

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 23 JUNE 2014
REPORT ON: DUNDEE REGISTERED CARE HOME SERVICES FOR ADULTS
REPORT BY: DIRECTOR OF SOCIAL WORK
REPORT NO: 257-2014

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults in the period 1 April 2013 to 31 March 2014.

2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

- 2.1 notes the gradings awarded, as detailed in the attached Performance Report and highlighted in paragraph 4.3 below;
- 2.2 endorses the approach to achieve continuous improvement to registered care home services within Dundee, as outlined in paragraph 4.4 below.

3.0 FINANCIAL IMPLICATIONS

- 3.1 None.

4.0 MAIN TEXT

4.1 Background

The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. Care homes in England are regulated by the Care Quality Commission and care homes in Wales are regulated by the Care and Social Services Inspectorate Wales. The regulatory authorities ensure that care service providers meet their respective National Care Standards and that in doing so they provide quality care services. The Care Inspectorate use a six point grading scale, against which certain key themes are graded. The grades awarded are published in inspection reports and on the Commission's website at www.careinspectorate.com

- 4.2 There are currently 905 Dundee citizens accommodated in 27 private and voluntary care homes and 5 local authority care homes in Dundee. The client group numbers are 829 Older People; 31 Learning Disability; 33 Physical Disability, 9 Community Mental Health Team and 3 Drug and Alcohol Services.
- 4.3 Summary of the gradings awarded to Registered Care Home Services in Dundee 2013/14:
 - 43% of grades awarded were either **6** 'excellent' (3%) or **5** 'very good' (40%).
 - 12 inspections (27%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this is a marginal increase on last year's figure of 25%.

- One service (Balcarres) was graded as 'excellent' grade **6** for Quality of Care & Support, Quality of Staffing and Quality of Management & Leadership. Another service (St Columba's) was graded as grade **6** 'excellent' for Quality of Management & Leadership.
- 33% of grades awarded were graded **4** 'good'.
- The Quality of Staffing was the highest graded theme overall.
- 34 (22%) grades improved; 95 (62%) grades stayed the same and 24 (16%) grades downgraded compared to their previous inspection.
- 21% of grades awarded were graded **3** adequate.
- Two inspections (4%) resulted in grade **2** 'weak' for each of the themes inspected. However, it should be noted that these gradings were as the result of complaint investigations, and the grades for both services improved at the following inspection.
- No service received grade **1** 'unsatisfactory' for any of the key themes.

The following table shows the overall percentage awarded at each grade and also for each key theme.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	3%	2%	-	3%	5%
5 very good	40%	37%	46%	44%	37%
4 good	33%	35%	24%	38%	32%
3 adequate	21%	21%	30%	15%	21%
2 weak	3%	5%	-	-	5%
1 unsatisfactory	-	-	-	-	-

The results have been benchmarked against those awarded to Dundee care homes in the year 2011/12, the previous year 2012/13 and all registered care home services in Scotland in the year 2012/13. The results show that the gradings for all key themes for 2013/14 compare very favourably with the gradings in the year 2012/13, compare favourably with the gradings in the previous year 2012/13 and comparatively with the gradings across Scotland for 2012/13.

Requirements were placed on 10 of the 32 services following inspection by the Care Inspectorate covering a range of issues relating to the health, welfare and safety of service users. Action plans were drawn up setting out the actions the services would take in response to these requirements.

During 2013/14 there were 12 complaints to the Care Inspectorate relating to 7 of the 32 care home services in Dundee. All of these complaints were upheld by the regulator.

4.4 **Continuous Improvement**

4.4.1 There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments, and improvement measures to support quality improvement in Dundee. Regular learning network events are held for care home providers covering subjects such as falls management, and a workshop to discuss legal issues and challenges facing care home providers is currently in the planning stages.

