

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 24TH JUNE 2013
REPORT ON: DUNDEE REGISTERED CARE HOME SERVICES FOR ADULTS
REPORT BY: DIRECTOR OF SOCIAL WORK
REPORT NO: 270 - 2013

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 homes for adults in the period 1 April 2012 to 31 March 2013.

2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

- o notes the gradings awarded, as detailed in the attached Performance Report and highlighted in paragraph 4.3 below;
- o endorses the approach to achieve continuous improvement to registered care home services within Dundee, as outlined in paragraph 4.4 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. Care homes in England are regulated by the Care Quality Commission and care homes in Wales are regulated by the Care and Social Services Inspectorate Wales. The regulatory authorities ensure 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 There are currently 855 Dundee citizens accommodated in 27 private and voluntary care homes and 5 local authority care homes in Dundee. The client group numbers are 777 Older People; 33 Learning Disability; 32 Physical Disability, 10 Community Mental Health Team and 3 Drug and Alcohol Services.

4.3 Summary of the gradings awarded to Registered Care Home Services in Dundee 2012/13:

- o 81% of grades awarded were either **6** 'excellent' (1%), **5** 'very good' (37%) or **4** 'good' (43%). This compares very favourably with last year's figure of 42%.
- o One service (Balcarres) was graded as 'excellent' grade **6** for Quality of Care & Support and Quality of Environment.
- o 14 inspections (25%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this compares more favourably to last year's figure of 9%.

- The Quality of Staffing was the highest graded theme overall.
- 64 (41%) grades improved; 72 (46%) grades stayed the same and 20 (13%) grades downgraded compared to their previous inspection.
- 13% of grades awarded were graded **3** adequate.
- Three inspections (5%) resulted in grade **2** 'weak' for each of the themes inspected - this compares favourably to last year's figure of 12%.
- Eight services (15%) were graded **2** 'weak' for one or more of the key themes. Three of these inspection gradings were as the result of a complaint investigation. This is a significant improvement on last year's figure of 48%.
- No service received grade **1** 'unsatisfactory' for any of the key themes. This compares favourably to last year's figure of 6.5%.

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
6 excellent	1%	2%	3%	-	-
5 very good	37%	28%	36%	44%	41%
4 good	43%	36%	47%	41%	49%
3 adequate	13%	17%	11%	12%	10%
2 weak	6%	17%	3%	3%	-
1 unsatisfactory	-	-	-	-	-

The results have been benchmarked against those awarded to Dundee care homes in the previous year (2011/12) and all registered care home services in Scotland in the year 2011/12. The results show that the gradings for all key themes for 2012/13 compare very favourably with the gradings in the previous year 2011/12, and comparatively with the gradings across Scotland for 2011/12.

Requirements were placed on 17 of the 32 services following inspection by the Care Inspectorate covering a range of issues relating to healthcare; care planning; training; staff levels; participation; safer recruitment; treatment of service users with dignity and respect and environmental issues. Action plans were drawn up setting out the actions the services would take in response to these requirements.

During 2012/13 there were 31 complaints to the Care Inspectorate relating to 13 of the 32 care home services in Dundee. All of these complaints were upheld by the regulator. It should be noted that 16 of these complaints related to 2 particular care home services.

4.4 Continuous Improvement

There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments and improvement measures to support quality improvement in Dundee. Regular learning network events are held for care home providers covering subjects such as outcome assessment, dependency management, quality indicators, falls management and specialist health care.

Health Care Training

A Care Home Liaison Team which provides clinical support training and skill development for nursing homes has been established, and the role and function of this team will continue to be developed to provide the best possible health care to older people and to prevent their unnecessary admission to hospital. A palliative care project improving end of life care for older people in care homes has also been completed. Dedicated hours have been provided from community nursing to provide tissue viability clinical advice, support and education in care homes and to build capacity to improve practice in tissue viability.

Supporting People with Dementia

Two Community Mental Health Liaison Nurses have been appointed who will provide care homes with dementia care support and training and will support the management of behaviours which challenge services. Best Practice in Dementia Care (Facilitators Training) has been provided for all care homes. Specialist equipment has been purchased for some care homes to support people with dementia.

