

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 28TH MARCH 2016

REPORT ON: DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)

REPORT BY: HEAD OF SERVICE, STRATEGY, INTEGRATION PERFORMANCE AND SUPPORT SERVICES

REPORT NO: 114-2016

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care services for adults (excluding care homes). In order to provide a comparison, the information is based on the last two inspections for each service.

2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee notes the gradings awarded as detailed in the attached Performance Report and highlighted in paragraph 4.3 below.

3.0 FINANCIAL IMPLICATIONS

None

4.0 MAIN TEXT

4.1 Background

The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. The regulatory authority ensures that care service providers meet their respective National Care Standards and that in doing so they provide quality care services. The Care Inspectorate use a six point grading scale, against which certain key themes are graded. The grades awarded are published in inspection reports and on the Commission's website at www.careinspectorate.com.

4.2 Of the 63 registered services listed in the Performance Report, 119 inspections were undertaken.

4.3 Summary of the gradings awarded to registered care services in Dundee:

- 50.5% of inspections resulted in grades **6** 'excellent' or **5** 'very good' for each of the key themes inspected.
- 2.5% of inspections resulted in grades **2** 'weak' or **1** 'unsatisfactory' for each of the key themes inspected.
- One service, the White Top Adult Respite Centre, was graded **6** 'excellent' for all four quality themes in their last inspection. Rose Lodge, a Care at Home and Housing Support Service, were graded **6** 'excellent' in their last two inspections in all quality themes assessed. Another service, Gowrie Care College Support Services, was graded **6** 'excellent' for Quality of Care & Support, Quality of Staffing and Quality of Management & Leadership (Quality of Environment was not assessed). A further two Care at Home and Housing Support providers, namely Gowrie Care and Turning Point Scotland were graded **6** 'excellent' in all quality themes assessed for a number of their Dundee services at their last inspections.

- Of the 63 establishments inspected, there was a 25% improvement in grades for Quality of Care and Support, 3% improvement for Quality of Environment, 25% improvement in Quality of Staffing and 25% improvement in Quality of Management and Leadership.
- Of the 63 establishments inspected 11% of services were downgraded for Quality of Care and Support, no services downgraded for Quality of Environment, 5% downgraded for Quality of Staffing and 10% downgraded for Quality of Management and Leadership.
- One inspection resulted in grade **2** 'weak' for Quality of Care and Support and Quality of Environment and grade **1** 'unsatisfactory' for Quality of Management and Leadership. A review of this service is ongoing.

The following table shows the overall percentage awarded at each grade and also for each key theme.

Note: numbers in () refer to number of establishments inspected

Grade	Overall (119)	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
6 excellent	13.5%	16% (19)	5% (6)	17% (20)	17% (20)
5 very good	37%	51% (61)	10% (12)	46% (55)	39% (46)
4 good	16%	24% (29)	2% (2)	19% (23)	20% (24)
3 adequate	6%	6% (7)	-	6% (7)	13% (14)
2 weak	2%	2% (2)	-	4% (5)	3% (4)
1 unsatisfactory	0.5%	-	-	-	1% (1)
not assessed	25%	1% (1)	83% (99)	8% (9)	5% (10)

During the period of each service's previous two inspections, requirements were placed on 14 of the 63 services covering a range of issues relating to the health, welfare and safety of service users. Action plans were drawn up setting out the actions the services would take in response to these requirements.

During the same period, there were 11 complaints to the Care Inspectorate relating to 10 of the 63 care services in Dundee.

No enforcement action has been required to be taken in respect of services reported upon, either directly by the Care Inspectorate or by Dundee City Council taking a decision to suspend any referrals to services. In some cases a service may decide not to receive referrals themselves over a period to allow a period of improvement and consolidation to take place.

5.0 POLICY IMPLICATIONS

This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

An Equality Impact Assessment is attached to this report.

6.0 CONSULTATIONS

The Chief Executive, Executive Directorate of Corporate Services and Head of Democratic and Legal Services have been consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

None

Laura Bannerman
Head of Service
Strategy, Integration, Performance and Support Services

DATE: 02 March 2016

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation`

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment:	28 January 2016	Committee Report Number: 114-2016
Title of document being assessed:	Dundee Registered Care Services for Adults (excluding Care Homes)	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care services homes for adults (period covers each service's previous two inspections)	
3. What is the intended outcome of this policy, procedure, strategy or practice?	Continue to support the partnership approach to quality improvement for care services in Dundee.	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Care Inspectorate Inspection Reports	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	Service users, staff and relatives are consulted during the inspection process.	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Diane McCulloch	
7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No	

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Race, Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>There has been an improvement in the quality of care provided in care services which has resulted in an improvement in quality of life for service users.</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>No</p>
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>N/A</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/A</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No</p>
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Care services will continue to be inspected by Care Inspectorate and monitored and reviewed by Dundee City Council Social Work Department officers</p>

