

## DUNDEE CITY COUNCIL

**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 31ST OCTOBER 2011**

**REPORT ON: REGISTERED CARE SERVICES**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 468 - 2011**

### 1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Committee the gradings awarded by the Care Inspectorate for the registered care services within Dundee City Council Social Work Department in the period 1st April 2010 to 31 March 2011.

### 2.0 RECOMMENDATIONS

That the Social Work and Health Committee:

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

### 3.0 FINANCIAL IMPLICATIONS

None.

### 4.0 MAIN TEXT

4.1 The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. The 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 Commission use a six point grading scale, against which certain key themes are graded. The grades awarded are published in inspection reports and on the Care Inspectorate Website <http://www.scswis.com/>

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

4.3 Summary of the gradings Awarded Dundee City Council (April 2009 - March 2011). This is a summary of all grades received by Dundee City Council as service provider and is based on inspections which took place during 2009/10 and 2010/11 (the Care Inspectorate published summarised 09-11 data) . On the whole there has been a slight improvement on already positive foundations (see graphs).

- 97% of grades awarded were either 6 excellent (5%), 5 'very good' (48%) or 4 'good' (44%).
- In Children's Services, the Junction and Fairbairn Street each were graded as excellent (grade 6) for both the Quality of Care and Support and for the Quality of Management and Leadership.

4.4 In Community Care, Menzieshill House and the Oakland Centre each were graded as excellent (grade 6) for both the Quality of Care and Support and for the Quality of the Environment.

- 4.5 Eastport House was graded as excellent (grade 6) for the Quality of Care and Support.
- 4.6 Overall, each of the four themes were graded at least 96% as 4 'good', 5 'very good' or 6 'excellent'
- 4.7 **Quality of Care and Support** was the highest graded theme overall with an average score of 4.9 and 98.3% being graded a four or above, including the five excellent (grade 6) mentioned above. However, there was one 3 'adequate' (Elms Secure unit).
- 4.8 **Quality of Staffing** was graded the poorest theme (average 4.1); services inspected received either 5 'very good' or 4 'good' with exception of the Elms, where both the Close Support and the Secure units received a 2.
- 4.9 **Quality of Management and Leadership** received the greatest range of grades with two 3 'adequate' (Elms Close Support unit) but also two 6 'excellent' (The Junction and Fairbairn Street).
- 4.10 Ten services (32%) received only 5s and 6s, six (26%) in Community Care and 4 (50%) in Children's Services.
- 4.11 Overall average grades improved slightly but the greater spread including 2s as well as more 6s are more noticeable.
- 4.12 Five inspections (18%) resulted in 5 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 3.1%.
- 4.13 No service received unsatisfactory grades 1 for any of the themes.
- 4.14 The following table shows the overall percentage awarded at each grade and also for each theme.

**Table 1: 2010 - 11**

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	5.5	11.7	6.5	0	3.5
<b>5</b> very good	47.7	65.0	52.2	28.1	45.6
<b>4</b> good	44.1	21.7	39.1	68.4	47.4
<b>3</b> adequate	1.8	1.7	2.2	0	3.5
<b>2</b> weak	0.9	0	0	3.5	0
<b>1</b> unsatisfactory	0	0	0	0	0

**Table 2: 2009 - 10**

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	1%	0	7%	0	0
<b>5</b> very good	47%	63%	60%	29%	42%
<b>4</b> good	48%	33%	20%	71%	58%
<b>3</b> adequate	4%	4%	13%	0	0
<b>2</b> weak	0	0	0	0	0
<b>1</b> unsatisfactory	0	0	0	0	0