- 4.4.2 Council officers attend Care Inspectorate feedback sessions following care home inspection visits. Service users' care needs are monitored and reviewed by the Department's review officers. They also undertake extra-ordinary reviews where there are concerns either about individuals or establishments. In addition, where there is evidence of poor quality and performance, the Head of Service meets with providers to discuss proposed actions to make improvements and how the Department can support these actions.
- 4.4.3 *Care Home Liaison Team*
The Care Home Liaison Team provides clinical support training and skill development for nursing homes, and the role and function of this team will continue to be developed to provide the best possible health care to older people and to prevent their unnecessary admission to hospital. The team have further enhanced the discharge process from Continuing Care wards to care homes by undertaking pre-discharge visits and follow-up visits once individuals are in care homes. The team were also part of a multi-disciplinary team involved in a winter planning project within a care home which reviewed the healthcare needs of all of the care home residents.
- 4.4.4 *Psychiatric Liaison Team*
The two Community Mental Health Liaison Nurses continue to provide care homes with dementia care support and training and support the management of behaviours which challenge services.
- 4.4.5 *Early Indicators of Concern Tool*
In collaboration with Hull University, Dundee City Council Social Work Department were involved in a research project and have developed a tool which raises awareness about the early indicators of concern within the care home setting. A guidance document has been produced to assist staff members working in care homes to identify 'low level' indicators of concern which may, if unresolved, affect the safety and well being of service users in residential care settings. A system has also been developed for recording and information sharing, encouraging a more consistent approach and early intervention to collective concerns within care homes. This operational procedure sits alongside and compliments the current Adult Support and Protection process.
- 4.4.6 *Good Practice Guidance for dealing with Adult Support and Protection Concerns in Care Homes*
In autumn 2013 Dundee City Council was one of three local authorities involved in a Scottish Government project to explore effective models of inter-agency collaborative working to reduce the risk of harm in care homes. The outcome of this work is currently being integrated to produce a guidance document to enable consistent delivery of Adult Support and Protection to reduce risk of harm in care homes.
- 4.4.7 *Large Scale Investigations*
A protocol is being developed by the Adult Support and Protection Committee which sets out the multi-agency arrangements for dealing with concerns in care homes involving two or more service users.
- 4.4.8 *Falls Pathway*
Following the launch of the Joint Falls Pathway in October 2013, the Scottish Government invited Dundee CHP and Dundee City Council to undertake a project involving eight care homes in Dundee. The aim of the project was to reduce falls in the identified care homes by identifying aids, equipment or exercises to benefit service users with mobility problems, and offering training to staff in a strength and balance exercise course called OTAGO. The success of the project has still to be evaluated.
- 4.4.9 *Financial Abuse*
A working group has been set up by Dundee City Council to address issues related to care home residents who have been subject to financial abuse from relatives which can ultimately lead to corporate debt for the Council. A guidance document is also being developed to provide information for people who require financial assistance with care home costs.
- 4.4.10 The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers which will support the commitment to

work with relevant stakeholders and to consider how to support services to make improvements.

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 is an Equality Impact Assessment attached to this report.

6.0 CONSULTATIONS

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

7.0 BACKGROUND PAPERS

None.

Jennifer G Tocher
Director of Social Work

DATE: 27 May 2014

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation`

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment:	5 May 2014	Committee Report Number: 257-2014
Title of document being assessed:	Dundee Registered Care Homes for Adults	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults in the period 1 April 2013 to 31 March 2014.	
3. What is the intended outcome of this policy, procedure, strategy or practice?	Continue to support the partnership approach to the quality improvement agenda for care home services in Dundee.	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Care Inspectorate inspection reports for 2013/14 and Dundee Registered Care Home Services Performance Report for 2013/14.	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	Service users, staff and relatives are consulted during the inspection process.	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Diane McCulloch Jenny Hill Annette Thomson	
7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No.	

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Race, Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>There has been an improvement in the quality of care provided in care home services which has resulted in an improvement in quality of life for service users.</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>No.</p>
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>N/A</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/A</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No</p>
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Care home services will continue to be inspected by Care Inspectorate and monitored and reviewed by Dundee City Council Social Work Department officers.</p>

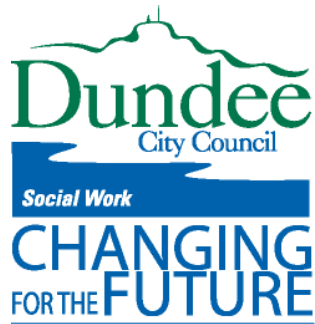
Part 4: Contact Information

Name of Department or Partnership	Dundee City Council Social Work Department
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other – Performance and monitoring report	<input checked="" type="checkbox"/>

Manager Responsible	Author Responsible
Name: Diane McCulloch	Name: Annette Thomson
Designation: Head of Service, Community Care	Designation: Contracts Officer
Base: Social Work Offices Claverhouse, Dundee	Base: Social Work Offices, Dundee House
Telephone: 01382 438302	Telephone: 01382 433303
Email: diane.mcculloch@dundeecity.gov.uk	Email: annette.thomson@dundeecity.gov.uk

Signature of author of the policy:	Annette Thomson	Date: 27 th May 2014
Signature of Director/Head of Service:	Diane McCulloch	Date: 27 th May 2014
Name of Director/Head of Service:	Diane McCulloch	
Date of Next Policy Review:	N/A	



**Dundee Registered
Care Home Services
for Adults**

Performance Report

**Care Inspectorate Gradings
1 April 2013 - 31 March 2014**

Introduction

This report summarises the gradings awarded by the Care Inspectorate to Dundee Registered Care Home Services for the period 1 April 2013 to 31 March 2014. It benchmarks the gradings against those awarded in the previous year for Dundee Registered Care Home Services.