Part 4: Contact Information

Name of Department or Partnership	Dundee City Council Social Work Department
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other – Performance and monitoring report	<input checked="" type="checkbox"/>

Manager Responsible		Author Responsible	
Name:	Diane McCulloch	Name:	Rosalind Guild
Designation:	Head of Service, Community Care	Designation:	Contracts Officer
Base:	Social Work Offices Claverhouse, Dundee	Base:	Social Work Offices Dundee House
Telephone:	01382 438302	Telephone:	01382 433665
Email:	diane.mcculloch@dundeecity.gov.uk	Email:	rosalind.guild@dundeecity.gov.uk

Signature of author of the policy:	Rosalind Guild	Date:	02 March 2016
Signature of Director/Head of Service:	Laura Bannerman	Date:	02 March 2016
Name of Director/Head of Service:	Laura Bannerman		
Date of Next Policy Review:	N/A		

PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)

A summary of the gradings awarded to the Social Work Department's registered services and organisations who provide a service on behalf of the Department

The purpose of this report is to summarise for Committee members the findings and gradings awarded by the Care Inspectorate to the Department's internal care services and external private and voluntary organisations who are commissioned to provide a service on behalf of the Dundee City Council. The report will cover all service areas in Community Care (excluding Care Homes).

The Care Inspectorate conducts both announced and unannounced inspections which can be of low, medium or high intensity. A low intensity inspection is one where the Care Inspectorate is satisfied that a service is working hard to provide consistently high standards of care. A medium or high intensity inspection is undertaken when there are some concerns and the service therefore receives a more intense level and depth of inspection.

As of 1 April 2015 important changes in the way inspections by the Care Inspectorate were carried out came into effect. The aim was to ensure that scrutiny be targeted in the places where there are most concerns, and to be more proportionate in services which are known to be performing well. The Care Inspectorate were seeking to move away from a traditional compliance model of inspection to one that was more collaborative, placing the person receiving the service at the heart of care and support, and supporting providers to improve in challenging times. The changes were also more closely linked to a focus on outcomes which will be further strengthened when the new National Care Standards, underpinned by human rights are developed.

To date, the Care Inspectorate has developed follow-up inspections in services where concerns are such that a second inspection in the same year is due. Thematic inspections have also been tested in some Care Homes for adults with a learning disability. The intention now is to test two new proportionate inspection models in some highly performing services known as validation inspections. The plan is to pilot approximately 100 validation inspections throughout 2015/16. At the end of this pilot the aim is to have an inspection framework which will involve different types and intensity of inspections; clearer intelligence about individual services so scrutiny can be better targeted, examples of 'very good' and 'weak' practice by service type and shorter, clearer inspection reports.

Health and Social Care Integration

The Public Bodies (Joint Working)(Scotland) Act 2014 requires NHS Boards and Local Authorities to integrate the planning and delivery of certain adult health and social care services. The main purpose of integration is to improve the wellbeing of people who use health and social care services, in particular those whose needs are complex and which require support from health and social care at the same time.

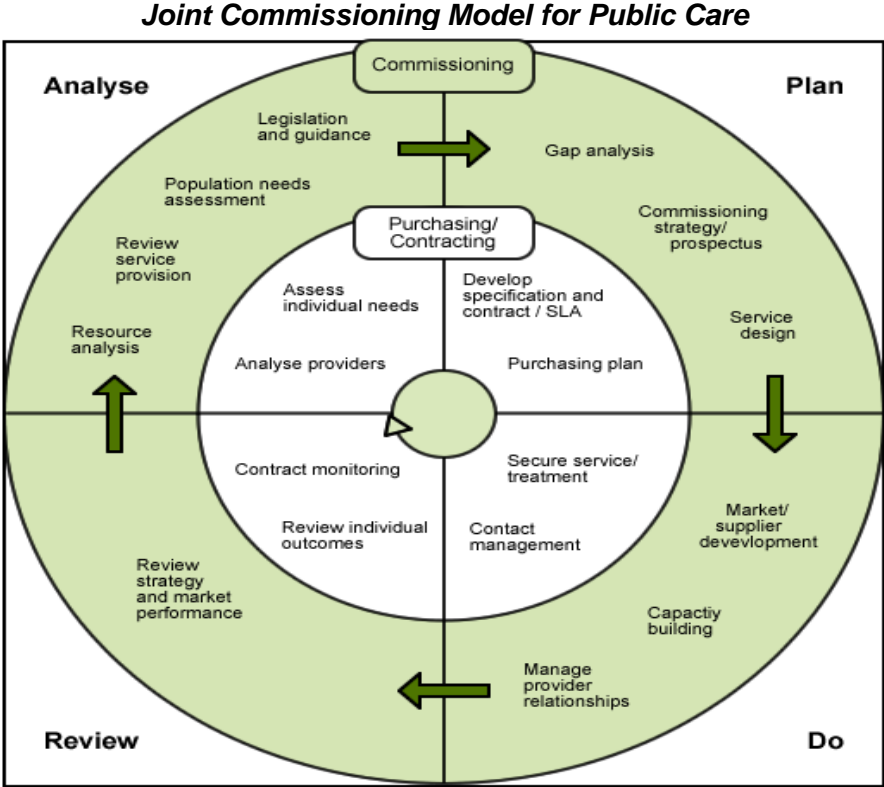
An overarching strategic plan for Dundee citizens is being developed and will be agreed by the new Integration Joint Board. In addition to this strategic and commissioning statements will be in place for specific service user groups and for some generic functions.

