

## DUNDEE CITY COUNCIL

**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 10 MAY 2010**

**REPORT ON: REGISTERED CARE SERVICES**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 238-2010**

### 1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Committee the gradings awarded by the Care Commission to the Department's registered care services in the period 1 April 2009 to 31 March 2010.

### 2.0 RECOMMENDATIONS

That the Social Work and Health Committee:

- notes the high quality of gradings awarded, as detailed in the attached Performance Report;
- remits to the Director to determine the approaches necessary to achieve continuous improvement both within and across the Department's registered services.

### 3.0 FINANCIAL IMPLICATIONS

None.

### 4.0 MAIN TEXT

#### 4.1 Background

The Scottish Commission for the Regulation of Care is responsible for the inspection and regulation of all registered care services in Scotland. The Commission ensures that care service providers meet the Scottish Government's National Care Standards and that in doing so they provide quality care services. The Commission 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.carecommission.com](http://www.carecommission.com)

4.2 All inspection reports for the Department's registered services are presented individually to the Scrutiny Committee.

#### 4.3 Summary of the Gradings Awarded 2009/10

- 96% of grades awarded were either **6** excellent (1%), **5** 'very good' (47%) or **4** 'good' (48%).
- One service (Mackinnon Skills Centre) was graded as excellent (grade **6**) for the Quality of the Environment.
- The young people's care homes were awarded the highest grades.
- The Quality of Care and Support was the highest graded theme overall.
- Despite being the lowest graded theme overall, the Quality of Staffing was graded either **5** 'very good' or **4** 'good' in all services inspected.

- All services were graded **5** 'very good' or **4** 'good' for the Quality of Management and Leadership.
- 19 (28%) grades improved; 43 (63%) stayed the same; 6 (9%) dropped one grade compared to their previous inspection and 21 grades were being awarded for the first time.
- Five inspections (18%) resulted in **5** 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 3.1%.
- 2 services were graded **3** for the Quality of the Environment (Kemback Street and the Elms Close Support Unit).
- One service was graded **3** for the Quality of Care and Support (Social Care and Support - Care at Home).
- No service received grades **1** or **2** for any of the key themes.

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

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	1%		7%	-	-
<b>5</b> very good	47%	63%	60%	29%	42%
<b>4</b> good	48%	33%	20%	71%	58%
<b>3</b> adequate	4%	4%	13%	-	-
<b>2</b> weak	-	-	-	-	-
<b>1</b> unsatisfactory	-	-	-	-	-

The results have been benchmarked against those awarded in the previous year (the first year of gradings) and the most recently reported national results (see *Making the Grade?* Results from the first year of grading registered services 2008/09, Scottish Commission for the Regulation of Care, March 2010). They have also been benchmarked against the best performing local authority area (this includes public, voluntary and private service providers, including childminders). The results compare favourably with each of the comparators.

Requirements were placed on 6 services and 2 had revised requirements placed on them, as previous requirements had not been fully met. Requirements covered personal care plans, individualised risk assessments, the need for restraint to be assessed and considered for all service users as part of their personal plan and the need for staff training appropriate to the work they perform. In each case action plans were drawn up and accepted as appropriate by the inspection officer.

Although not stated as specific requirements, the Department has identified two areas for general improvement across all registered services. These are the need for ongoing assessment of staff competence and the need for services to ascertain service users' views to improve services.

Consideration will now be given to determining the targets and continuous improvement approaches necessary to achieve these.

## **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.

There are no major issues.

## **6.0 CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services), Assistant Chief Executive and Director of Finance have been consulted in preparation of this report.

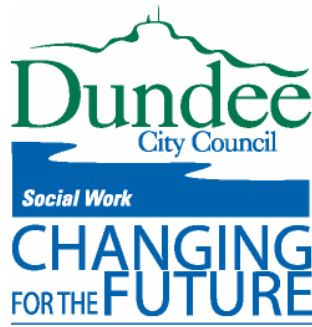
## **7.0 BACKGROUND PAPERS**

Social Work Registered Care Services Performance Report: Care Commission Gradings, 1 April 09 - 31 March 10 (report attached).

**Alan G Baird**  
**Director of Social Work**

**DATE: 16 April 2010**





**Social Work  
Registered Care Services**

**Performance Report**

**Care Commission Gradings  
1 April 09 - 31 March 10**

## Introduction

This report summarises the gradings awarded by the Care Commission to the Social Work Department's registered care services in the period 1 April 09 to 31 March 10. It benchmarks the gradings against those awarded in the previous year (the first year of gradings) and against the recently reported national results (Scottish Commission for the Regulation of Care, March 2010, *Making the Grade?* Results from the first year of grading registered services 2008/09).