- 4.15 There has been a clear improvement in the Quality of Care and Support for social work services in Dundee. The decrease of "good" grades for Social Work between 2009/10 and 2010/11 from a total of 33% to 22% (decrease of 11%) was entirely due to an increase in very good and excellent grades.
- 4.16 Excellent grades are maintained regarding the Quality of the Environment within Dundee Social Work services (7% of services were graded as excellent during both 2009/10 and 2010/11). There has also been a positive shift from services graded as adequate to good and this outweighs the smaller shift from services graded as very good to good. Quality of Leadership and Management shows a shift from services graded as good to very good or excellent between 2009/10 and 2010/11. A small percentage (4%) identified as adequate.
- 4.17 Compared to the Scottish average, for the themes Quality of Care and Support and Quality of Management and Leadership, Dundee shows significant strengths. For Quality of Staffing Dundee shows a few more areas for improvement than the Scottish average. In Quality of Environment Dundee shows a different but not consistently better picture. (*the Scottish average includes services not provided by social work*)
- 4.18 Two services received requirements following inspections which took place during 2010/11 period. A requirement was placed on Turriff House following the first inspection on 17 June 2010. This required them to ensure that risk assessments proportionately state risks for service users and those measures required to reduce risk are used in practice. This was resolved by reassessing a residents aids to daily living. There were no requirements made following the second inspection on 26 October 2010. A requirement was placed on Elms Close Support Unit following the first inspection on 22 October 2010. This stated that the service provider should prepare a written statement of the aims and objectives of the service in line with the planned changes in the remit of the service. This requirement was repeated in December 2010. This has now been completed.

## **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. There are no major issues.

## **6.0 CONSULTATIONS**

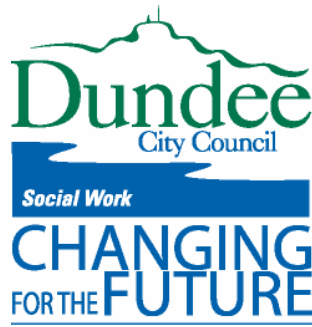
The Chief Executive, Depute Chief Executive (Support Services) and Director of Finance have been consulted in preparation of this report.

**7.0 BACKGROUND PAPERS**

None.

Alan G Baird  
**Director of Social Work**

DATE: 20th October 2011



# **Social Work Registered Care Services**

# **Performance Report**

**Care Commission Gradings  
1 April 10 - 31 March 11**

## Introduction

This report summarises the gradings awarded by The Care Inspectorate (previously known as Social Care and Social Work Improvement Scotland (SCSWIS) and The Care Commission) to the Social Work Department's registered care services in the period 1 April 10 to 31 March 11. It benchmarks the gradings against those awarded in the previous three years.

## Background

The Care Inspectorate is the new unified independent scrutiny and improvement body for care and children's services and has a significant part to play in improving services for adults and children across Scotland. It regulates and inspects care services and carries out social work and child protection inspections. 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 uses a six-point grading scale (see below) against which the following themes are graded (not all themes are covered at each inspection):

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

The grading scale used is:

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

## Overview of the Services Inspected

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

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

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

- Offender Accommodation
- the Adult Placement Service

The Quality of Information was not graded at any of the inspections: therefore this report does not include information about this theme.

4 services which were inspected during 2009/10 did not receive an inspection during 2010/11.

### **Summary of the Gradings Awarded to Children's Services**

**Eight services were graded as follows:**

- **The Junction, Fairbairn Street, Millview Cottage, Gilburn Road** received all very good and excellent grades (5s and 6s).
- **The Elms Secure, Elms Close Support, the Adoption Service and the Fostering Service** received a mix of gradings.
- The Elms (both Secure Accommodation and Close Support) was the only service of medium rather than low risk, receiving 4 and 6 Regulatory Support Assessments (RSAs) respectively. The Elms Close Support unit also was the only one to receive a new recommendation during 2010/11.

### **Summary of the Gradings Awarded to Community Care**

**With the exception of one satisfactory theme in one service, all Community Care Services were graded as either good, very good or excellent (grades 4, 5 or 6) against each theme.**

**7 Care Homes for Adults and Older People were graded as follows:**

- **Turriff House and MacKinnon Centre** received all very good grades (grades 5).
- **Menzieshill House** was the only care home for older people to be graded as excellent (grade 6). The service was graded as excellent on two themes and good (grade 4) and very good (grade 5) for the remaining two themes.
- **Elmgrove House, White Top Centre, Craigie House, Janet Brougham House** all received a mixture of good and very good grades (grades 5 and 6).

