

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 25 MARCH 2013

REPORT ON: CARE INSPECTORATE INSPECTION - HOME CARE LOCALITY TEAMS AND HOUSING WITH CARE (EAST)

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 147-2013

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to advise the Social Work and Health Committee of the Care Inspectorate's findings following the inspection of the Dundee City Council Home care Locality Teams and Housing with Care (East) from 30 January to 7 February 2013.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Social Work and Health Committee notes the contents of this report.

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 MAIN TEXT

4.1 Details of the Inspection

The Inspection of the Dundee City Council Home Care Locality Teams and Housing with Care (East) (the Service) took place between 30 January and 7 February 2013. This was the first inspection of the Service since the Social Care services were re-registered as separate geographically based services. The Service was advised of the Inspection shortly before the Inspection took place. The Inspection included interviews with staff, focus groups, service user home visits, and the examination of case and staff files. The final report has been agreed and will be published in the near future.

4.2 Objectives of the Service

At the time of Inspection Dundee City Council's Home Care Locality Teams and Housing with Care service was supporting approximately 200 service users. The objective of the Home Care service is to provide a range of care and support tasks which are carried out in an individual's own home to meet their personal and social care needs. The objective of the Housing with Care service is to provide a range of care and support tasks which are carried out to meet individuals personal and social care needs. Teams work closely with Dundee City Council's Housing Department to provide a range of services located within the sheltered housing premises.

4.3 Focus of the Inspection

The inspection focussed on the following Quality Themes:

- Quality of Care and Support (Statements 1.1 and 1.3).
- Quality of Staffing (Statements 3.1 and 3.3).
- Quality of Management and Leadership (Statements 4.1 and 4.4).

There were no requirements or recommendations arising from this inspection.

4.4 Views of Service Users

The Care Inspectorate received twenty five completed care service questionnaires. Ninety-six % of service users either agreed or strongly agreed with the quality of care and support the Service provided. In addition, the Inspectors spoke with four people in their own home and a further eight service users by telephone. Service user's feedback was very positive and included the following comments:

- Social care staff team exhibit a high standard of care and work well as a team. They have a good mix of skills and experience of looking after older people.
- My lowest comment is service is VG+.
- Overall, the staff are kind, always on time and have a respectful attitude.
- With regard to any problem I usually contact the social care organiser, till now this has always been satisfactorily handled.
- My mother is delighted with all aspects of her care package. I am able to contact her care manager direct by telephone and any time I have had occasion to do this, she has been very helpful.
- I am very satisfied with the needs which the staff support me with. They are very kind, caring and attentive.
- They can't do enough for you.
- The girls know their job well.
- Braw.
- I'm very happy and now I can speak with the boss if I need to, she visits to check things are ok.
- They are very kind, it's nice to get a wee blether.
- Sometimes I don't see many people, I look forward to their visits.
- I'm very happy, they always turn up on time.
- They are very courteous, many very kind.
- They were supposed to send a list of staff - but they haven't.
- It can be a bit annoying having to tell people how you like things.
- Awfy nice.
- It's a comfort to have them.
- Very happy and they are very caring.

4.5 **Quality Theme 1: Quality of Care and Support - Statement 1** **Quality Theme 1: Quality of Staffing – Statement 1** **Quality Theme 1: Quality of Management – Statement 1**

Quality theme 1 for each statement explores how service users and carers participate in assessing and improving the quality of care and support provided by the Service. The Care Inspectorate identified the following service strengths through the inspection of the quality themes:

- Service user and carer questionnaires were distributed approximately once per year and sought people's views of the care and support offered, staffing and promotion of independence. The results showed that overall people found the Service to be very supportive.
- Twice yearly service user forums were held and were used to seek views of the service.
- Two service users had agreed to be involved in chairing of the forums. The minute of the forum demonstrated that the chairperson took an active lead in the meeting.
- Useful information including: Age Concern, Councillors Meeting, the Newsletter and a new Food Train initiative was shared at the forum.
- The results of the questionnaires and feed back from the forums were distributed to all service users through newsletters.
- Service users we spoke with told us that the Social Care Organisers checked with them regularly that they were happy with the quality of care and the staff supporting them.
- Service users knew how to get in touch with Social Care Organisers at any time.