As commissioners, the local authority will need to work in partnership with all service providers to ensure the local social work market has the capacity and expertise to deliver services which meet the needs and desired outcomes of our most vulnerable citizens.

Building the capacity within local communities to deliver personalised supports and better access to universal services will also be a major priority.

In terms of strategic planning within some areas this is a well established process. Within each planning process there is an emphasis on co-production and an Engagement and Involvement Plan developed by the Shadow Integrated Joint Board sets out the intentions for partnership working.

The undernoted model of commissioning emphasises its cyclical nature with strategic commissioning providing the context for procurement and contracting. All four elements of the cycle are sequential and of equal importance [Analyse, Plan, Do and Review]. The key principle of the model is that the commissioning process should be equitable and transparent and open to influence from all stakeholders via an ongoing dialogue with people who use services, their carers and providers. Outcomes for people are at the centre of the model.



The local partnership approach to strategic funding decisions work towards streamlining processes to scrutinise the performance of service providers and exploring opportunities to offer in-kind support to assist with backroom and support costs to external providers and are all examples of good practice in relation to good partnership working. A streamlined accreditation process, the Healthy Organisations Award, to assess the capacity and capability of organisations to deliver services has been developed and formally launched in partnership with the Third Sector Interface.

The Care Inspectorate are also committed to working in partnership with other national scrutiny and improvement bodies to assist with the integration of health and social care, so that every person is entitled to safe, high-quality, compassionate care that meets their needs and promotes their rights.

Self Directed Support (SDS)

The Social Care (Self-directed Support) (Scotland) Act 2013 came into force in April 2014. The aim of the Act is to ensure that people who may need support enjoy greater flexibility, choice and control over how their care is arranged and provided. Local Authorities have a duty under this Act to offer social care users the options of self directed support and to tell them about ways to get information and support so they can make informed decisions about their care. As well as bringing new opportunities for service users and carers, it also brings new challenges to providers and those commissioning and contracting for registered care and support services.

Local response to such policy drivers as Self Directed Support and specific Scottish Government investment to bring about change eg Reshaping Care for Older People, Integrated Care Fund, has encouraged creativity, flexibility and increased choice in local provision, including the introduction of social enterprise into the market.

Care Inspections

As this is the first report of this kind and in order to provide a comparison, the information is based on the last two inspections for each service.

Care services are all registered, inspected and graded by the Care Inspectorate. The Care Inspectorate inspects services against the National Care Standards and most typically will grade services against some or all of the following quality themes:



Each theme is assessed from 1 to 6 – 1 = unsatisfactory to 6 = excellent.

Tables 1 and 2 below illustrate the frequency of inspections for different service types. The Care Inspectorate may inspect more often than shown. A proportionate approach is taken in relation to the depth of evidence to be sampled and gathered in accordance with the current risk level.

Table 1: Services subject to statutory minimum frequency

Service Category and Type	Minimum frequency for better performing Services	Minimum frequency of Services not meeting the better performing definition
Support Services – Care at Home	n/a	1 inspection each 12 months
Housing Support Service combined with Care at Home	n/a	1 inspection each 12 months

Table 2: Risk based minimum inspection frequency

Service Category and Type	Minimum frequency for better performing Services	Minimum frequency of Services not meeting the better performing definition
Housing support (not combined with Care at Home)	1 inspection each 24 months	1 inspection each 12 months
Support Services – Adult Day Care	1 inspection each 36 months	1 inspection each 12 months

This report covers a range of registered care services (see Performance Report attached) that are subject to regulation. These include:

- Tenancy Support: a housing support service which provides support, assistance, advice or counselling to enable a person to live in their own home in the community. Housing support may be provided to people living in, for example, sheltered housing, hostels for the homeless, accommodation for the learning disabled, women’s refuges or in shared homes
- Respite: a service provided to permit a carer temporary relief from caring. It can be provided at home or elsewhere and may extend from a few hours to a few weeks
- Support Services - not care at home: a service which provides support in a setting outwith the home similar to a day opportunities service
- Support Services – with care at home: a service which provides support and/or personal care in your own home. This service is primarily provided to older people in Dundee within DCC Home Care Service and provided by both internal staff and externally commissioned organisations
- Care at Home/Housing Support: a 24/7 housing support service combined with a care at home service registration. A housing support service (see tenancy support definition above) and combined care service provided to individuals in their own home. This service is primarily provided to people with a learning disability and/or a mental health difficulty

Summary of Grades by Service Type

Of the 63 registrations included in this report, 119 inspections were undertaken. The following table shows the overall percentage awarded at each grade and also for each key theme.