**6 Housing Support Services were graded as follows:**

- **DCC Through Care and Aftercare Services** received all very good grades (grade 5).
- **DCC Social Care and Support Services** and **DCC Housing Support Service (Including Douglas Neighbourhood Resource)** received a mixture of good and very good grades (grades 4 and 5).
- **Dundee Community Living** and **DCC Supported Living Services** received good (grade 4) for all themes.
- **DCC Sheltered Housing Warden's Services** received both adequate and good grades (grades 3 and 4).

**8 Support Services were graded as follows:**

- **Oakland Centre** and **MacKinnon Skills Centre** received only excellent and very good grades (grades 5 and 6).
- **Out and About** received all very good grades (grade 5).
- **White Top Centre - Support Service** and **Wellgate Day Support Service** received a mixture of good and very good grades (grades 4 and 5).
- **Dundee Community Living** and **DCC Supported Living** received all good grades (grade 4).
- **Kemback Street Adult Resource Centre** received mostly good grades (grades 4), however received one satisfactory grade (grade 3) for Quality of the Environment.

### **Summary of the Gradings Awarded Criminal Justice**

- **East Port House** was the only service inspected. It was awarded two fours, a five and a six, the latter for Quality of Care.

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## Summary of the Gradings Awarded to Dundee City Council (April 2009 - March 2011)

This is a summary of all grades received by Dundee City Council as service provider and is based on inspections which took place during 2009/10 and 2010/11 (using the Care Inspectorate's published aggregate 09-11 data). On the whole there has been a slight improvement on already positive foundations (see graphs).

- 97% of grades awarded were either **6** excellent (5%), **5** 'very good' (48%) or **4** 'good' (44%).
- In Children's Services, the Junction and Fairbairn Street were each graded as excellent (grade **6**) for both the Quality of Care and Support and for the Quality of Management and Leadership.
- In Community Care, Menzieshill House and Oakland Centre each were graded as excellent (grade **6**) for both the Quality of Care and Support and for the Quality of the Environment.
- Eastport House was graded as excellent (grade **6**) for the Quality of Care and Support.
- Overall, each of the four themes were graded at least 96% as **4** 'good' , **5** 'very good' or **6** 'excellent'
- **Quality of Care and Support** was the highest graded theme overall with an average score of 4.9 and 98.3% being graded a four or above, including the five excellent (grade **6**) mentioned above. However, there was one **3** 'adequate' (Elms Secure unit).
- **Quality of Staffing** was graded the poorest theme (average 4.1); services inspected received either **5** 'very good' or **4** 'good' with exception of the Elms, where both the Close Support and the Secure units received a **2** .
- **Quality of Management and Leadership** received the greatest range of grades with two **3** 'adequate' (Elms Close Support unit) but also two **6** 'excellent' (The Junction and Fairbairn Street).
- Ten services (32%) received only 5s and 6s, six (26%) in Community Care and 4 (50%) in Children's Services.
- Overall, average grades improved slightly, however there is a greater spread of grades ranging from 2s to 6s than previously reported.
- Five inspections (18%) resulted in **5** 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 3.1%.
- No service received unsatisfactory grades **1** for any of the themes.



