

REPORT TO: SCRUTINY COMMITTEE – 17 APRIL 2013

REPORT ON: SUMMARY OF EXTERNAL INSPECTION REPORTS FOR WHICH ALL GRADES ARE GOOD OR BETTER

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 163-2013

1. PURPOSE OF REPORT

To provide a summary of recent external inspection reports which do not require in-depth scrutiny.

2. RECOMMENDATIONS

It is recommended that members:

- (i) note the attached summaries of recent inspection reports on East Port House, Drummond House and Balgay Hill Nursery School, which all received grades of good or better in all areas covered by the inspection
- (ii) remit the Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements and Recommendations included in the reports are acted upon, both in relation to the particular services inspected and as guidance on good practice for other services

3. FINANCIAL IMPLICATIONS

None.

4. MAIN TEXT

4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with any best practice to improve performance.

4.2 Summaries of recent inspection reports which fall into this category are attached, and the Committee is asked to note these and to remit the Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements and Recommendations are acted upon.

4.3 Copies of the inspection reports have been passed to the Administration and Opposition group leaders and to the Conservative, Liberal Democrat and Independent members.

5. 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. There are no major issues.

6. CONSULTATIONS

The Directors of Corporate Services, Social Work and Education and the Head of Democratic and Legal Services have been consulted on this report.

7. **BACKGROUND PAPERS**

Care Inspectorate Care Service inspection report
East Port House Offender Accommodation Service

Care Inspectorate Care Service inspection report
Drummond House Care Service Children and Young People

Care Inspectorate inspection report
Balgay Hill Nursery School

David K Dorward
Chief Executive

10/04/2013

Inspection of: East Port House Offender Accommodation Service

Inspection by: Care Inspectorate

Grades:				
Theme	Latest Grade November 2012 (unannounced)	Grading History		
		January 2011 (announced)	November 2009 (announced)	January 2009 (announced)
Quality of Care and Support	VERY GOOD	EXCELLENT	VERY GOOD	VERY GOOD
Quality of Environment	VERY GOOD	Not assessed	Not assessed	VERY GOOD
Quality of Staffing	VERY GOOD	Not assessed	GOOD	GOOD
Quality of Management and Leadership	GOOD	Not assessed	Not assessed	GOOD

Areas for Improvement:
<ul style="list-style-type: none"> - The questionnaires that residents had completed had not been dated so it was difficult to establish when they were written. In addition it would be beneficial to periodically collate the responses from questionnaires, summarise and see if there are any common themes - One of the staff said that verbal handovers between shifts did not always take place and that this meant that there may be a delay in information being passed on. Other staff stated that handovers did take place. The manager may want to explore this further - Feedback from one resident was that the menu could include more healthy options. When the inspectors looked at the menu planner they felt that it could be further developed - The service was hoping to develop one of the rooms in the building so that it could be used to support life skills training such as teach residents how to cook - Discussions with staff and examination of records indicated that staff had received training in relation to the protection of adults. Feedback the inspectors received, however, suggested that it lacked focus on the particular client group staff were supporting. Discussion took place with the manager about possibly including some service user specific scenarios as part of the next training day - The inspectors spoke to the manager about whether CCTV should be extended to communal areas of the building as staff and a resident felt this may act as a deterrent in relation to some incidents of violence or residents putting uncapped needles into regular communal bins and potentially causing harm (there are sharp boxes within the entrance to the building for safe disposal). It was clear from discussion with the manager that this had been looked at in the past in some depth. However, it may be appropriate to revisit this and involve residents and staff in the process

- The manager and staff told the inspectors that there was a policy of no restraint within the service. This was not consistent with the 'interim restraint policy' that they looked at during the inspection. This needs to be addressed
- In relation to resident involvement in the recruitment of new staff, the inspectors felt that this was very limited. Residents had in the past drafted questions to be used at staff interviews but that was their only input into the process. The inspectors discussed with the manager different ways in which residents could inform the recruitment and selection process
- Mixed comments were received from staff about the quality of the handovers from one shift to the next. The inspectors felt that this was something that could be looked into further by the manager as it was extremely important that comprehensive handovers took place
- The inspectors discussed the value in the manager undertaking occasional evening or weekend shifts to see how the service operates outwith core hours and to use this opportunity to observe staff practice and encourage feedback from residents
- The service had not been notifying the Care Inspectorate of all notifiable incidents. The inspectors looked at the records of some of these incidents and found them to be very detailed and very positive action taken by staff. The manager indicated that he was not aware of the need to inform the Care Inspectorate of these incidents. Going forward the service must ensure that the Care Inspectorate is notified of all required incidents detailed within the guidance on notification reporting which was made available to the manager during the inspection visit