## Background

The Scottish Commission for the Regulation of Care is responsible for the inspection and regulation of all registered care services in Scotland. The Commission ensures that care service providers meet the Scottish Government's National Care Standards and that in doing so they provide quality care services.

The Commission use a six-point grading scale (see below) against which the following key themes are graded (not all themes are covered at each inspection):

- **Quality of care and support:** how the service meets the needs of each individual in its care.
- **Quality of environment:** the environment within the service, e.g. is the service clean, is it set out well, is it easy to access by people who use wheelchairs, is it safe and is there a welcoming, friendly atmosphere?
- **Quality of staffing:** the quality of the care staff, including their qualifications and training.
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for.
- **Quality of information:** how the service looks after information and manages records as well as how it provides relevant information about itself, for example for people who use or may wish to use the service.

The grading scale used is:

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

## Overview of the Services Inspected

26 services were inspected during the reporting year. These included:

- the Adoption Service
- the Fostering Service
- Care Homes (for older people, other adults, children and young people)
- Close Support and Secure Accommodation for young people<sup>1</sup>
- Support Services (including Homecare and Daycare for adults)
- Housing Support Services

---

<sup>1</sup> Although these services were inspected in late March 09 the gradings were awarded too late to be included in last year's Performance Report.

- Offender Accommodation
- the Adult Placement Service

The Quality of Information was not graded at any of the inspections: hence there is no information in this respect.

### Summary of the Gradings Awarded

- 96% of grades awarded were either **6** excellent (1%), **5** 'very good' (47%) or **4** 'good' (48%).
- One service (Mackinnon Skills Centre) was graded as excellent (grade **6**) for the Quality of the Environment.
- The young people's care homes were awarded the highest grades.
- The Quality of Care and Support was the highest graded theme overall.
- Despite being the lowest graded theme overall, the Quality of Staffing was graded either **5** 'very good' or **4** 'good' in all services inspected.
- All services were graded **5** 'very good' or **4** 'good' for the Quality of Management and Leadership.
- 19 (28%) grades improved; 43 (63%) stayed the same; 6 (9%) dropped one grade compared to their previous inspection (21 graded were being awarded for the first time).
- Five inspections (18%) resulted in **5** 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 3.1%.
- 2 services were graded **3** for the Quality of the Environment (Kemback Street and the Elms Close Support Unit)
- One service was graded **3** for the Quality of Care and Support (Social Care and Support - Care at Home)
- No service received grades **1** or **2** for any of the key themes.