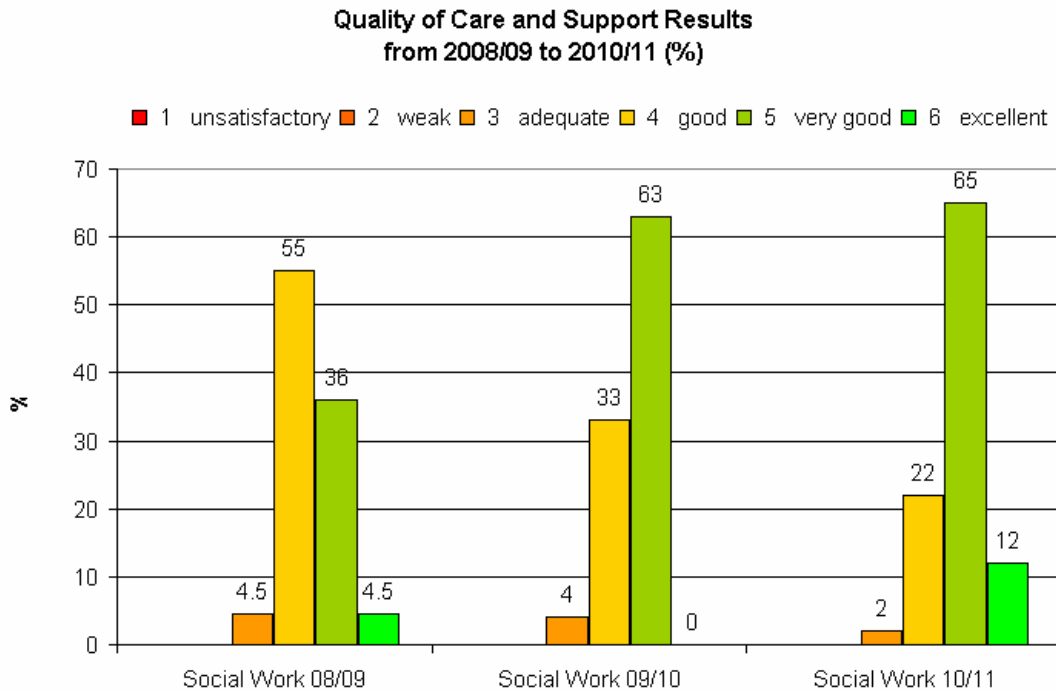
The following table shows the overall percentage awarded at each grade and also for each theme.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	5.5	11.7	6.5	0	3.5
<b>5</b> very good	47.7	65.0	52.2	28.1	45.6
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<b>2</b> weak	0.9	0	0	3.5	0
<b>1</b> unsatisfactory	0	0	0	0	0

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

- the Department's registered services in the year 08/09
- all registered services in Dundee in the year 08/09 and 2010/11 (includes voluntary and private service providers including childminders and housing support services)
- all registered services in Scotland in the year 08/09 and 2010/11 (this includes voluntary and private service providers, including childminders and other housing support services)

## 1. Dundee Social Work Services over time



The graph above shows clear improvement in the Quality of Care and Support for social work services in Dundee. Please note that the decrease of "good" grades for Social Work between 2009/10 and 2010/11 from a total of 33% to 22% (decrease of 11%) was entirely due to an increase in very good and excellent grades.



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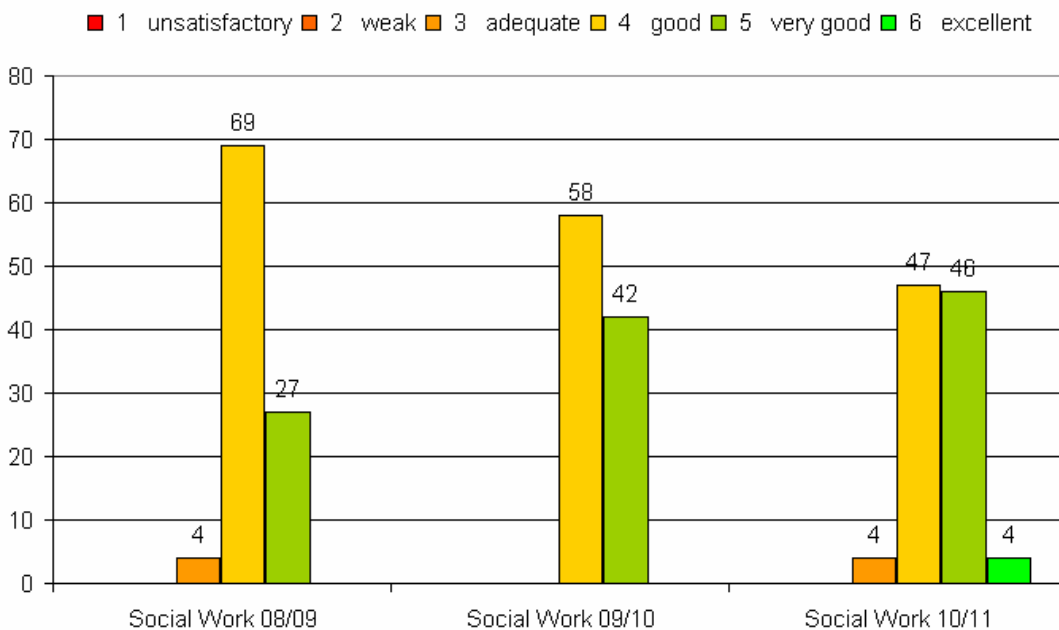
The graph above shows a continuation of excellent gradings regarding the Quality of the Environment within Dundee Social Work services (7% of services were graded as excellent during both 2009/10 and 2010/11). There has also been a positive shift from services graded as adequate to good and this outweighs the smaller shift from services graded as very good to good.