4.6 Quality Theme 1: Quality of Care and Support - Statement 3

4.6.1 This quality theme explores whether service users' health and wellbeing needs are met. Service users stated that they were supported mostly by a small team of staff with only occasional changes that the Service was reliable and that most of the staff team were very skilled at their jobs, friendly in their approach and put them at ease when assisting with care in their preferred way. They confirmed that staff were mostly punctual, apologised if they had been delayed and they always attended them as planned. The Service was considered to be a flexible service which adapted support to meet the needs of the service users, demonstrated commitment and which provided very good practice. There was very good evidence to show that staff worked well with other agencies including: District Nurses, Social Workers, Occupational Therapists, orthotics and GPs. Any concerns were promptly addressed by Social Care Workers who ensured appropriate people were informed of important changes to a person's health or wellbeing. This meant that the multi-disciplinary team could work together to ensure people received the support they needed.

4.6.2 The Care Inspectorate sampled sixteen support plans and identified the following Service strengths:

- Assessment visits were carried out by Social Care Organisers to assess and agree support prior to offering commencing the Service.
- Each service user had a plan in place which detailed the support they received from the Social Care Team and details of any other agencies involved in support and these were updated regularly to reflect any changes.
- The plans contained detailed information about the person and how they preferred their support to be given.
- A "service use profile" was in place for each service user which included a life history and information about the person's current situation. There was good evidence of service users and their families being involved in developing the profiles.
- Risk assessments including environment and safe handling were carried out and were regularly reviewed ensuring on going assessment of risk and the reduction risks where possible.
- A 'thumbnail' description of the support required was available for each service user. This summarised description of the support the person needed and was available to staff who were less familiar with the service users needs.
- People using the Service were supported, whenever possible, by a team of five regular Social Care Workers. This meant they could establish trusting relationships with staff who knew them well.

4.7 Quality Theme 3: Quality of Staffing – Statement 3

4.7.1 This quality theme explores how the Service demonstrates it has a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. When asked, service users stated that staff teams were polite, friendly and approachable. They agreed that staff carried out the required care and support and followed guidance in their support plan. The Care Inspectorate identified the following Service strengths in this quality statement:

- Staff had good training opportunities which were relevant to the job they did and were able to approach managers to ask for training that they felt would be beneficial to help them support service users.
- Staff requested and received guidance on supporting service user's with specific health issues including end of life care.
- Staff had opportunities to attend training regularly and examples of training courses included: moving and handling, food hygiene/cook-safe, adult support and protection, first aid and enablement training
- Most staff had achieved the relevant SVQ to their post or were in the process of attaining this.
- Students from the Social Care Academy (a council training scheme to encourage workers to the caring profession) were offered placements in the Service which had led to permanent posts in the staff team.

- Staff, when questioned, were knowledgeable about Adult Protection Procedures and were able to give examples of different types of abuse and how they would report on any concerns promptly to a manager.
- Staff demonstrated a very good knowledge of the service users they supported, they were committed and encouraged people to be as independent as possible.
- Staff had a good understanding of the National Care Standards and this was reflected in their daily practice

4.8 Quality Theme 4: Quality of Management and Leadership – Statement 4

This quality theme explores how the service uses quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service provided. The Care Inspectorate identified the following service strengths in this quality theme:

- Most people were aware of their right to make a complaint to Dundee City Council.
- No complaints had been received however staff demonstrated a commitment to acting quickly on any concerns which may be raised and service users felt confident in raising any concerns they may have.
- The service has a system for directly observing staff practice which allows managers of the service to observe how staff worked with people.
- Service user's support plans were audited and this includes an audit of information such as risk assessments and contact sheets.
- The Manager or Social Care Organiser reviewed all event recordings which had been completed by staff to ensure that the support provided was in line with the person's agreed support.
- There was evidence that where an event record had been completed that appropriate action had been taken, other agencies contacted and review took place to make sure that changes made had been effective.
- Staff are regularly asked to complete staff questionnaires from Dundee City Council which seeks their views in a variety of areas such as support, job satisfaction and training.
- Staff felt confident that if they raised any concerns that the management team would investigate and take any required action to improve the service.
- The management team have recently commenced integration meetings with other agencies that they work with to support service users to plan working in a co-operative way.

4.9 Summary of Grades

The overall grade awarded for the service was Grade 5 - Very Good. The individual grades for each Quality Themes and Statements are detailed below.

Quality of Care and Support – 5 – Very Good

Statement 1	Grade 5 - Very Good
Statement 3	Grade 5 - Very Good

Quality of Staffing – 5 – Very Good

Statement 1	Grade 5 - Very Good
Statement 3	Grade 5 - Very Good

Quality of Management and Leadership – Very Good

Statement 1	Grade 5 - Very Good
Statement 4	Grade 5 - Very Good

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.
- 5.2 An Equality Impact Assessment has been carried out and will be made available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>

6.0 CONSULTATIONS

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

7.0 BACKGROUND PAPERS

- 7.1 Inspection of Dundee City Council Home Care Locality Teams and Housing With Care (East).
- 7.2 Equality Impact Assessment.

JENNI TOCHER
DIRECTOR OF SOCIAL WORK

DATE: 13.03.13

Care service inspection report

Dundee City Council - Home Care - Locality Teams and Housing with Care - East

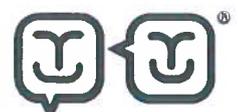
Housing Support Service

Douglas House Home Care
8 Balunie Drive
Dundee
DD4 8QD

Inspected by: Linda Weir

Type of inspection: Announced (Short Notice)

Inspection completed on: 11 February 2013



HAPPY TO TRANSLATE

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Service provided by:

Dundee City Council

Service provider number:

SP2003004034

Care service number:

CS2011286187

Contact details for the inspector who inspected this service:

Linda Weir

Telephone

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

Staff we spoke with were committed and motivated to provide high quality services. Staff knew the needs of people they supported and how they preferred this support to be given.

Service users we spoke with told us that the staff were approachable, friendly whilst being professional in their work.

What the service could do better

We have asked the service to ensure that all people have their support reviewed at least twice a year or as required. Some service users needed to be given up to date complaint information.

What the service has done since the last inspection

This was the first inspection since the service registered in January 2012.

Conclusion

Overall, the service provided a valuable service to people living in their own homes. They provided support which enabled people to live at home and maintain as much independence as possible.

People told us that they were provided with a good service.

The service should continue to build on this very good practice.

Who did this inspection

Linda Weir

Lay assessor: Not Applicable

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. This service was registered with the Care Inspectorate on 10th January 2012. Information in relation to all care services is available on our website at www.careinspectorate.com.

Dundee City Council Home Care - Locality Teams and Housing with Care East was supporting approximately 200 people at the time of our inspection. Eight teams of social care workers and led by a social care organiser provided care and support to people in their own homes. The service state their aims and objectives as:

Locality Teams

The objective of home care locality teams is to provide a range of care and support tasks which are carried out in an individuals own home to meet their personal and social care needs. There are a number of teams which are based in localities across the city.

Housing with Care

The objective of the housing with care teams is to provide a range of care and support tasks which are carried out to meet individuals personal and social care needs. Teams work closely with the accommodation provider, be this local authority or one of the external housing providers to provide a range of services located within the premises.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following a short notice inspection. This inspection was carried out by Inspector Linda Weir. This inspection commenced on 30 January and concluded on 07 February 2013. We gave feedback to the manager, the service manager, resource manager and the social care organisers on 11 February 2013.