Table 3 – Overall Gradings

numbers within () refer to number of establishments

Grade	Overall (119)	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
6 excellent	13.5%	16% (19)	5% (6)	17% (20)	17% (20)
5 very good	37%	51% (61)	10% (12)	46% (55)	39% (46)
4 good	16%	24% (29)	2% (2)	19% (23)	20% (24)
3 adequate	6%	6% (7)	-	6% (7)	13% (14)
2 weak	2%	2% (2)	-	4% (5)	3% (4)
1 unsatisfactory	0.5%	-	-	-	1% (1)
not assessed	25%	1% (1)	83% (99)	8% (9)	5% (10)

The gradings in the above table identify a very high quality of registered services in Dundee.

50.5% of inspections resulted in grades **6** ‘excellent’ or **5** ‘very good’ for each of the key themes inspected.

2.5% of inspections resulted in grades **2** ‘weak’ or **1** ‘unsatisfactory’ for each of the key themes inspected.

The following tables illustrate the quality grades by theme (% of services with each grade)

Theme 1: Quality of Care and Support

	6	5	4	3	2	1	n/a
Tenancy Support (12)	-	58.0%	33.5%	8.5%	-	-	-
Respite Services (3)	-	67.0%	33.0%	-	-	-	-
Support – not care at home (12)	25.0%	58.0%	13.0%	-	-	-	4.0%
Support – with care at home (15)	-	42.0%	46.0%	12.0%	-	-	-
Care at Home/Housing Support (21)	27.0%	46.0%	17.0%	5.0%	5.0%	-	-

Theme 2: Quality of Environment

	6	5	4	3	2	1	n/a
Tenancy Support (12)	-	-	-	-	-	-	100.0%
Respite Services (3)	33.5%	66.5%	-	-	-	-	-
Support – not care at home (12)	8.0%	42.0%	8.0%	-	-	-	42.0%
Support – with care at home (15)	-	-	-	-	-	-	100.0%
Care at Home/Housing Support (21)	-	-	-	-	-	-	100.0%

As can be seen from the high percentage under Quality of Environment - not assessed – not all services require the environment to be assessed eg provision of service in a service user’s own home in the community.

Theme 3: Quality of Staffing

	6	5	4	3	2	1	n/a
Tenancy Support (12)	4.0%	55.0%	29.0%	8.0%	4.0%	-	-
Respite Services (3)	33.5%	66.5%	-	-	-	-	-
Support – not care at home (12)	12.5%	42.0%	4.0%	-	4.0%	-	37.5%
Support – with care at home (15)	-	50.0%	38.0%	8.0%	4.0%	-	-
Care at Home/Housing Support (21)	34.0%	39.0%	15.0%	7.0%	5.0%	-	-

Theme 4: Quality of Management and Leadership

	6	5	4	3	2	1	n/a
Tenancy Support (12)	4.0%	46.0%	25.0%	21.0%	4.0%	-	-
Respite Services (3)	33.5%	66.5%	-	-	-	-	-
Support – not care at home (12)	8.0%	33.0%	13.0%	-	4.0%	-	42.0%
Support – with care at home (15)	-	41.5%	38.0%	16.5%	4.0%	-	-
Care at Home/Housing Support (21)	36.0%	32.0%	15.0%	12.0%	2.5%	2.5%	-

Requirements/Recommendations from Care Inspectorate

15 establishments (18 inspections) had requirements placed on them by the Care Inspectorate in order to comply with relevant legislation. The reasons for the requirements are summarised as follows:

Staffing

- Allegations of staff misconduct be notified to Care Inspectorate
- Carry out and retain a record of the training needs of all staff and use to develop an annual training plan
- Ensure only staff registered with SSSC or other recognised regulatory body carry out work in the care service if the post requires this

Medication

- Administer medication only from container in which they are supplied
- Medications are stored securely and within the temperature range required
- Service users having their medication administered by service only be supported by people who have been trained and deemed competent

Investigations and Complaints

- Records of investigations of allegations be maintained
- Complaints receive a written response outlining outcome and any action to be taken
- All service users be given a copy of the service's complaints procedure including details of how to complain to the Care Inspectorate

Service Users

- Ensure safety of service users by implementing safe recruitment procedures
- Ensure that people who use the service have a personal plan
- Ensure personal plans are reviewed at least once every six months
- Ensure comprehensive risk assessments are completed relevant to service user need and be reviewed at least six monthly
- Keep funds of the service separate from personal funds held on behalf of service users and audit regularly

Service Quality

- Ensure appropriate quality assurance systems in place
- Develop an system for monitoring of incidents so action can be taken to improve service quality

