

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - 10TH JUNE 2010

REPORT ON: ANNOUNCED INSPECTION OF DUNDEE CITY COUNCIL ADOPTION SERVICE BY THE SCOTTISH COMMISSION FOR THE REGULATION OF CARE (THE CARE COMMISSION)

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 259 - 2010

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to report on the findings of the recent inspection of Dundee City Council's Adoption Service

2.0 RECOMMENDATIONS

2.1 It is recommended that the Scrutiny Committee:

- i notes the contents of this report
- ii requests that the Director of Social Work monitor the continued progress towards improving this service.

3.0 FINANCIAL IMPLICATIONS

3.1 None

4.0 MAIN TEXT

4.1 The Adoption Service was inspected between 11th and 20th January 2010 by the Care Commission. This was an announced inspection. It noted that during 2009 10 new adopters were approved, whilst 15 children were placed with an adoptive family.

4.2 The Care Commission's process for inspection gathers information from a range of sources of evidence, including policies and procedures, self-evaluation, questionnaire results and meeting with management, staff, foster carers, children and young people, and field social workers. This inspection's focus addressed the following Quality Themes.

- Quality of Care and Support
- Quality of Staffing

4.3 Concerning the quality of care and support, the Care Commission reported that the service supported the participation of service users and carers in a number of ways, which had helped the service to improve the quality of care and support. This was done through,

- the development of questionnaires which were given to adopters at various stages of the adoption process
- one adopter is a member of the Adoption Panel
- adopters had been involved in the delivery of training
- children of an appropriate age expressed their views about adoption through their involvement in the completion of the "Form E" Permanence report about them
- children and birth families had the opportunity to attend the Adoption Panel which considered the need for permanent care

- 4.4 The Care Commission also inspected the service in respect of the response to service users' care and support needs using person centred values. The report commented positively about the thoroughness of assessments of prospective adopters using recognised assessment processes, sensitive management of the co-ordination process (i.e. the management of the child's move to the adoptive placement), and thorough preparation of children and adopters during matching and co-ordination.
- 4.5 The Care Commission highlighted areas for improvement and made 3 recommendations about care and support, i.e.,
- that the service should ensure that staff and service users are aware of the Social Work Department's User Involvement Strategy (this counts as 2 recommendations, as it refers to i) those who use the service, and also ii) children who at a later date may wish to seek information or to express their views about the service)
 - the agency should ensure that staff with direct knowledge of the children have an appropriate involvement in the matching process in order to maximise placement opportunities
- 4.6 In respect of these recommendations the service has prepared an Action Plan and is addressing these within the service.
- 4.7 Concerning the quality of staffing, the inspection noted that the service provided a range of ways in which opportunities were provided for service users to participate in assessing and improving the quality of staffing in the service. Prospective adopters were asked their views about the quality of staffing, and this evidenced that they viewed the quality of staff as very good. Adopters also participated in the agency's Adoption Panel, and were involved in training.
- 4.8 In relation to safe recruitment, this inspection was done at Corporate level across Dundee City Council. Whilst it noted that the Council's safer recruitment procedures were satisfactory, there were areas for improvement identified and there are two recommendations, i.e.
- that the provider ensures that a formal application process is followed for each period of employment
 - that the provider audits the procedures for the recording of staff skills and qualification records

This is being dealt with at Corporate level.

4.9 **Quality Indicators**

The Care Commission uses a six-point scale for reporting performance:

6	Excellent
5	Very good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

A grading of 5 was awarded for the quality of care and support and a grading of 4 for quality of staffing.

5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty and Equality Impact Assessment and Risk Management.

There are no major issues.