Recommendations

- The service should improve the use of questionnaires as part of the systems for obtaining feedback from residents
- The service should consider enhancing the adult support and protection training staff have already received by looking at case scenarios more relevant to their client group as part of team meetings or development days
- The service should undertake an assessment of the value of extending CCTV into other communal areas of the building, taking into account the views of staff and residents
- The service should ensure there is a clear written policy regarding restraint and that this is made available to all staff and residents
- The service must ensure that the Care Inspectorate is notified of all incidents detailed within the guidance note on notification reporting

Inspection of:	Drummond House Care Home Service Children and Young People
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Inspection by:	Care Inspectorate
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Grades:				
Theme	Latest Grade January 2013 (unannounced)	Grading History		
		October 2012	April 2012	March 2012
Quality of Care and Support	GOOD	Not assessed	Not assessed	Not assessed
Quality of Environment	VERY GOOD	Not assessed	Not assessed	Not assessed
Quality of Staffing	GOOD	WEAK	Not assessed	Not assessed
Quality of Management and Leadership	VERY GOOD	Not assessed	GOOD	UNSATISFACTORY

Areas for Improvement:
<ul style="list-style-type: none"> - The service should continue to build on its very good practice in ensuring that service users and carers participate in assessing and improving the quality of care and support - Although there were detailed written records for all incidents where physical restraint had been used, not all records contained all of the information recommended in the good practice guidance document "Holding Safely". For example, staff did not always record the length of time a restraint lasted, nor did they record the young person's view of the incident. The inspectors found some very good records which described the incident clearly, and evidenced a reflective approach to learning from the process, but not all records reached this high standard - The service had struggled to maintain optimum staffing levels over recent months, and frequently worked with two, rather than three staff on each shift. The inspectors found records which showed that this had on occasion resulted in planned activities for young people being postponed, though there was also evidence to indicate that staff worked flexibly to cover staffing shortfalls and to minimise the impact of this on the progress of care plans for young people - The service must make sure that it has a robust system in place for assessing and recording the needs of young people, and of keeping records to show how these assessed needs are used to decide how staff should be deployed on each shift. This system should take into account aggregated information about the physical, social, psychological and recreational needs and choices in relation to the delivery of care for all individuals, also taking into account the physical layout of the building, staff training and staff supervision needs

Requirements:
<ul style="list-style-type: none"> - The service should develop a system which evidences that the service has carried out and recorded an assessment of the needs of young people, and has used this to determine appropriate staffing levels. This system should take into account aggregated information on the physical, social, psychological and recreational needs and choices in relation to the delivery of care for all individuals, also taking into account the physical layout of the building, staff training

and staff supervision needs. The overall assessment of staffing level and deployment must be available to any visitors to the service and everyone using it. Timescale for implementation : 1 March 2013

Recommendations:

- The service should review the system for recording incidents and make sure that detailed records are completed in line with the recommendations in "Holding Safely – National Care Standards for Early Education and Childcare up to the Age of 16"

Inspection of: Balgay Hill Nursery School

Inspection by: Care Inspectorate

Grades:		
Theme	Latest Grade Awarded December 2012 (unannounced)	Grading History (in the former Park Place building)
		February 2012 (unannounced)
Quality of Care and Support	VERY GOOD	VERY GOOD
Quality of Environment	GOOD	GOOD
Quality of Staffing	VERY GOOD	GOOD
Quality of Management and Leadership	GOOD	VERY GOOD

Areas for Improvement:
<ul style="list-style-type: none"> - The service should continue to develop the very good participations systems that they have in place - The service is looking into internet shopping for snacks, which it hoped would encourage children to be more involved in selecting and shopping for snacks - The service should consider the height of display boards to allow the children to see the displays they have created - The service had identified various areas for development <ul style="list-style-type: none"> - developing a group for all parents - plans to develop outdoor learning - plans to re-establish the nurture group - review of the observation process - The child protection policy in the nursery handbook needs updating - The service should consider asking staff members to eat with children at lunchtimes as this promotes positive role modelling - The service should review their confidentiality policy to ensure that children's families are aware of the agencies that can access their information without prior permission - The new format for children's profiles should be adapted to include space for signatures and dates following their review - The service was unable to demonstrate that they had any risk management processes in place, or clear policies and procedures to deal with emergencies. The service did not have an emergency evacuation plan

- The inspectors discussed the importance of providing staff with regular opportunities to discuss practice and development on a one-to-one basis with senior staff
- The service was not displaying their certificate of registration on the day of inspection
- The inspectors discussed the importance of involving stakeholders in the ongoing development of the nursery
- The nursery lacked quality assurance systems that looked at policy and process development or review. The inspectors found that:
 - all of the paper policies they looked at were not signed and dated when reviewed
 - there was no risk assessment documentation

Requirements:

- The provider must ensure that the service undertakes risk management processes in relation to the daily function and running of the nursery. The provider must also ensure that the service has a clear policy and procedures about how to deal with emergencies. Processes must be reviewed on a regular basis. Timescale : to be completed by 31 January 2013

Recommendations:

- The provider should ensure that quality assurance systems are in place to ensure that the underpinning processes that support risk management and policy review and development are updated