Background

The Care Inspectorate is the independent scrutiny and improvement body responsible for the inspection and regulation of all registered care services in Scotland. The Care Inspectorate ensures that care service providers meet the Scottish Government's National Care Standards and that in doing so they provide quality care services.

The Care Inspectorate use a six-point grading scale (see below) against which the following key themes are graded (not all themes are covered at each inspection):

- **Quality of care and support:** how the service meets the needs of each individual in its care.
- **Quality of environment:** the environment within the service, e.g. is the service clean, is it set out well, is it easy to access by people who use wheelchairs, is it safe and is there a welcoming, friendly atmosphere?
- **Quality of staffing:** the quality of the care staff, including their qualifications and training.
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for.

The grading scale used is:

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

Overview of the Care Home Services Inspected

The Care Inspectorate carried out 45 inspections of care home services in Dundee during the reporting period 2013/14. These inspections covered 32 care home services for adults in Dundee and included care homes for:

- Older People
- People with Learning Disabilities
- People with Physical Disabilities
- People with Mental Health Difficulties

Who provides care home services for adults in Dundee?

The following table shows which sectors provide care home services for adults in Dundee:

Care Home Service	Data	Local Authority	Private	Voluntary	Total
Dundee	Services	5	24	3	32
	%	15.6%	75%	9.4%	100%

Summary of the Gradings Awarded in Dundee

- 43% of grades awarded were either **6** 'excellent' (3%) or **5** 'very good' (40%).
- 12 inspections (27%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this is a marginal increase on last year's figure of 25%.
- One service (Balcarres) was graded as 'excellent' grade **6** for Quality of Care & Support, Quality of Staffing and Quality of Management & Leadership. Another service (St Columba's) was graded as grade **6** 'excellent' for Quality of Management & Leadership.
- 33% of grades awarded were graded **4** 'good'.
- The Quality of Staffing was the highest graded theme overall.
- 34 (22%) grades improved; 95 (62%) grades stayed the same and 24 (16%) grades downgraded compared to their previous inspection.
- 21% of grades awarded were graded **3** adequate.
- Two inspections (4%) resulted in grade **2** 'weak' for each of the themes inspected. However, it should be noted that these gradings were as the result of complaint investigations, and the grades for both services improved at the following inspection.
- No service received grade **1** 'unsatisfactory' for any of the key themes.