**Quality of Staffing from 2008/09 to 2010/11 (%)**



The graph above shows slight deterioration in Quality of Staffing gradings for Dundee Social Work between 2009/10 and 2010/11 with an increase of weak gradings from 0 to 4% due to results from the Elms Secure and Close Support units.

**Quality of Leadership and Management from 2008/09 to 2010/11 (%)**



The above graph shows a shift from services graded as good to very good or excellent between 2009/10 and 2010/11. A small percentage (4%) deteriorated to adequate.

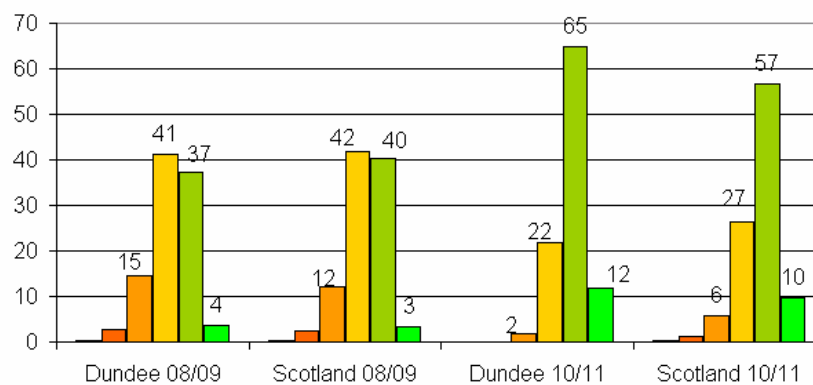
## Dundee Compared to the Scottish average

These compare favourably for two of the themes and unfavourably for one:

- in the two themes Quality of Care and Support and Quality of Management and Leadership, Dundee shows significant strengths.
- In Quality of Environment Dundee shows a different but not consistently better picture.
- In Quality of Staffing Dundee shows a few more weaknesses than the Scottish average.

**Quality of Care and Support  
Dundee compared to Scotland**

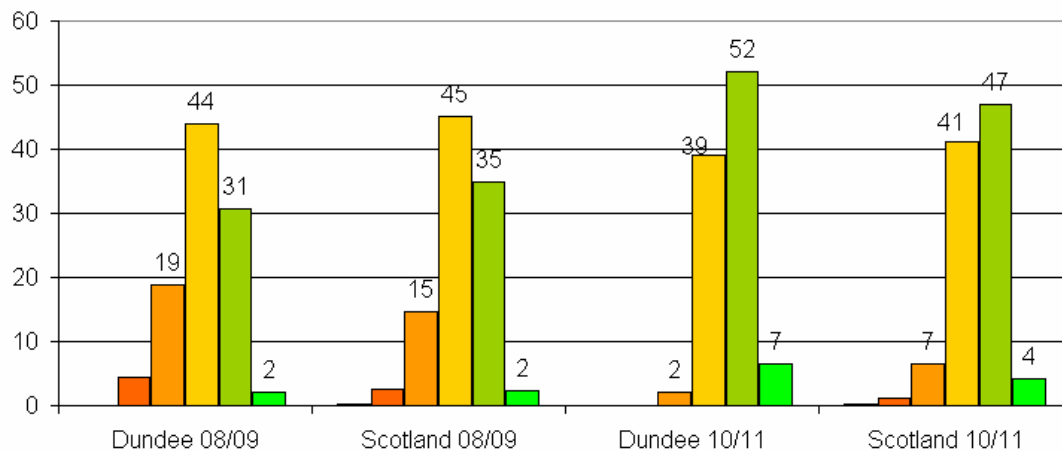
■ 1 unsatisfactory ■ 2 weak ■ 3 adequate ■ 4 good ■ 5 very good ■ 6 excellent



The above chart shows that in 2008/09, Dundee results were similar to the Scottish average. In the two years between 2008/09 and 2010/11, Dundee has clearly increased the percentage of very good and excellent gradings and decreased the number and percentage of grades that were graded as adequate or weak.

