

REPORT TO: SCRUTINY COMMITTEE – 10 FEBRUARY 2016

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

REPORT BY: EXECUTIVE DIRECTOR OF CHILDREN AND FAMILIES SERVICE

REPORT NO: 32-2016

1.0 PURPOSE OF REPORT

To provide a summary of recent external inspection report which does not require in-depth scrutiny.

2.0 RECOMMENDATIONS

It is recommended that members:

- 2.1 Note the attached summary of the Care Inspectorate Report on East Port House Offender Accommodation Service. All grades are Very Good with no Recommendations or Requirements made.
- 2.2 Remit the Executive Director of Children and Families Services to ensure that the two areas for improvement included in the report are acted upon.

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. Summary of a recent inspection report which falls into this category is attached. A copy of the inspection report has 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

7.1 East Port House Inspection Report

Michael Wood
Executive Director
Children and Families Service

DATE: 25 January 2016

Inspection of: East Port House							
Inspection by: Care Inspectorate							
Grades: Theme	Latest Grade Awarded Sept 2015	Grading History					
		Sept 2014	March 2014	Nov 2012	Jan 2011	Nov 2009	Jan 2009
Quality of care and support	5 Very Good	5 Very Good	5 Very Good	5 Very Good	6 Excellent	5 Very Good	5 Very Good
Quality of environment	5 Very Good	5 Very Good	5 Very Good	5 Very Good	Not Assessed	Not Assessed	5 Very Good
Quality of staffing	5 Very Good	5 Very Good	5 Very Good	5 Very Good	Not Assessed	4 Good	4 Good
Quality of management and leadership	5 Very Good	5 Very Good	5 Very Good	4 Good	Not Assessed	Not Assessed	4 Good

Summary:

There were no outstanding requirements or recommendations from the previous inspection.

What the Service Does Well

Overall

The service provides support to residents to help them establish offence free, stable lifestyles in the community. This support is provided in a safe environment. Staff focus on building effective working relationships with the service users. Residents who were spoken to informed the Care Inspectorate that they felt supported and respected by staff at East Port House. Residents advised that the support they received had made a positive impact on their behaviour and on their wellbeing. The staff group were committed to continually improving the care and support they provided to service users.

Quality of Care and Support

The inspector noted that the service performed to a very good standard in relation to the quality of care and support. There was no areas for improvement in this statement and service was advised to continue to practice to the very good standard it has established. In addition, the visiting facilities, outreach provision and good links with other relevant agencies were commented on.

Quality of Environment

The inspection noted that the service users were provided with a safe, secure and comfortable environment and the service was advised to continue to maintain the very good standard it has established.

Quality of Staffing

The inspection highlighted that the staff group were well informed and possessed a range of

qualifications relevant to their roles. Staff advised they felt they were given the necessary training, support and supervision for their role and were supported to pursue relevant areas of professional interest. The high quality of case recording and of shift handover procedures were commented on.

Quality of Management and Leadership

Service users had a range of opportunities to assess the quality of the service provided. Those residents who the Inspector interviewed were familiar and comfortable with the staff and knew the entire staff group including the manager.

Team meetings and staff supervision were opportunities for staff to express their views and contribute to the quality of the service. The service should continue to maintain the very good standard of practice it has established in relation to this statement.

There were no recommendations or requirements made by the Care Inspectorate. Comment was made in relation the following areas that could be improved:

- At the time of the inspection the service was reviewing the group work programme to make it more meaningful and relevant to the service users. Progress with this area of development will be followed up at the next inspection.
- One member of staff had not yet had the opportunity to access training in either ASIST (suicide intervention) or adult support and protection. This individual had expressed a commitment to undertake this training at the earliest opportunity and has made applications to attend these training sessions.