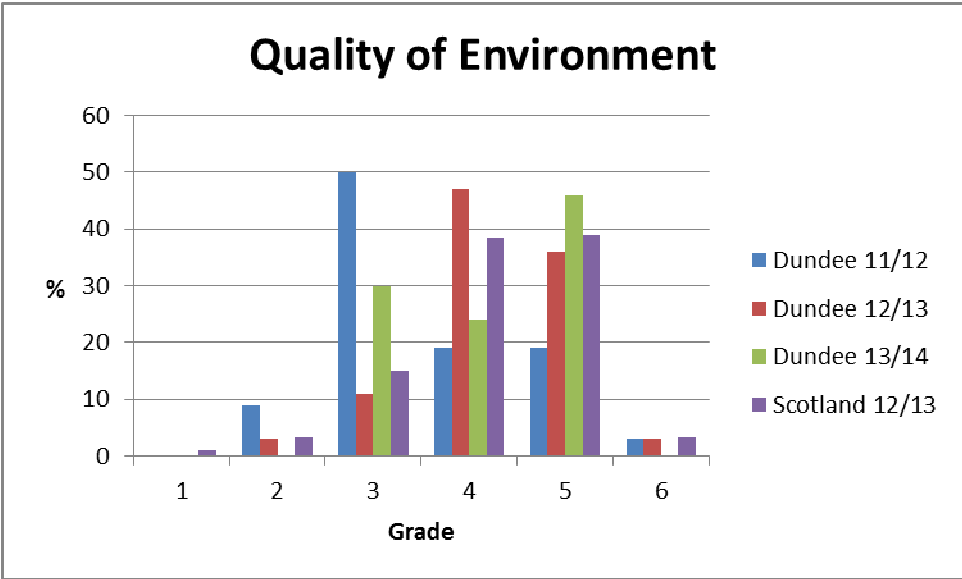
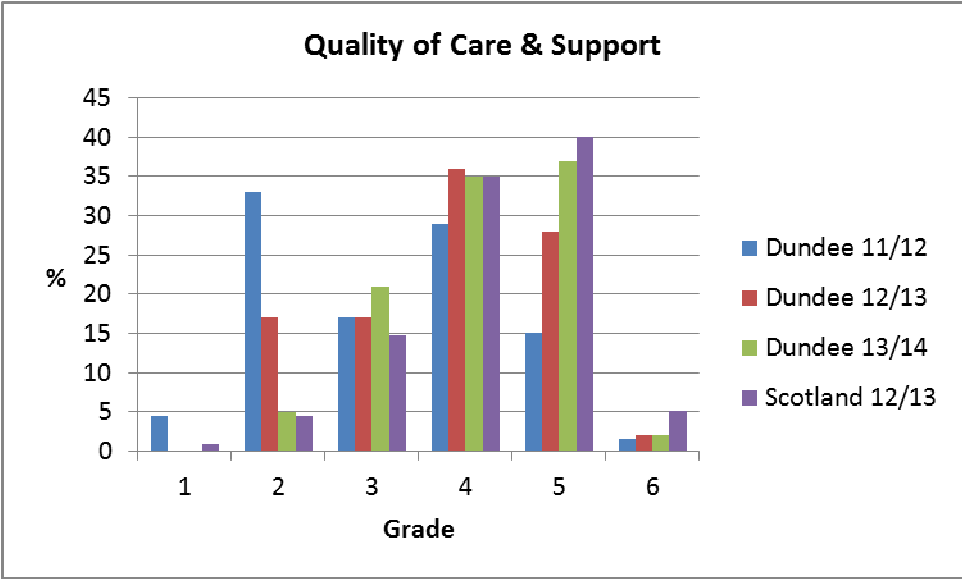
The following table shows the overall percentage awarded at each grade and also for each key theme.

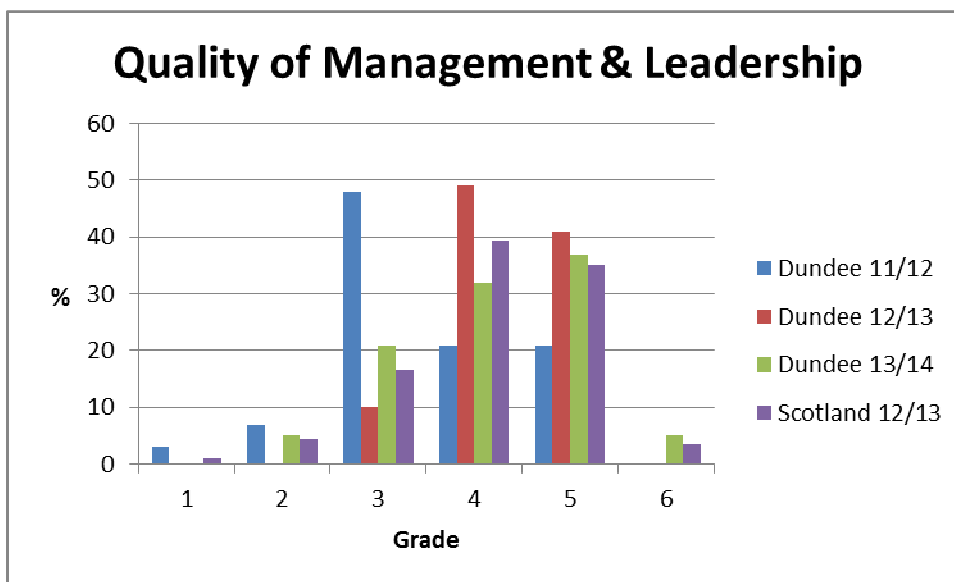
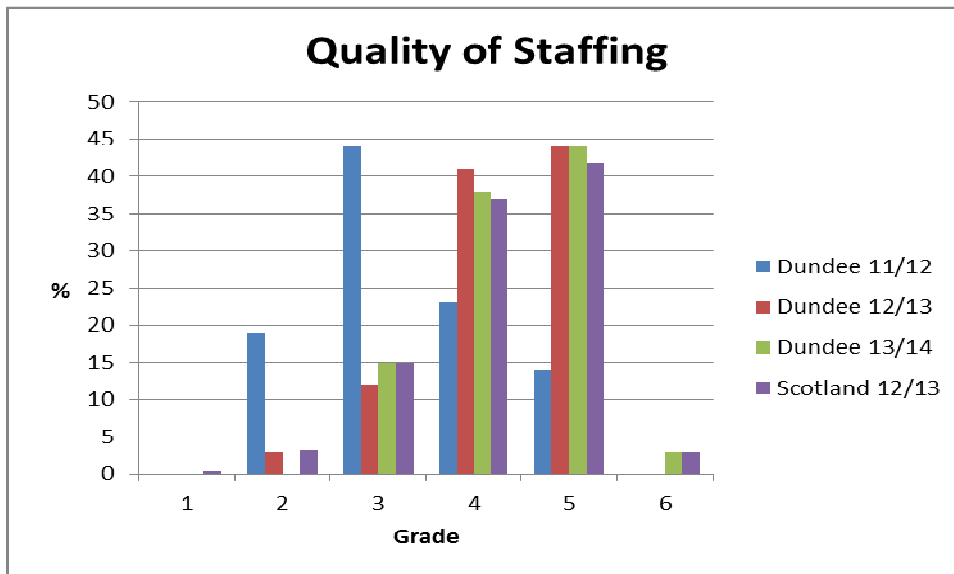
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	3%	2%	-	3%	5%
5 very good	40%	37%	46%	44%	37%
4 good	33%	35%	24%	38%	32%
3 adequate	21%	21%	30%	15%	21%
2 weak	3%	5%	-	-	5%
1 unsatisfactory	-	-	-	-	-