The Nursing Home Local Enhanced Scheme has been maintained and this has contributed to the alignment of GP practices to nursing homes. This has made a significant positive impact on the number of admissions from care homes to hospital.

Abuse in Care Pilot/Information Sharing Tool

Care Management teams have been involved in a research project with Hull University and have developed a tool which they are piloting. The aim of the tool and the pilot is to raise awareness about the early indicators of concern within the care home setting and develop a system for recording and information sharing; encouraging a more consistent approach and early intervention to collective concerns within care home settings.

Council officers attend Care Inspectorate feedback sessions following inspection visits. Service users' care needs are monitored and reviewed by the Department's review officers. They also undertake extra-ordinary reviews where there are concerns either about individuals or establishments. In addition, where there is evidence of poor quality and performance, the Head of Service meets with providers to discuss proposed actions to make improvements and how the Department can support these actions.

The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers which will support the commitment to work with relevant stakeholders and to consider how to support poor performing services to make improvements.

5.0 POLICY IMPLICATIONS

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

5.2 An Equality Impact Assessment is attached to this report.

6.0 CONSULTATIONS

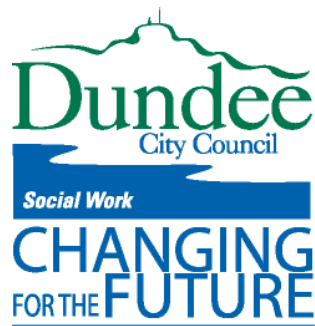
The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services.

7.0 BACKGROUND PAPERS

None.

**Jennifer G Tocher
Director of Social Work**

DATE: 12th June 2013



**Dundee Registered
Care Home Services
for Adults**

Performance Report

**Care Inspectorate Gradings
1 April 2012 - 31 March 2013**

Introduction

This report summarises the gradings awarded by the Care Inspectorate to Dundee Registered Care Home Services for the period 1 April 2012 to 31 March 2013. It benchmarks the gradings against those awarded in the previous year for Dundee Registered Care Home Services.

Background

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

The Care Inspectorate 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.

The grading scale used is:

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

Overview of the Care Home Services Inspected

The Care Inspectorate carried out 55 inspections of care home services in Dundee during the reporting period 2012/13. These inspections covered 32 care home services for adults in Dundee and included care homes for:

- Older People
- People with Learning Disabilities
- People with Physical Disabilities
- People with Mental Health Difficulties

Who provides care home services for adults in Dundee?

The following table shows which sectors provide care home services for adults in Dundee.

Care Home Service	Data	Local Authority	Private	Voluntary	Total
Dundee	Services	5	24	3	32
	%	15.6%	75%	9.4%	100%

Summary of the Gradings Awarded in Dundee

- 81% of grades awarded were either **6** 'excellent' (1%), **5** 'very good' (37%) or **4** 'good' (43%). This compares very favourably with last year's figure of 42%.
- One service (Balcarres) was graded as 'excellent' grade **6** for Quality of Care & Support and Quality of Environment.
- 14 inspections (25%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this compares more favourably to last year's figure of 9%.
- The Quality of Staffing was the highest graded theme overall.
- 64 (41%) grades improved; 72 (46%) grades stayed the same and 20 (13%) grades downgraded compared to their previous inspection.
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- Eight services (15%) were graded **2** 'weak' for one or more of the key themes. Three of these inspection gradings were as the result of a complaint investigation. This is a significant improvement on last year's figure of 48%.
- No service received grade **1** 'unsatisfactory' for any of the key themes. This compares favourably to last year's figure of 6.5%.