10 establishments (12 inspections) had received complaints during their last two inspections. The reasons for the complaints are summarised as follows:

Environment

- Other (ensure knowledge and awareness of pests/infestations)
- Security

Communication

- Information about the service (include in personal plans and reviews)
- Between staff and service users/relatives/carers
- Service provision to be at agreed times, meet need and be identified in support plan
- Choice – activities

Staff

- Training/qualifications (consolidate learning through practice)
- Medication issues
- Protection of People – review and develop Adult Protection Policy

8 of the organisations who received complaints had improved their grades at a subsequent inspection. One organisation remained the same. One organisation providing Care at Home/Housing Support services received a complaint in another area in Scotland however owing to their registration being region-wide, this reflected their grade reducing from 6 'excellent' in all areas inspected to 4 'good' although service provision in Dundee was not affected.

Partnership Improvement

Tenancy Support

Grades, particularly in organisations providing home care to older people, have been low owing to organisations having one Care Inspectorate registration covering a large area within the country. The decision by some service providers to separate the registration into smaller, defined areas has resulted in services in Dundee services achieving higher grades. This course of action is currently being explored further with all service providers.

Homelessness is a particularly challenging service area however, working in partnership and having regular monitoring and input from Social Work, Housing and other stakeholders, service providers are gradually improving on previous grades. Over the years Homeless services have struggled to demonstrate outcomes for the individuals who use their services; many of whom lead chaotic, transient lifestyles. It is recognized that staff within the Homeless hostels work hard on a daily basis to engage with their service users and at times can deal with very harrowing situations. The hostels have acted upon feedback from the Care Inspectorate and have introduced various measures to improve the quality of their grades. For example, outcomes tools such as Outcomes Star have been introduced and have assisted the hostels to evidence the positive journeys individuals are making. In general, resettlement units can evidence outcomes more clearly as their service users are more ready to be supported towards independent living.

Respite

Respite/ short breaks may be anything from a few hours to 24/7 for a week or two at a time. Respite is provided for the benefit of both carers and service users in a number of different settings. The introduction of Self Directed Support will further enhance choice and opportunity for service users when choosing a service. In Dundee City Council both in-house respite services perform to a very high standard eg White Top Centre achieved 6s across all themes. A recent review of the external service provided by Sense Scotland has resulted in a focus on promoting choice and independence for those more able to attend other types of respite/ short breaks and extending the service for those service users who require more complex packages of care.

Support Services – not Care at Home

As part of Dundee City Council's continuous review of services, there has been a shift in model from "traditional" building based day services to day opportunities offering service users more choice in relation to employment, education and social activities. These services are more person-centred and based around the assessed needs and wishes of service users, whilst also taking account of the view of carers. The introduction of the Social Care (Self Directed Support) Act 2013 will progress personalised models of care further and meet the demand for more aspirational day supports.

Support Services – with Care at Home

Service provider forums ie the Care at Home Forum, Day Care Forum, have been developed over recent years in an effort to improve, as a whole, the service provided to people in Dundee by bringing together the collective skills and knowledge of both internal and external providers of home care. Recent issues which have been on the agenda for discussion are:

- medication – definition of 'prompting'
- packages of care – providers having the autonomy to increase/ decrease
- recruitment and retention
- standardised documentation
- Health and Social Care Integration
- the living wage
- possibility of joint induction of staff and shared training

A number of provider engagement and stakeholder consultation events have been held in Dundee to help improve the quality of care in advance of the re-tender of the Home Care contract. These events assisted in moving towards more appropriate models of care and levels of flexibility. One of the events was aimed at smaller organisations and focussed on sharing information on the delivery of social care in Dundee and providing an opportunity to note interest in tendering for the contracts.

Care at Home/ Housing Support

Over the last 10 years there has been a significant growth in this model of support in Dundee. The majority of the provision is delivered within the Third sector, though not exclusively. The majority of services within this category delivered by Dundee City Council are in place to support adults with a learning disability and/or autism.

The Performance Report attached illustrates the quality of these services with the majority of providers scoring consistently high grades. Where grades are of concern, reviews are already in progress to address the issues.

It is envisaged that further growth will be evidenced within this model of support in line with a drive to offer more personalised and less institutional supports. In recent years significant priority has been given to making sure there is adequate access to appropriate housing stock, tailored to specific needs of individuals, available for now and in the future.

Partnership Approach to Quality

A proactive approach to improving and sustaining quality support has been taken for some years in Dundee. A partnership approach between providers, local authority representatives and the Care Inspectorate has been consolidated, this being most evident where significant concerns arise. An established process of ensuring improvement via a multi-agency 'co-ordinating group' approach has been adopted in respect of specific support services. There have been many benefits of such an approach eg effective sharing of information, shared agreement about improvement activity required and monitoring of the same until such point concerns have been adequately addressed. In line with the move to more integrated service delivery the involvement of a range of health professionals has formed an integral part of 'co-ordinating' group efforts. This has included GPs as well as nursing and other allied health professionals (Speech and Language Therapy, Dietetics, Occupational Therapy, Psychology, Psychiatry).