**Quality of the Environment  
Dundee compared to Scotland**

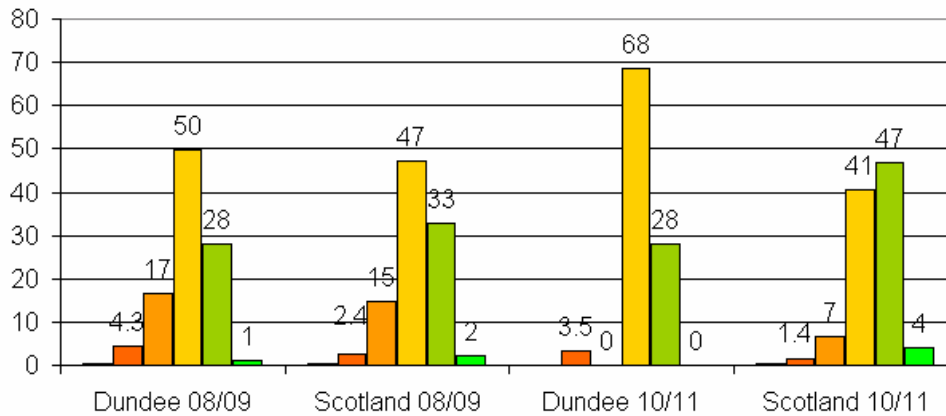
■ 1 unsatisfactory ■ 2 weak ■ 3 adequate ■ 4 good ■ 5 very good ■ 6 excellent



The chart above shows that overall, Dundee shows a more positive picture than the rest of Scotland, with a total of 59% of services being graded very good or excellent, compared with a Scottish average of 51%.

### Quality of Staffing Dundee compared to Scotland

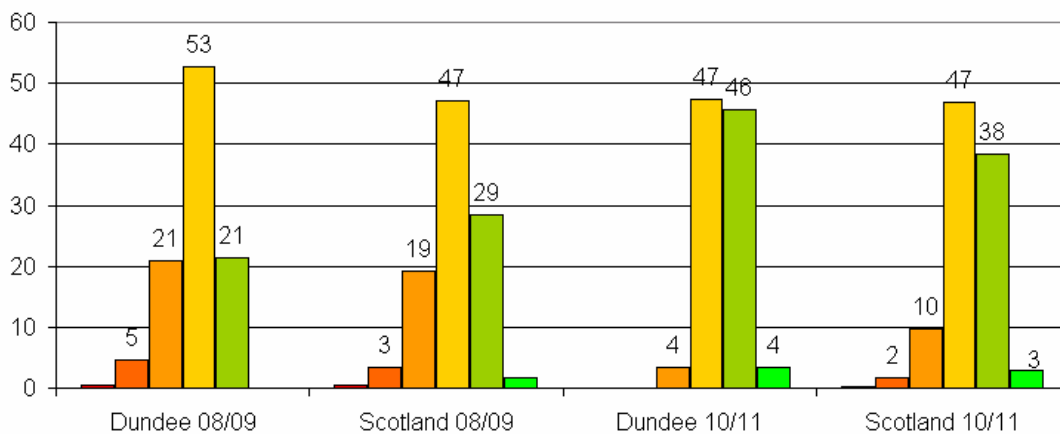
■ 1 unsatisfactory ■ 2 weak ■ 3 adequate ■ 4 good ■ 5 very good ■ 6 excellent



The above chart shows weaker gradings regarding the Quality of Staffing than the average in Scotland. In 2010/11 no Dundee Social Work service received excellent or unsatisfactory gradings against this theme and there was a minority of 3.5% with weak gradings. There were also a larger proportion of "good" rather than "very good" gradings compared with 2008/09.

### Quality of Management and Leadership Dundee compared to Scotland

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



The above chart shows that the Quality of Management and Leadership in Dundee has improved more than the Scottish average. Exactly 47% of services were graded as good in both Dundee and Scotland but Dundee has 50% of services graded as better than good (cp. Scotland 41%).

