

DUNDEE CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - 9TH SEPTEMBER 2009

REPORT ON: EAST PORT HOUSE - CARE COMMISSION INSPECTION REPORT

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 436 - 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 East Port House, Offender Accommodation Service.

2.0 RECOMMENDATIONS

It is recommended that the Scrutiny Committee:-

- i) notes the contents of this report; and
- ii) requests that the Director of Social Work monitor the continue progress towards improving this service.

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. Inspection reports are published on the Care Services Register on the Commission's website at www.carecommission.com.

4.2 The Care Commission identified the following strengths at East Port House from the quality themes and statements inspected.

- There are a variety of systems in place to establish service user participation which allows them to assess and improve the provision of care.
- Service user's participation is a strong focus of the work undertaken by the staff in East Port House. Residents reported that the staff were polite and courteous at all times and encouraged active participation in assessing and improving the quality of the service.
- In order to facilitate this and ensure that East Port House can meet their needs a comprehensive assessment is undertaken prior to admission. This includes an assessment of risk of potential harm the individual may pose to others and if required a risk management plan is developed.

- Inspectors found that the senior management team were pro-active in encouraging service users to comment on how the staff interact with them and impact on their stay within the service.
- A recent independent consultation meeting for residents was carried out and positive comments on the availability of managers were noted.

4.3 East Port House

East Port House is a 16 bed probation/parole service with bail beds, catering for men and women over the age of 16 years. The unit is managed by the Social Work department and subject to registration and inspection by the Care Commission.

At their most recent inspection on 19 January 2009 the Care Commission awarded East Port House the following grades:

Quality of Care and Support	5 Very Good
Quality of Environment	5 Very Good
Quality of Staffing	4 Good
Quality of Management and Leadership	4 Good

There were no requirements placed on the unit.

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

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

Committee Report 338-2009 - 'Registered Care Services'

Alan G Baird
Director of Social Work

DATE: 17 June 2009

Inspection report

East Port House Offender Accommodation Service

65 King Street
Dundee DD1 2JY

Inspected by: Stephen Kennedy
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 19 January 2009

Service Number

CS2005087263

Service name

East Port House

Service address

65 King Street
Dundee DD1 2JY

Provider Number

SP2003004034

Provider Name

Dundee City Council

Inspected By

Stephen Kennedy
Care Commission Officer

Inspection Type

Announced

Inspection Completed

19 January 2009

Period since last inspection

11 Months

Local Office Address

Suite 3
Sovereign House
Academy Road
Irvine
KA12 8RL

Introduction

East Port House is a 16 bed probation / parole service with bail beds which caters for men and women over the age of 16 years. The unit is managed by Dundee City Council on behalf of several Local Authorities and provides a service to people with wide ranging needs across a wide geographical area.

East Port House registered by the Care Commission on the 5th December 2005 to provide accommodation to people within the criminal justice sector. At the time of the inspection the service had 6 clients. Currently the service has some 17.8 whole time equivalent staff. The Offender Accommodation Service is managed by a Manager within the Unit with overall responsibility being the responsibility of the Head of Service at Dundee City Council.

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

Quality of Care and Support - 5 - Very Good

Quality of Environment - 5 - Very Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an announced inspection of the service on the 11th December 2008.

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

Care Commission Officers spoke with three service users during the inspection.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity

inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

This service may receive a number of inspections over the year 08/09. This inspection was based upon requirements and recommendations made at the last inspection on the 13th November 2007

During the inspection process

Staff at inspection

The inspection was carried out by Stephen Kennedy and Michael Thompson, Care Commission Officers.

Evidence

During the inspection evidence was gathered from a number of sources including:

Consultation with service users,

A review of policies, procedures, records and other documentation including the following:

Information brochure

Personal planning documentation

Supervision records

Staff training records

Staff meeting minutes

Service user/relatives and staff questionnaires

Service Audits

The insurance certificate,

The certificate of registration,

The staffing schedule

The self assessment

Discussion took place with managers and staff.

Some areas of the environment and equipment were also examined.

Care Commission Officers took all of the above into account and reported on how this service was performing in the Quality Themes:

Quality of Care and Support

Quality of Environment

Quality of Staffing

Quality of Management and Leadership

The inspection also took account of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Inspection Focus Area: Notifications

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw.

Action taken on requirements since last Inspection

One requirement made at the time of the last inspection.

1. The Provider must development of a procedure for restraint and ensure that appropriate staff are familiar with its content and receive training as identified.

This is in order to comply with SSI 2002/114 Regulation 4(1)(a)(c) - a requirement regarding the health and welfare of service users.

This requirement has been fully met.

Comments on Self Assessment

A completed electronic self assessment document was submitted by the service detailing evidence of strengths and some areas for improvement.

Information from the self assessment is contained within this report.