The following charts show how the gradings for care homes in Dundee for the four key themes in 13/14 compare with the gradings awarded to:

- care homes in Dundee in the year 11/12
- care homes in Dundee in the previous year 12/13
- all registered care home services in Scotland in the year 12/13

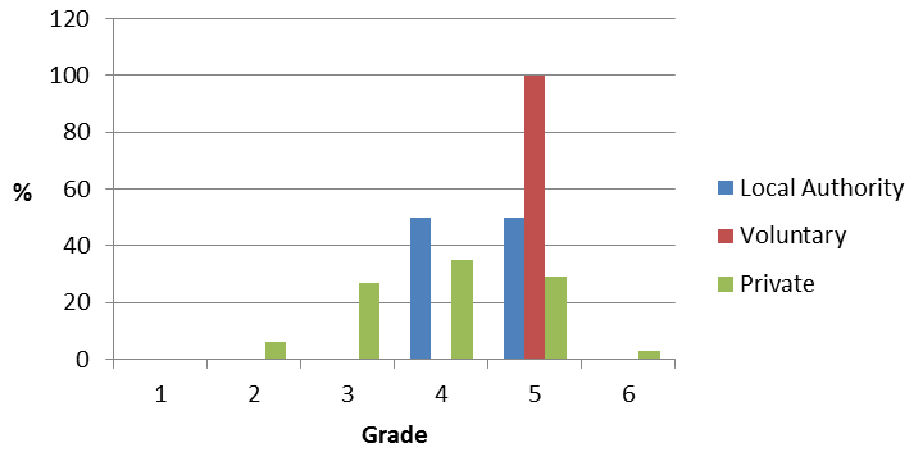
The charts show that the gradings for all key themes for 13/14 compare very favourably with the gradings in the year 11/12, compare favourably with the gradings in the previous year 12/13, and comparatively with the gradings across Scotland for 12/13.



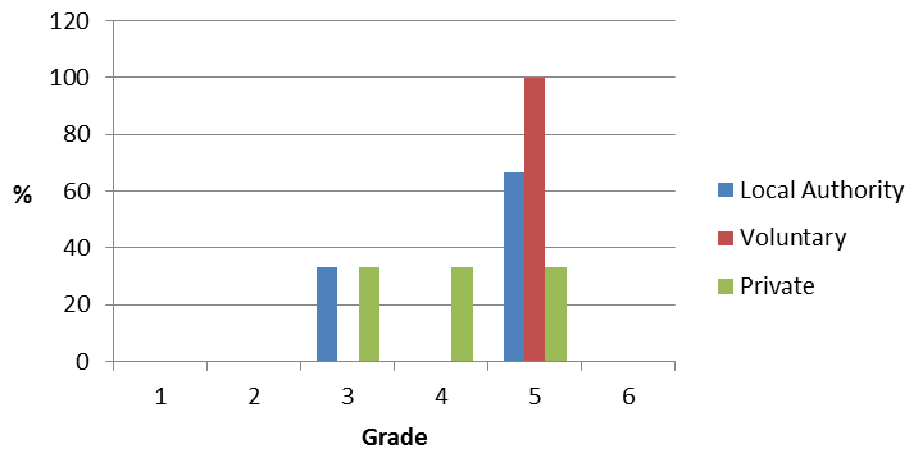


The following charts show how the gradings for care homes in Dundee for the four key themes compare between the local authority, voluntary and private sector. The charts show that the voluntary sector care homes compare favourably against the local authority and private sector care homes in all themes except management and leadership where the voluntary sector is comparable with local authority.

