

**REPORT TO: SCRUTINY COMMITTEE – 25 JUNE 2014**

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

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 226-2014**

**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 and Turriff House, both of which received grades of good or better in all areas covered by the inspections
- (ii) remit the Director Social Work 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 Director Social Work 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 and Social Work and the Head of Democratic and Legal Services have been consulted on this report.

7. **BACKGROUND PAPERS**

Care Inspectorate Report  
East Port House

Care Inspectorate Report  
Turriff House

David K Dorward  
Chief Executive .....

20/06/2014

<b>Inspection of:</b> East Port House Offender Accommodation Service				
<b>Inspection by:</b> Care Inspectorate (announced – short notice)				
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	March 2014	November 2012	January 2011	November 2009
Quality of care and support	VERY GOOD	VERY GOOD	EXCELLENT	VERY GOOD
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of staffing	VERY GOOD	VERY GOOD	Not assessed	GOOD
Quality of management and leadership	VERY GOOD	GOOD	Not assessed	Not assessed

**Areas for Improvement:**

- Consideration should be given to resuming the practice of allowing a service user representative to attend every staff meeting as a way of further increasing the residents' voice within the service
- It would be helpful to have a specific risk assessment/management document which could be used as a working tool by staff to identify and manage specific risks presented by residents
- Copies of incident reports should be retained locally for reference as well as sent to the external Health and Safety Officer
- The service user involvement policy should be reviewed and updated
- There should be an opportunity for residents to submit feedback questionnaires anonymously if preferred

**Recommendations**

- Management must ensure that all staff receive regular formal 1:1 supervision

<b>Inspection of:</b> Turriff House Care Home Service				
<b>Inspection by:</b> Care Inspectorate (unannounced)				
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	February 2014	August 2013	February 2013	August 2012
Quality of care and support	VERY GOOD	VERY GOOD	Not assessed	GOOD
Quality of environment	VERY GOOD	VERY GOOD	GOOD	Not assessed
Quality of staffing	GOOD	GOOD	Not assessed	GOOD
Quality of management and leadership	VERY GOOD	VERY GOOD	VERY GOOD	Not assessed

#### Areas for Improvement:

- Minutes of the carers forum meeting in December 2013 omitted to report on whether an item of garden furniture requested at previous meetings had been addressed. The service should ensure that minutes record all actions taken to address concerns or requests made
- Although management have made changes to ensure residents are mostly supervised by staff, there will be times when staff are engaged with residents in their rooms. This should be taken into consideration when undertaking individual risk assessments, especially for residents who have been identified as at risk of falls where control measures should be put in place to reduce the risk
- The service should proceed with the establishment of the 'Comfort Fund Committee' to oversee the management of funds raised
- Fresh laundry should not be stored in bathrooms
- Minutes of the carers forum meetings highlighted that issues with laundry systems remained a problem despite the team manager addressing this with responsible staff. The manager had expressed his concern that measures put in place had not been followed. This was taken into consideration when awarding the grade for staffing and inspectors will monitor progress in addressing this at the next inspection
- The inspectors had some discussion with the team manager regarding safeguarding residents and their belongings, and the provider's responsibility to report staff to Scottish Social Services Council where misconduct had been established. The team manager stated his awareness of this and would have no hesitation in doing so
- The service provider must ensure that the Care Inspectorate and SSSC, where required, are informed of the outcome of completed investigations

#### Recommendations

- Individual risk assessments for residents should take into consideration times when they may be unsupervised by staff and identify control measures of how identified risks could be minimised