

**REPORT TO: SCRUTINY COMMITTEE - 16 FEBRUARY 2011**

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

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 42-2011**

**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 Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements 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 HMLe are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with any best practice to improve performance.
- 4.2 Summaries of recent inspection reports by the Care Commission which fall into this category are attached, and the Committee is asked to note these and to remit the Directors of Social Work and Education to ensure that the Areas for Improvement, Requirements 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, Social Work and Education were consulted on this report.

7. **BACKGROUND PAPERS**

Care Commission Inspection Report  
Craigiebarns Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Mill O'Mains Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Charleston Primary School Nursery Class  
Day Care of Children

Care Commission Inspection Report  
Glebelands Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Craigie House  
Care Home Service Adults

Care Commission Inspection Report  
Janet Brougham House  
Care Home Service Adults

Care Commission Inspection Report  
Menzieshill House  
Care Home Service Adults

Care Commission Inspection Report  
Turriff House  
Care Home Service Adults

Care Commission Inspection Report  
Wellgate Day Support Service  
Support Service Without Care At Home

David K Dorward  
Chief Executive .....

08/02/2011

**Inspection of:** Craigiebarns Primary School Nursery  
Day Care of Children

**Inspection by:** Care Commission - unannounced

<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>November 2010</b>	<b>October 2008</b>
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	Not assessed	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>• The self-assessment highlighted that the nursery intends to consider how to improve the involvement of families who do not regularly visit or wish to complete surveys</li> <li>• The nursery teacher intends to further develop the use of mind maps and talking and thinking books to evidence consultation with children</li> <li>• The self-assessment highlighted that the nursery intends to: <ul style="list-style-type: none"> <li>- send home children's individual profiles on a regular basis, as appropriate, rather than on request</li> <li>- renew focus on newly enrolled children and ensure prompt return of the All About Me booklet</li> <li>- arrange for more staff to attend the planned in-set on the Education Department's Birth to 6 Years Guidance</li> </ul> </li> </ul>

<b>Recommendations/Requirements</b>
None

<b>Inspection of:</b>	Mill O'Mains Primary School Nursery Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>September 2010</b>	<b>March 2009</b>
Quality of Care and Support	VERY GOOD	VERY GOOD
Quality of Environment	GOOD	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	VERY GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>• As the inspection took place early in the new school year, some of the systems for involving parents and children were at an early stage. The nursery should continue to develop opportunities for participation as set out in the recommendations below</li> <li>• Staff use a 'smiley face' activity to highlight and reward achievements and good behaviour. The nursery should review the way this is used as set out in the recommendations below</li> <li>• In the self-assessment document, the nursery said that it planned to develop the role of the parents' focus group in assessing and improving the quality of the environment</li> <li>• The nursery is quite small and has limited space for larger equipment. The service provider should continue to review the space available for the nursery and expand this if a suitable opportunity arises</li> </ul>

<b>Recommendations:</b>
<ul style="list-style-type: none"> <li>- The nursery should continue to develop opportunities for participation and should make sure that families receive feedback about the results of their involvement in the nursery</li> <li>- The nursery should review the way that they use the 'smiley face' activity and ensure that it continues to effectively promote positive behaviour and achievement</li> </ul>

<b>Inspection of:</b>	Charleston Primary School Nursery Class Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>November 2010</b>	<b>March 2009</b>
Quality of Care and Support	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

<b>Areas for Improvement:</b>
See recommendation below

<b>Recommendations:</b>
The nursery should continue to review and extend the methods used to engage and involve parents in all aspects of the nursery, particularly their role in developing the service through sharing their ideas, views and suggestions. They should consider devising a more nursery specific questionnaire for parents and keep greater account of how they have used that feedback to change and improve the service.

