

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 1ST JULY 2009

REPORT ON: REGISTERED CARE SERVICES

REPORT BY: DIRECTOR OF SOCIAL WORK DEPARTMENT

REPORT NO: 338-2009

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Committee the findings and gradings awarded by the Care Commission to the Department's registered care services in the first year of the grading system as instructed in Committee Report 186-2008 - 'Care Commission - Introduction of New Grading System'.

2.0 RECOMMENDATIONS

That the Social Work and Health Committee notes:

- the high quality of gradings awarded
- that the individual reports will now go to the Scrutiny Committee with a summary report provided annually to the Social Work and Health Committee.

3.0 FINANCIAL IMPLICATIONS

None.

4.0 MAIN TEXT

4.1 Background

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

In April 2008 the Commission introduced a six-point grading scale against which the following key themes are graded: Quality of Care and Support; Quality of Environment; Quality of Staffing and Quality of Management and Leadership.

The grading scale is:

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

The grades awarded to each theme are published in inspection reports and on the Care Services Register on the Commission's website at www.carecommission.com

4.2 Overview of the services inspected

The Social Work Department provides a range of registered care services that are subject to regulation. These include:

- ~ the Adoption Service
- ~ the Fostering Service
- ~ Care Homes for older people, for other adults and for children and young people
- ~ Secure Accommodation
- ~ Support Services including homecare and daycare for adults
- ~ Housing Support Services
- ~ Offender Accommodation
- ~ Adult Placement Services

In the first year of gradings the Care Commission carried out 26 inspections of our services (18 announced and 8 unannounced). These inspections covered 19 individual establishments/services with some being subject to more than one inspection. There were no inspections of Housing Support Services, Offender Accommodation or Adult Placement Services in the period under consideration.

