



Update for key stakeholders

26 May 2022

Vaccination

We have so far seen 73.4% take up of spring booster COVID vaccinations (4th dose) for over 75s across the NHS Highland area. This is made up of 81.3% in Argyll and Bute and 70% in Highland. We remain on trajectory to complete the campaign within the require time.

Vaccination clinics continue to be updated regularly in the local press, social media and on our [website](#). Anyone who receives an appointment invitation and needs to change the location or date can call our local Vaccination Enquiry Hub on 08000 320 339. The line is open Monday to Friday, 9:30am to 4:30pm and on Saturday, 10am to 2pm.

Joint inspection of services for children and young people at risk of harm in North Highland 2022

The Care Inspectorate, Education Scotland, Her Majesty's Inspectorate of Constabulary in Scotland and Healthcare Improvement Scotland will undertake a joint inspection of services for children and young people at risk of harm in Highland over the coming months. This is likely to be undertaken remotely, given the need to manage COVID-19 risks.

There is a weekly multiagency huddle co-ordinating the response to the inspection. The Child Protection (Health) Group will be leading actions and coordination in relation to the NHS contribution. Jane Park (jane.park@highland.gov.uk) and Stephanie Govenden (Stephanie.govenden1@nhs.scot) are the respective points of contact for The Highland Council and NHS Highland.

The definition of at risk of harm is as follows:

- Children and young people who have been subject to a child protection investigation and this has not led to registration on the child protection register
- Children and young people whose names have been placed on the child protection register
- Children and young people involved in vulnerable young person's processes
- Children and young people involved in care and risk management processes

The inspection, assessment and analysis will be against the following inspection statements:

1. Children and young people are safer because risks have been identified early and responded to effectively.
2. Children and young people's lives improve with high quality planning and support, ensuring they experience sustained loving and nurturing relationships to keep them safe from further harm.

3. Children, young people and families are meaningfully and appropriately involved in decisions about their lives. They influence service planning, delivery and improvement.
4. Collaborative strategic leadership, planning and operational management ensure high standards of service delivery.

The inspection will be conducted over two phases. Phase 1 will involve submission of a pre-inspection return; the issue of a staff survey and a review of children's and young people's records. This phase will be conducted between May and July 2022. Following this, surveys for children and young people and parents and carers will be issued.

Phase 2 will involve the submission of a position statement and supporting evidence; and a week of engagement activity. This will occur between August and September 2022.

Any colleagues or partners involved in the process will be supported, so that they know what to expect.

- Inspectors read the records of 60 children or young people
- From the 60, 12 are identified as follow up cases for children's networks of support
- Out of the 12, inspection lead identifies six cases to focus on in the networks and plan to meet during engagement week
- Record reading analysis report is produced and, along with staff survey analysis report, is shared with the partnership

During the engagement week, as well as meeting the support networks of the six chosen children/young people, inspectors hope to meet up to 40 further children and young people and their parents/carers. The engagement week will also include focus groups with senior leaders, first-line managers and frontline practitioners. The inspectors are supported by two young inspection volunteers for part of this week

The final report is due on 25 October 2022.

Argyll and Bute Integration Joint Board

Argyll and Bute Integration Joint Board held its latest meeting on Wednesday 25 May where it discussed a number of topics including the Joint Strategic Plan for 2022-25 and the Provisional Year End Finance position for 2021-22. The Chief Officer, Fiona Davies, also presented her report to members of the IJB. A copy of all the papers discussed at the meeting can be accessed online [here](#).

Budhmor House Care Home

We have previously shared information about the planned closure of Budhmor House Care Home. Budhmor is a 29-bed residential care home in Portree, currently with 14 residents, operated by Crossreach / Church of Scotland.

Background

On 28 March 2022, Crossreach confirmed to residents, relatives and staff of Budhmor Care Home of their intent to close. Confirmation was received by NHS Highland from Crossreach on 31 March of formal 13-week notice of their intention to close Budhmor Care Home by the end of June. Crossreach also submitted a request to the Care Inspectorate to cancel the registration of the service, with an intimated closure date of 11 July 2022.

NHS Highland has discussed the possibility of an extension to the closure period with Crossreach and they are seeking endorsement from their board on this matter on 1 June 2022. It is currently understood that Crossreach will be amenable to an extension, potentially continuing to operate until the end September 2022 at the very latest, depending on, and subject to, the building related issues noted below.

Impact on residents and families

NHS Highland is working jointly with Crossreach to seek to ensure a managed closure of Budhmor House and continuity of care for all residents. The interests and welfare of the residents are paramount in this process. Our intention is to liaise with residents and their families to develop person-centred plans for each resident; to identify appropriate new placements and move residents as smoothly as possible.