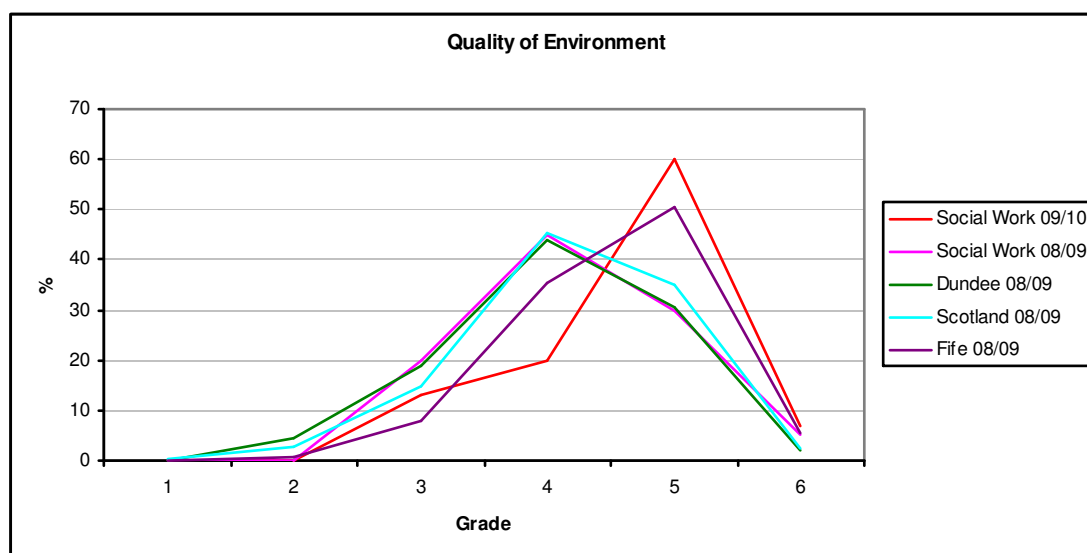
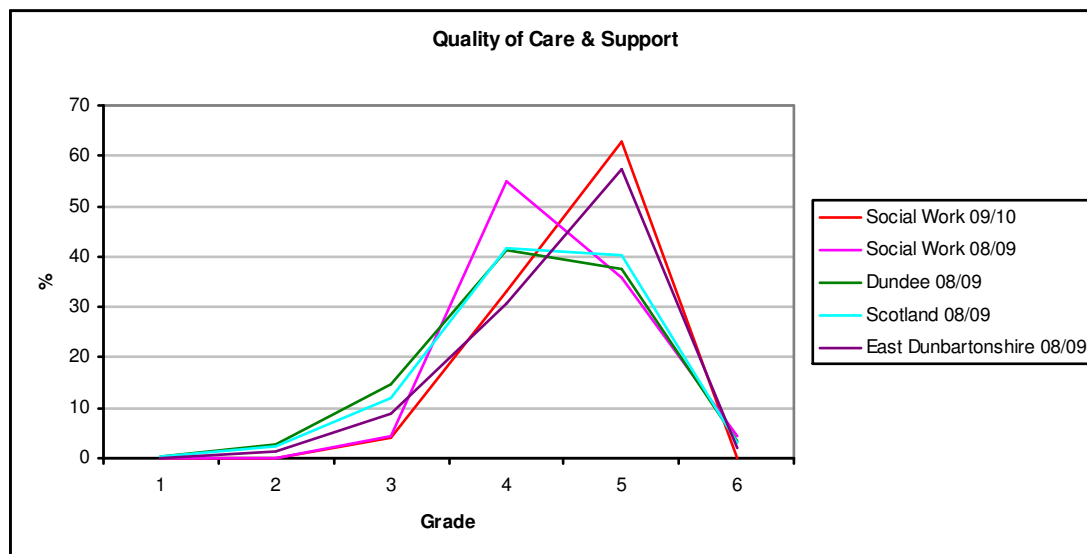
The following table shows the overall percentage awarded at each grade and also for each key theme.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	1%		7%	-	-
<b>5</b> very good	47%	63%	60%	29%	42%
<b>4</b> good	48%	33%	20%	71%	58%
<b>3</b> adequate	4%	4%	13%	-	-
<b>2</b> weak	-	-	-	-	-
<b>1</b> unsatisfactory	-	-	-	-	-

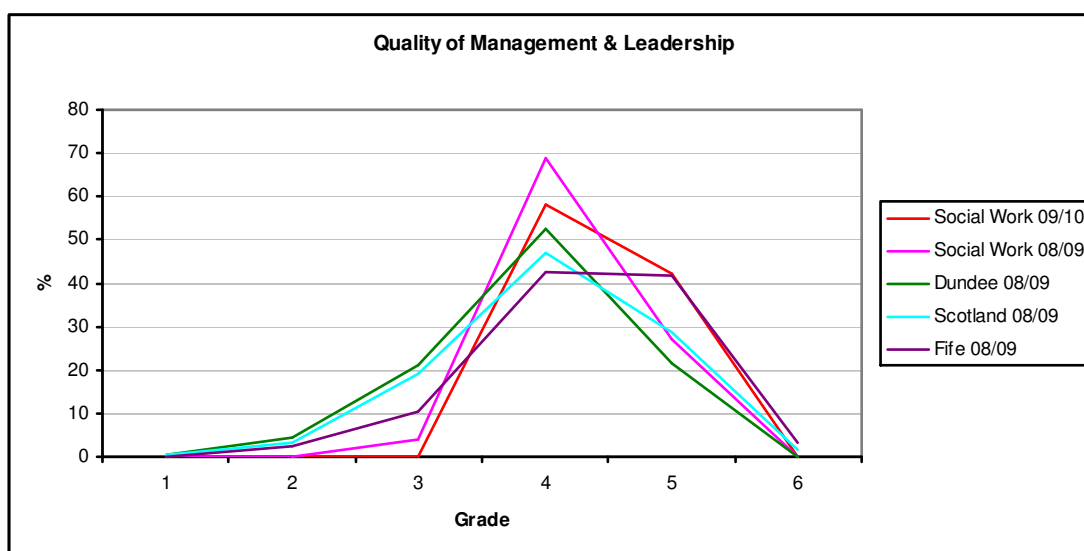
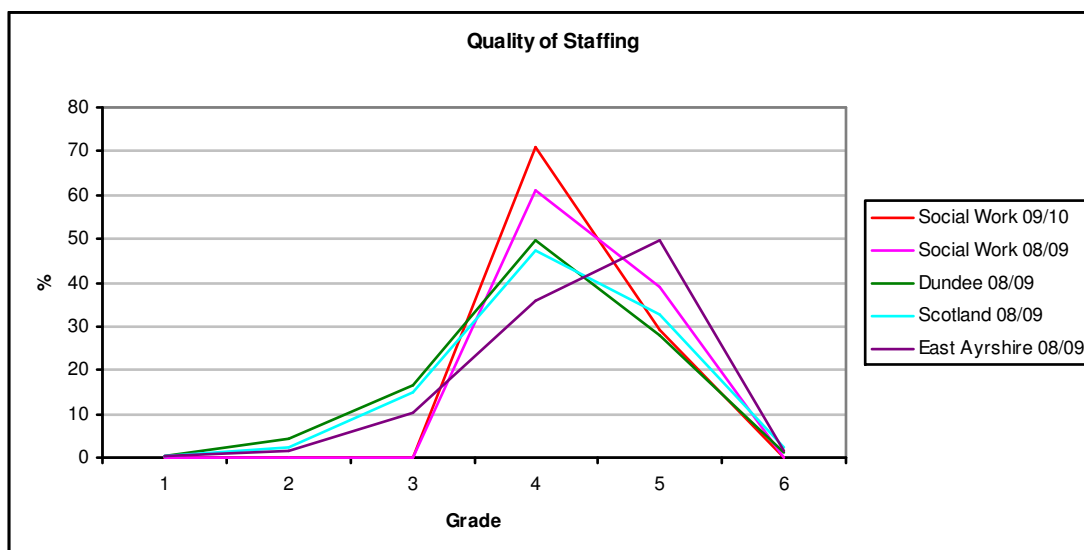
The following charts show how the gradings for the four key themes compare with the gradings awarded to:

- the Department's registered services in the year 08/09
- all registered services in Dundee in the year 08/09 (this includes voluntary and private service providers, including childminders and other housing support services)
- all registered services in Scotland in the year 08/09 (this includes voluntary and private service providers, including childminders and other housing support services)
- the best performing local authority area for each of the specific themes in the year 08/09 (this includes voluntary and private services providers, including childminders and other housing support services).

The charts show that the department's registered services compare favourably with each of the comparators.







The following extracts from a selection of Inspection Reports summarise what the services do well:

**Turriff House** (Graded **5** for all key themes)

#### **What the service does well**

The service encouraged and maintained residents' independence. It had very good practice in supporting residents own interests. Residents and relatives were separately asked for their views on the quality of the service. The service acted on comments it received. Some residents had met applicants as part the staff recruitment process, and had given their views on the applicants' suitability. The service had a very good staff induction process.

**The Mackinnon Skills Centre** (Graded **6** for Quality of the Environment)

**What the service does well**

There was excellent practice in involving service users and carers in assessing and improving the service. An action plan for the skills centre had been written based upon these consultations including service users' and carers' ideas for improvements. Service users are routinely involved in interviewing and selecting staff. Service users were represented on a service user group, which met regularly with the management of the service.

Service users had access to an innovative range of skills programmes and special projects which promoted their independence and confidence. The personal planning system recorded service users' health and personal care needs to a good degree. The service had a very good practice of updating its agreements with service users about their skills. There was very good communication between skills officers, attendant staff and senior staff about any significant developments for service users. The service had a good induction programme for all new staff. The staff were very aware of safety issues especially for transport, personal care and moving and handling.

**Strathcarron Place** (Graded **5** for all key themes)

**What the service does well**

The service provides a comfortable, homely environment in which young people are well supported by a skilled and experienced staff team. Young people's needs are carefully assessed, and staff work closely with young people, families and carers and other agencies to enable each child to reach their potential.

**Gillburn Road** (improved to Grade **5** for all key themes)

**What the service has done since the last inspection**

The service has made very good progress in developing systems which encouraged and enabled young people and their parents to participate in assessing and improving the quality of the service.

The following quotes, taken from a selection of the inspection reports reflect the views of many of the service users and carers who the Care Commission Officers spoke with during the inspection visits.

