

Fife

- The rate of home care provision for the 65+ population is below the national average. The people supported by LA in homecare per 1000 pop 65+ as well as the rate of people receiving Intensive home care (10+hrs/week) are among the lowest rates of any Scottish local authority. (rate of people 35.2 in Fife compared to 51.3 nationally (Fife second lowest in Scotland); intensive home care: 7.9 in Fife compared to the national average of 17.7 (Fife lowest in Scotland). People supported by LA in homecare per 1000 pop 65+ have seen a short term as well as long term decrease.
- 94% of home care clients receive free personal care at home, slightly below the Scottish average of 95%.
- The proportion of older people living in care homes is slightly above the national average and reducing in the long term. The average length of stay is also above the national average of 3.1 years.
- Two adult services in Fife received all grades of weak or unsatisfactory. The proportions of adult services with the best grades (excellent and very good for all quality themes) are close to the average of all adult services in Scotland. Care homes for adults perform better than the national average in terms of all grades 'very good' or 'excellent', while care homes for older people, housing support and care at homes services are slightly better than the national average and support services – other than care at home are below the national average for all grades 'very good' or excellent'.
- None of the older people services in Fife had enforcements issued.
- Bed days lost to delayed discharges increased between quarter 1 and quarter 3 2015/16 from 2,821 to 5,246 bed days lost (all age groups, all reasons). The rate of bed days lost due to delayed discharges (75+ population) in Fife is close to the Scottish average (Fife 1,048, Scotland 1,044).
- Emergency bed day rates are below the Scottish average in 2014/15 (275,062 emergency admission bed days in Fife per 100,000 population aged 65+ compared to Scotland average of 291,162).

Home care

	Fife	Scotland	Notes
Total homecare hours provided or purchased by LA to people 65+	21,096	453,096	
Short term trend (March 2014 to March 2015)	+1.5%	+1%	
Hours provided to people 65+ per 1000 pop aged 65+	297	468	Fife is the fourth lowest in Scotland
Short term trend	▼		
Long term trend	▼	▼	
People supported by LA in homecare per 1000 pop 65+	35.2	51.3	Fife is the second lowest in Scotland
Short term trend	▼	▼	
Long term trend	▼	▼	
People receiving Intensive home care (10+h/week) per 1000 pop 65+	7.9	17.7	Fife is the lowest in Scotland
Home care clients receiving free personal care at home	94%	95%	
Short term trend		▲	
Long term trend	▲	▲	
Average hours of free personal care per week	7.3	8.6	
Short term trend	▼	▲	
Long term trend	▲	▲	
% home care clients aged 65+ receiving evening/overnight care	40%	47%	12/13 data – this information is no longer published
Short term trend	▲	▲	
Long term trend	▲	▲	
rank	24		
% home care clients aged 65+ receiving weekend care	76%	79%	12/13 data – this information is no longer published
Short term trend	▲	▲	
Long term trend	▲	▲	
rank	23		

Key points:

- Increase in home care hours provided or purchased by LA to people aged 65+ in the short term (increase in Fife slightly higher than Scotland overall)
- Fife has the fourth lowest rate of all local authorities in terms of home care hours provided to people aged 65+ per 1000 population aged 65+ as well as the second lowest rate of people supported by LA in homecare per 1000 pop 65+; both have been decreasing in short and the long term.
- Equally the rates of people receiving intensive home care are below the Scottish average (the lowest in Scotland, less than half the Scottish average)
- 94% of home care clients receive free personal care (below the national average of 95%)
- Average hours of free personal care per week is below the Scottish average. It has been decreasing in the short term and increasing in the long term.
- The information on home care clients receiving evening/overnight and weekend care relates to 2012/13 and is not published any longer.

Care Homes

	Fife	Scotland
Care home residents per 1000 pop 65+	35.8	33.8
Short term trend	=	▼
Long term trend	▼	▼
Long term care home residents per 1000 pop 65+	33.9	32.6
Short term trend	▼	▼
Long term trend	▼	▼
Avg incomplete length of stay for residents aged 65+	3.1	3.0
Short term trend	▲	=
Long term trend	▲	▲

Key points:

- Overall the rates of care home residents per 1000 population aged 65+ has been decreasing in the long term in Fife and remained the same in the short term, while the rate in Scotland overall has decreased in the short and long term.
- The rate of care home residents per 1000 population aged 65+ is above the Scottish average.
- The rate of long term care home residents per 1000 population aged 65+ is also above the Scottish average. It has been decreasing in the short and long term, the same trend as Scotland overall.
- The average incomplete length of stay for residents aged 65+ is 3.1 years. This is slightly above the Scottish average.

Grades summary at 31 October 2015 – for all care services based within the Fife LA boundaries

	all services	All services with grades	with all grades 1/2				with all grades 5/6			
			services	%	rank	Scottish average	services	%	rank	Scottish average
all registered services	1060	948	6	0.6%	24	0.4%	391	41.2%	22	43.2%
all services for adults*	213	198	2	1.0%	27	0.6%	79	39.9%	16	39.9%
all care homes for adults	9	9		0.0%		0.3%	5	55.6%	7	44.2%
all care home for older people	77	75	1	1.3%	28	0.7%	20	26.7%	11	22.6%
housing support services	44	39		0.0%		0.5%	21	53.8%	12	48.7%
support service care at home	53	46	1	2.2%	29	0.8%	21	45.7%	11	41.3%
support service other than care at home	30	29		0.0%		0.2%	12	41.4%	21	47.4%

Rank codes: green - top 10 areas; amber - middle 12 areas; red - bottom 10 areas

* including adult and older people care homes, housing support and support services, not included are adult placement services, nurse agencies and offender accommodation.

Key points:

- 2 adult services are graded weak or unsatisfactory for all themes. These services are one older people care home and one support service – care at home. This ranks Fife 28th and 29th for services with all grades weak or unsatisfactory.
- Overall 39.9% of adult services are graded very good or excellent for all themes. This is the same as the Scottish average.
- More than half of adult care homes are graded very good or excellent for all themes. This is higher than the national average of 44% and ranks Fife 7th of all the local authorities.
- Older people care homes, housing support and care at home services have slightly higher than average proportions of services with all grades very good or excellent. For these service types Fife ranks 11th and 12th of all local authorities.
- Support services other than care at home have a lower than average proportion of services with all grades very good or excellent. Fife ranks 21st of all local authorities.

Summary of care services for older people in Fife

			change between 1 April 2015 and 31 October 2015								
			As at 31 October 2015			cancelled			registered		
Council Area	Care Service	Subtype	services	places	WTE staff	Services	places	WTE staff	Services	places	WTE staff
Fife	Care Home Service	Older People	77	3006		1	42		2	102	
	Housing Support Service		44		2407				3		100
	Support Service	Care at Home	53		188*				5		9*
		Other than Care at home	30	1238					0		
Fife Total			204	4244	2595	1	42	0	10	102	109

* some care at home services are combined with housing support services and staff are accounted for under the Housing Support Service

Key points:

- Overall there are 77 older people care homes in Fife.
- There are 44 housing support and 53 care at home services located in the area – however other housing support and care at home services based outwith the area might also provide a service in Fife.
- There are 30 support services – other than care at home in Fife.
- Between 1 April and 31 October 2015 more care services registered than cancelled their registration in the area.
- One older people care home cancelled in Fife and two registered. 60 additional care home places were created.
- No housing support or care at home services cancelled their registration, while 3 housing support and 5 care at home services newly registered between 1 April and 31 October 2015.