View of Service Users

Three service users agreed to speak to the inspectors during the inspection visit and all expressed satisfaction with the service. They confirmed that the staff were polite and respectful in their approach and that the support they had received from East Port House was appropriate and appropriate to their needs.

View of Carers

No carers were available during the inspection visit.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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

There are a variety of systems in place to establish service user participation which allows them to assess and improve the provision of care.

Through active referral service users are made aware of the various systems which include focus groups, questionnaires, regular twice weekly meetings, monthly reviews and weekly contact with their key worker, service users were encouraged to give feedback in respect of the service offered.

Their views were reflected in a service report, a newsletter which has recently been re-introduced and on-going action plans based on feedback from key worker sessions and review meetings.

The management team had recognised the need to analyse feedback and action plans on issues raised. To address this gap a data base was being developed which would aid the analysis of the service user evaluation forms.

Due to the nature of this service the involvement of relatives and carers would not significantly impact on the quality and improvement of the service although comments and considerations, if offered, would be taken into account.

Areas for Development

East Port House appear to be very pro-active in ensuring the service users participate in assessing and improving the quality of the service within the boundaries set by the Judicial System and the supervising agency. To this end they can be limited in the level of autonomy offered to the service users. The inspectors would consider that East Port House should maintain current good practice and continue developing appropriate systems to allow service users to comment on the service provided.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We ensure that service user's health and wellbeing needs are met.

Service Strengths

Care planning documentation showed ongoing assessment of service users care needs and

included regular input from the Health and Homeless Team who visit every two weeks. East Port House has good links with the local GP surgeries and service users are encouraged to attend with support from staff if required however, most are able to self refer and visit their primary health care professionals as required.

Care Plans are reviewed monthly by the staff.

East Port House have a medication policy in place and staff are responsible for the administration of medication while the resident is placed within the unit. Service users are aware of this requirement of their tenancy are aware that no medication should be stored within their rooms.

The staff are fully aware of the possible difficulties faced by the clients who may have experienced substance misuse problems and appropriate policies and procedures are in place to support the individual and ensure the safety of other residents.

Healthy lifestyles are encouraged and meals provided by the service, although reflecting individual choice and preferences, are focused on ensuring healthy choices are available.

Areas for Development

The Inspectors noted that although the care planning documentation was focused and appropriate on some occasions they lacked detail and required an understanding of the general terms sometimes used. As an area of development the service may consider more detail within recording and less use of abbreviations, which could be confusing to staff less knowledgeable in the systems and information provided.

The Inspectors also noted that the medication procedure used within the home was less than robust and did not always record in detail medication which had been missed or refused.

Although the Inspectors acknowledge the difficulty in ensuring that service users hand over all medication when it has been prescribed the current practice should be reviewed to ensure the administration of medication is accurately recorded.

Following the inspection visit East Port House addressed this issue to the satisfaction of the Care Commission

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

Service user's participation is a strong focus of the work undertaken by the staff in East Port House. Residents reported that the staff were polite and courteous at all times and encouraged active participation in assessing and improving the quality of the service.

Records provided to the Inspectors showed good evidence to confirm that comments made in relation to the environment were taken seriously and acted upon.

Service users were asked to conform to a variety of rules which ensured that the individual living spaces and community rooms were kept clean and safe, with staff intervention when required.

Service users also confirmed that the twice weekly residents meetings encouraged feedback in relation to the environment and offered opportunities to reflect individual tastes where appropriate.

A key worker system was in operation and within the initial 14 one to one sessions each resident was encouraged to contribute to all aspects of the service provided including the environment. However, specific items or urgent issues can be discussed with any member of staff at any time.

Dundee City Council, the provider of this service, had invited residents from East Port House and their representatives, to take part in a consultation in relation to the Care Commissions self evaluation document. Three service users took part and comments from this document highlighted that generally service users graded the quality of the environment as good or very good. However, it was noted that only three residents out of a possible eight were willing to take part in the consultation.

During the inspection three service users spoke to the Inspectors and spoke highly of the opportunities to comment on the environment with regard to daily issues and longer term developments.

Areas for Development

Two areas of development were highlighted within the self assessment document. They propose to introduce structured focus groups for residents every 6 months facilitated by staff external to the unit and to develop better reporting on residents evaluation sheets to inform practice.

In relation to the inspection visit East Port House should maintain current good practice.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

East Port House offers a service to male and female residents who have a variety of health and social issues, some of which can present as difficult and challenging behaviours. In addition most conditions of their tenancy must reflect any legislative or Court directed conditions with regard to access to the community or attending the primary health professionals for treatment or support.

In order to facilitate this and ensure that East Port House can meet their needs a comprehensive assessment is undertaken prior to admission. This includes an assessment of risk of potential harm the individual may pose to others and if required a risk management plan is developed.