6.0 CONSULTATION

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

7.0 BACKGROUND PAPERS

7.1 The following Background Papers were relied upon in preparation of this Report:

- Care Commission Inspection Report - Dundee City Council Adoption Service, January 2010

Alan Baird
Director of Social Work

30th April 2010

Inspection report

Dundee City Council - Adoption Service Adoption Service

Social Work Offices
Jack Martin Way
Claverhouse East
Dundee
DD4 9FF
01382 436006

Inspected by: Linda Horsburgh
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 20 January 2010

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Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Care service number:

CS2004082550

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:

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

We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Staffing  **4** Good

Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The adoption agency is good at supporting their adopters and keeping them informed about the service for example, support arrangements if workers were on holiday.

The Agency was also good at linking with other agencies to discuss wider national issues such as implementing the new Adoption and Children (Scotland) Act 2007.

What the service could do better

The Agency needed to continue to share the corporate strategy about participation and ensure that adopters, children and their parents were clear about how to express their views and the why their views were important.

What the service has done since the last inspection

The service had taken action on recommendations made in the previous report, and was continuing to develop its practice.

Conclusion

The Agency had continued to involve people in assessing the quality of the service and had used this information to improve the service.

Who did this inspection

Lead Care Commission Officer

Linda Horsburgh

Other Care Commission Officers

Lorna Black

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **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 (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **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:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

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

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Dundee City Council Adoption Agency provides an Adoption service for children and young people aged from 0 to 18 years, who are assessed as in need of this service and who live in or have a connection with Dundee city. The agency recruits and supports adoptive families for those children who cannot live with their birth families or extended family members.

The service was registered with the Care Commission on 21 October 2005.

The aims and objectives of the Agency are to provide a comprehensive adoption service to children, birth families, adoptive parents and adopted people and their families. The paramount consideration for the Agency is the child's welfare and best interests throughout life. Adoptive families are assessed, approved and supported to achieve this aim.

From 1 January 2009 to the 31 December 2009, there were 11 applicant adopters and 10 new adopters approved. From 1 January 2009 and 31 December 2009, 9 children had been approved for adoption and 15 had been placed with an adoptive family. Nineteen children were waiting for adoptive placements. One adoption placement had disrupted during the year.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support	5 - Very Good
Quality of Staffing	4 - Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

This report was written following an announced inspection that took place between 11 January 2010 and 20 January 2010. The inspection was carried out by two Care Commission Officers.

As requested by us, the adoption agency sent us an annual return. They also sent us a self assessment form.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:

Evidence from the most recent self evaluation

Personal plans of people who use the service

Results of service led questionnaires for adopters and prospective adopters.

Permanence Team Annual Report

Discussions with various people including:

- Manager of the service, the Adoption Team Manager
- Family Placement Workers
- The people who use the service (Adopters)
- Field Social Workers

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Actions Taken on Recommendations Outstanding

Four recommendations were made at the time of the last inspection. Progress made with these is as follows:

1. The agency was in the process of considering this in light of the new adoption legislation.
2. The Agency noted that children were made aware of Child Protection issues through schools.
3. The service had developed team and individual worker development plans. In addition all staff confirmed that they had regular supervision. However the Agency had not yet implemented an appraisal system for staff.
4. The Agency had consulted with adopters in relation to how they may wish to be involved in the service and as a result planned to establish an Adopters support group.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

yes

Comments on Self Assessment

The self assessment was completed to a satisfactory standard and contained useful information for the inspection process.

Taking the views of people using the care service into account

The views of three adoptive families were considered as part of the inspection.

Adopters had been given the opportunity to complete the service questionnaires, and the views expressed therein, were considered. The completed questionnaires were examined and contributed to the inspection findings.

Children whose files were tracked during the inspection were too young to express a view. Observations of the families noted very good relationships between children and their adoptive families.

Taking carers' views into account

The Care Commission Officers did not speak with birth parents as part of the inspection, due to individual circumstances. However their views were well recorded within the case files.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

A range of evidence was sampled and the performance of the service was found to be very good. Service users generally experienced a service which supported participation in a number of different ways.