Care homes for older people

Council Area	Services	Places	change between 1 April 2015 and 31 October 2015				net change	
			cancelled		registered			
			Services	Places	Services	Places	Services	Places
Fife	77	3006	1	42	2	102	+1	+60

Council Area	Services	Places	Average places per service	Max places
Fife	77	3006	39	82

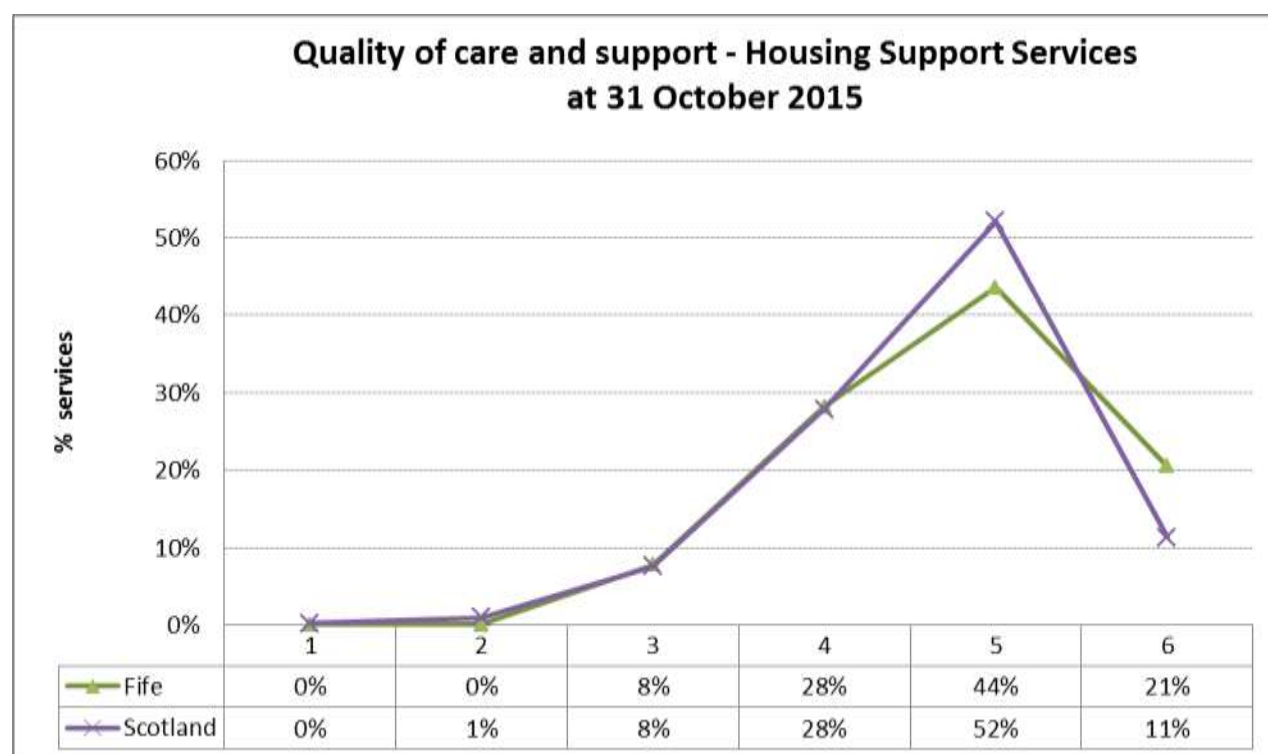
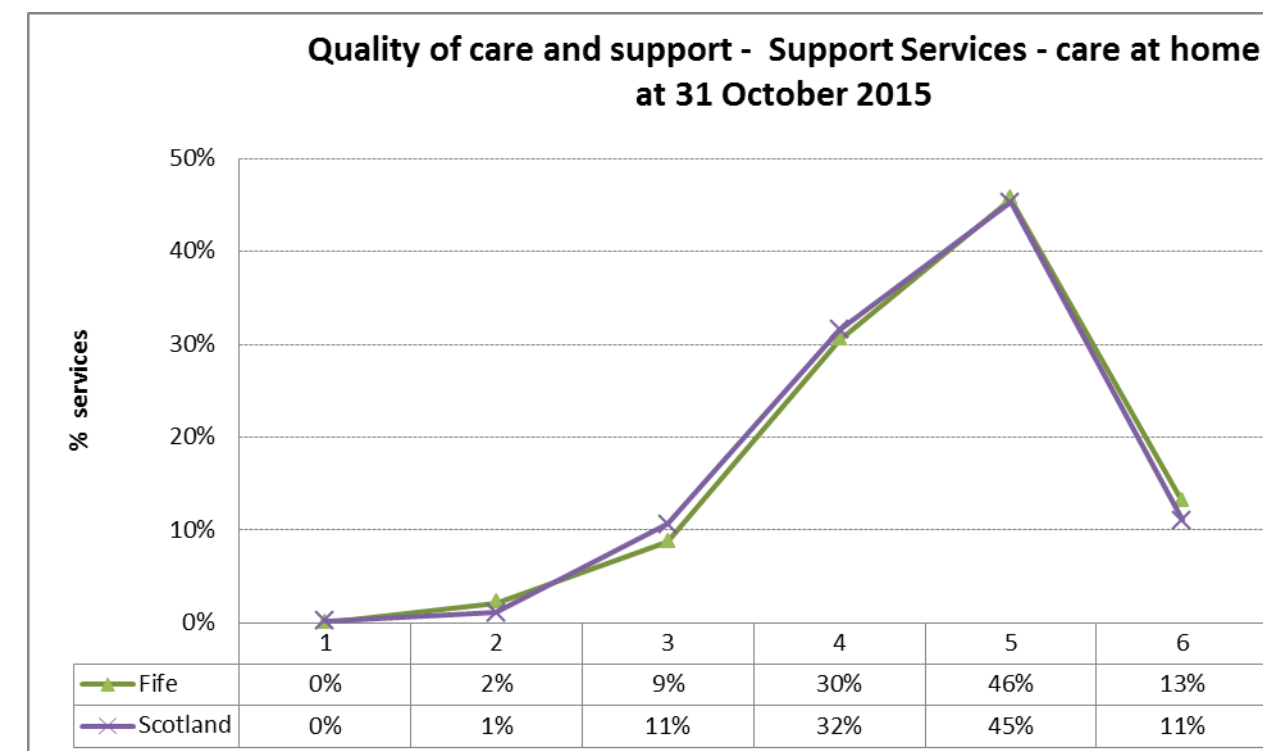
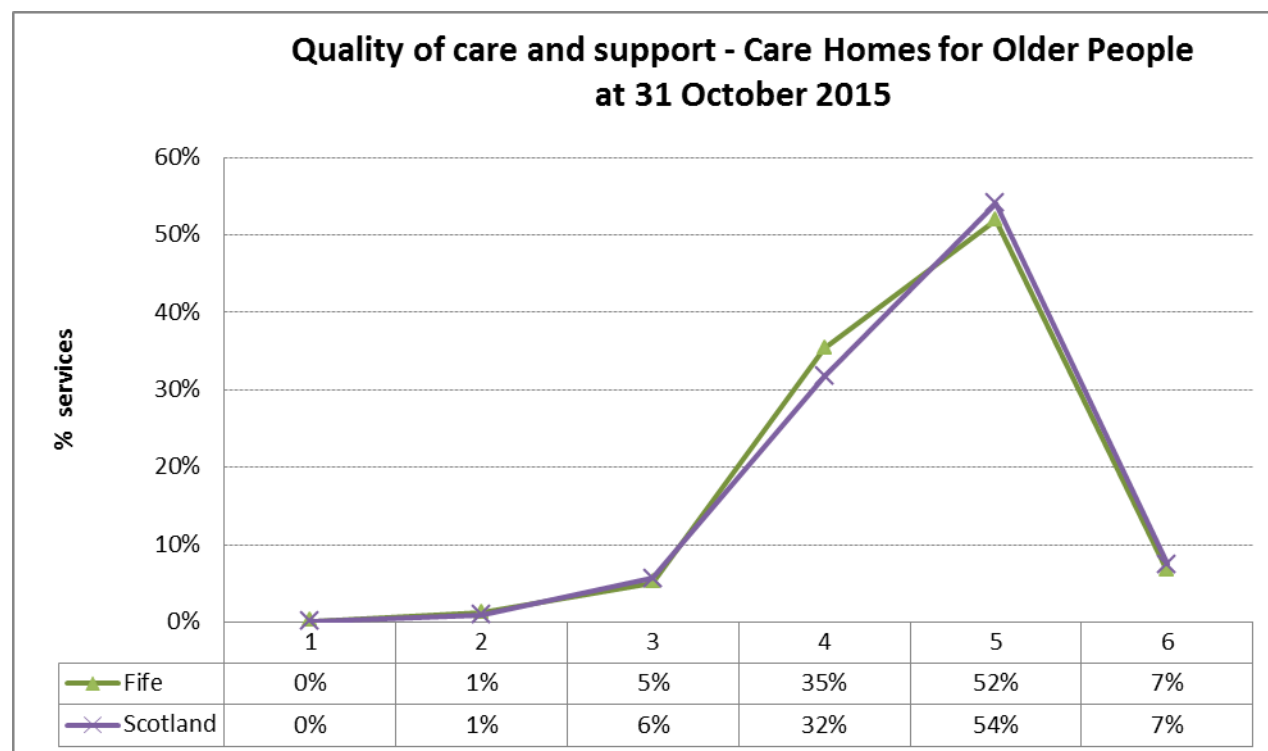
Care Homes Cancelled

