

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE 28 JUNE 2017
REPORT ON: EXTERNAL INSPECTION REPORT
REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES
REPORT NO: 224-2017

1.0 PURPOSE OF REPORT

To provide a summary of the findings and recommendations of the most recent inspection of Millview Cottage Children's House, which was carried out by the Care Inspectorate in December 2016 and published in June 2017.

2.0 RECOMMENDATIONS

It is recommended that members:

- 2.1 Note the attached summary of the inspection report on Millview Cottage which received grades of Adequate and Good in the two areas covered by the inspection;
- 2.2 Remit the Executive Director of Children and Families to ensure that the requirements and recommendations included in the report are acted upon.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

- 4.1 Over the last 3 years, the Care Inspectorate have carried out 4 inspections of Millview Cottage Children's House. In 3 of these inspections, the inspection covered 4 themes and grades were always rated as Good and Very Good. On the basis of this consistency, the most recent inspection was restricted to only 2 themes on the Quality of Care and Support and the Quality of Management and Leadership. Unusually, they graded Care and Support as Adequate whereas Management and Leadership continued to be graded as Good.

The inspection outlined a range of positives in respect of both the Quality of Care and Support and the Quality of Management and Leadership. In respect of the former, there were generally warm and stable relationships, clear boundaries, good planning and appropriate responses to different types and levels of risk. In respect of the latter, there was effective auditing to monitor practice, clear improvement plans and high levels of staff support. This continued to provide a firm foundation to help vulnerable children.

The lowering of the grade on the Quality of Care and Support from Good to Adequate is attributable to specific circumstances in the house at the time of the inspection. These related to a combination of a high number of sessional staff being used within the house to cover sickness absence in the build up to the inspection and the placement of children with particularly complex needs. Together, these two factors affected the quality and consistency of care and inter-personal relations between children.

- 4.2 On this basis, the inspector made 1 requirement and 3 recommendations. The details of these along with subsequent actions are outlined in the summary below. As the recommendations are also applicable to other Children's Houses, the same actions are being progressed in them as well. The placement of children with particularly complex needs in the house has enabled full assessments of their needs to be carried out and suitably individualised plans put in place.

- Copies of the inspection report have been passed to the Lord Provost and Group Leaders.

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 Council Management Team were consulted in the preparation of this report.

7.0 BACKGROUND PAPERS

- Millview Cottage

Paul Clancy
Executive Director
Children and Families Service

DATE: 6th June 2017

Inspection of: Millview Cottage				
Inspection by: Care Inspectorate				
Grades: Theme	Latest Grade Awarded	Grading History		
		Feb 2016	March 2015	Jan 2014
Quality of care and support	3 Adequate	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	4 Good	4 Good	4 Good
Quality of management and leadership	4 Good	4 Good	4 Good	5 Very Good

Summary

This report reflects the new shorter format for Care Inspectorate reports where a more in depth Inspection is not required. The inspector spoke to three young people in the house, staff and management. The inspector also spoke to two case holding Social Workers.

The three young people who were spoken to about their experiences of living in Millview made comments on finding group living difficult, differing views on the staff team and the choices, freedom and care they experienced.

Feedback from the two case holding Social Workers reflected previous difficulties within the staff team but recognised the impact of the positive relationships formed, the collaborative work that had been undertaken and the high level of commitment that staff had shown during challenging periods. They identified that further work could be undertaken in supporting healthy activities and focusing on every day positive activities.

What the Service Does Well

The inspector noted that there were warm and stable relationships between staff and some young people, with newer members of staff developing these relationships. This provided a nurturing foundation and contributed to young people feeling valued. There was evidence that staff worked hard to establish clear boundaries for behaviour. There was also good evidence of quality planning, including in respect of transitions from the house.

Young people were generally in good physical health and staff evidenced safe management of medication. Staff also responded appropriately to risk including road and on-line safety, substance misuse and young people when they failed to return home. Recording of child protection concerns highlighted a clear trail of assessment and decision making. Child Sexual Exploitation (CSE) practice was evidenced as sufficient to provide protection for children, with staff showing good awareness of recognised risk indicators.

Young people were able to exercise a high degree of choice and staff encouraged their views to be expressed and to contribute to their plans. Some young people had been involved in staff recruitment and decorating the new therapeutic and family rooms. One young person had an outstanding school attendance record.

The service uses auditing effectively to monitor quality of practice and staff were involved in the self-evaluation prior to the inspection. Corporate and service level plans are in place and

provide a framework for improvement. The Senior Manager provides support to the house manager as well as contributing to safeguarding of young people.

What the Service Could Do Better

The service's performance in the quality of care and support was adequate overall, meaning that outcomes and experiences were not consistent for all young people. The service had been through a very challenging few months during the summer when they had to make use of a high number of sessional staff. The inspector was reassured to see that there is now a stable, enthusiastic and committed staff team in place with a clear vision for moving forward, meaning that the service is now well placed to build on existing strengths and continuing the process of improvement.

Recent challenging behaviour, including violence and aggression by some young people, had contributed to difficult group dynamics in the home. Records of incidents did not clearly evidence that they had been reviewed by managers and made it difficult to evidence learning from them.

Some complex care and support needs required better assessment and progression by the service.

There is still scope to improving the quality of young people's care plans to ensure a clear outcome focus and evaluation of progress.

The inspector was not inspecting the environment (meaning the previous grade of 5 – Very Good still stands) but did note a recommendation that the fabric of the building is addressed due to damage caused through the recent challenging behaviour.

Within this Inspection Report there is one Requirement made and three Recommendations noted:

Requirement

- The provider must address certain specific assessment and planning needs

Action

- Since the inspection, there have been several multi-agency planning meetings with agreed plans that bespoke resources are provided so young people can make a successful transition through to adulthood.

Recommendations

- The provider must ensure that managers document their analysis of incidents to ensure that staff practice is monitored, plans are reviewed as appropriate and any learning is implemented
- The provider should meet young people's needs by ensuring that:
 - (i) Their personal plans clearly identify desired outcomes and timescales
 - (ii) There are regular evaluations of progress in achieving these outcomes
- The provider should take action to address specific environmental issues as discussed with the managers.

Actions

- A new Behaviour of Concern Form has been implemented through the Council's new

Mosaic system. This has greatly improved the consistency in documenting incidents as well as providing a system for scrutiny and analysis. Management are meeting with the Health and Safety Officer regularly to oversee quality.

- Management and the Care Inspectorate are planning a joint learning session during the summer on child's plans to assist the service in ensuring outcomes, timescales and evaluations are built in and clearly evidenced. This will assist the service and any learning will be cascaded across the other children's houses to ensure consistency in quality across the service.
- Management are addressing required decoration work and working towards a schedule of works being completed to ensure damage is addressed timeously.