We sent fifty care service questionnaires to the manager to distribute to service users. Twenty five completed questionnaires were returned.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- four service users in person
- eight service users by telephone
- one relative by telephone
- six social care organisers (by attending team meeting)
- twelve social care workers (by attending three team meetings and speaking with some staff individually)

We looked at:

- support plans
- risk assessments
- contact records
- staff supervision records
- staff training records
- questionnaires people had completed about the quality of the service
- complaints records
- incident/accident and event recording documentation
- minutes of staff meetings and focus group meetings
- newsletters

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: No

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

We issued questionnaires in August 2012. We received twenty five completed care service questionnaires. 96% of tenants told us that they either agreed or strongly agreed with the quality of care and support the service provided.

Comments received included:

'Social care staff team exhibit a high standard of care and work well as a team. They have a good mix of skills and experience of looking after older people.'

'I have used this service for a while and no complaints. Carers very good to me, so what happened to this excellent service?' 'Please return to the good service it was'

'My lowest comment is service is VG+'

'Overall, the staff are kind, always on time and have a respectful attitude'

'With regard to any problem I usually contact the social care organiser, till now this has always been satisfactorily handled'

'My mother is delighted with all aspects of her care package. I am able to contact her care manager direct by telephone and any time I have had occasion to do this, she has been very helpful'

'I am very satisfied with the needs which the staff support me with. They are very kind, caring and attentive'

'I don't agree with the recent changes made to the service. I don't know the carer and my time was changed.'

'First two weeks of July carers did not appear 4 times, wife never off the phone to complain. In the end it was sorted' (we spoke with this person and they told us that the service had improved and they now had no concerns)

'Might be useful for staff members to wear name badges that are visible to help people to remember their names'

We spoke with four people at home and with a further eight people by telephone on the 06 and 07 February 2013 who use the service. Their comments included:

'They can't do enough for you'

'The girls know their job well'

'Braw'

'I'm very happy and now I can speak with the boss if I need to, she visits to check things are ok'

'They are very kind, it's nice to get a wee blether'

'Sometimes I don't see many people, I look forward to their visits'

'I'm very happy, they always turn up on time'

'They are very courteous, many very kind'

'They were supposed to send a list of staff - but they haven't'

'It can be a bit annoying having to tell people how you like things'

'Awfy nice'

'It's a comfort to have them'

'Very happy and they are very caring'

'It's usually the same group of 5 staff'

Taking carers' views into account

We spoke with one relative by telephone. They found that the service had been highly supportive to their relative and found the staff team to be caring and supportive. They told us that they felt reassured by the support offered in the Housing with Care service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We sampled a range of ways in which the service ensured that service users and carers had opportunities to participate in assessing and improving the quality of the care and support provided.

These included:

- involving service users and their relatives (if appropriate) in compiling their support plan. We saw that the information in plans was person centred and had useful background information which had been provided by people. We saw that service users kept a signed copy of the plan and that a copy was retained by the service.
- reviews of care took place to ensure that the support offered was appropriate. Social Care Organisers used this opportunity to check that people were still happy with the service provided.
- service user agreements were in place. These detailed the service available and times when support was planned. These were also signed by both parties.
- Information leaflets were available in care folders in people's homes. These contained information about how to raise a concern or complaint to the service.

- Service user and carer questionnaires were distributed approximately once per year. These sought people's views of the care and support offered, staffing and promotion of independence. The results of the questionnaires were fed back through newsletters. The results showed that overall people found the service to be very supportive.
- Twice yearly service user forums were held. Again these were used to seek views of the service. An example seen was where service users had sought clarity on the new structure of the service. This information was provided in the next newsletter.
- Two service users had agreed to be involved in chairing of the focus groups. The minutes also demonstrated that the chairperson took an active lead in the meeting. Useful information including: Age Concern, Councillors Meeting, the Newsletter and a new Food Train initiative was shared at the meeting. Minutes of the meeting were distributed to people who had not attended the meetings.
- Service users we spoke with told us that the social care organisers checked with them regularly that they were happy with the quality of care and the staff supporting them. They told us that they knew how to get in touch with them at any time.

