

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 14TH APRIL 2008
REPORT ON: CARE COMMISSION - INTRODUCTION OF NEW GRADING SYSTEM
REPORT BY: DIRECTOR OF SOCIAL WORK
REPORT NO: 186-2008

1.0 PURPOSE OF REPORT

This report details changes to the Care Commission inspection process and the proposed arrangements for reporting the outcomes of inspections to the Social Work and Health Committee.

2.0 RECOMMENDATIONS

It is recommended that Committee:

- 2.1 Note the contents of this report; and
- 2.2 Instruct the Director of Social Work to prepare an annual report on key themes emerging from the inspection of Dundee City Council Social Work Services.

3.0 FINANCIAL IMPLICATIONS

None

4.0 MAIN TEXT

- 4.1 The Care Commission was established in April 2002 under the Regulation of Care (Scotland) Act 2001 to regulate a wide range of adult and child social care services provided by both the statutory and the independent sectors. The Care Commission inspect against a set of National Care Standards set by the Scottish Government. From April 2008 the Care Commission have announced changes they will be introducing to the inspection process.

These changes are intended to make inspections have more of a focus on people who are using care services and their carers and are the most significant changes since the Care Commission was established. The main changes include:

- more involvement from people who use services and their carers on assessing the quality of care;
- the introduction of a grading scheme to help report on the quality of care;
- spending more inspection time on services that need to improve and less on services that are performing well; and
- requiring inspected services to use a process of self assessment.

4.2 Grading System

The new grading scheme from April 2008 means by the end of the inspection process for 2008/09 the Care Commission will award regulated services grades based on the quality of the service provided. A six point scale is being introduced:

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

Currently the Care Commission only report that a service provider is registered or not registered.

The Care Commission anticipate this system has benefits for service users and carers, as it will be much clearer whether a service is excellent or unsatisfactory and people choosing services will be better informed about the quality of services available.

4.3 Self Assessment

From April 2008 service providers, will as part of the inspection process, prepare a self assessment against the guidance provided by the Care Commission. The Commission Officer takes this into account when undertaking the inspection and then grades the service accordingly. Self assessment will be undertaken against four quality themes which may vary depending on the service type. These themes are:

- quality of life (or experience);
- environment (or information);
- staffing; and
- management and leadership.

To achieve better grades the service must show that they have involved people who use their service in the assessment. Dundee City Council Social Work Department has already demonstrated a commitment to this approach in a report on a User Involvement Policy (see report by the Director of Social Work to the Social Work Committee, 16th April 2007 226 - 2007). Within this report the Social Work Department set out its intentions to consolidate and develop how it consults with and involves the public in planning, developing, delivering and evaluating social work services.

5.0 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 identified.

6.0 CONSULTATIONS

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

7.0 BACKGROUND PAPERS

Report by the Director of Social Work to the Social Work Committee on the User Involvement Policy, 16th April 2007 No 226 - 2007.

Alan Baird
Director of Social Work

DATE: 5th March 2008