Case Number	Service Name	Service Type	Min Grade	Care and Support Grade	registered places	DateCanx	DateReg
CS2003007465	Mossview @ The Opera	Care Home Service	4	5	42	27/04/2015	01/04/2002

Key points:

- Overall there are 75 older people care homes in Fife.
- One older people care home cancelled in Fife and registered under a new provider (Mossview @ The Opera). Previous to cancelling this care home had grades of good and very good.
- One older people care home (Raith Manor) registered between 1 April and 31 October. It has 60 registered places.
- The national average number of places in older people care homes is 43. This is higher than the average number of places in Fife, which is 39. The largest care home in Fife has 82 places.

Grades - Care and Support, By Local Authority Area

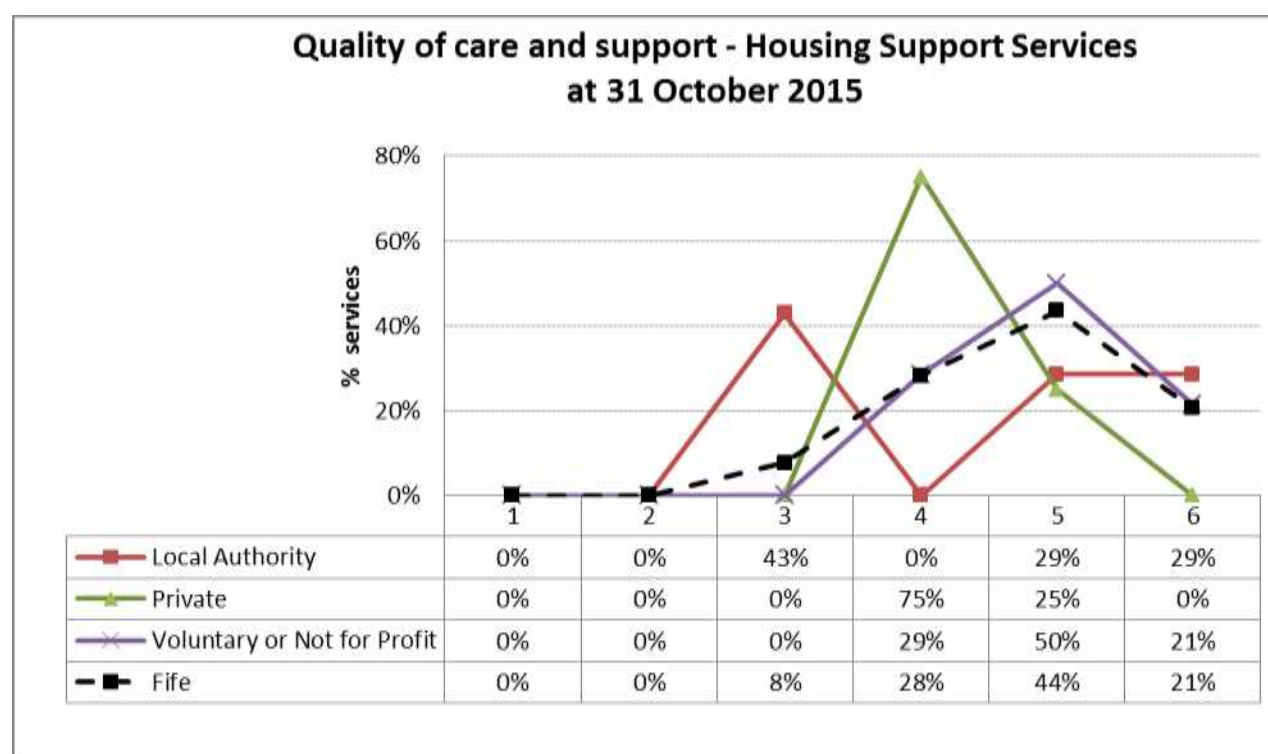
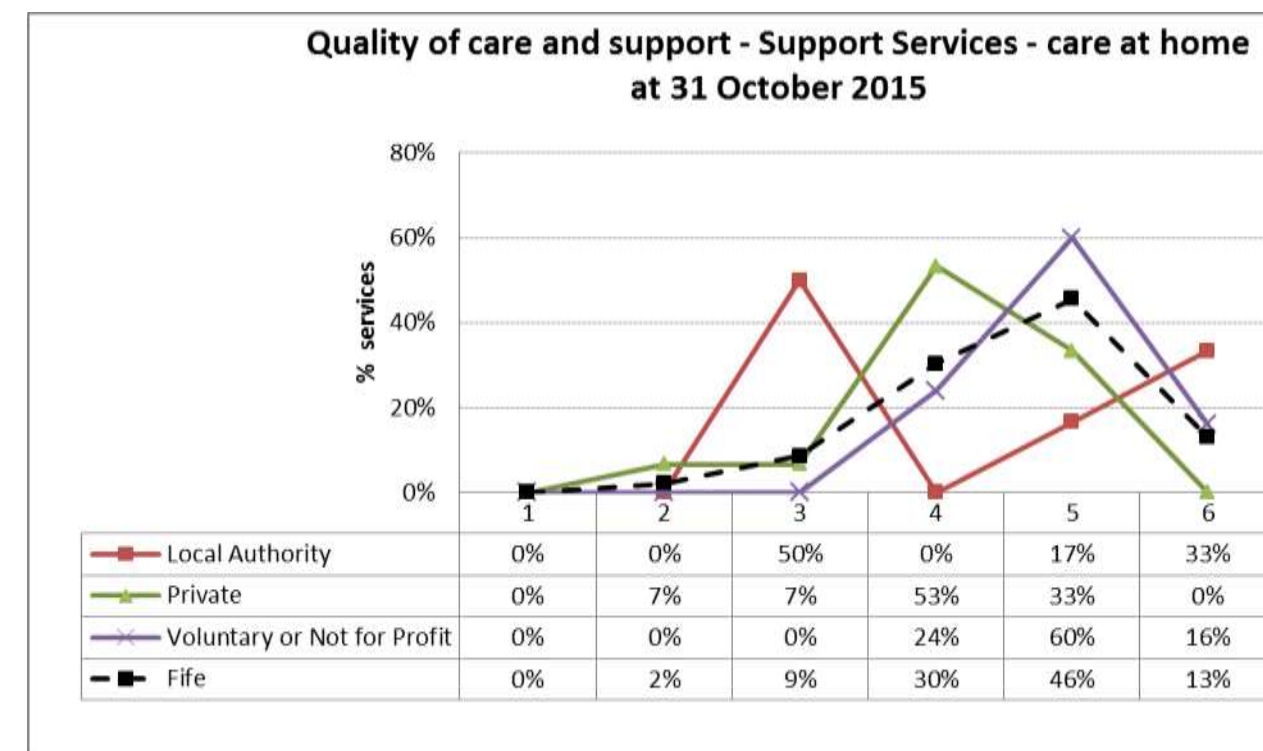
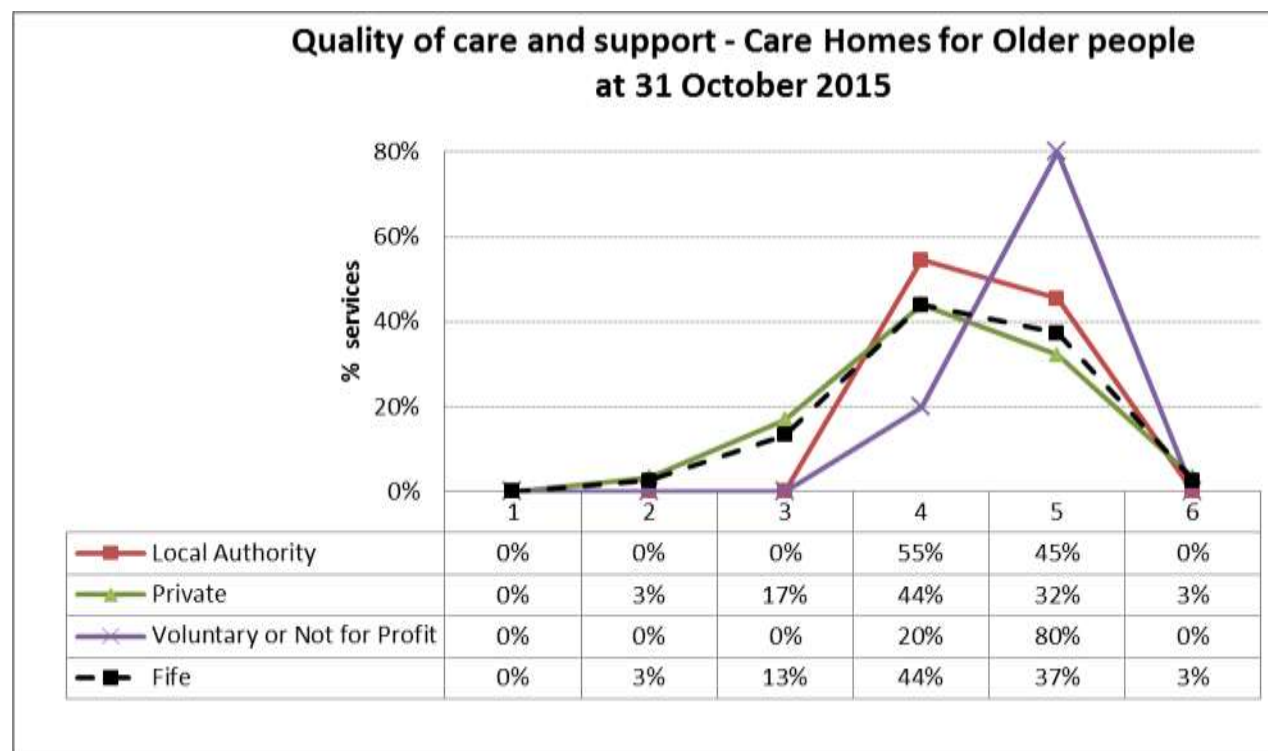