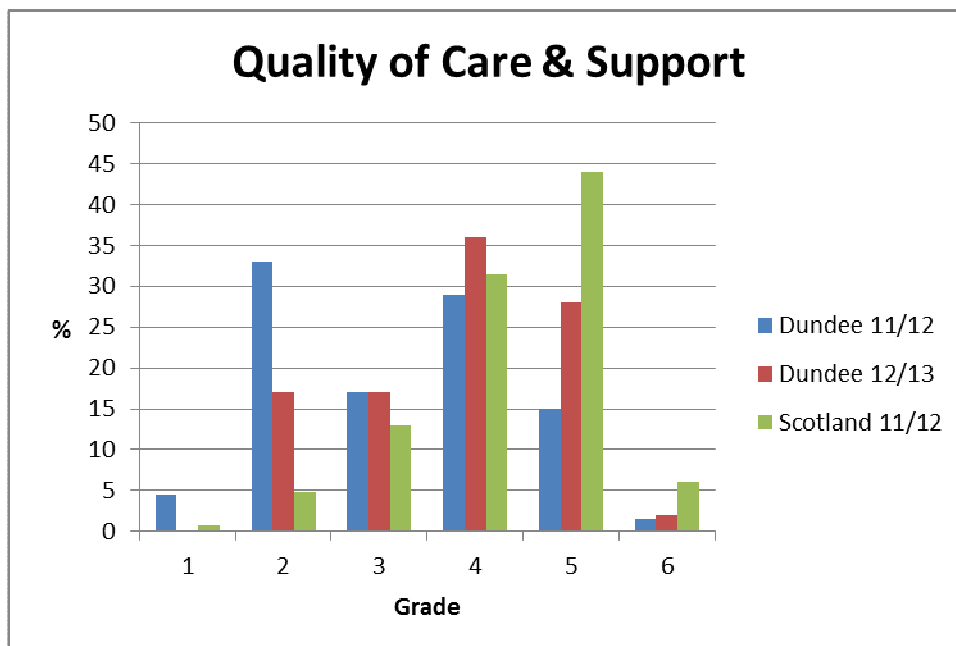
The following table shows the overall percentage awarded at each grade and also for each key theme.

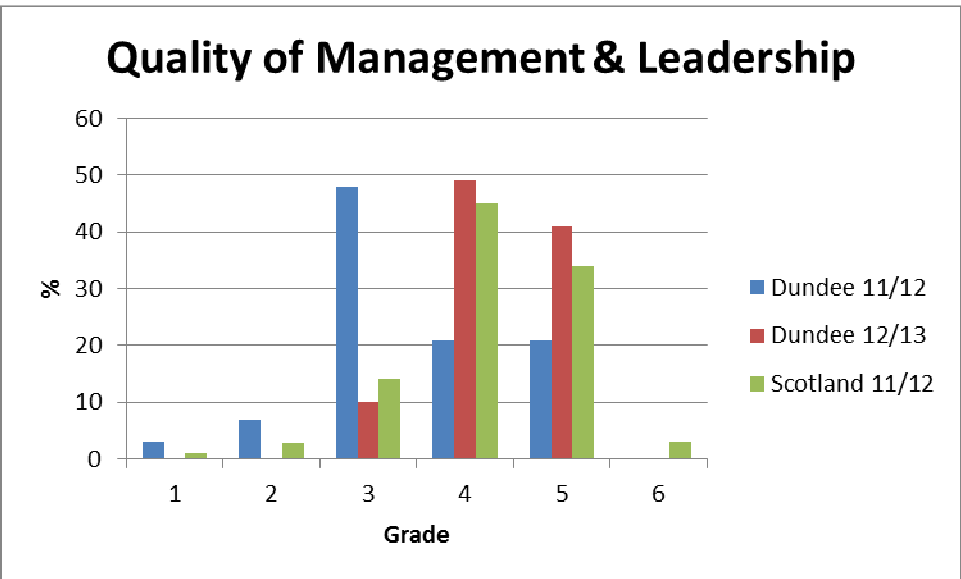
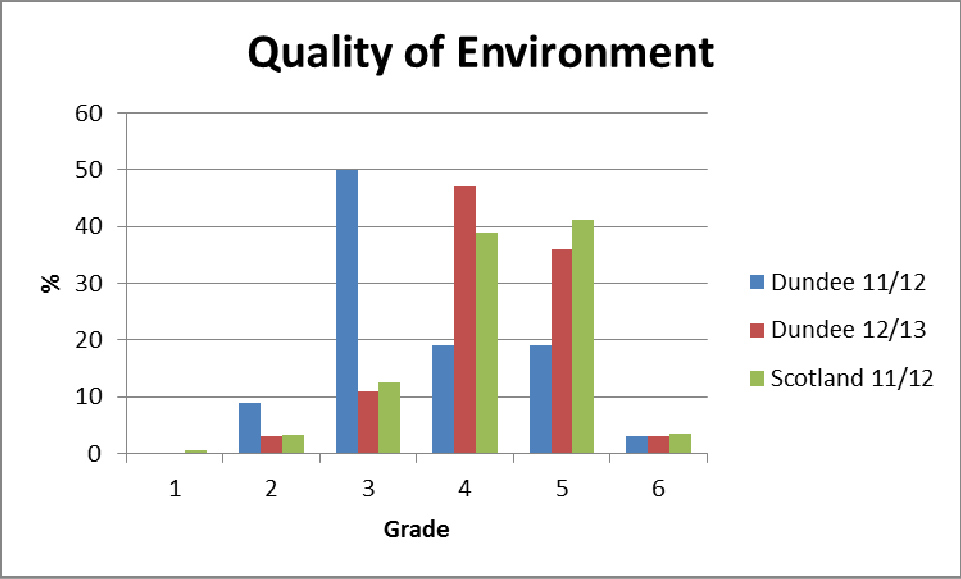
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
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3 adequate	13%	17%	11%	12%	10%
2 weak	6%	17%	3%	3%	-
1 unsatisfactory	-	-	-	-	-

