 3.1 'Escalating Concerns with, and Closures of, Care Homes Providing Services for Adults' – Welsh Government - May 2009.
- 3.2 Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse – Welsh Government - January 2013.
- 3.3 Fulfilled Lives, Supportive Communities Commissioning Guidance – Welsh Government – August 2010.
- 3.4 Caerphilly Provider Performance Protocol – reviewed 2014.

4. THE REPORT

- 4.1 At the time of the contract termination, Brindaavan Nursing Home, Aberbargoed was registered with the Care & Social Services Inspectorate for Wales (CССИW) to provide nursing care for people with dementia. The home was registered for 32 older people with dementia. At that time, there were 23 residents, of which, 5 were in hospital. Of the residents being cared for in Brindaavan Nursing Home 14 residents were funded by ABUHB via Continuing Healthcare funding (CHC) and 4 were funded by Caerphilly County Borough Council. There were no residents at the home that funded their own care.
- 4.2 When the owner bought the home, he invested resources in improving the fabric of the building – decorating and developing the communal facilities at the home in a way that he felt would improve the environment. Another 2 bedrooms were also added to the building.
- 4.3 Without consultation with either CCBC or ABUHB, a decision was taken, by the Registered Manager of the home, it would seem mid way through 2015, to reduce the number of registered nurses on shift at any one time at the home – as a result of this, the quality of the care and support provided at the home was affected.
- 4.4 Once the concerns in relation to the home became apparent, increased visiting and monitoring was instigated. The concerns raised at this point, all of which were subject to CССИW non-compliance notices related to the following areas –
- Leadership and management of the home
 - Medication management
 - Lack of robust staff recruitment processes
 - Supervision of staff
 - Staff training
- 4.5 As soon as the increased visiting and monitoring began, other issues were quickly identified and these related to -
- Management, direction and leadership of the home
 - Competence and performance of the qualified nurses
 - Poor quality of documentation relating to residents
 - Lack of direction in relation to Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) for residents
 - Staffing level at the home and skill mix of staff
 - Lack of appropriate response to falls, incidents and accidents
 - Medication management
 - Staff training
 - Staff supervision
 - Pressure management and skin integrity issues
 - DOL's applications not being made
 - Use of restraint within the home
 - Residents not being treated with dignity and respect in the home
 - Lack of appropriate and timely referrals to health professionals/failure to recognise deteriorating health conditions
 - Gaps in recruitment processes within the home
 - Lack of administration support for the home
 - Environment experiencing extremes of temperature due to the glass dome
 - Communication systems
 - Nutrition, the documenting of fluid intake and the dietary support mechanisms which were in place
 - Lack of an internal QA system to identify issues/concerns.

- 4.6 The Provider Performance process was instigated and an action plan developed to support the Registered Manager to respond to the concerns being raised and improve the care and support at the home – this was attended by all professional stakeholders and the provider. Despite intensive intervention from all concerned, the concerns at the home continued along with an increase in the risk associated with the safeguarding of the residents.
- 4.7 As a result of the increased risk, discussion between CCBC and ABUHB, along with the respective legal departments agreed the decision to terminate respective contracts with the home and relocate the residents in order to ensure their health and wellbeing.
- 4.8 Once the decision was taken to terminate the contracts with the Provider, the HOSG was quickly established in order to manage the process and ensure a coordinated approach to supporting residents and their families with as smooth a transition as possible.
- 4.9 The first resident moved from Brindaavan Nursing Home on December 1 2015, and the final move took place on 16 December 2015. The transfer for all residents went very well. Unfortunately, due to underlying health conditions rather than the transfer from Brindaavan to a new home, 2 residents sadly passed away.
- 4.10 Positive feed back received from the new homes that people have moved to has indicated that transitions have been successful with examples such as –
- Residents being able and supported to access lounge areas rather than being cared for in bed
 - Residents have gained weight, and feed back has mentioned positive changes in appearance due to weight gain
 - Residents who were previously uncommunicative are now inclined to communicate and interact with staff and other residents
 - Reduction in behaviours that challenge staff as residents are occupied and stimulated
 - Reports of residents having settled very well into their new home
- 4.11 From a process point of view and lessons learned, there is an intention to hold a multi-agency workshop that considers the good practice and identifies points for learning and improvement.
- 4.12 The complete HOSG report is attached as Appendix 1

5. EQUALITIES IMPLICATIONS

- 5.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications for this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications for this report.

8. CONSULTATIONS

- 8.1 All responses from consultations have been incorporated in the report.

9. RECOMMENDATIONS

- 9.1 That Scrutiny Committee note the content of this report and the accompanying HOSG Report (Appendix 1).

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 In order that Elected Members are fully aware of the facts and the process relating to the termination of the contracts with Brindaavan Nursing Home, Aberbargoed.
- 10.2 In order to ensure that Caerphilly County Borough Council and Aneurin Bevan University Health Board are compliant with their duty to inform Elected Members in respect of the closure of a care home – this is in line with ‘Escalating Concerns with, and Closures of, Care Homes Providing Services for Adults’ – Welsh Government - May 2009.

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Appendices:
Appendix 1 Home Operation Support Group (HOSG) Report for Brindaavan Nursing Home, Aberbargoed, Caerphilly