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

**East Port House** (Graded **6** for Quality of Care and Support)

**What the service does well:**

East Port House provides an excellent service within a difficult area of work and they continue to develop and introduce new ideas to ensure service users are placed at the heart of all they do. Their staff and managers should continue to develop this positive ethos.

**The Junction** (Graded **6** for Quality of Care and Quality of Management and Leadership)

**What the service does well:**

The service has continued to develop the ways in which young people are involved in contributing to the development of their own care plans. There are very good systems for supporting staff and developing their practice.

**Fairbairn Street** (Graded **6** for Quality of Care and Quality of Management and Leadership)

**What the service does well:** This service provides young people with a very high standard of care and support. The manager and staff use their skills and knowledge of current good practice guidance to evaluate and improve the quality of the service.

The service was using and continuing to develop a variety of methods to ensure that young people and their parents or carers were able to participate in assessing and improving the quality of care and support provided by the service.

The sample of care plans also provided evidence that staff worked very effectively with families to build relationships and to help them to maintain positive links with the young person. The development of these relationships had led to positive outcomes for some of the young people at Fairbairn Street, with the possibility of returning to live at home for some, and the establishment of ongoing, supportive contact for others.

**Menziesshill House** (Graded **6** for Quality of Care and Support and Quality of the Environment)

**What the service does well**

The service involved residents and relatives to an excellent level in assessing and improving all parts of the quality of the service. Residents overall had excellent choices in their daily lives and support to maintain their independence. The environment of the care home meant excellent outcomes for residents' quality of life.

**Oakland Centre** (Graded **6** for Quality of Care and Support and Quality of the Environment)

**What the service does well**

The service continues to have an excellent track record in involving the people who are supported and their family in assessing and developing the service. This was evident at a personal level in the form of clear and comprehensive support plans. These outlined how individuals wished to be assisted. The service was creative in how it communicated with the people they supported, staff and others so that contact was made in the most suitable and effective way.

The following quotes, taken from a selection of the inspection reports reflect the views of many of the service users and carers who The Care Inspectorate Officer spoke with during the inspection visits. Positive views strongly outweighed negative views and some of the positive comments were very encouraging indeed:

- *"We can't fault the care and would highly recommend the care home. We can ask the staff about anything. If anything needs to be sorted it is done there and then." (Craigie House Inspection, 22 November 2010)*
- *"I feel treated as an individual here. I can do what I want without any bother. The service adjusts to meet people's needs..... The staff are well trained in how to do things in the best way" (MacKinnon Centre Inspection, 10 December 2010)*
- *"The staff treat you like a person, and not as disabled or second class. They are also friendly and outgoing" (MacKinnon Skills Centre Inspection, 10 September 2010)*
- *A care leaver from a care home said: " a life I never would have expected as a youngster coming from my kind of background".*
- *A comment about a carer in a children's care home was: "she is like when the sun comes out after it's been raining and makes everything better."*

There were also some negative views but only one community care service received negative comments from service users and carers.

- *"I don't get enough one-to-one time" (Kemback Adult Resource Centre Inspection, 25 October 2010)*

## Requirements

Two services received requirements following inspections which took place during 2010/11

A requirement was placed on Turriff House following the first inspection on 17 June 2010, although there were no requirements made following the second inspection on 26 October 2010.

- The provider must ensure that risk assessments proportionately state risks for service users and those measures required to reduce risk are used in practice. This is in order to comply with The Regulation of Care (Requirements as to Care Services) (Scotland) (SSI 2002/114) Regulation 4(1)(a) - a requirement for providers to make proper provision for the health and welfare of service users. Timescale for implementation: Within four weeks of receiving this report.

Requirements were placed on Elms Close Support Unit following the first inspection on 22 October 2010.

- The service provider should prepare a written statement of the aims and objectives of the service in line with the planned changes in the remit of the service. This is in order to comply with SSI/2002/Regulation 114 (3) - a requirement to have in place a written statement of aims and objectives for the service. Timescale for implementation: 31 December 2010

Requirements were also placed during the second inspection on 16 December 2010

- The service provider should prepare a written statement of the aims and objectives of the service in line with the planned changes in the remit of the service. This is in order to comply with SSI/2002/Regulation 114 (3) - a requirement to have in place a written statement of aims and objectives for the service. Timescale for implementation: 28 February 2011. This statement has now been prepared and completed.