All staff are subject to robust recruitment checks prior to starting employment which include Disclosure Scotland enhanced checks and ongoing professional development in line with Dundee City Councils policies and procedures.

Service users confirmed that all staff were polite and respectful and they believed that they were well trained to support them.

There were a wide range of policies and procedures in place to ensure the safety and security of service users which included the use of surveillance equipment at the entrance to the service.

Each service user has a key to and a lockable space within their rooms.

On admission service users were given information booklets which explained what was expected of them during their stay and the consequences should these conditions not be adhered to. The service users stated that staff were very supportive and understanding and highly praised their commitment and professionalism.

Areas for Development

The service had identified two areas of development within the self assessment document which included focus groups for service users using external facilitators and to explore the availability of training as required by the new restraint policy.

The Inspectors would suggest that given the possibility of the staff having to address difficult or challenging behaviour there is little information available to inform the staff team on how to ensure that they and other around them are protected. Although there have been no major issues in this respect the service should consider, as an area of development, a more robust procedure for staff in how to deal with physical aggression.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Inspectors found that the senior management team were pro-active in encouraging service users to comment on how the staff interact with them and impact on their stay within the service.

Service users have the opportunity to comment on the standard of support the individual member of staff has provided and these include respect, understanding of the individual, listening skills and attitude.

Reviews are held regularly and all relevant parties are invited to attend, including any person identified by the service user, if appropriate.

East Port House has a robust complaints procedure which is included within the information pack provided to service users and this includes the Care Commission's contact details. Any complaints made regarding the service are reviewed and any staffing related issues are acted upon.

Dundee City Council have developed a service user involvement policy and this had been adopted by the service to develop their participation policy which encourages service users to participate in every aspect of the unit and this is reflected in the working agreement and the Information for Residents booklet. Exit questionnaires include a section where service users can comment on the staffing within the service and analysis of this information has shown positive feedback.

Areas for Development

Although there were good opportunities for service users to comment on the service provided by staff within the unit the Inspectors found little evidence to suggest that they were actively involved with the recruitment of staff. Although the inspectors acknowledge the difficulty in achieving this due to the high turnover of residents and the nature of their placement within the unit the service may consider further involvement of service users in the recruitment of staff as a positive area of development.

In addition the Inspectors would recommend that the service develop more formal methods of obtaining the views of service users in addition to the exit questionnaires. (See recommendation 1)

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

East Port House have competent systems and procedures in place to ensure that an ethos of respect is promoted for all people within the service and includes staff and service users. The participation strategy sets out clear standards of conduct, care and welfare which reflect the National Care Standards and the Scottish Social Services Codes of Conduct for Social Service Workers.

The inspectors noted that care planning documentation clearly evidenced a positive ethos of respect and an organisational approach to valuing the individual service user and the contribution they make to the service provided.

As discussed previously East Port House has a robust recruitment policy which is complemented by good ongoing training opportunities for staff. They are pro-active in their approach to ensuring all staff meets the registration requirements for the Scottish Social Services Council in relation to the SVQ qualification and through this course the theme of respect underpins various modular elements.

Areas for Development

East Port House should maintain current good practice.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - 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

Although the exit questionnaires do not mention the manager of the service directly service users have the opportunity to comment on any issues with regard to management within the complaints procedure and review meetings.

Each service user is asked to attend a morning meeting where any issues can be discussed and should the individual request confidentiality they are encouraged to raise issues with any member of staff within the unit. In addition the unit provides suggestion books within the Male and Female areas and these are reviewed regularly and a monthly newsletter is also produced.

A recent independent consultation meeting for residents was carried out and positive comments on the availability of managers were noted.

Areas for Development

East Port House should maintain current good practice.

CCO Grading

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

The service had identified within the self assessment documentation that further developments in this area were required and had changed the way information obtained from the exit interviews from service users were evaluated.

This allows a better opportunity to collate the information provided and informs changes to the service following feedback from clients.

In addition the service had been evaluated by Abertay University and SACRO were commissioned to undertake a review of the units admission and discharge policy and the recommendations implemented.

Staff supervision and appraisals are used to evaluate the performance of individual members of staff and suggestions and comments on how to improve the service are discussed. East

Port House also obtain feedback from individual workers within the Criminal Justice Sector, visits to local Social Work Teams and through the Courts.

Areas for Development

East Port House appeared to depend a great deal on verbal feedback and although this can be positive the opportunity for other stakeholders to comment constructively on the service can be limited. As an area of development the service may consider developing more formal methods of obtaining feedback from other stakeholders.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

n/a

Requirements**Recommendations**

1. The service should develop addition methods of gaining the views of service users in addition to the current use of exit questionnaires. National Care Standards - Services for People in Criminal Justice Supported Accommodation. No. 6.

Stephen Kennedy

Care Commission Officer