

REPORT TO: SCRUTINY COMMITTEE - 18 AUGUST 2010

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

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 394-2010

1. PURPOSE OF REPORT

To provide a summary of recent inspection reports by the Care Commission which do not require in-depth scrutiny.

2. RECOMMENDATIONS

It is recommended that members:

- (i) note the attached summaries of recent external inspection reports, all of which received grades of good or better in all areas covered by the inspection
- (ii) remit the Director of Social Work to ensure that the Areas for Improvement and Recommendations included in each report are acted upon, both in relation to the service 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 from the Care Commission or HMIE are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported together with any best practice to improve performance.
- 4.2 Summaries of recent inspection reports by the Care Commission which fall into this category are attached, and the Committee is asked to note these and to remit the Director of Social Work to ensure that the Areas for Improvement and Recommendations in each report are acted upon.
- 4.3 Copies of the inspection reports have been passed to group leaders, the Lord Provost and Depute Lord Provost.

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 Depute Chief Executive (Support Services), Assistant Chief Executive and Directors of Finance and Social Work were consulted on this report.

7. **BACKGROUND PAPERS**

David Dorward
Chief Executive

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12/08/2010

Inspection of: **THE JUNCTION
CARE HOME SERVICE CHILDREN AND YOUNG PEOPLE**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		July 2009	March 2009	August 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	NOT ASSESSED	GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	GOOD	GOOD
Quality of Staffing	VERY GOOD	VERY GOOD	GOOD	GOOD
Quality of Management and Leadership	NOT ASSESSED	GOOD	NOT ASSESSED	GOOD

Areas for Improvement:

- **Continue to develop and evaluate the effectiveness of the ways that young people are involved in assessing and improving the quality of care and support**

Specific Recommendations

- **Develop a system to evaluate the impact of training and staff development on the quality of staff practice and outcomes for young people - Social Work confirm that the system will include monitoring and reviewing by the Manager through regular supervision sessions and wider staff group supervision. Records of Achievement will also be kept in young peoples' files, evidencing impact on their social and emotional development. Regular case file audits will take place, allowing the Manager to scrutinise files to evaluate the quality of recordings and assessments from a child development perspective.**

Inspection of: **CRAIGIE HOUSE**
CARE HOME SERVICE ADULTS

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		August 2009	January 2009	September 2008
Quality of Care and Support	GOOD	GOOD	NOT ASSESSED	VERY GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	NOT ASSESSED	VERY GOOD
Quality of Staffing	GOOD	GOOD	NOT ASSESSED	VERY GOOD
Quality of Management and Leadership	NOT ASSESSED	VERY GOOD	VERY GOOD	GOOD

Areas for Improvement:

- **Aim to improve on very good practice**
- **Improve practice in recording restraint - always record whether intervention provides a benefit that cannot otherwise be achieved and is the least restrictive to achieve this desired benefit, and record the past and present wishes of residents and views of relevant others**
- **Use best practice guidance to develop falls prevention procedures and falls risk assessments**
- **Link the use of social services values to evaluation of staff practice at induction**

Specific Recommendations

None

Inspection of: **OAKLAND CENTRE
SUPPORT SERVICE WITHOUT CARE AT HOME**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History
		October 2008
Quality of Care and Support	EXCELLENT	EXCELLENT
Quality of Environment	NOT ASSESSED	EXCELLENT
Quality of Staffing	VERY GOOD	VERY GOOD
Quality of Management and Leadership	NOT ASSESSED	VERY GOOD

Areas for Improvement:

- **Appeared to be less involvement of service users than last year in the self assessment process - Manager felt this was possibly due to increased dependency of current client group**
- **Survey questionnaires should detail the date on which views were gathered, to ensure information is current and valid**
- **Opportunities for service users and carers to be more involved in the recruitment process should be further explored**
- **Consider obtaining enhanced disclosure checks for ancillary staff**
- **Improve consistency in evidencing staff skills**
- **Identification information such as utility bills and passport information had been unnecessarily retained in staff files**

Specific Recommendations

- **Follow formal application process for each period of employment - Social Work say they will keep copies of all records of recruitment process on site in individual's files. Overall procedure is being reviewed at a corporate level.**
- **Audit procedures for recording of staff skills and qualifications - Social Work say they will evidence that they have looked at staff skills when staff are transferred within the organisation, and that the overall procedure is being reviewed at a corporate level**