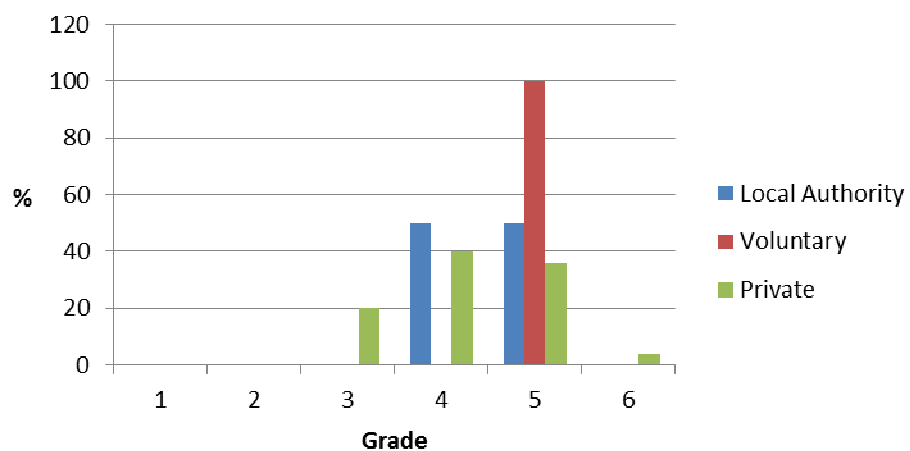
Quality of Care & Support

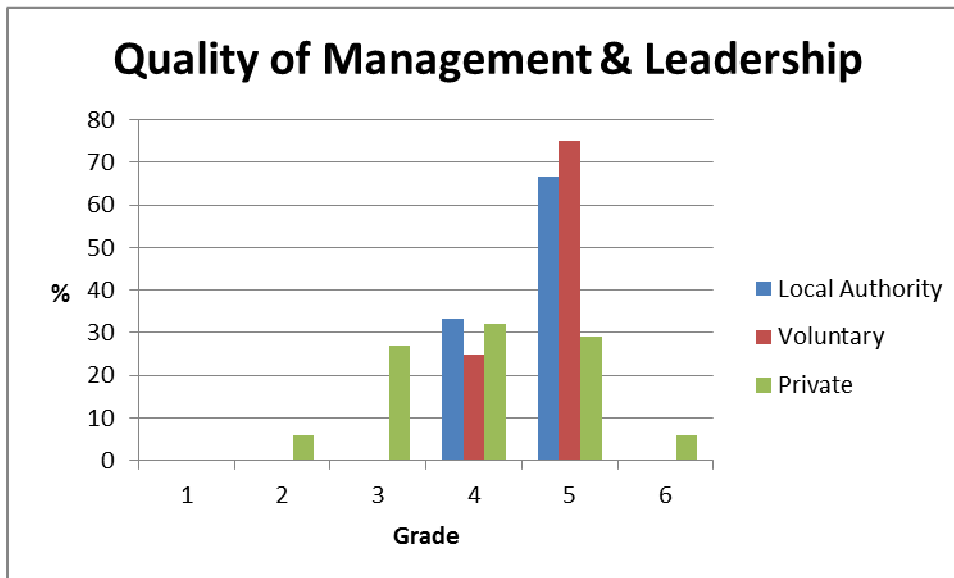


Quality of Environment



Quality of Staffing





The following extracts from a selection of latest Inspection Reports summarise what the services do well:

St Columba's (Priority Care Group)

(Graded **6** for key themes inspected - Quality of Management & Leadership and graded **5** for Quality of Care & Support; Quality of Environment and Quality of Staffing)

What the service does well

"The staff team in St Columba's continue to demonstrate a very strong commitment to good team work and continual improvement. They are extremely enthusiastic and motivated about how they can further improve the very good quality of care that they provide."

St Margaret's (The Trustees of St Margaret's Home)

(Graded **5** for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

What the service does well

"St Margaret's continues to provide residents with a very good quality of care and support, particularly in relation to how residents and their relatives are supported to be able to have their say and be heard.."