The Agency had developed questionnaires which were given to adopters at various stages of the adoption process such as after training, after attendance at the Adoption panel and following receipt of post adoption services. Two out of the three adopters interviewed, confirmed that they had completed these. The results from these had been collated and an action plan had been developed. Outcomes included changes made to training to better accommodate the differences between fostering and adoption tasks.

The Engagement Policy which had been developed corporately detailed different ways in which people could get involved. Some examples of how this policy was put into practice included:

- * One adopter was a member of the Adoption panel and as such could make comment about the quality of care and support with the Agency.
- * Adopters had been involved in delivering a range of training.
- * Adopters had been involved in taking forward how the Agency should implement the new Adoption legislation (Adoption and Children (Scotland) Act 2007).

All adopters confirmed that they had been consulted about the formation of an Adoption support group and some adopters felt such a group would be useful.

The process of compiling the BAAF Form E's afforded children of an appropriate age, the opportunity to express their views about adoption and prospective families. Also for older children, the LAC review process provided opportunities for children to express their views.

Children and their birth families had the opportunity to attend the adoption panel considering the need for permanence.

Areas for Improvement

The Engagement policy was not well known by staff or service users although staff demonstrated that they encouraged participation. The Agency should continue to publicise and promote how people can be involved in developing the service as a whole. (See recommendation 1 made under Quality Theme 1, Statement 1)

Care Commission Officers were less clear about how younger children could come back at a later date to the service to seek information or to express their views about the service. (See recommendation 2 made under Quality Theme 1, Statement 1).

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

2

Recommendations

1.

Statement 1.1 -- recommendation 1. The Adoption Agency should ensure that people who use the service are aware of the engagement strategy and its purpose and the local authority's commitment to getting people involved. National Care Standards, Adoption Agencies, Standard 32: Providing a Good Quality Service.

2.

Statement 1.1 -- recommendation 2. 1. The Adoption Agency should ensure that people who use the service are aware of the engagement strategy and its purpose and the local authority's commitment to getting people involved. National Care Standards, Adoption Agencies, Standard 32: Providing a Good Quality Service.

Statement 5

We respond to service users' care and support needs using person centered values.

Service Strengths

A range of evidence was sampled and the performance of the service was found to be very good.

As a local authority, Dundee City Council had developed policies and strategies aimed at promoting a child centred focus.

Case files indicated that thorough assessments had been undertaken in respect of prospective adopters. These included all relevant checks and used recognised assessment procedures.

Files and interviewees evidenced that relevant assessments had been carried out in respect of the children being placed for adoption. Adopters confirmed that the coordination process was managed sensitively and highlighted examples where additional contacts had been built in between foster carers and adopters where it was deemed appropriate for the child during the matching process.

Records showed that once a match had been identified, the agency moved children to their adoptive families as quickly as appropriate. This resulted in positive outcomes for children and positive outcomes for the adopters.

The agency had formed a Permanence Planning group which met monthly to monitor the progress of all children identified as requiring a permanent placement including adoption. The aim of this group was to ensure that children's care plans were progressed as quickly as possible.

Staff within the agency ensured that adopters had sufficient time to consider the needs of children prior to a matching process. For example adopters could meet with the medical advisor and were signposted to various sources of information about the child.

Adopters interviewed confirmed the use of books to assist their birth children understand the process of adoption as well as the opportunity to spend time with adoption workers. Examples of Life Story work in the form of memory boxes, seen during the inspection demonstrated commitment to children's well-being and future understanding.

Areas for Improvement

Some workers felt that although the Permanence Planning Group was a positive step to preventing delays in finding adoptive families, there were some issues raised in relation to having a reasonable choice of adoptive families for children and for birth parents. (See recommendation 1 made under Quality Theme 1, Statement 5)

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Statement 1.5 -- recommendation 1. The Agency should ensure that staff with direct knowledge of the children have an appropriate involvement in the matching process in order to maximise placement opportunities.