None of the Fife services was graded 'unsatisfactory' for quality of care and support.

In general all three service types are close to the Scottish average in terms of quality of care and support grades.

For housing support services the proportion of Fife services graded 'excellent' for quality of care and support is above the Scottish average (21% compared to 11% nationally), while the proportion graded very good is below the Scottish average (44% compared to 52% nationally).

Grades - Care and Support, by Sector

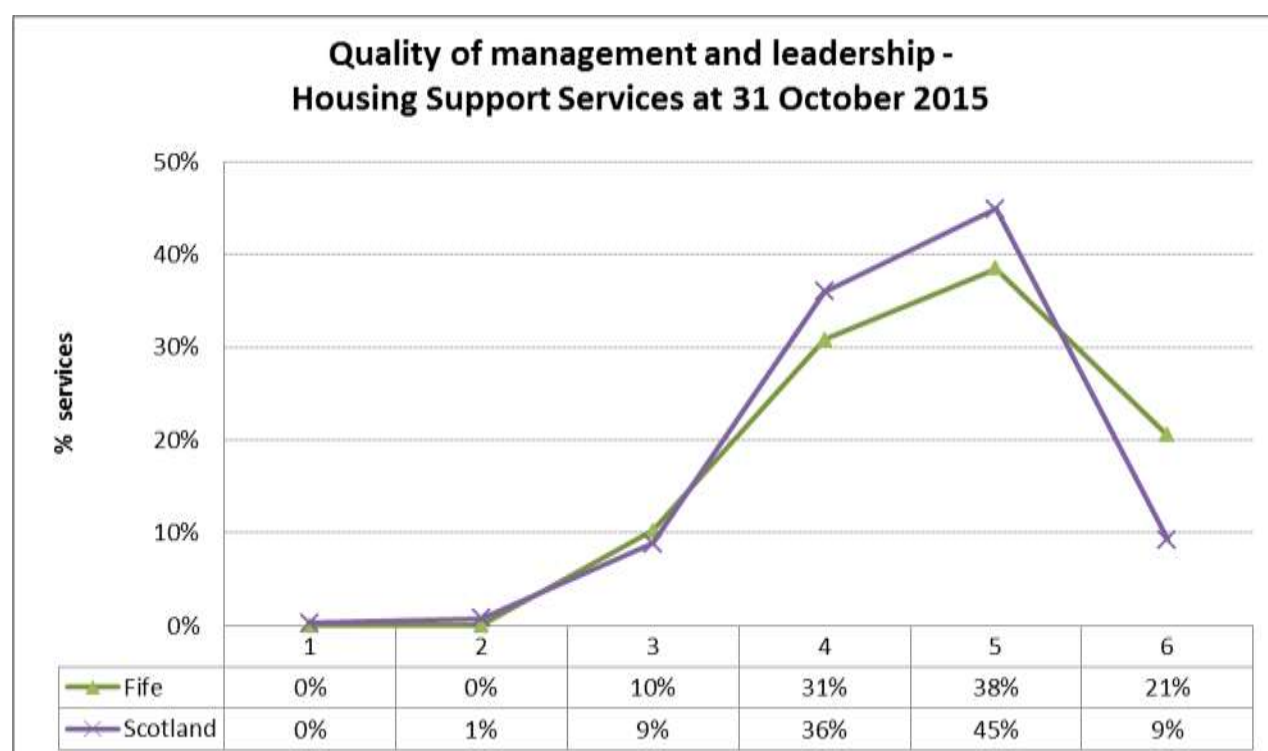
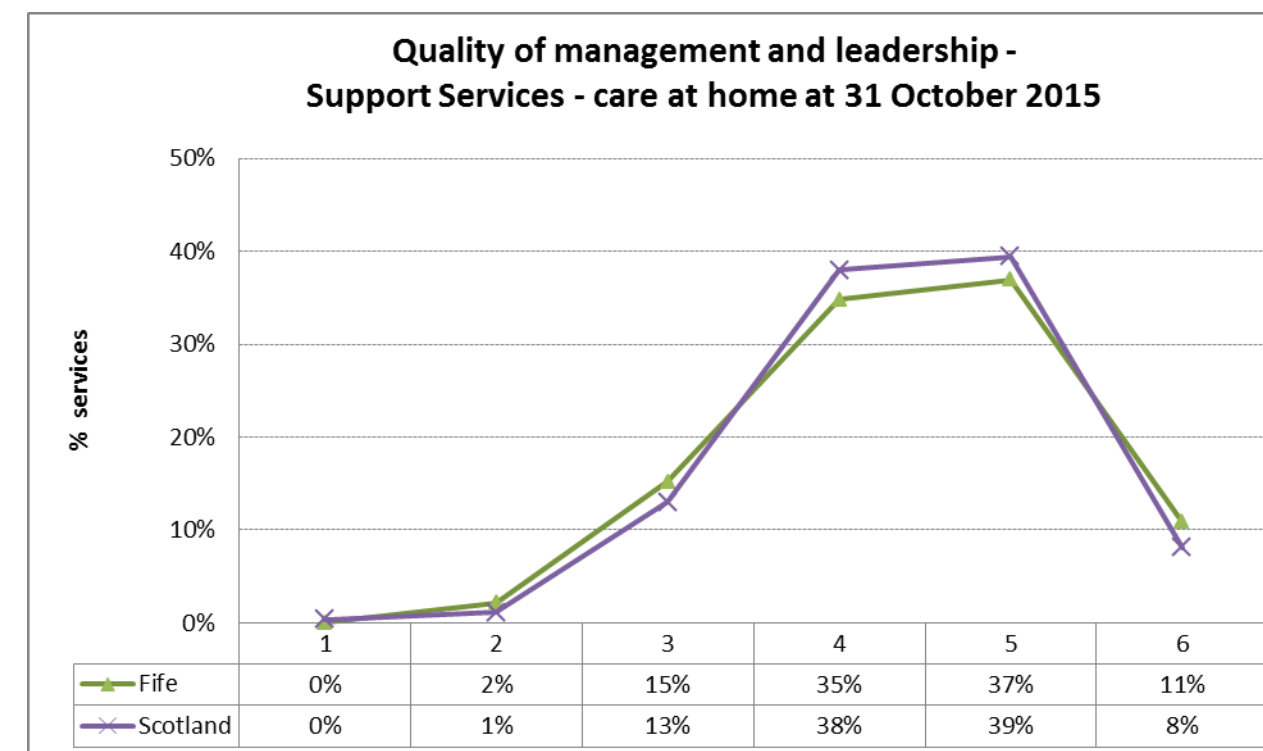
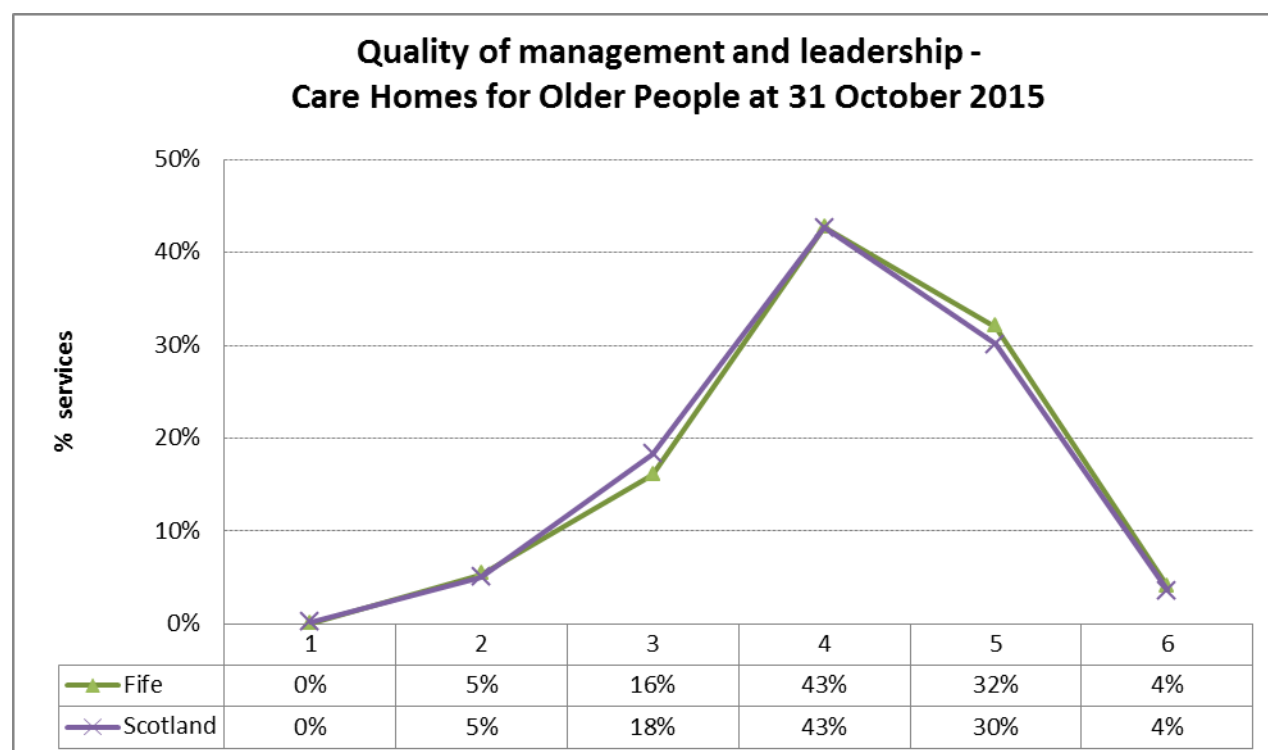


All local authority run older people care homes were graded good or very good for quality of care and support. Housing Support and care at home services provided by the local authority have the highest proportions of services with 'excellent' grades (29% housing support and 33% of care at home services). However they also have the highest proportion of services graded adequate (43% housing support and 50% care at home services).

Services provided by the voluntary/not for profit sector have the highest proportions of services with 'very good' grades across all service types (between 80% for care home services and 50% housing support services).

The only services that are graded 'weak' for quality of care and support are private care homes (3%) and private care at home services (7%).

