

**DUNDEE CITY COUNCIL**

**REPORT TO: SCRUTINY COMMITTEE 15 FEBRUARY 2017**

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

**REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES**

**REPORT NO: 54-2017**

**1.0 PURPOSE OF REPORT**

To provide a summary of recent external inspection reports which do not require in-depth scrutiny.

**2.0 RECOMMENDATIONS**

It is recommended that members:

- 2.1 Note the attached summary of the inspection reports on Gillburn Road and Fairbairn Street young people's homes, which received grades of good or better in all areas covered by the inspection.
- 2.2 Remit the Executive Director of Children and Families to ensure that the areas for improvement, requirements and recommendations included in the reports are acted upon, both in relation to the particular services inspected and as guidance on good practice for other services.

**3.0 FINANCIAL IMPLICATIONS**

None.

**4.0 MAIN TEXT**

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports 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 examples of best practice and areas for improvement. The summary of the recent inspection report which falls into this category is attached.
- 4.2 One summary report is included from the Children's Residential Service. The areas for improvement listed below will be actioned by the regulated residential service in Children's Services.

Copies of the inspection report have been passed to the Administration and Opposition Group Leaders and to the Conservative, Liberal Democrat and Independent members.

**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**

- 6.1 The Chief Executive, Executive Director of Corporate Services and Head of Democratic and Legal Services were consulted in the preparation of this report.

## **7.0 BACKGROUND PAPERS**

- Fairbairn Street.
- Gillburn Road

Michael Wood  
Executive Director  
Children and Families Service

DATE: 26 January 2017

<b>Inspection of:</b> Fairbairn Street				
<b>Inspection by:</b> Care Inspectorate				
<b>Grades:</b>  <b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
		<b>Feb 2016</b>	<b>Dec 2014</b>	<b>Dec 2013</b>
Quality of care and support	5 Very Good	4 Good	4 Good	2 Weak
Quality of environment	Not Assessed	5 Very Good	5 Very Good	5 Very Good
Quality of staffing	Not Assessed	5 Very Good	4 Good	4 Good
Quality of management and leadership	5 Very Good	4 Good	4 Good	4 Good

### **Summary**

The inspection was carried out on 8 November 2016. The inspector met with young people who live in the house as well as speaking to staff and management. Young people feel respected, they report that they get on well with staff and that they are looked after well. Some comments were made in regards to the building needing updated.

### **What the Service Does Well**

Major strengths were demonstrated within the house. Medication was managed safely, with a more effective assessment for young people self-managing being used. There was good evidence of effective risk management with clear plans in place. Young people are supported to be healthy and active with healthy food being available. Warm, secure and stable relationships were evidenced between staff and young people providing a strong foundation for nurturing care and young people feeling valued. The inspector was satisfied with Child Sexual Exploitation awareness within the staff team, providing further protection for the young people.

### **Quality of Care and Support**

This was scored as a 5 – Very Good. As above, relationships were seen as a strength of the service and as the bedrock for good practice. Challenging behaviour still exists but staff were able to evidence skills in deescalating behaviour and in keeping young people safe. Staff encouraged young people to exercise choice and good evidence of their views being listened and responded to.

### **Quality of Environment**

Not assessed.

### **Quality of Staffing**

Not assessed.

### **Quality of Management and Leadership**

This was scored as a 5 – Very Good. There was strong evidence of audits and monitors in place to ensure the quality of care and support remain high. The corporate and service-level improvement plans provide a framework for continuous improvement with strong leadership and management being evidenced at all levels.

**There were no requirements or recommendations made but the following areas for improvement were noted:**

- The staff team should continue to develop their approach to the planning process to ensure that plans contain specific and measurable desired outcomes to work towards with young people.
- A minority of staff were less familiar with the main risk indicators associated with child sexual exploitation (CSE).
- More specific timescales in the service improvement plan.

**Actions**

Young people's plans are to be regularly reviewed with the manager overseeing this, ensuring plans are specific and measurable. CSE training is to be rolled out this year with residential staff attending. The service plan is to be reviewed in March 2017 where timescales will be reviewed and be made specific.

<b>Inspection of:</b> Gillburn Road				
<b>Inspection by:</b> Care Inspectorate				
<b>Grades:</b> <b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>		
		<b>Jan 2016</b>	<b>Mar 2015</b>	<b>Mar 2013</b>
Quality of care and support	5 Very Good	5 Very Good	4 Good	5 Very Good
Quality of environment	Not Assessed	5 Very Good	5 Very Good	5 Very Good
Quality of staffing	5 Very Good	5 Very Good	5 Very Good	5 Very Good
Quality of management and leadership	Not Assessed	4 Good	5 Very Good	5 Very Good

### **Summary**

Inspection was carried out on 6 September 2016. The inspector spoke to a young person, met others, spoke to two parents and spoke with staff as part of the inspection process. Staff were described as nice people who treated young people with respect. Young people seemed relaxed and happy and the food was also described as good by the young person. Parents were very happy with the service they received and that staff went 'above and beyond' what was expected.

### **What The Service Does Well**

Staff were evidenced keeping children safe from harm and abuse, with a good risk management approach. This also included child sexual exploitation. Medication was also something that was highlighted as being well-managed.

### **Quality of Care and Support**

The Inspector noted that there was a good continuity of care with evidence of stable and warm relationships between staff and young people. Staff ensured that young people have access to different experiences both within and out with the building. The approach allowed for opportunities for independent living skills to be undertaken with young people.

### **Quality of Environment**

Not Assessed.

### **Quality of Staffing**

Staff appeared highly motivated and enthusiastic in their work and worked well together as a team. A number of staff were working towards new qualifications, with staff describing that relevant training was readily available. Some staff were also undertaking mentoring roles with newer staff members for their own professional development. Staffing levels were appropriate and young people were actively involved in recruiting new staff members.

### **Quality of Management and Leadership**

Not Assessed.

**There were no requirements or recommendations made but the following areas for improvement were noted:**

- Scope to improve the quality of personal plans including more distinct timescales. Plans are to be reviewed at least 6 monthly.
- In regards to medication, staff are to ensure they do not leave blank lines on medication administration records with a clear audit trail being evidenced.
- Staff need to be aware of the main risk factors in relation to child sexual exploitation (CSE).

**Actions**

A medication group has been set up to review current practice across the houses in regards to administration of medication. This group is producing further best practice guidance to address any practice issues. CSE training is due to be rolled out this year that residential staff will attend.