Areas for improvement

In their self assessment the service identified areas for improvement. One area for improvement identified was to create opportunities for service users and carers to participate in the recruitment of new staff. They also plan to invite carers and service users to some staff meetings. This was in order to explain how it feels to use a care service.

We will follow up progress in these areas at the next inspection.

We found that some service users information leaflets still referred to the Care Commission. The service should update these leaflets to reflect the Care Inspectorate. This will ensure that people have the most up to date information.

Whilst the majority of reviews of care plans were being held twice a year, we found a few that had not been. The management team were aware of this and that plans in place to address this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

During our inspection we sampled information within sixteen support plans. We saw that assessment visits were carried out by social care organisers prior to offering support. This was to assess and agree the support needs of people.

Each service user had a plan in place which detailed the support they received from the Social Care Team and details of any other agencies involved in support. We found that these were updated regularly to reflect any changes.

The plans we sampled contained detailed information about the person and how they preferred their support to be given.

A "service use profile" had been completed for each person. These gave detailed accounts of the person which included a life history and information about the person's current situation. There was good evidence of service users and their families being involved in developing the profiles.

Risk assessments including environment and safe handling were carried out. These were regularly reviewed. These showed that there was ongoing assessment of risk and that steps had been taken to reduce risks where possible.

Where staff had to support a person they were not familiar with they received a 'thumbnail' description of the support the person required prior to supporting them. This was a summarised description of the support the person needed.

There was very good evidence to show that staff worked well with other agencies. This included

District Nurses, Social Workers, Occupational Therapists, orthotics and GPs. Any concerns were promptly addressed by Social Care Workers who ensured appropriate people were informed of important changes to a person's health or wellbeing. This meant that the multi-disciplinary team could work together to ensure people received the support they needed.

People using the service were supported, whenever possible, by a team of five regular social care workers. This meant they could establish trusting relationships with staff who knew them well.

Service users we spoke with told us that they were supported mostly by a small team of staff with only occasional changes. People told us that the service was reliable and that most of the staff team were very skilled at their jobs, friendly in their approach and put them at ease when assisting with care in their preferred way. They confirmed that staff were mostly punctual, apologised if they had been delayed and they always attended them as planned.

We saw that the service tried to be as flexible as possible adapting support to meet the needs of service users. A good example of this was where a person requested end of life care in their own home. The care team involved adapted to meet this person's increased support needs by carrying out additional supports. This was in order for the person to be supported by people they knew well. This demonstrated the commitment of the team to the people they support and very good practice.

Overall, staff we spoke with demonstrated a very good understanding of people they supported. This meant that people were supported with what they needed in the way they preferred and from staff who identified any changes to their wellbeing quickly.

Areas for improvement

In their self assessment the service identified areas for development to include continuing to build on good working partnerships with other agencies and to work collaboratively with sheltered housing wardens within the Housing with Care teams.

At the feedback session the management team told us that they planned to research and implement a system of assessing dependency levels of service users. This was to ensure that staffing was adequate to support service users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

Please see Statement 1.1 for areas of strength which are also relevant to this statement.

Areas for improvement

Please see Statement 1.1 for areas for improvement which are also relevant to this statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We met with three staff teams when they were attending team meetings and joined the social care organisers weekly planning meeting. We spoke with some staff individually and others in small groups.

Staff meetings were held usually monthly. Minutes of meetings were available to keep staff up to date with developments. We observed staff to all contribute to the meetings.