National Care Standards Adoption Agencies - Standard 2.3

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Information recorded under Quality Theme 1, Statement 1 has also been taken into account here.

Prospective adopters were asked their views about the quality of staffing within the service through a service wide questionnaire which had been distributed. This evidenced and adopters confirmed, that service users generally viewed the quality of staff as very good. Adopters made very positive comments about the support and information provided to them by the link worker.

Adopters who were members of the adoption panel had opportunities to make comment about the quality of work undertaken by staff of the agency.

Adopters were involved in delivering a range of training within the service which staff and prospective adopters attended.

Having considered all of the evidence provided, the agency was found to be providing good opportunities for service users to participate.

Areas for Improvement

The Engagement policy was not well known by staff although all staff had an understanding of service user participation and the need for this to be promoted. The Agency should continue to publicise and promote how people can be involved in developing the service as a whole. (See recommendation 1 made under Quality Theme 1, Statement 1).

Care Commission Officers were less clear about how younger children could come back at a later date to the service to seek information and to express their views about the service. (See recommendation 2 made under Quality Theme 1, Statement 1).

The provider planned to support more involvement from service users in directly improving the quality of staffing through recruitment activities.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths

An audit of the service's safer recruitment policies and procedures has been carried out by the Care Commission and found to be satisfactory.

Generally the provider had taken time to prepare for the visit and files were well organised and presented.

The staff selection procedure was comprehensive and covered a range of issues such as application procedures, checking of fitness and the interview selection process.

There were good systems in place to manage situations where Disclosure Scotland Checks raised issues.

The audit of 100 files indicated that practice within the service ensured that an application form was completed, appropriate references and checks were requested and the aims and values of the service were explained.

There was evidence of very good processes in relation to assessing the medical fitness of prospective employees and the checking of references, particularly from the last employer.

There was a detailed induction process in place. Staff who had been recruited since the last inspection were positive about this process noting that it was helpful and appropriately geared to the individual.

Areas for Improvement

The provider does not currently undertake three yearly Disclosure Checks for all employees but is planning to systematically introduce this over a period of time.

In some of the files examined, although it was recorded that a Disclosure Scotland check had been completed, it was unclear whether the Disclosure Scotland check required further action. The provider advised in these circumstances the information was considered by a recruitment panel and a decision was made in relation to the suitability of the applicant.

In some of the files examined there were no Disclosure checks for ancillary staff. The provider advised they had sought guidance from Disclosure Scotland who indicated these were not necessary. However, the decision to obtain Disclosure and at what level rests with the employing authority who should consider this in relation to the protection of vulnerable adults and children. There was also no evidence of risk assessments for those employees who had not had a Disclosure check.

There were some examples where staff had not completed additional application(s) forms when moving to other posts within the organisation notably from permanent contracts to supply posts. (See recommendation 1 made under Quality Theme 3.2).

The organisation could improve consistency in their practice in relation to evidencing staff skills. For example some files contained photocopies of qualifications whilst others did not.

In some of the files examined identification information such as utility bills and passport information had been unnecessarily retained.

There was some evidence that staff skills had been identified for those who had transferred to the organisation. However, the information held was not consistent and in some cases there was no information. (See recommendation 2 made under Quality Theme 3.2)

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

2

Safer Recruitment - Inspection Focus Area (IFA) outcome

The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

Recommendation

1.

Statement 3.2 recommendation 1. It is recommended that the provider ensure that a formal application process is followed for each period of employment. Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace - 1.1 and National Care Standards Foster Care and Family Placement Services, Standard 13: Management and Staffing

Recommendation

2.

Statement 3.2 recommendation 2. It is recommended that the provider audits the procedures for the recording of staff skills and qualification records.

Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace. 1.1 and National Care Standards Foster Care and Family Placement Services, Standard 13: Management and Staffing.

Other Information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

No additional Information noted.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings
28 Jan 2009	Announced	Care and support 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

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ਬੈਨੜੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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