Menzieshill House (Dundee City Council Social Work Department)

(Graded **5** for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

What the service does well

“Menzieshill House offers a relaxed and homely atmosphere for residents. This was partly achieved through the division of the home into 4 separate living units, each providing living space for 8 residents.

Staff are very professional in their approach and have developed trusting, supportive relationships with service users. We received a lot of very positive feedback from people living in the home and carers.

The service have continued to make a considerable effort to provide a service which is of a high standard and promotes peoples’ privacy, dignity and independence.”

Areas for Improvement

Requirements were placed on 10 of the 32 services following inspection during 2013/14. This figure compares favourably with last year where requirements were placed on 17 services. These are a summary of general issues where care home services could improve:

- Services must make proper provision for the health, welfare and safety of service users and ensure that all staff are fully aware of the care and support needs of service users.
- Performance in relation to healthcare issues: infection control, medication management, nutrition and hydration. Providers must ensure that policies and procedures are in place for the assessment, record keeping and management of these healthcare needs.
- Care plans must contain comprehensive information on how service users’ health and welfare needs are to be met. These care plans should be regularly reviewed and contain detailed risk assessments and up-to-date guidance to staff.
- Services should ensure that buildings, facilities, furnishings and equipment are fit for purpose.

Complaints

During 2013/14 there were 12 complaints to the Care Inspectorate relating to 7 of the 32 care home services in Dundee. Again, this figure compares favourably to the 31 complaints in 2012/13. All of these complaints were either upheld or partially upheld by the regulator and related to the following issues:

- Staff levels
- Healthcare (hydration, nutrition, medication issues, tissue viability, continence care)
- Communication (between staff and service users)
- Choice (activities, care and treatment)
- General health and welfare
- Environment

Continuous Improvement

There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments, and improvement measures to support quality improvement in Dundee. Regular learning network events are held for care home providers covering subjects such as falls management, and a workshop to discuss legal issues and challenges facing care home providers is currently in the planning stages.

Council officers attend Care Inspectorate feedback sessions following care home inspection visits. Service users' care needs are monitored and reviewed by the Department's review officers. They also undertake extra-ordinary reviews where there are concerns either about individuals or establishments. In addition, where there is evidence of poor quality and performance, the Head of Service meets with providers to discuss proposed actions to make improvements and how the Department can support these actions.

Care Home Liaison Team

The Care Home Liaison Team provides clinical support training and skill development for nursing homes, and the role and function of this team will continue to be developed to provide the best possible health care to older people and to prevent their unnecessary admission to hospital. The team have further enhanced the discharge process from Continuing Care wards to care homes by undertaking pre-discharge visits and follow-up visits once individuals are in care homes. The team were also part of a multi-disciplinary team involved in a winter planning project within a care home which reviewed the healthcare needs of all of the care home residents.

Psychiatric Liaison Team

The two Community Mental Health Liaison Nurses continue to provide care homes with dementia care support and training and support the management of behaviours which challenge services.

Early Indicators of Concern Tool

In collaboration with Hull University, Dundee City Council Social Work Department were involved in a research project and have developed a tool which raises awareness about the early indicators of concern within the care home setting. A guidance document has been produced to assist staff members working in care homes to identify 'low level' indicators of concern which may, if unresolved, affect the safety and well being of service users in residential care settings. A system has also been developed for recording and information sharing, encouraging a more consistent approach and early intervention to collective concerns within care homes. This operational procedure sits alongside and compliments the current Adult Support and Protection process.

Good Practice Guidance for dealing with Adult Support and Protection Concerns in Care Homes

In autumn 2013 Dundee City Council was one of three local authorities involved in a Scottish Government project to explore effective models of inter-agency collaborative working to reduce the risk of harm in care homes. The outcome of this work is currently being integrated to produce a guidance document to enable consistent delivery of Adult Support and Protection to reduce risk of harm in care homes.

Large Scale Investigations

A protocol is being developed by the Adult Support and Protection Committee which sets out the multi-agency arrangements for dealing with concerns in care homes involving two or more service users.

Falls Pathway

Following the launch of the Joint Falls Pathway in October 2013, the Scottish Government invited Dundee CHP and Dundee City Council to undertake a project involving eight care homes in Dundee. The aim of the project was to reduce falls in the identified care homes by identifying aids, equipment or exercises to benefit service users with mobility problems, and offering training to staff in a strength and balance exercise course called OTAGO. The success of the project has still to be evaluated.

Financial Abuse

A working group has been set up by Dundee City Council to address issues related to care home residents who have been subject to financial abuse from relatives which can ultimately lead to corporate debt for the Council. A guidance document is also being developed to provide information for people who require financial assistance with care home costs.

