Inquiry into regulation of care for older people
North Ayrshire Council Community Care Services

Can we be confident that the regulatory system is picking up on care services where the quality of care is poor?

In general the frequency of inspections and feedback from families and professionals associated with individual homes ensures poor quality care is picked up at an early stage. We are concerned that the new matrix produced by SCSWIS may not provide the frequency required for good quality care.

Are there any particular weaknesses in the current system?

The weaknesses appear to be when poor quality has been identified and the measures the regulatory body can impose to ensure a quick improvement. For seriously failing homes moratoriums or enforcement orders do not appear to bring about change quickly. It takes the home some time to recover robust management arrangements or staffing levels. Smaller homes find recovery from poor inspection a greater challenge as they have limited resources to invest in the service improvements required.

Does the system adequately take into account the views of service users?

In general the system does focus on listening to the views of service users, it is always a key component of the inspection. Older people who lack capacity are the most vulnerable and improvements could be considered in relation to methodology to enable people with dementia to engage.

Does the registration and regulatory system provide an appropriate basis for the regulation, inspection and enforcement of integrated social and NHS care in the community?

Adjustments would be required to effectively regulate integrated models of care in particular Care Home and Care at Home. These models are currently being transformed to meet older peoples needs more effectively and regulatory systems will need to reflect systems to measure multidisciplinary teams and expected outcomes.

Please do not hesitate to contact me if you require anything further.

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