4.3 Summary of the first year's gradings

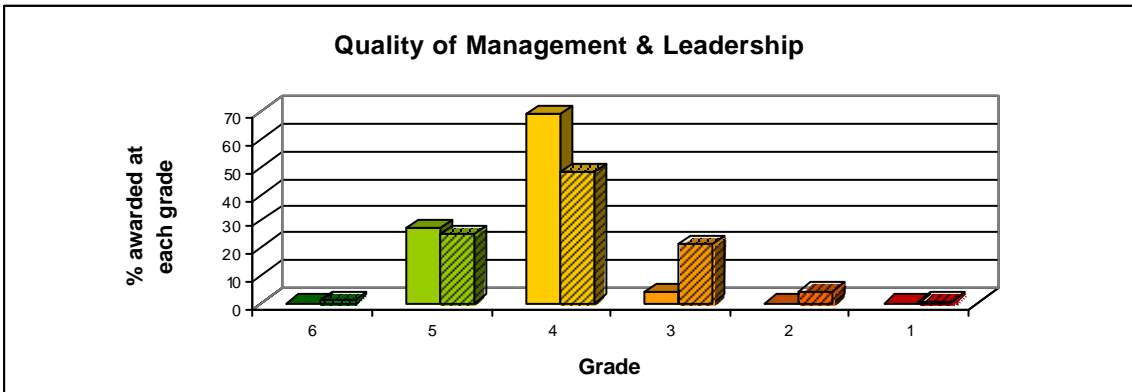
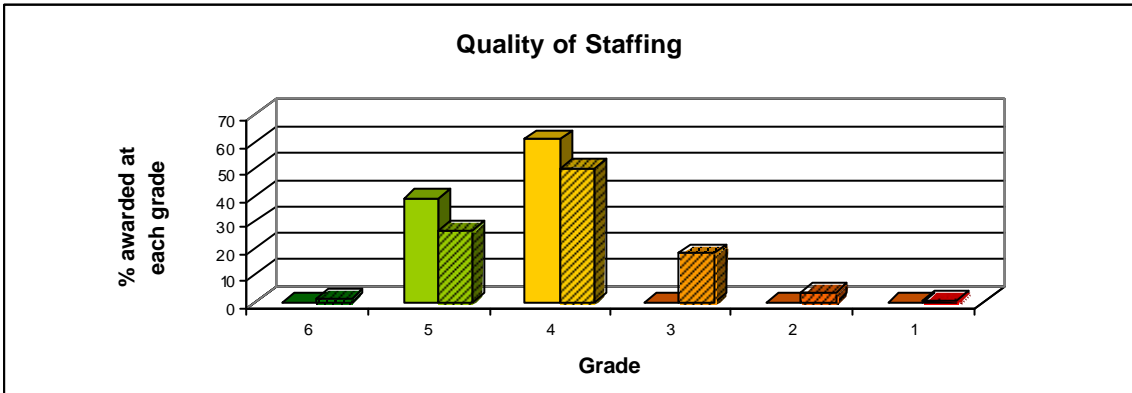
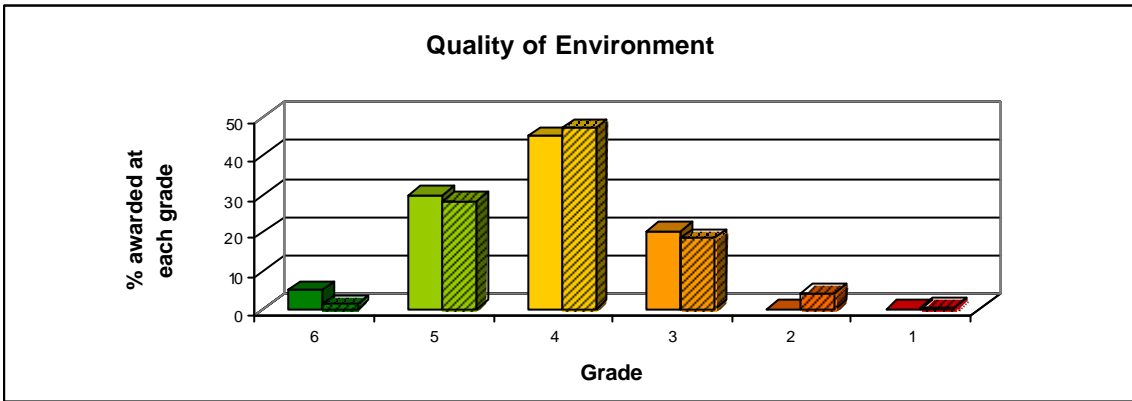
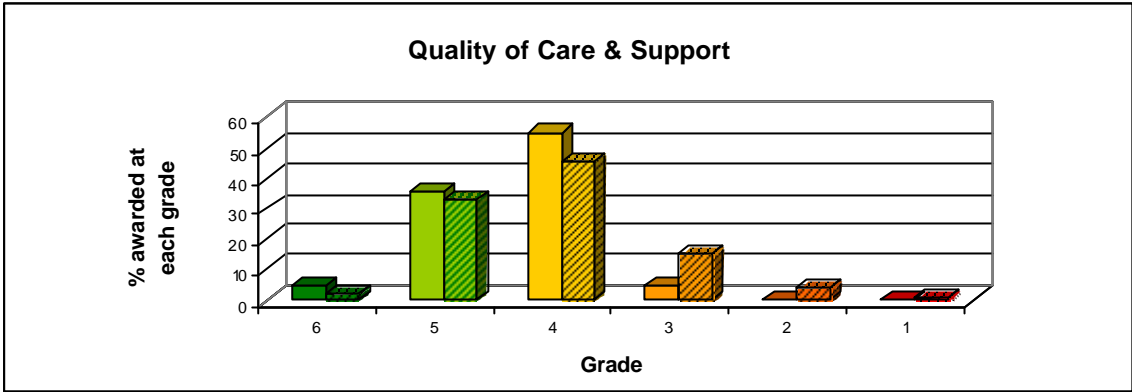
The first year gradings overall identify a high quality of registered social work services:

- One service (Oakland Support Service) was graded as excellent (grade **6**) for Quality of Care and Support and Quality of Environment.
- 85% of inspections resulted in grades **5** 'very good' or **4** 'good' for each of the key themes inspected.
- Five inspections (19.2%) resulted in 'very good' (grade **5**) being awarded across all four key themes - this compares favourably with the nationally reported figure of 18.7% for the first six months of the year. (The national full year statistics are not yet available for comparison.)
- No establishments/services received grades of less than level **3** 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	2%	4.5%	5%	-	-
5 very good	33%	36%	30%	39%	27%
4 good	58%	55%	45%	61%	69%
3 adequate	7%	4.5%	20%	-	4%
2 weak	0%	-	-	-	-
1 unsatisfactory	0%	-	-	-	-

As the following charts show, our gradings (in block colours) for each of the key themes compared favourably with the nationally reported grades (hatched colours) available to date.



