

**ITEM No ...2.....**

**DUNDEE CITY COUNCIL**

**REPORT TO: SCRUTINY COMMITTEE 19 APRIL 2017**

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

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

**REPORT NO: 141-2017**

**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 report on Drummond and Forrester young people's houses (registered as Drummond House), 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**

Drummond House Inspection Report

Paul Clancy  
Executive Director  
Children and Families Service

DATE: 27 March 2017

<b>Inspection of:</b> Drummond House				
<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>Nov 2014</b>	<b>Nov 2013</b>
Quality of care and support	4 Good	4 Good	4 Good	5 Very Good
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	4 Good	4 Good	4 Good	5 Very Good

### **Summary**

The inspection was carried out on 22 December 2016. The inspector met with five young people who live in the house as well as speaking to staff and management. Young people spoke about feeling cared for, that staff are interested in them and wanted the best for them. Some young people found it difficult sharing the house with other young people and spoke about the impact of challenging behaviour and 2 young people raised issues about the fabric of their bedrooms.

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

The service has demonstrated some important strengths. These included young people being generally in good physical health, with access to a nurse and a robust medication policy in place. There was also evidence of clear boundaries being put in place and partnership work with the Police in regards to young people going missing. Staff were also evidencing the promotion of family contact and encouraging young people to contribute to their care plans.

Management are contributing to quality assurance processes, service improvement plans and contributing to the safeguarding of young people. Staff fed back that they felt well managed and that they contributed to the improvement of the service. Opportunities to develop leadership skills were also noted too as a strength.

### **What the Service Could do Better**

It was noted that there is scope to improve the quality of young people's plans and the Inspector has agreed to work with the service to support improvement in this area. Some issues were noted in terms of staff signing off medication records and it was also difficult to evaluate to what extent young people had contributed to their own risk assessments.

Staff should further encourage young people to take part in physical exercise and also signpost and provide guidance to assist young people to refrain from smoking.

Whilst child protection forms were being completed, the service had not submitted notifications to the Care Inspectorate as required. This is noted as a requirement for the service to address. Monitoring of restraints needs further evidence of oversight as does the frequency of staff supervision and staff involvement in the next self-assessment. Timescales are required to be clearer within the service action plan.

**Quality of Care and Support**

This was scored as a 4 - Good.

**Quality of Environment**

Not assessed. No issues raised, so grade of 5 (Very Good) remains from last inspection.

**Quality of Staffing**

Not assessed. No issues raised, so grade of 5 (Very Good) remains from last inspection.

**Quality of Management and Leadership**

This was scored as a 4 - Good.

**Requirements**

1 requirement was made. The Service must notify the care Inspectorate of significant events as specified in the relevant guidance.

**Action**

Senior Manager and Team Manager have met and now ensure that each time a child protection form is completed that a notification is completed for the Care inspectorate. This is being monitored via supervision to ensure compliance. A meeting has also taken place with the Care Inspectorate and agreement reached that they will undertake a training session for staff in resources to raise awareness of expectations.

**Recommendations**

1 recommendation was made. The provider should meet young people's needs by ensuring that their personal plans clearly identify desired outcomes and appropriate timescales.

**Actions**

Young people's plans are to be regularly reviewed with the manager overseeing this, ensuring plans are specific and measurable. The service plan has been reviewed in March 2017 where timescales have been reviewed and been made specific and measurable. This approach will also filter down into individual house plans and further ensure that outcomes and timescales are reflected within child's plans.