Some residents may choose to move to Home Farm, an in-house care home in Portree, which is currently undergoing refurbishment. Home Farm should be able to provide beds for the majority / all of the Budhmor residents, once refurbishment is complete and staffing levels stabilised.

For some families, Home Farm is not a preferred relocation choice. The actions and progress to engage with Budhmor residents, relatives, and staff regarding relocation is impacted by the strongly held views that the care home should not close.

NHS Highland's Chair, Chief Executive and Chief Officer, together with the Highland Council's Chief Executive, visited Portree on 13 May in order to visit Budhmor and meet with families of residents, at which a commitment was given to listen, share available information, and to have a further meeting.

Impact on staff

A key priority is to retain Budhmor House staff over the managed closure period and thereafter in health and social care roles either with NHS Highland directly or with one of our partner providers. This is a challenge without a firm timeframe for closure.

Building condition

In response to a request from NHS Highland, a Care Inspectorate supportive visit to Budhmor House was undertaken on 9 May, to provide a view on the building's fitness for purpose now and in the future, and any anticipated re-registration issues. The purpose of this request was to fully understand any building-related limitations to any other options for future service delivery.

The Care Inspectorate reported that the condition of the building was a cause for significant concern and they requested Crossreach provide an independent structural survey to confirm that the building is currently a safe environment for people to live and work. Surveys are being undertaken this week. On 16 May, the Care Inspectorate began an inspection of Budhmor House, which is ongoing.

A follow up meeting with families was held online on 20 May with both NHS Highland and Highland Council Chief Executives, NHS Highland's Chief Officer, and other representatives. Also present were the Chief Executive of Crossreach and Care Inspectorate representatives. The Care Inspectorate confirmed that their inspection of Budhmor was ongoing and is due to be completed this week.

A further follow up meeting with families was agreed for 2 June, this being after the Crossreach Board meeting considering extension of the notice period, and receipt of the structural survey, and following completion of Care Inspectorate inspection.

NHS Highland assurance actions

- A Care Home Closure Action Plan is in the process of being developed, based on experience from earlier care home closures.
- A dedicated core team within NHS Highland has been identified to carry out assessments, provide advice, monitor quality and provide any other support required. The assessment process has begun but was delayed by a Covid outbreak, and paused last week whilst senior management met with families.
- Close contact with Crossreach to discuss, align and manage closure actions.
- Close liaison with the Care Inspectorate to understand current risks.
- Consideration of contingency arrangements which may be required.
- A visit was undertaken to Budhmor House by NHS Highland's senior operational manager on 11 May in order to meet with staff and provide assurance and support with employment opportunities within NHS Highland.
- A communications plan has been developed with support from the communications team. A press release was issued on 29 March. There has been significant media and political interest in the closure. The communication plan is currently being updated to provide further clarity on NHS Highland's position.

We will keep you updated on further developments.

Grandview House and Main's House care homes

Grandview Care Home is a 45 bed (nursing) care home in Grantown-on-Spey, operated by Grandview House Ltd. Main's House is a 31 bed (nursing / 2 shared rooms) care home in Newtonmore, operated by Main's House Limited.

The organisations are linked and were operated by the same family of directors, who have owned and operated care home services for the last 25 years. Both companies went into Administration on 23 March 2022. NHS Highland has been in close dialogue with the Joint Administrators. Main's House will continue to operate under the Administrators, with improved viability whilst a buyer is sought for continued operation.

NHS Highland has concluded a funding agreement with the Joint Administrators to enable the orderly wind down and closure of Grandview and as part of this, to provide some interim support in respect of Main's House to secure a limited number of beds to support its transition to fuller occupancy.

The focus of NHS Highland had been on supporting the managed closure of Grandview House and prioritising continuity of care for all residents. The interests and welfare of the residents was paramount in this process. As part of this, NHS Highland maintained an on-site presence at Grandview in order to provide assurance to residents, their families, and staff; monitor quality; and provide any support required.

All residents have now moved from Grandview to their new homes and the care home has formally closed. A plan is in place to undertake follow-up reviews for all former Grandview residents.

A number of Grandview staff have been successfully appointed to other health and social care jobs in the immediate locality. A key priority for NHS Highland was to retain Grandview staff over the managed closure period and thereafter in health and social care roles either with NHS Highland directly or employment facilitated with one of our partner providers. As such, NHS Highland has been supporting Grandview staff who wish to remain in the care sector.

A recent pre-registration visit by the Care Inspectorate has been undertaken to Main's House, the outcome of which has indicated that there are no cost prohibitive areas to be progressed as a condition of new registration for any interested buyer. The care home is on the market and has generated some initial interest.

A lessons learned exercise on the closure process will be conducted to inform future approaches and actions.

Feedback

If you have comments or queries please contact nhshighland.feedback@nhs.scot