No enforcement action has been required to be taken in respect of the services reported upon, either directly by the Care Inspectorate or by Dundee City Council taking a decision to suspend any referrals to services. In some cases a service may decide not to receive referrals themselves over a period to allow a period of improvement and consolidation to take place. Operational and contracts representatives have established very appropriate and productive relations with providers in Dundee. This has led to providers being more likely to feel able to positively respond at challenging times and act according and make accountable decisions.

Conclusion

Of the 63 establishments listed in the Performance Report, the significant improvement in grades highlights the importance of the partnership approach between providers, local authority representatives and the Care Inspectorate and consequently leads to better outcomes for service users.

Theme (Quality of ...)	Improvement in Grade	Number of Estabs	Reduction in Grade	Number of Estabs
Care and Support	25%	16	11%	7
Environment	3%	2	-	0
Staffing	25%	16	5%	3
Management & Leadership	25%	16	10%	6

27 January 2016

COMMUNITY CARE (EXCLUDING CARE HOMES)

Organisation	Name of Service	Service Type	Category LA/Priv/Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcements
TENANCY SUPPORT											
Caledonia Housing Association Limited		Housing Support Service	Vol	24.03.15	4	n/a	4	4↑	No	Yes	No
				28.11.13	4	n/a	4	3	No	No	No
Abertay Housing Association		Housing Support Service	Vol	06.03.14	5	n/a	5	5	No	No	No
				15.02.13	5	n/a	5	5	No	No	No
Bield Housing Association		Housing Support Service	Vol	20.03.15	3	n/a	3	3	No	No	No
				12.02.14	3	n/a	3	3	No	No	No
Sanctuary Scotland Housing Association		Housing Support Service	Vol	21.05.15	5	n/a	5	5	No	No	No
				20.03.14	5	n/a	5	5	No	No	No
Home Scotland – Home Support		Housing Support Service	Vol	17.06.15	5	n/a	5	5	No	No	No
				26.06.13	5	n/a	5	5	No	No	No
Hillcrest Housing Association	Tenancy Support / Warden Service	Housing Support Service	Vol	29.01.15	5	n/a	5	5↑	No	No	No
				29.01.14	5	n/a	5	4	No	No	No
Salvation Army	Burnside Mill	Housing Support Service	Vol	27.10.14	4	n/a	4	4↑	No	No	No
				29.11.13	4	n/a	4	3	No	No	No
Salvation Army	Strathmore	Housing	Vol	29.08.14	4	n/a	5↑	4↑	No	No	No

	Lodge	Support Service		29.11.13	4	n/a	4	3	Yes	No	No
The Jericho Benedictine Society	Jericho Society Care at Home	Housing Support Service	Vol	29.01.15	4	n/a	4↑	4↑	No	No	No
				29.01.14	4	n/a	2	2	Yes	No	No
The Positive Steps Partnership	Positive Steps (East)	Housing Support Service	Vol	23.01.14	5	n/a	6↑	6↑	No	Yes	No
				27.02.13	5	n/a	5	5	No	Yes	No
Dundee Survival Group		Housing Support Service	Vol	31.03.14	5	n/a	5↑	5↑	No	No	No
				04.02.13	5	n/a	4	4	No	No	No
Dundee Women's Aid		Housing Support Service	Vol	11.11.14	5	n/a	5	5	No	No	No
				13.02.14	5	n/a	5	5	No	No	No

RESPIRE

Dundee City Council	White Top Centre	Adult Respite	LA	22.09.14	6	6↑	6↑	6	No	No	No
				21.10.13	6	5	5	6	No	No	No
Dundee City Council	Mackinnon Centre	Adult Respite	LA	27.11.14	5	6↑	5	5	No	No	No
				13.12.13	5	5	5	5	No	No	No
Sense Scotland	Fleuchar Street	Respite/ Short Breaks	Vol	05.02.15	5	6	6↑	5	No	No	No
				11.02.14	5	6	5	5	No	No	No

SUPPORT SERVICES – NOT CARE AT HOME

Dundee City Council	White Top Centre	Support Services – not care at home	LA	12.12.12	6↑	5	5	6	No	No	No
				17.12.10	5	-	-	-	No	No	No