Inspection of: **MACKINNON CENTRE
CARE HOME SERVICE ADULTS**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		September 2009	December 2008	May 2008
Quality of Care and Support	VERY GOOD	GOOD	VERY GOOD	VERY GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Staffing	VERY GOOD	GOOD	VERY GOOD	VERY GOOD
Quality of Management and Leadership	NOT ASSESSED	VERY GOOD	VERY GOOD	VERY GOOD

Areas for Improvement:

- **Continue to build on very good practice.**
- **Keep a brief minute of reviews to record the views of service users about the quality of the service and any changes to their personal plan as a result of their review meeting**
- **Evidence more examples of improvement to staffing made in response to feedback from service users and carers**

Specific Recommendations

- **Induction and ongoing assessment of staff competence should evidence and evaluate all essential core practice and use of social services values - Social Work advise that, to complement the service's two-day induction, and completion of individual's mandatory training, the individual has units of induction to study locally. Each unit then has questions the individual must complete. Added to this is the core care training. All staff also have training reviewed at supervision meeting with line manager. Any other training is authorised at this time and documented in training record/staff file.**

Inspection of: **JANET BROUGHAM HOUSE
CARE HOME SERVICE ADULTS**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		September 2009	March 2009	June 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD	GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	VERY GOOD	GOOD
Quality of Staffing	GOOD	GOOD	GOOD	GOOD
Quality of Management and Leadership	NOT ASSESSED	GOOD	GOOD	GOOD

Areas for Improvement:

- **Aim to improve on very good practice**
- **Use best practice guidance to develop falls prevention procedures and falls risk assessments**

Specific Recommendations

None

Inspection of: **GILLBURN ROAD RESIDENTIAL RESPITE UNIT
CARE HOME SERVICE CHILDREN AND YOUNG PEOPLE**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		June 2009	January 2009	September 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	NOT ASSESSED	GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	GOOD	GOOD
Quality of Staffing	VERY GOOD	VERY GOOD	NOT ASSESSED	GOOD
Quality of Management and Leadership	NOT ASSESSED	VERY GOOD	GOOD	GOOD

Areas for Improvement:

- **Continue to review and develop the way in which children and their parents and carers are involved in assessing and improving the quality of the service**
- **One person had only just completed training on safe food handling after more than a year in the job**

Specific Recommendations

- **Review timing of core training to ensure that staff receive essential training at an appropriate point in their employment - Social Work aim to provide core training at the appropriate point in each member of the team's employment but acknowledge it is more difficult to achieve within the target timescale in relation to part-time workers. Work by the Manager is ongoing.**

Inspection of: **FAIRBAIRN STREET YOUNG PEOPLE'S UNIT
CARE HOME SERVICE CHILDREN AND YOUNG PEOPLE**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		June 2009	January 2009	July 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	NOT ASSESSED	VERY GOOD
Quality of Environment	NOT ASSESSED	VERY GOOD	NOT ASSESSED	VERY GOOD
Quality of Staffing	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Management and Leadership	NOT ASSESSED	VERY GOOD	GOOD	GOOD

Areas for Improvement:

- **Continue to develop the use of evaluation forms to gather views of the service over time**

Specific Recommendations

- **None**

Inspection of: **ELMGROVE HOUSE
CARE HOME SERVICE ADULTS**

Inspection by: **CARE COMMISSION**

Grades:

Theme	Latest Grade Awarded	Grading History		
		September 2009	March 2009	September 2008
Quality of Care and Support	VERY GOOD	VERY GOOD	GOOD	GOOD
Quality of Environment	NOT ASSESSED	GOOD	GOOD	ADEQUATE
Quality of Staffing	GOOD	GOOD	GOOD	GOOD
Quality of Management and Leadership	NOT ASSESSED	GOOD	GOOD	GOOD

Areas for Improvement:

- **Aim to improve on very good practice**
- **Evidence improvements or changes made to quality of staffing as a result of relatives' and representatives' feedback**
- **Show relatives and representatives how the service met its staffing schedule each day**

Specific Recommendations

- **Induction and ongoing assessment of staff competence should be evidence-based and evaluate a wider range of day-to-day practice - Social Work confirm that an evidence-based process which covers a wider range of activities will be developed.**