The following charts show how the gradings for care homes in Dundee for the four key themes in 12/13 compare with the gradings awarded to:

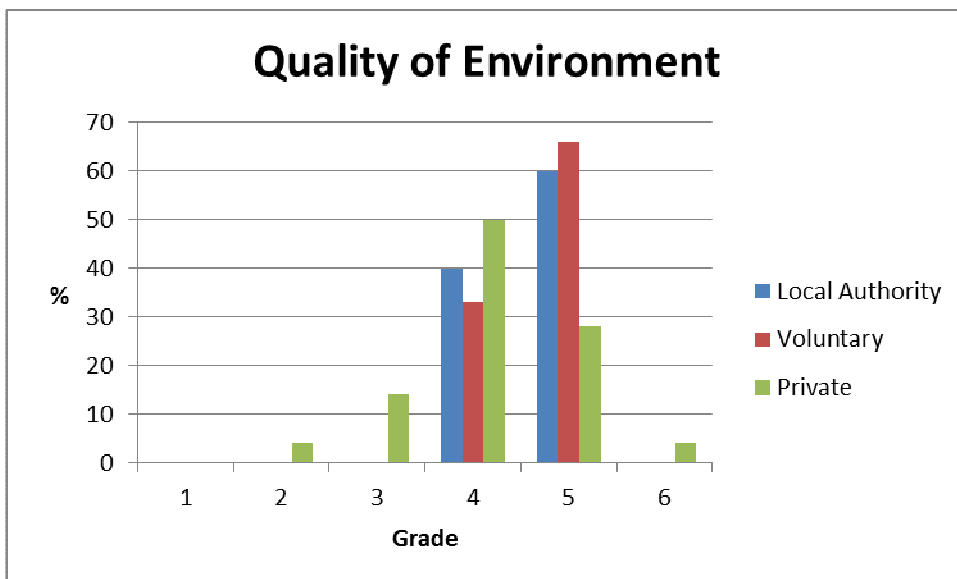
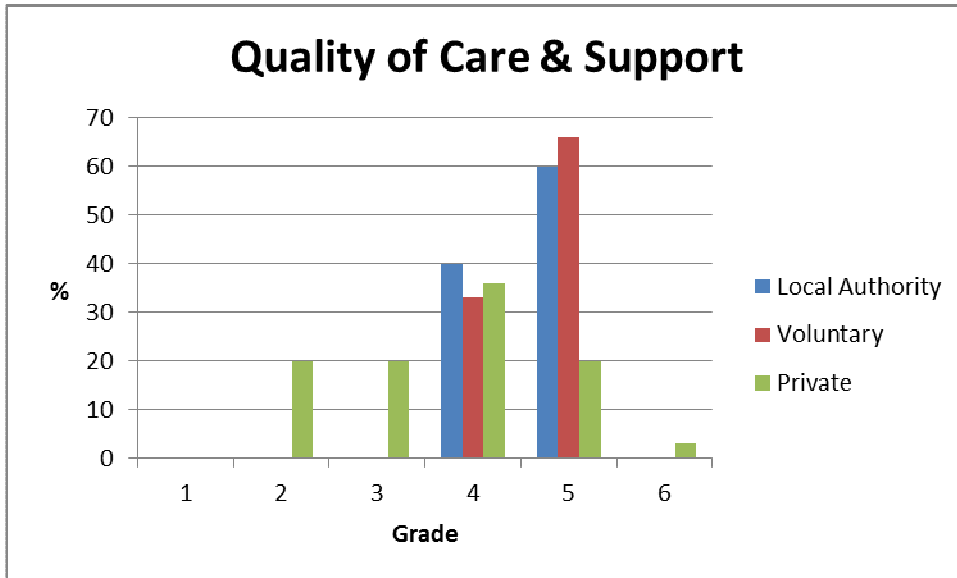
- care homes in Dundee in the previous year 11/12
- all registered care home services in Scotland in the year 11/12