Dundee City Council	Mackinnon Skills Centre	Support Services – not care at home	LA	01.02.13	6↑	5	5	5	No	No	No
				10.09.10	5	-	5	-	No	No	No
Dundee City Council	Oakland Centre	Support Services – not care at home	LA	29.10.13	5↓	5	5	5	No	No	No
				20.10.10	6	-	-	-	No	No	No
Sense Scotland	Hillview Resource Centre	Support Services – not care at home	Vol	15.04.14	5	5	5	5	No	No	No
				17.02.12	5	5	-	-	No	No	No
Mid-Lin Day Care Limited	Mid-Lin Day Care	Support Services – not care at home	Vol	11.12.12	5↑	-	4↑	4↑	No	No	No
				17.05.12	4	4	2	2	Yes	No	No
Jean Drummond Centre	Jean Drummond Day Centre	Support Services – not care at home	Vol	04.02.15	5	5	5	5	No	No	No
				24.01.12	5	-	5	-	No	No	No
Dundee City Council	Wellgate Day Support Centre	Support Services – not care at home	LA	14.03.13	5↑	5	5	5	No	No	No
				29.06.12	4	-	-	-		No report (complaint)	
Alzheimer Scotland	Alzheimer Scotland – Action on Dementia	Support Services – not care at home	Vol	13.03.13	5	6	6	5	No	No	No
				08.12.10	-	6	-	-	No	No	No
Capability Scotland	Anton House – Ogilvie Centre	Support Services – not care at home	Vol	05.03.13	5	5	5	5	Yes	No	No
				20.02.12	5	5	-	-	No	No	No
Gowrie Care	Dundee College Support	Support Services – not care at home	Vol	07.12.12	6	n/a	6	6	No	No	No
				09.12.10	6	n/a	-	-	No	No	No

Scottish Autism	Autism Outreach Service (Dundee)	Support Services – not care at home	Vol	20.01.15	5↑	5	5	4	No	No	No
				22.03.12	4	-	-	4	No	No	No

Penumbra	Dundee Nova Project	Support Service	Vol	20.05.13	6↑	4	6	5	No	No	No
				18.10.10	5	-	-	-	No	No	No

SUPPORT SERVICES – WITH CARE AT HOME

Scottish Association for Mental Health	Dundee Specialist Mental Health Outreach	Care at Home/ Housing Support	Vol	22.01.15	5	n/a	5	5	No	No	No
				New service		Registered 13.03.14					
Capability Scotland	Community Living & Family Support Services (Dundee)	Support services – Care at Home	Vol	07.05.15	5	n/a	5	5	No	No	No
				06.05.14	5	n/a	5	5	No	No	No
The Positive Steps Partnership	Flexi-care Service	Support services – care at home	Vol	06.08.15	3	n/a	2	2	Yes	No	No
				New service							
My Care (Tayside)		Housing support service – care at home	Private	30.10.14	4↑	n/a	4↑	4↑	No	No	No
				04.06.14	3	n/a	3	3	Yes	No	No
British Red Cross Options for Independence	Scotland East Service	Housing support service – care at	Vol	02.09.15	3	n/a	3	3	Yes	No	No
				New service		Registered 08.09.14					

		home									
Dundee City Council – Social Care Teams	Social Care Teams – LD/MH/ D&A/ BBV	Housing Support Service – Care at Home	LA	18.02.15	4	n/a	4	4	Yes	No	No
				14.02.14	4	n/a	4	4	Yes	No	No
Dundee City Council	Homecare Social Care Response Service	Care at Home and Housing Support	LA	14.11.14	5↑	n/a	5↑	5↑	No	No	No
				15.11.13	4	n/a	4	4	No	Yes	No
Dundee City Council	Home Care Locality Teams and Housing With Care – East	Care at Home and Housing Support	LA	16.03.15	5↑	n/a	5↑	5↑	No	Yes	No
				18.03.14	4	n/a	4	4	Yes	No	No
Dundee City Council	Home Care Locality Teams and Housing With Care – West	Care at Home and Housing Support	LA	23.03.15	5↑	n/a	5↑	5↑	No	No	No
				20.03.14	4	n/a	4	4	Yes	No	No
Dundee City Council	Home Care Enablement and Support & Community MH Older People Team	Care at Home and Housing Support	LA	16.09.15	4↓	n/a	5	5	No	No	No
				24.10.14	5	n/a	5	5	No	No	No
Crossroads Caring Scotland – Dundee		Support Services – care at home	Vol	New Service		Registered 04.03.15					

ICare Scotland		Care at Home and Housing Support	Private	05.06.15	4	n/a	4	4↑	No	No	No
				19.06.14	4	n/a	4	3	Yes	No	No
Elite Care (Scotland) Ltd		Care at Home and Housing Support	Private	06.02.15	5	n/a	5	5	No	No	No
				28.03.14	5	n/a	5	5	No	No	No

Allied Healthcare Group Limited	Allied Healthcare	Housing Support	Private	15.06.15	5	n/a	5	4	No	No	No
				New service		Registered 08.07.14					
The Inclusion Group (Dundee)	The Inclusion Group	Support Services	Vol	04.03.15	4	n/a	5↑	4↑	Yes	Yes	No
				15.04.14	4	-	4	3	Yes	Yes	No

CARE AT HOME / HOUSING SUPPORT (24/7 SERVICES)