Grades for Quality of Management and Leadership, by area



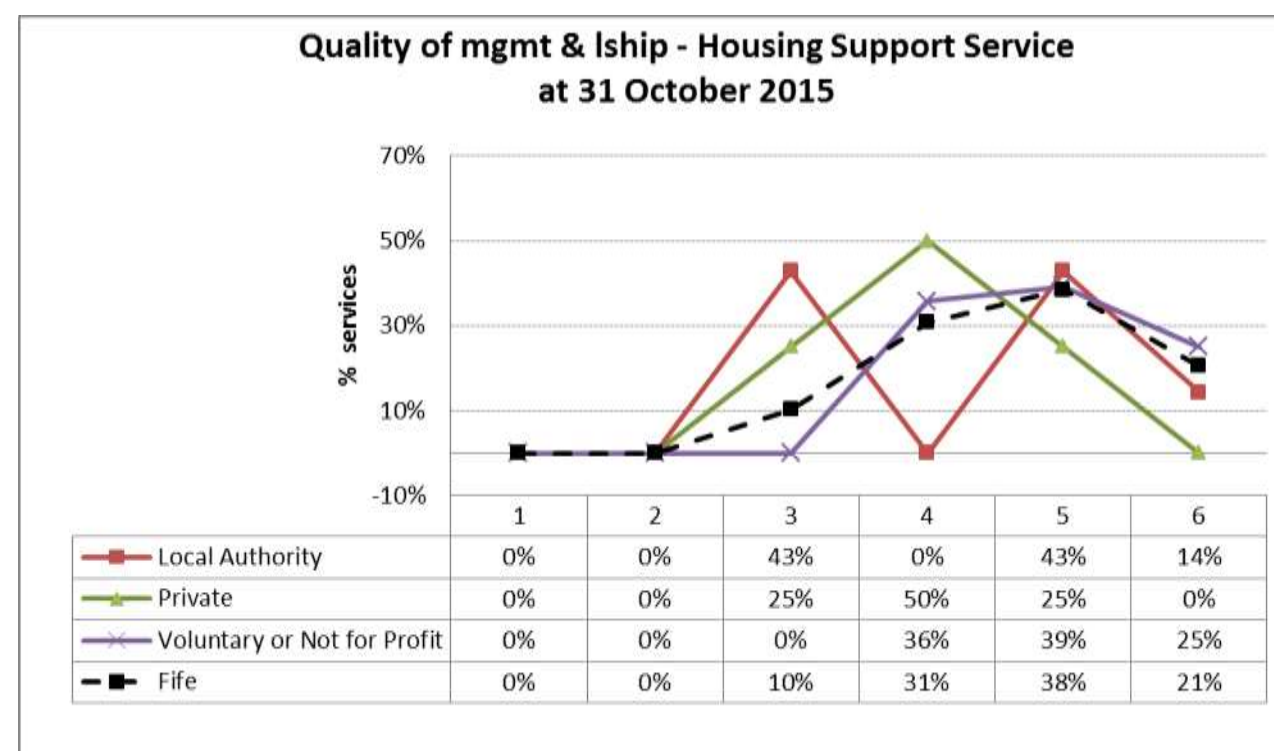
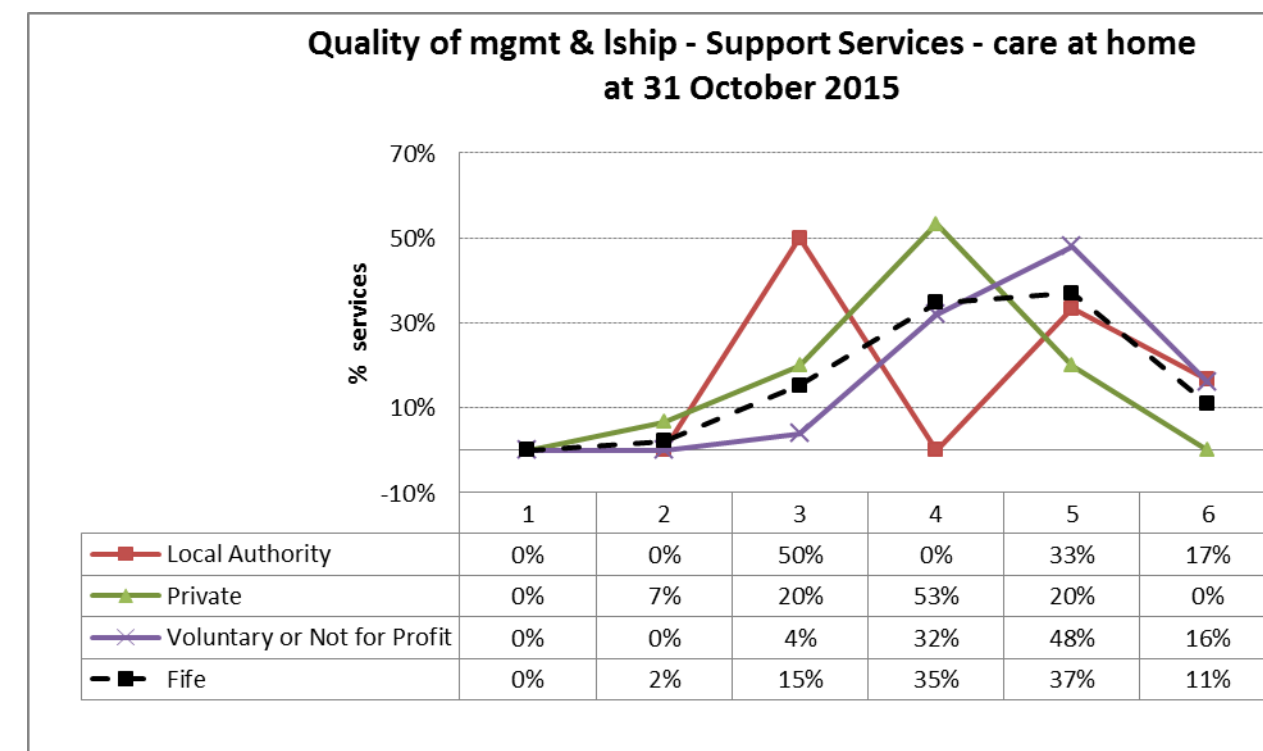
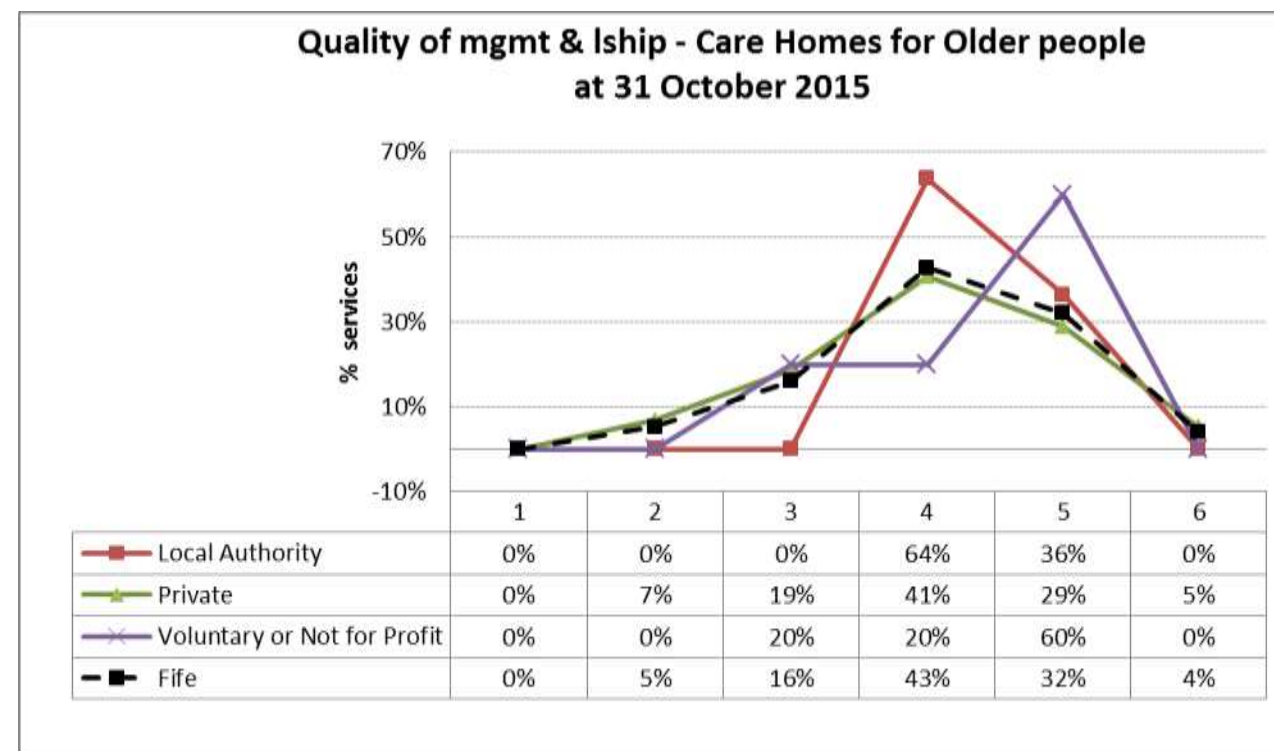
None of the Fife services are graded 'unsatisfactory' for quality of management and leadership.

The distribution of grades for management and leadership in care home services is similar to the national distribution. Fife has a slightly higher proportion of homes graded 'very good' compared to the national average while grades of 'adequate' have slightly smaller proportions than the national average.