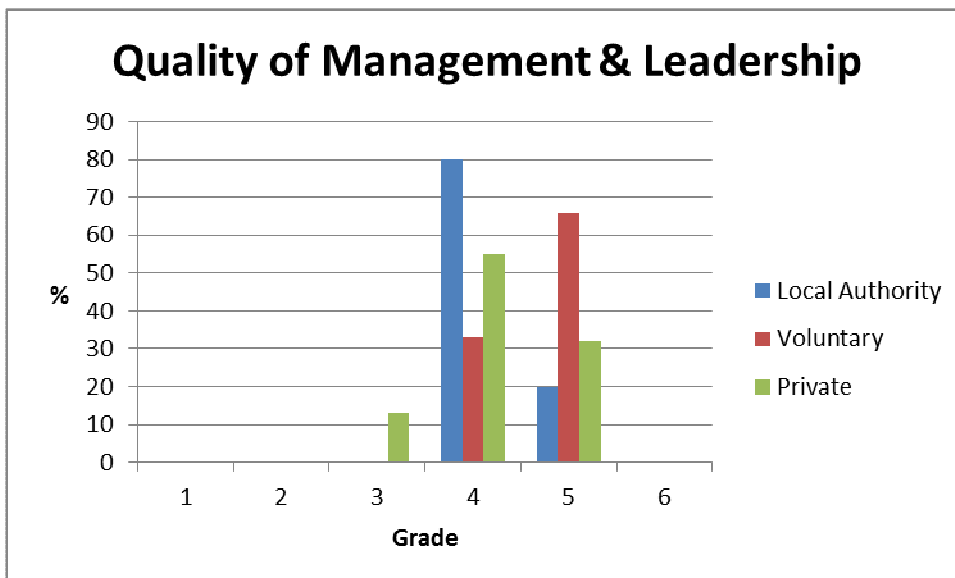
The charts show that the gradings for all key themes for 12/13 compare very favourably with the gradings in the previous year 11/12, and comparatively with the gradings across Scotland for 11/12.





The following charts show how the gradings for care homes in Dundee for the four key themes compare between the local authority, voluntary and private sector. The charts show that the local authority and voluntary sector care homes compare favourably against the private sector care homes in all four themes.





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

Balcarres Care Home (BUPA)

(Graded **6** for key themes inspected - Quality of Care & Support and Quality of Environment and graded **5** for Quality of Staffing and Quality of Management & Leadership)

What the service does well

“The service provides care and support in a very person centred way, service users are consulted, valued and listened to. The service demonstrated exemplary practice in meeting the care and support needs of residents. (Examples of how residents’ health has improved are recorded in the inspection report.) The level of involvement of residents and relatives in the operation of the care service is commendable.”