Carr Gomm	Support Services 2	Care at Home/ Housing Support	Vol	02.09.15	4↓	n/a	4↓	4↓		No report – complaint	
				13.03.15	6	n/a	6	6	No	No	No
Richmond Fellowship Scotland (Angus and Dundee)	Various	Care at Home/ Housing Support	Vol	21.05.15	5	-	6↑	6↑	No	No	No
				09.05.14	5	n/a	5	5	No	No	No
Dundee City Council	Weavers Burn	Care at Home/ Housing Support	LA	24.08.15	4	-	3↓	3↓	Yes	No	No
				12.09.14	4	-	4	4	No	No	No
Dundee City Council	Supported Living Team	Care at Home/ Housing Support	LA	09.01.15	5	n/a	5	5	No	No	No
				17.01.14	5	n/a	5	5	No	Yes	No

Dundee City Council	Dundee Community Living	Care at Home/ Housing Support	LA	24.11.14	6↑	n/a	5	5	No	No	No
				06.12.13	5	n/a	5	5	No	No	No
Balfield Properties t/a Westlands	Westlands	Care at Home/ Housing Support	Private	07.05.15	5	-	5	5	No	No	No
				18.04.14	5	n/a	5	5	No	No	No
Caalcare Limited	Rose Lodge	Care at Home/ Housing Support	Private	08.06.15	6	n/a	6	6	No	No	No
				08.07.14	6	n/a	6	6	No	No	No
Dudhope Villa	Dudhope Villa and Sister Properties	Care at Home/ Housing Support	Private	04.06.15	2↓	n/a	2	1↓	Yes	No	No
				25.06.14	3	n/a	2	2	Yes	No	No
Scottish Autism	Balunie Avenue	Support Services – Care at Home	Vol	15.01.15	5	n/a	5↑	5↑	No	No	No
				03.03.14	5	n/a	4	4	No	No	No
Sense Scotland	Various locations	Care at Home/ Housing Support	Vol	19.11.14	6↑	n/a	6↑	6	No	No	No
				02.12.13	5	n/a	5	6	No	No	No
Gowrie Care	Dundee Central (Hillbank/ Canning Outreach)	Care at Home/ Housing Support	Vol	26.06.15	6	n/a	6	6	No	No	No
				26.06.14	6	n/a	6	6	No	No	No
Gowrie Care	Dundee West (Tullideph PI/ Milton Street)	Care at Home/ Housing Support	Vol	03.09.15	6↑	n/a	6	6	No	No	No
				06.11.14	5	n/a	6	6	No	No	No
Gowrie Care	Dundee	Care at	Vol	16.12.14	5↓	n/a	6	5↓	No	No	No

	North (Martingale / Canning PI/ Flat 7)	Home/ Housing Support		21.01.14	6	n/a	6	6	No	No	No
Gowrie Care	Dundee East (Millview/ Birkdale)	Care at Home/ Housing Support	Vol	30.07.15	6↑	n/a	6	6	No	No	No
				27.05.14	5	n/a	6	6	No	Yes	No
Gowrie Care Homeless Services	Priory Court	Care at Home/ Housing Support	Vol	23.06.15	5	n/a	5	5	No	No	No
				02.09.14	5	n/a	5	5	No	No	No

Turning Point Scotland	Various locations	Care at Home/ Housing Support and Support	Vol	14.01.15	6↑	-	6↑	6	No	Yes	No
				23.01.14	5	-	5	6	No	No	No
Transform Community Development	Seagate Project	Care at Home/ Housing Support and Support	Vol	08.07.15	2↓	n/a	3	3	Yes	No	No
				12.06.14	3	n/a	3	3	Yes	No	No
Margaret Blackwood HA Ltd t/a Blackwood Care	Blackwood Support Services Charleston	Care at Home/ Housing Support	Vol	16.01.15	5↑	n/a	5	4↓	No	No	No
				10.01.14	4	n/a	5	5	No	No	No
Caledonia Housing Association Limited		Support Services – care at home	Vol	13.02.15	4	n/a	4	3	No	No	No
				28.11.13	4	n/a	4	3	No	No	No
Dundee Housing Support (Balgowan)	Bield Housing & Care	Support services – care at home	Vol	17.02.15	5	n/a	5	4	No	No	No
						Registered 01/04/14					

Cornerstone	Various locations	Care at Home/ Housing Support/ Children's Community Service/ Adult Community Service/ Domiciliary	Vol	29.10.14	4↓	n/a	4↓	4↓	No	No	No
				07.11.13	5	n/a	5	5	No	No	No

- 6** excellent
- 5** very good
- 4** good
- 3** adequate
- 2** weak
- 1** unsatisfactory

↑ signifies that the grade has improved since the previous inspection
↓ signifies that the grade has fallen since the previous inspection
no arrow signifies the grade has stayed the same grade
where there is no grade this signifies that the theme was not inspected