## Complaints

In total only two Dundee City Council services had complaints upheld or partially upheld during 2010/11, Dundee Community Living services and Dundee Social Care and Support Services.

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### Social Care and Support

An action plan was developed and submitted to the Care Commission (now Care Inspectorate) and the following actions can now be evidenced

- Improved multi-agency working with Tayside Fire and Rescue.
- Information systems were improved to ensure adequate access to K2 by relevant workers.
- Adult Support and Protection procedures have been implemented.

### Community Living

An action plan was developed and submitted to the Care Commission (now Care Inspectorate) and the following actions can now be evidenced

- A range of methods of communication, which include the use of diaries using symbols where appropriate, are being used to ensure that family members and staff receive adequate consistent information from the service regarding the care of service users.

### **Next Steps**

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

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

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



**Grades Awarded in the Period 1 April 10 - 31 March 11**

Service Name	Type of Service	Date last inspected between 01/04/2009 and 31/03/2011	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Adoption Service	Adoption Service	17.11.10	5				
Fostering Service	Fostering Service	17.11.10	5		4		
East Port House	Offender Accommodation	19.01.11	6↑				
MacKinnon Centre	Care Home - Respite	10.12.10	5↑	5	5↑	5	
White Top Centre	Care Home - Respite	15.11.10	5↑	4	4	5↑	
Elmgrove House	Care Home	23.11.10	5↑	5↑	4	4	
Craigie House	Care Home	22.11.10	5↑	5	4	5	
Janet Brougham	Care Home	25.11.10	4↓	5	4	4	
Turriff House	Care Home	26.10.10	5		5		Yes
Menziesshill House	Care Home	28.10.10	6↑	6↑	4	5	
The Junction	Care Home (YP)	07.12.10	6	5	5	6	
Fairbairn Street	Care Home (YP)	25.11.10	6	5	5	6	
Gillburn Road Respite Unit	Care Home (YP)	03.08.10	5				
Gillburn Road Respite Unit	Care Home (YP)	22.11.10	5			5	
Millview Cottage	Care Home (YP)	11.08.10	5	5			
Millview Cottage	Care Home (YP)	07.12.10	5				

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The Elms Close Support	Care Home (YP)	22.10.10	5			2 ↓		yes
The Elms Close Support	Care Home (YP)	22.12.10	4 ↓			2		yes
The Elms Secure	Secure Accommodation	22.10.10	4 ↓			2		
The Elms Secure	Secure Accommodation	16.12.10	3 ↓			2		
Throughcare & Aftercare	Housing Support	19.06.09	5			5	5	
Sheltered Housing Warden's Service	Housing Support	07.05.10	4			4	3	
Social Care & Support	Care at Home/ Housing Support	22.05.09	3			4	4	
Dundee Community Living	Care at Home/ Housing Support	23.04.09	5			4	4	
Supported Living Team	Care at Home/ Housing Support	08.05.09	4			4	4	
MacKinnon Skills Centre	Support Service	29.09.09	5	6 ↑		5 ↓	5	
Out & About	Day Support Service	08.09.10	5	5		5	5	
Wellgate Day Centre	Day Support Service	11.01.10	5 ↑	4		4	4	
White Top Centre	Day Support Service	17.12.10	5 ↑	4		4	4	
Oakland Centre	Day Support Service	20.10.10	6	6		5	5	
Kemback Street	Day Support Service	25.10.10	4	3		4	4	

Legend:

<p><b>6</b> excellent</p> <p><b>5</b> very good</p> <p><b>4</b> good</p> <p><b>3</b> adequate</p> <p><b>2</b> weak</p> <p><b>1</b> unsatisfactory</p>	<p>↑ signifies that the grade has improved since the previous inspection</p> <p>↓ signifies that the grade has fallen since the previous inspection</p> <p>no arrow signifies the grade has stayed the same grade</p> <p>where there is no grade this signifies that the theme was not inspected</p>
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