The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers which will support the commitment to work with relevant stakeholders and to consider how to support services to make improvements.

Next Steps

The content of this report will be subject to consideration by the Social Work Directorate in order to determine improvement targets and the necessary approaches to achieve these.

The report will also be submitted to the Council's Social Work & Health Committee.

Appendix 1 provides full details of the grades awarded to each service for each of the key themes inspected. Where there is no grade given this indicates that the theme was not inspected.

Summary of Care Inspectorate Gradings for Care Homes in Dundee - 1 April 2013 to 31 March 2014

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environ ment	Quality of Staffing	Quality of Manage ment & Leader ship	Require ments
Balcarres Care Home	P	01.08.13	6	5↓	6↑	6↑	No
Balhousesie Clement Park Care Home	P	20.05.13	4↑			4↑	Yes
Balhousesie Clement Park Care Home	P	08.10.13	2↓(Complaint)			2↓(Complaint)	Yes
Balhousesie Clement Park Care Home	P	27.01.14	4↑	4	4↑	4↑	No
Ballumbie Court Care Home	P	05.07.13	4	4	4	5↑	No
Ballumbie Court Care Home	P	31.12.13				4↓	Yes
Benvie Care Home	P	13.05.13	5↑			5↑	No
Benvie Care Home	P	07.11.13	5	5	5↑	5	No
Brae Cottage Residential Home	P	04.10.13	5	4	4↓	4↓	Yes
Bridge View House Nursing Home	P	Not inspected					
Bughties Care Home Service	P	30.05.13	4↑			4↑	Yes
Carmichael House Care Home Service	P	24.06.13	3	3	3	3	Yes
Carmichael House Care Home Service	P	28.01.14	4↑		4↑	4↑	Yes
Craigie House	L/A	20.12.13	4	5↑	5	5	Yes
Ellen Mhor Care Home Service	P	23.09.13	5	5	5	5	No
Elmgrove House	L/A	02.09.13	4↓	3↓	4	4	No
Elmgrove House	L/A	23.01.14	4	3	4	4	No
Ferry House Residential Home	V	22.04.13	5	5	5	4↓	No
Forebank Care Home Service	P	24.07.13	4	3			Yes
Harestane Nursing Home	P	20.06.13	5	5	5	5	No

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environ ment	Quality of Staffing	Quality of Manage ment & Leader ship	Require ments
Helenslea Care Home Service	P	17.03.14	3↓	3↓	4	3↓	Yes
Janet Brougham House	L/A	08.11.13	5	5	5	5	No
Linlathen Neurodisability Centre	P	19.04.13	4	4	4↑	4	No
Linlathen Neurodisability Centre	P	27.02.14	4		3		Yes
Lochleven Care Home	P	28.08.13	2 (Complaint)↓			2(Complaint)↓	Yes
Lochleven Care Home	P	02.10.13	4↑	5	5	5↑	Yes
Magdalen House Care Home	P	19.08.13	3↓	3↓	3↓	3↓	Yes
Magdalen House Care Home	P	16.01.14	3	3	3	3	No
Menzieshill House	L/A	04.10.13	5	5	5	5	Yes
Moyness Nursing Home	P	30.10.13	3↓			3↓	Yes
Moyness Nursing Home	P	12.03.14	4↑	4↑	4↑	4↑	No
Orchar Nursing Home	P	20.09.13	5	5	5	5	No
Pitkerro Care Centre	P	18.07.13	3↓			3↓	Yes
Pitkerro Care Centre	P	25.03.13	3	3	3	3	Yes
Redwood House Care Home Service	P	26.06.13	3	3↓	4↑	3	Yes
Redwood House Care Home Service	P	04.02.14	3	3	4	3	Yes
Riverside View Care Home Service	P	26.04.13	4↑	4	4↑	4	Yes
Riverside View Care Home Service	P	27.11.13				4	No
Rose House Care Home Service	P	14.08.13	5	5	5	5	No
South Grange Care Home	P	04.11.13	5	4↓	5	5	Yes
South Grange Care Home	P	25.02.14	5	4	5	5	Yes
St Columba's Care Centre	P	13.08.12	5	5	5	6↑	No

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environ ment	Quality of Staffing	Quality of Manage ment & Leader ship	Require ments
St Margaret's Care Home Service	V	28.02.14	5	5	5	5	No
St Ronan's Care Home	P	29.07.13	4			4	Yes
Turriff House	L/A	06.08.13	5↑	5↑	4	5	No
Wellburn Care Home Service	V	18.11.13	5↑	5↑	5↑	5↑	No