**Inspection of:** Glebelands Primary School Nursery  
Day Care of Children

**Inspection by:** Care Commission - unannounced

<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>December 2010</b>	<b>March 2009</b>
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	Not assessed	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

**Areas for Improvement:**

- Staff had made very good progress in involving parents and children in nursery improvement and should continue developing the very good structures in place

**Requirements and Recommendations**

None

<b>Inspection of:</b>	Craigie House Care Home Service Adults
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>				
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
	<b>November 2010</b>	<b>August 2010</b>	<b>February 2010</b>	<b>August 2009</b>
Quality of Care and Support	Not assessed	VERY GOOD	GOOD	GOOD
Quality of Environment	VERY GOOD	VERY GOOD	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	VERY GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should maintain its very good practice in terms of ensuring that service users and carers participate in assessing and improving the quality of the environment, and aim to improve upon it taking into account the 'excellent' criteria for service user and carer engagement</li> <li>- For improved practice in relation to ensuring that the environment is safe and service users are protected, the service would improve the content of trips, slips and falls assessments for residents with specific evaluations in all factors considered and by reviewing assessments after each incident</li> </ul>

<b>Requirements and Recommendations:</b>
None.

<b>Inspection of:</b>	Janet Brougham House Care Home Service Adults
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>				
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
	<b>November 2010</b>	<b>August 2010</b>	<b>February 2010</b>	<b>September 2009</b>
Quality of Care and Support	GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	VERY GOOD	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should maintain its very good practice in terms of ensuring that service users and carers participate in assessing and improving the quality of care and support, and aim to improve upon it taking into account the 'excellent' criteria for service user and carer engagement. The report notes that the service plans to make improvements to its practice of consulting residents and relatives, including improving questionnaires, improving staff communication skills and more meaningful involvement of residents in staff selection</li> <li>- The service had not followed its procedures after an incident to inform residents' representatives, to complete an incident form, and to review residents' risk assessments and personal plans. The service took all these actions between the first and second visit for this inspection. The staff had all been briefed again on these procedures</li> <li>- The personal plan and risk assessment for one resident did not reflect their behavioural needs</li> <li>- For improved practice the service would more consistently evidence more outcomes from individual residents' goals and activities set out in their personal plans. The report notes that the service plans to make improvements to its person-centred practice with residents and relatives by ensuring all new staff have dementia and palliative care training and encouraging relatives and advocates to be further involved in writing personal plans</li> </ul>

<b>Requirements:</b>
The provider must ensure that personal plans and risk assessments accurately state service users' needs and how these will be met.



<b>Inspection of:</b>	Menziesshill House Care Home Service Adults
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>				
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
	<b>October 2010</b>	<b>June 2010</b>	<b>March 2010</b>	<b>December 2009</b>
Quality of Care and Support	EXCELLENT	EXCELLENT	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	EXCELLENT	Not assessed	Not assessed
Quality of Staffing	Not assessed	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	Not assessed

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>The service should continue to maintain excellent outcomes for residents in terms of ensuring that service users and carers participate in assessing and improving the quality of care and support and in responding to service users' care and support needs using person-centred values</li> </ul>

<b>Requirements and Recommendations:</b>
None.

<b>Inspection of:</b>	Turriff House Care Home Service Adults
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>				
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
	<b>October 2010</b>	<b>June 2010</b>	<b>February 2010</b>	<b>September 2009</b>
Quality of Care and Support	Not assessed	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	VERY GOOD	VERY GOOD	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	Not assessed	VERY GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	VERY GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should continue to maintain excellent outcomes for residents in terms of ensuring that service users and carers participate in assessing and improving the quality of the environment</li> <li>- Some progress had been made since the last inspection in meeting the requirement that risk assessments proportionately state risks for service users and those measures required to reduce risk are used in practice. The majority of sampled personal plans demonstrated how the needs of service users were being met in relation to risk. The manager stated that more progress was needed to ensure all service users' personal plans reflected a proportionate approach to risk assessment and this would be evidenced by the next inspection of the service.</li> </ul>

<b>Requirements and Recommendations:</b>
None.

<b>Inspection of:</b>	Wellgate Day Support Service Support Service Without Care at Home
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<b>Inspection by:</b>	Care Commission - announced
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<b>Grades:</b>			
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>	
	<b>November 2010</b>	<b>January 2010</b>	<b>September 2008</b>
Quality of Care and Support	VERY GOOD	VERY GOOD	GOOD
Quality of Environment	Not assessed	Not assessed	GOOD
Quality of Staffing	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should continue its excellent practice in terms of ensuring that service users and carers participate in assessing and improving the quality of care and support</li> <li>- For improved practice the service would review how well the service was assisting service users to achieve their major goals, and goals for each activity, and make the goals more specific and measurable</li> </ul>

<b>Requirements and Recommendations:</b>
None.