*"I have got to know many people here and was made to feel comfortable here very quickly."*

*"Personal care is given with our dignity in mind."*

*"The staff have the right attitudes to help and support service users."*

*"I'm really happy with the service."*

*"Staff are very good."*

*"I can go to staff at any time with any concerns I may have."*

*"It's a good place."*

*"We are encouraged to be independent, but there is help when needed."*

*"We are happy with the care our relative gets."*

*"I am contented here. The staff keep an eye out for you and you get help quickly."*

*"Since my relative moved in (here) she has thrived within this caring environment."*

## **Requirements and Recommendations**

Requirements were placed on 6 services following inspection. These requirements included:

- the need for service users to have personal care plans setting out how their health and welfare needs are to be met;
- the need for personal care plans to be reviewed at least once every six months or annually if the service is provided less than once in six months;
- the need for service users to have individualised risk assessments which state in detail how risks are to be safely managed to ensure their health and welfare;
- the need for risk assessments to be reviewed and updated regularly;
- the need for restraint to be assessed and considered for all service users as part of their personal plan;
- the need to ensure that staff receive training appropriate to the work they perform i.e. training on the meaning and forms of restraint and the assessment and record keeping associated with restraint.

Two services had revised requirements placed on them, as previous requirements had not been fully met. These requirements were in relation to the quality of care and support, i.e. the need for restraint to be considered for service users in their individual personal plans and the need for a system of regular observation of staff practice to be developed and implemented.

Although not stated as specific requirements, the recommendations made in the inspection reports point to two further areas for general improvement across all registered services. These are:

- employee induction and ongoing assessment of staff competence to evidence and evaluate all essential care practice and use of social services values;
- services should ask for service users' views to improve services - they should also ensure that service users are clear about how to express their views and know why their views are important.

Following each inspection action plans were drawn up by the Registered Managers of the services and all action plans were accepted as appropriate by the Commission. All requirements and recommendations will be subject to follow-up inspection by the Care Commission in due course.

## **Next Steps**

The content of this report will be subject to consideration by the Social Work Directorate in order to determine improvement targets and the necessary approaches to achieve these.

The report will also be submitted to the Council's Social Work & Health Committee.

Appendix 1 provides full details of the grades awarded to each service for each of the key themes inspected. Where there is no grade given this indicates that the theme was not inspected.

**Grades Awarded in the Period 1 April 09 - 31 March 10**

Service Name	Type of Service	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Adoption Service	Adoption Service	20.01.10	5 ↑		4		
Fostering Service	Fostering Service	20.01.10	5		4		
Supported Lodges Scheme	Adult Placement	17.09.09	4		4	4	
East Port House	Offender Accommodation	18.11.09	5		4		
MacKinnon Centre	Care Home - Respite	29.09.09	4 ↓	5	4 ↓	5	Yes
White Top Centre	Care Home - Respite	24.09.09	4	4	4	4	
White Top Centre	Care Home - Respite	14.01.10	4		4		
Elmgrove House	Care Home	08.09.09	5 ↑	4	4	4	Yes
Craigie House	Care Home	28.08.09	4 ↓	5	4 ↓	5 ↑	Yes
Janet Brougham	Care Home	01.09.09	5	5	4	4	
Turriff House	Care Home	25.02.10	5		5		
Turriff House	Care Home	09.09.09	5	5	5	5	
Menzieshill House	Care Home	07.12.09	5		4 ↓		
The Junction	Care Home	24.07.09	5 ↑	5 ↑	5 ↑	4	Yes
Fairbairn Street	Care Home	09.06.09	5	5	5	5 ↑	
Gillburn Road Respite Unit	Care Home	15.06.09	5 ↑	5 ↑	5 ↑	5 ↑	

Striving towards continuous improvement and better outcomes for service users

Service Name	Type of Service	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Gillburn Road Respite Unit	Care Home	15.06.09	5 ↑	5 ↑	5 ↑	5 ↑	
Strathcarron Place	Care Home	30.06.09	5 ↑	5 ↑	5	5 ↑	
The Elms Close Support	Care Home	27.03.09	4	3	4		
The Elms Secure	Secure Accommodation	27.03.09			4	4	
Throughcare & Aftercare	Housing Support	19.06.09	5		5	5	
Social Care & Support	Care at Home/ Housing Support	22.05.09	3		4	4	Yes
Dundee Community Living	Care at Home/ Housing Support	23.04.09	5		4	4	
Supported Living Team	Care at Home/ Housing Support	08.05.09	4		4	4	
MacKinnon Skills Centre	Support Service	29.09.09	5	6 ↑	4 ↓	5	
Out & About	Day Support Service	18.05.09	5	5	5	4	
Wellgate Day Centre	Day Support Service	11.01.10	5 ↑		4		Yes
White Top Centre	Day Support Service	14.01.10	4	4 ↑	4		
Kemback Street	Day Support Service	19.01.10	4 ↑	3	4	4 ↑	

Legend:

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

Striving towards continuous improvement and better outcomes for service users