Ferry House (Ferry House Residential Home Committee of Management)

(Graded **5** for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

What the service does well

“The management and staff of the home continued to provide a professional but personal service to each of the ladies in their care. The staff were well supported by the management and had access to appropriate training which allowed them to fulfil their role to the best of their ability. We saw that staff demonstrated a personal commitment to each resident and this had a positive effect on the health and happiness of each resident residing at Ferry House.”

Janet Brougham House (Dundee City Council Social Work Department)

(Graded **5** for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

What the service does well

“The service continues to deliver very good outcomes for residents who often have complex health and care needs. The service offers a pleasant and homely environment and staff were found to have a supportive and caring attitude to residents. The service promoted an inclusive culture, with residents and relatives being supported to give their views and offer suggestions for improvement.”

Areas for Improvement

Requirements were placed on 17 of the 32 services following inspection. These are a summary of general issues where care home services could improve:

- Performance in relation to healthcare issues: infection control, medication management, nutrition and tissue viability. Providers must ensure that policies and procedures are in place for the assessment, record keeping and management of these healthcare needs. Staff should also be given specific training in these areas to ensure that they are responding effectively to the health needs of people living in the home.
- Services must have care plans in place that reflect the healthcare needs of individuals. These care plans should be regularly reviewed and contain detailed risk assessments and up-to-date guidance to staff.
- Staff should be suitably qualified and given training in specific areas to ensure that they are meeting the healthcare needs of service users. There should also be sufficient staffing levels and staff should be appropriately deployed within the service.
- Staff training in areas specific to their job such as medication management, safe manual handling, dementia and use of restraint.
- Performance in relation to service users participating in a wide range of personalised, meaningful activity.
- Services should ensure that they have appropriate safer recruitment policies in place.
- Staffing levels must be appropriate for the dependency levels of the people who use the service.
- Services must ensure that staff treat service users with dignity and respect at all times.

- Services should ensure that buildings, facilities, furnishings and equipment are fit for purpose.

Complaints

During 2012/13 there were 31 complaints to the Care Inspectorate relating to 13 of the 32 care home services in Dundee. All of these complaints were upheld by the regulator and related to the following issues:

- General health and welfare
- Healthcare (medication, nutrition, continence care, tissue viability)
- Staff levels
- Protection of people
- Privacy and dignity
- Communication
- Financial issues
- Environment

It should be noted that 16 of these complaints related to 2 particular care home services.

Continuous Improvement

There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments and improvement measures to support quality improvement in Dundee. Regular learning network events are held for care home providers covering subjects such as outcome assessment, dependency management, quality indicators, falls management and specialist health care.

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The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers which will support the commitment to work with relevant stakeholders and to consider how to support poor performing services to make improvements.

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.

Summary of Care Inspectorate Gradings for Care Homes in Dundee - 1 April 2012 to 31 March 2013

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Balcarres Care Home	P	25.06.12	6↑	6↑	5	5	No
Balhousesie Clement Park Care Home	P	07.06.12	3	3			Yes
Balhousesie Clement Park Care Home	P	27.07.12	2↓(Complaint)				Yes
Balhousesie Clement Park Care Home	P	06.11.12	2	4↑	3	3	Yes
Balhousesie Clement Park Care Home	P	07.01.13	3↑				Yes
Ballumbie Court Care Home	P	08.05.12	4↑	4↑	4↑	4↑	Yes
Ballumbie Court Care Home	P	26.10.12	4			4	No
Brae Cottage Residential Home	P	20.09.12	5	4↓	5	5↑	Yes
Bridge View House Nursing Home	P	26.10.12	4	4			Yes
Bridge View House Nursing Home	P	06.02.13			5↑	4	No
Bughties Care Home Service	P	21.06.12	3↑			3↓	Yes
Bughties Care Home Service	P	23.01.13		4	4↑		No
Carmichael House Care Home Service	P	25.06.12	2↓	2↓			Yes
Carmichael House Care Home Service	P	04.09.12	3↑	3↑	3	3	Yes

Legend:

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

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Craigie House	L/A	22.08.12	4↓	4↓			Yes
Craigie House	L/A	18.01.13			5	5	No
Ellen Mhor Care Home Service	P	18.05.12	5↑	5↑	5↑	5↑	No
Ellen Mhor Care Home Service	P	25.10.12	5			5	No
Elmgrove House	L/A	06.09.12	5	5	4	4	Yes
Ferry House Residential Home	V	05.04.12	5	5↑	5	5	No
Forebank Care Home Service	P	28.11.12	4↓	3↓	4	4↓	Yes
Harestane Nursing Home	P	18.07.12	5↑	5↑	5↑	5	No
Helenslea Care Home Service	P	13.06.12	2↓	4	4	4	Yes
Helenslea Care Home Service	P	13.11.12	4↑			4	No
Janet Brougham House	L/A	17.12.12	5↑	5	5	5↑	No
Linlathen Neurodisability Centre	P	22.06.12	4↑			4↑	No
Linlathen Neurodisability Centre	P	06.11.12		4↑	3		Yes
Lochleven Care Home	P	02.11.12	2↓			4	Yes
Lochleven Care Home	P	11.01.13	4↑	5	5↑		No

Legend:

6	excellent
5	very good
4	good
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	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Magdalen House Care Home	P	09.05.12	2 (Complaint)↓		4	4	Yes
Magdalen House Care Home	P	06.07.12	3↑			4	No
Magdalen House Care Home	P	05.12.12	4↑	4	4		No
Menzieshill House	L/A	28.08.12	5↓	5↓	5↑	5	No
Moyness Nursing Home	P	13.08.12	4↑	4			No
Moyness Nursing Home	P	17.01.13			4↑	4↑	No
Orchar Nursing Home	P	14.09.12	4	5↑	5↑	4	No
Orchar Nursing Home	P	01.02.13	5↑			5↑	No
Pitkerro Care Centre	P	18.10.12	4↑			4↑	Yes
Pitkerro Care Centre	P	25.03.13		4↑	3↓		Yes
Redwood House Care Home Service	P	27.07.12	2	3↑			Yes
Redwood House Care Home Service	P	19.10.12	3↑	4↑	4↑	3↑	No
Riverside View Care Home Service	P	23.05.12	3↑	4↑	4↑	4↑	Yes
Riverside View Care Home Service	P	30.10.12	3			4	Yes
Riverside View Care Home Service	P	11.03.13	2↓(Complaint)		2↓(Complaint)		Yes

Legend:

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5	very good
4	good
3	adequate
2	weak
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	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Rose House Care Home Service	P	20.09.12	5↑	5↑	5↑	5	No
South Grange Care Home	P	14.12.12	5	5	5	5	No
South Grange Care Home	P	08.02.13				5	No
St Columba's Care Centre	P	13.08.12	5↑	5↑	5	5↑	No
St Margaret's Care Home Service	V	28.02.13	5	5	5	5	No
St Ronan's Care Home	P	05.03.12	4	4	4	4	No
Tullideph Care Home Service	P	18.05.12	4↑	4↑	4↑	4↑	No
Tullideph Care Home Service	P	09.11.12	4	5↑			No
Turriff House	L/A	06.08.12	4		4		No
Turriff House	L/A	11.02.13		4↓		5↑	No
Wellburn Care Home Service	V	12.11.12	4↓	4	4	4	Yes

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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:	13 May 2013	Committee Report Number: 270-2013
Title of document being assessed:	Dundee Registered Care Homes for Adults	
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 homes for adults in the period 1 April 2012 to 31 March 2013.	
3. What is the intended outcome of this policy, procedure, strategy or practice?	Continue to support the partnership approach to the quality improvement agenda for care home 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 for 2012/13 and Dundee Registered Care Home Services Performance Report for 2012/13.	
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)	Joyce Barclay, Senior Officer Diane McCulloch, Head of Service Annette Thomson, Contracts Officer	
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 checked="" 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 home 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 home 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: Annette Thomson
Designation: Head of Service, Community Care	Designation: Contracts Officer
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Signature of author of the policy:	A Thomson	Date: 23 rd May 2013
Signature of Director/Head of Service:	D McCulloch	Date: 23 rd May 2013
Name of Director/Head of Service:	Dianne McCulloch	
Date of Next Policy Review:	Click here to enter text.	