The grades awarded reflect the findings from focus groups and interviews held to involve service users and their carers in the pre-inspection self-evaluation process. As the following quotes, taken from a selection of the inspection reports show, they also reflect the views of service users and carers who the Care Commission Officers spoke with during their inspection visits.

"In all the years I have been coming here I have never had any complaints."

"Coming here has helped me achieve things that I thought were beyond me."

"We are very happy with the care our relative gets and that she is happy We know our relative is treated well and staff know when she is upset and we are kept informed..... The staff are very good at keeping us informed of anything regarding our relative. We are well informed about the way the service is run and of any changes."

"The staff are very good and friendly. I am happy my relative is looked after very well."

"I have nothing but praise to say about the home".

"My mother gets excellent care by the staff".

"I have seen a marvellous improvement to mum since coming to stay here."

"No complaints what so ever."

"This is a 'very good' home."

Six establishments had requirements placed on them by the Commission in order to comply with the relevant legislation. In each case action plans were subsequently drawn up and accepted as appropriate by the inspection officer.

A report will be prepared for the Committee on an annual basis to report subsequent years' gradings and to provide a more detailed analysis of performance over time of our registered care services. Individual Care Commission inspection reports (from April 2009) are also to be subject to consideration by the Scrutiny Committee.

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 are no major issues.

6.0 CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Head of Finance have been consulted in preparation of this report.

7.0 BACKGROUND PAPERS

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

References:

Gradings so far - A summary of the grading results for care services in Scotland 1 April 2008 - 5 November 2008; Scottish Commission for the Regulation of Care.

Committee Report 186-2008 - 'Care Commission - Introduction of New Grading System'.

Alan G Baird
Director of Social Work

DATE: 02 June 2009

APPENDIX 1

Grades Awarded by the Care Commission in the period 1 April 08 - 31 March 09

	Type of Service	Date Inspection Completed	Type of Inspection	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
Adoption Service	Adoption Service	28.01.09	Announced	4		4	4	No
Craigie House	Care Home	01.10.08	Announced	5	5	5	4	No
Craigie House	Care Home	22.01.09	Unannounced				5	No
Elmgrove House	Care Home	05.09.08	Announced	4	3	4	4	No
Fairbairn Street Young People's Unit	Care Home	27.01.09	Unannounced			5	4	No
Gillburn Residential Respite Unit	Care Home	08.09.08	Announced	4	4	4	4	No
Gillburn Residential Respite Unit	Care Home	27.01.09	Unannounced		4		4	No
Janet Brougham	Care Home	18.06.08	Announced	4	4	4	4	No
MacKinnon Centre	Care Home	22.05.08	Announced	5	5	5	5	No
Mackinnon Centre	Care Home	22.12.08	Unannounced	5	5	5	5	No
Menziehill House	Care Home	09.12.08	Unannounced	5	5	5	5	No
Menziehill House	Care Home	28.04.08	Announced	4	4	4	4	No
Strathcarron Young Person's Unit	Care Home	16.06.08	Announced	4	4	5	4	No
Strathcarron Young Person's Unit	Care Home	26.01.09	Unannounced	4			4	No
The Elms Close Support Unit	Care Home	11.09.08	Announced	4	3	4	4	Yes
Turriff House	Care Home	07.01.09	Unannounced	5	5	5	5	No
Turriff House	Care Home	20.05.08	Announced	4	4	4	4	No
Wellgate Centre	Day Support	09.09.08	Announced	4	4	4	4	Yes
Fostering Service	Fostering	28.01.09	Announced	5		4	4	No
The Elms Secure Unit	Secure Accommodation	13.11.08	Announced	5	4	4	4	Yes
Kemback Street	Support Service	23.09.08	Announced	3	3	4	3	Yes
MacKinnon Skills Centre	Support Service	22.10.08	Announced	5	5	5	5	No
Oakland Centre	Support Service	28.10.08	Announced	6	6	5	5	No
Whitetop Centre	Support Service	03.09.08	Announced	4	3	4	4	Yes
Whitetop Centre	Care Home	04.02.09	Announced	4	4	4	4	No
Whitetop Centre	Care Home	09.03.09	Unannounced			4	4	Yes