Housing Support services have smaller proportions of services graded 'good' and 'very good' compared to the national average. Fife has however a higher proportion of housing support services graded 'excellent' (21%) compared to the national average (9%).

The distribution of grades for management and leadership in care at home services is similar to the national distribution. The proportion of services graded 'adequate' is slightly higher than the national average, as is the proportion graded 'excellent', while the proportion of services graded 'good' or 'very good' is slightly lower than the national average.

Grades for Quality of Management and Leadership, by sector

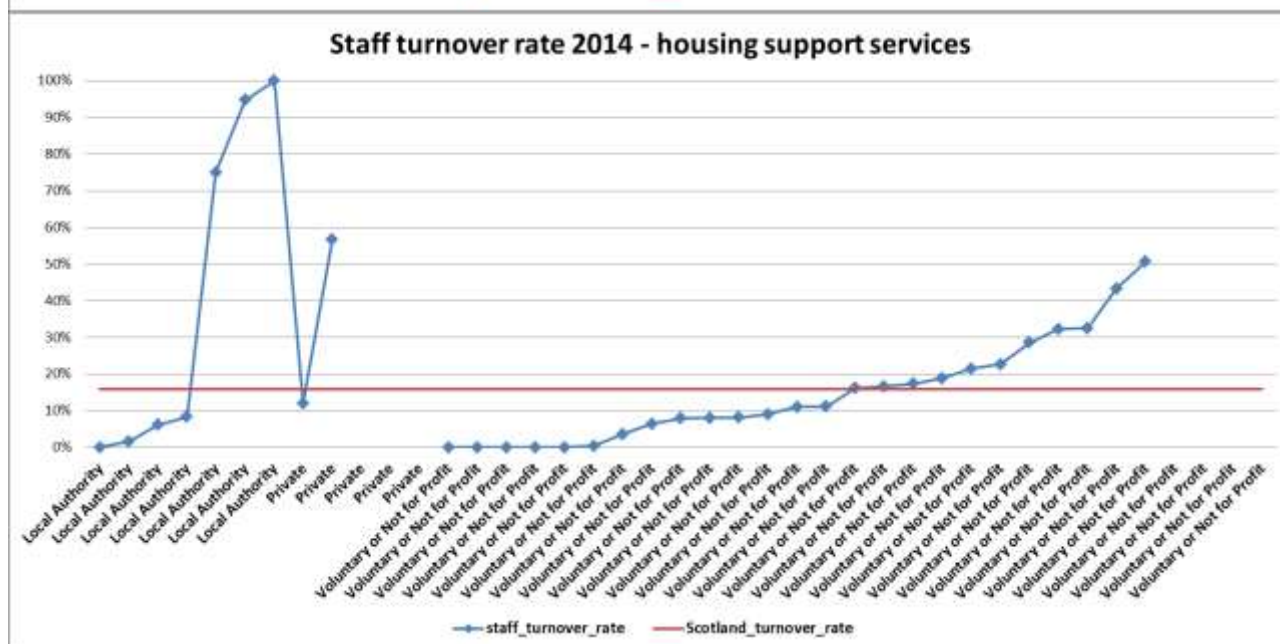
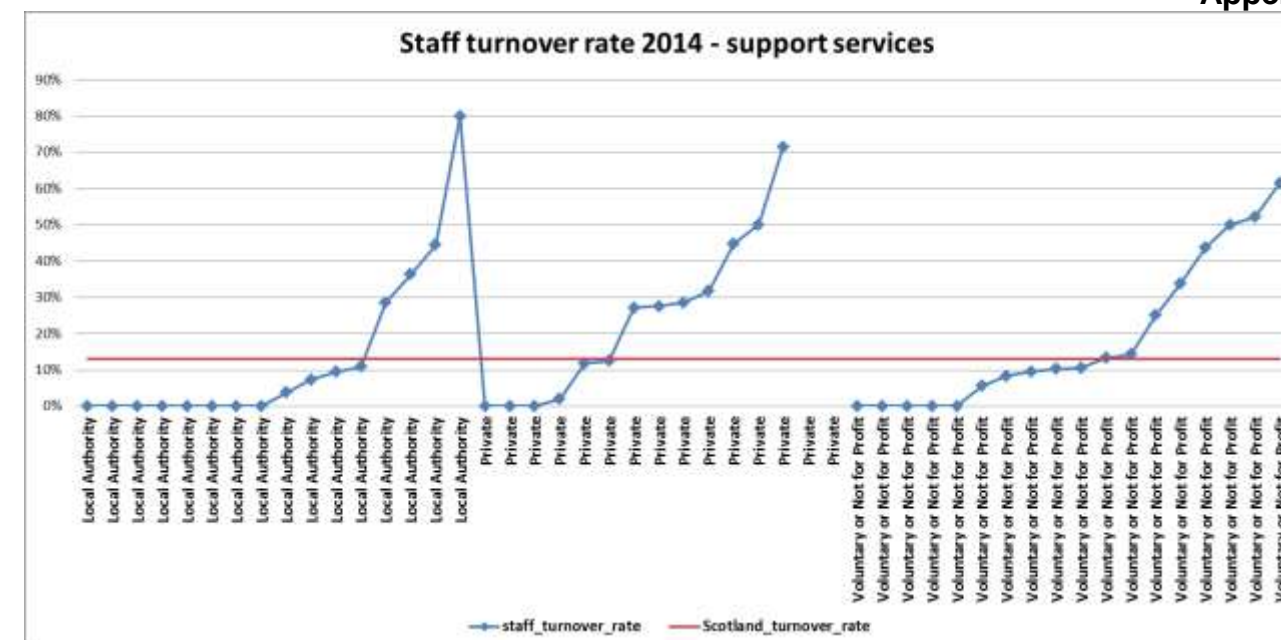
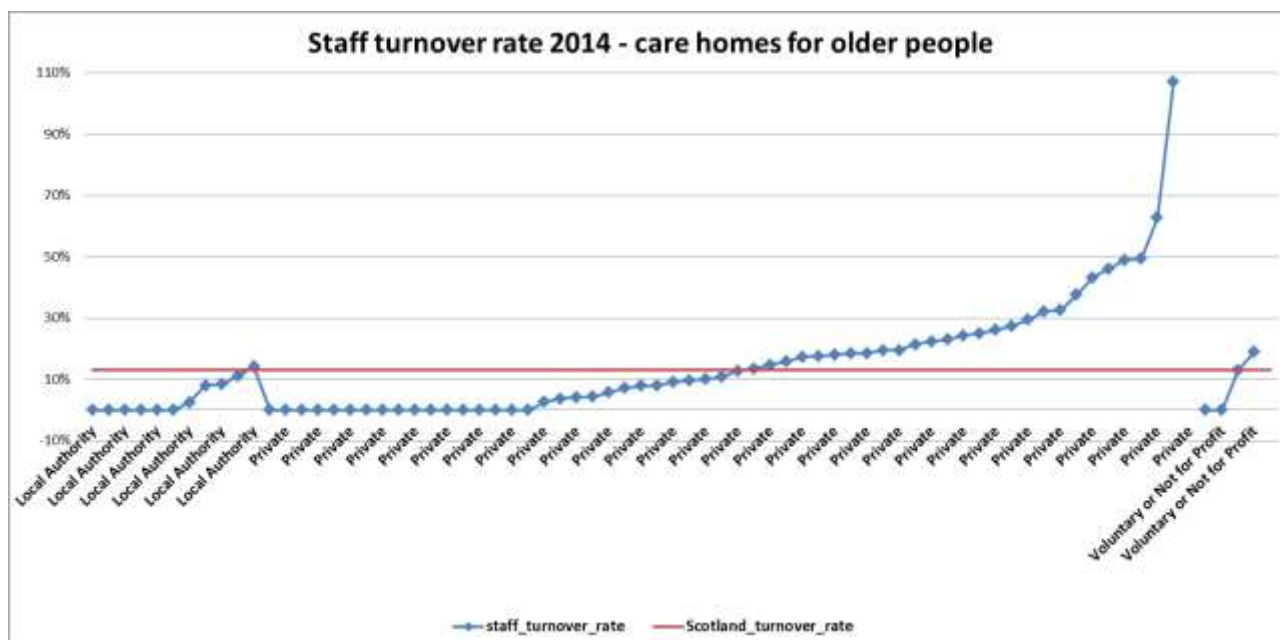


None of the Fife services are graded 'unsatisfactory' for quality of management and leadership.