Supervision was carried out at least annually or more often if needed. Staff told us that they found supervision to be supportive and that they felt confident to approach the manager of social care organisers if they needed support.

Staff told us that they felt they had good training opportunities which were relevant to the job they did. They felt able to approach managers to ask for training that they felt would be beneficial to help them support service users.

Staff we spoke with told us that they had asked for guidance on supporting a service user with a health issue. This had been discussed at the social care organisers meeting and training was to be sourced. One team at their meeting discussed end of life care. They felt they would benefit from refresher training in, it was agreed to update training. These examples demonstrated to us that the service responded to training requests from staff.

We looked at a sample of staff training records. We found that staff had opportunities to attend training regularly. Examples of training courses included:

- moving and handling
- food hygiene/cooksafe
- adult support and protection
- first aid
- enablement training

Most staff had achieved the relevant SVQ to their post or were in the process of attaining this. We saw that the service had taken students from the Social Care Academy (a council training scheme to encourage workers to the caring profession). This provided them with training and work placements in the social work department. This had led to permanent posts in the staff team.

We asked staff about adult protection. They were able to give examples of different types of abuse and how they would report on any concerns promptly to a manager.

Staff we spoke with demonstrated a very good knowledge of the service users they supported, they were committed to promoting people to be as independent as possible.

When we asked service users about their staff teams they told us they were polite, friendly and approachable. They agreed that staff carried out the required care and support and followed guidance in their support plan.

We concluded from discussion with service users and staff that they had a good understanding of the National Care Standards and this was reflected in their daily practice.

Areas for improvement

In their self assessment and during the inspection process the provider identified an area for improvement to be to continue seeking ways to motivate and encourage staff commitment.

The provider was in the process of updating the training database. This was to ensure that managers had easy access to all training information to ensure training met the needs of staff and mandatory training was kept updated.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

Please see Statement 1.1 for areas of strength which are also relevant to this statement.

Areas for improvement

Please see Statement 1.1 for areas for improvement which are also relevant to this statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

Information within Quality Themes 1.1 and 3.3 was considered when awarding a grade for this statement. This included meetings, focus groups for carers, service users and staff and questionnaires.

Most people were aware of their right to make a complaint to Dundee City Council. Although no complaints had been received, staff demonstrated a commitment to acting quickly on any concerns which may be raised. People we spoke with told us they felt confident in raising any concerns they may have.

The service had developed a system for directly observing staff practice. This allowed managers of the service to observe how staff worked with people.

We looked at how information within peoples' support plans was audited. This included an audit of information such as risk assessments and contact sheets.

The Manager or Social Care Organiser reviewed all event recordings which had been completed by staff. We saw that where an event record had been completed that appropriate action had been taken, other agencies contacted and review took place to make sure that changes made had been effective.

This allowed the Manager to ensure that support was being provided in line with the person's agreed support.

Staff we spoke with told us that they were regularly asked to complete staff questionnaires from Dundee City Council. This asked staff for their views in a variety of areas such as support, job satisfaction and training.

Staff told us they felt confident that if they raised any concerns that the management team would investigate and take any required action to improve the service.

The management team told us they had recently commenced integration meetings with other agencies that they work with to support service users to plan working in a co-operative way.

Areas for improvement

In their self assessment the provider identified that they had a range of evaluation and quality assurance systems and would explore and develop other options. They should consider involving other partner agencies who they work closely with in assessing the quality of the service.

Whilst through discussion with the social care organisers it was clear that they reviewed any significant events and had a good knowledge of events no written evidence of these reviews were kept. Consideration should be given to keeping clear written evidence that these have been reviewed.

The resource manager told us that the integration meetings would be further developed to assess that all agencies involved including the Home Care - Locality Teams East were delivering a good service and to discuss any issues.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

None noted.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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-ہے بایتسد یم سونابز رگی د روا سولکش رگی د رپ شرازگ تعاشا ہی

ਬੈਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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