All local authority run older people care homes were graded good or very good for quality of management and leadership. Housing Support and care at home services provided by the local authority have the highest proportions of services with 'adequate' grades (43% housing support and 50% of care at home services). They also have high proportions of housing support and care at home services graded 'excellent' (14% housing support and 17% care at home).

Services provided by the voluntary/not for profit sector have the highest proportions of services with 'very good' grades across all service types (between 60% for care home services and 39% housing support services). 25% of housing support services provided by the voluntary sector are graded 'excellent' for quality of management & leadership. None of the housing support services provided by the voluntary sector are graded 'weak' or 'adequate', while 4% of care at home services and 20% of older people care homes provided by the voluntary sector are graded 'adequate'.

The only services that are graded 'weak' for quality of management and leadership are private care homes (7%) and private care at home services (7%). Private services have the lowest proportions of services graded 'excellent' and 'very good' for quality of management and leadership.



Staff Vacancies at 31 Dec 2014

Care Service	current vacancies		Problem filling vacancies	
	Fife	Scotland	Fife	Scotland
Care Home Service	43%	58%	37%	46%
Housing Support Service	62%	56%	49%	38%
Support Service	35%	36%	38%	26%
Total	45%	51%	40%	38%

Reasons vacancies are hard to fill

Too few applicants, Too few qualified applicants, Too few applicants with experience, Competition from other service providers, Competition from other types of work, Candidates unable to work the hours needed

Recruitment problems by sector

Care Service	Service Type	Problem filling vacancies
Care Home Service	Local Authority	40%
	Private	34%
	Voluntary or Not for Profit	60%
Care Home Service Total		37%
Housing Support Service	Local Authority	17%
	Private	67%
	Voluntary or Not for Profit	54%
Housing Support Service Total		49%
Support Service	Local Authority	7%
	Private	73%
	Voluntary or Not for Profit	40%
Support Service Total		38%
Total		40%

Key points:

- Fife has a lower rate of vacancies in care homes and also a lesser problem in filling the vacancies compared to the national average. Housing support services have a higher rate of vacancies compared to the national average and also a bigger problem filling vacancies. Support services have a similar rate of vacancies compared to the national average but a bigger problem filling vacancies.
- The sectors where services find it particularly hard to fill vacancies are: voluntary service run care homes, private housing support services and private support services

Enforcements

Enforcement Notices issues between 1 April 2015 and 31 Oct 2015

*No enforcement notices were issued to services in Fife.

Complaints

- Over the period 1 April 2015 to 31 October 2015 the CI received 123 complaints about care services in Fife. We formally registered 38 Complaints and completed investigations of 41 complaints over this period.
- The highest volume of complaints were about care homes for older people
- 21 older people care home services had complaints upheld in Fife (27%). This is slightly higher than the national average of 23% of older people care homes with complaints upheld.
- The majority of care homes had 1 complaint upheld, however one care home had 4 complaints upheld and four care homes had 2 complaints upheld.

Figure 1: Complaints about services based in Fife, 1 April 2015 to 31 October 2015

(note: only includes HSS and SS with registered office addresses in these areas. Other services may also provide care in these areas)

Received 1 Apr 15 – 31 Oct 15	Fife
Care Home Service OP	98
Housing Support Service	5
Support Service	20
Grand Total	123

Registered 1 Apr 15 – 31 Oct 15	Fife
Care Home Service OP	33
Housing Support Service	1
Support Service	4
Grand Total	38

Investigated 1 Apr 15 – 31 Oct 15	Fife
Care Home Service OP	35
Housing Support Service	0
Support Service	6
Grand Total	41

Complaints upheld 1 Apr 15 – 31 Oct 15	Number of services	Number of complaints
Care Home Service OP	21	28
Housing Support Service	0	0
Support Service	4	6
Grand Total	25	34

The number of completed investigations can be higher than the number of registered complaints as the completed complaints will include those complaints received before 1 April 15 and completed after 1 April 15

Figure 2: Sub-complaints upheld between 1 April 2015 and 31 October 2015

Care Service	SubType	Sub2	Total	
Care Home Service	adults	staff related	2	
		Financial Issues	1	
		protection of people related	1	
	adults Total			4
	Older People	healthcare related	General health and welfare	24
			staff related	18
			communication related	17
			Environment related	12
			protection of people related	11
			record keeping related	4
			choice related	3
			food related	3
			Privacy and Dignity	2
			policies and procedures related	2
property related			1	
conditions of registration related	1			
Older People Total			100	
Care Home Service Total			104	
Support Service	Care at Home	staff related	4	
		General health and welfare	2	
		communication related	1	
		policies and procedures related	1	
		choice related	1	
		healthcare related	1	
	Care at Home Total			10
Other than Care at home	staff related	communication related	1	
			1	
Other than Care at home Total			2	
Support Service Total			12	
Grand Total			116	

- In care at home services in Fife general health and welfare is the main single reason for complaint. The biggest group of complaints are complaints about staffing. Within this group most complaints are about recruitment procedures. As is the case in Fife, nationally staffing related complaints are the biggest group of complaints in care at home services.

- Figure 2 breaks down the completed investigations to show the nature of each sub complaint. It contains only those complaints upheld.
- Nationally the biggest single sub complaint is general health and welfare. As is the case in Fife, health care related complaints are the biggest group of complaints in care homes and staff related complaints are the second biggest group of complaints in care home nationally as well as in Fife.
- In care homes for older people, general health and welfare was the main single reason for complaint, while health care related complaints are the biggest group of complaints. Within the health care related complaints, complaints about medication and tissue viability are the biggest single sub complaints. Nationally the biggest health care related sub complaints are about medication and nutrition. Nationally tissue viability is the 5th biggest sub complaint of the health care related complaints. Staffing related complaints are the second biggest group of complaints. Out of the staffing related complaints, most complaints are about staffing levels and training/qualifications. This matches the national picture.

Registrations

Registrations refused

No registrations refused to date in Fife (based on manual check of all regs refused as there is no useable postcode data for registrations in progress).

Registrations in progress (as at beginning of February 2016)

Care Service Type	Registration Start Date	Provider Name	Service Name	Town	Postcode	Comments
Care Home Service	19/08/2015	Avondale Care (Scotland) Limited	Robert Allan Unit	Lochore	KY5	care home service for 8 adults with neurodisability - registration completed 11/01/16

Variations refused

There is no information on variations refused at the moment (based on manual check of all variations refused).

Variations in progress (as at beginning of February 2016)

Service Name	Creation Date	Provider	CS Number	Care Service Type	Town	Postcode	Variation Type	Comments
Rosturk House	06/08/2015	Rosturk House	CS2003042852	care home service	Cupar	KY15	change in capacity	increase in capacity + 10 older people/extension to premises: on stage 1: expect completion late spring/early summer 2016
Adam House	11/09/2015	Enhance Healthcare Ltd	CS2014329901	care home service	Kirkcaldy	KY1	change in conditions of registration	increase in capacity + 3 adults under 65yrs with physical or sensory impairment: completed 14/10/15
Caring4You Care at Home	05/01/2016	Barrogil Limited	CS2015336427	support service	Kirkcaldy	KY1	change in conditions of registration	wish to provide care to adults over 40yrs as well as older people: on stage 0: completion of variation imminent