

## DUNDEE CITY COUNCIL

**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 10 DECEMBER 2012**

**REPORT ON: REGISTERED CARE HOME SERVICES FOR ADULTS**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 471-2012**

### 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 care homes in the periods 1 April 2010 to 31 March 2011 and 1 April 2011 to 31 March 2012.

### 2.0 RECOMMENDATIONS

It is recommended that the Social Work and Health Committee:

- notes the gradings awarded, as detailed in the attached Performance Reports and highlighted in paragraphs 4.3 and 4.4 below;
- endorses the approach to achieve continuous improvement to registered care home services within Dundee, as outlined in paragraph 4.5 below.

### 3.0 FINANCIAL IMPLICATIONS

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](http://www.careinspectorate.com).

4.2 There are currently 859 people accommodated in 26 care homes and 5 local authority care homes in Dundee. The client group numbers are 783 Older People; 35 Learning Disability; 29 Physical Disability, 10 Community Mental Health Team and 2 Drug and Alcohol.

4.3 Summary of the gradings awarded to Registered Care Home Services in Dundee 2010/11:

- 63% of grades awarded were either **6** 'excellent' (3%), **5** 'very good' (24%) or **4** 'good' (36%).
- Two services (Menziesshill House and South Grange) were graded as **6** 'excellent' for Quality of Care and Support.
- One service (Menziesshill House) was graded as excellent (grade **6**) for the Quality of Environment.

- The Quality of Care and Support was the highest graded theme overall.
- 49 (34%) grades improved; 64 (44%) stayed the same; 28 (19%) downgraded compared to their previous inspection (4 graded were being awarded for the first time).
- 23 inspections (36%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 15.8% .
- Six inspections (10%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected - this compares less favourably with the most recently nationally reported figure of 2.5%.
- Eight services (27%) were graded either **1** 'unsatisfactory' or **2** 'weak' for one or more 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
<b>6</b> excellent	3%	5%	3%	-	-
<b>5</b> very good	24%	31%	29%	13%	9%
<b>4</b> good	36%	34%	26%	50%	41%
<b>3</b> adequate	20%	13%	21%	21%	36%
<b>2</b> weak	10%	10%	13%	8%	9%
<b>1</b> unsatisfactory	7%	7%	8%	8%	5%

The results have been benchmarked against those awarded in the previous year and against the recently reported national results (Scottish Commission for the Regulation of Care, March 2011, *Improving the Quality of Care in Scotland*). The results compare favourably against the national grades for the Quality of Care and Support but less favourably for Quality of Staffing and Quality of Management & Leadership.

Requirements were placed on 18 services following inspection by the Care Inspectorate covering a range of issues including healthcare issues such as infection control, medication management, nutrition and tissue viability; staff training; participation in meaningful activity; staffing levels and care planning. Action plans were drawn up setting out the actions the services would take in response to these requirements.

During 2010/11 there were 11 complaints to the Care Inspectorate relating to 7 of the 30 care home services in Dundee. 10 of these complaints were upheld and one was partially upheld by the regulator.

#### 4.4 Summary of the gradings awarded to Registered Care Home Services in Dundee 2011/12:

During the inspection period 2011/12 the frequency of inspection by the Care Inspectorate varied for care homes depending on whether they were low or high regulatory risk. Low risk services were to be inspected once in every 24 months. This meant that the better performing care homes were not inspected during 2011/12. In order that we can benchmark the performance of services with the gradings achieved in the previous year and give a true comparison, we have included the latest grades for the services not inspected during this period.

- 42% of grades awarded were either **6** 'excellent' (1%), **5** 'very good' (17%) or **4** 'good' (24%).
- 36% of grades awarded were graded **3** adequate.
- The Quality of Environment was the highest graded theme overall.
- 51 (27%) grades improved; 98 (52%) grades stayed the same and 39 (21%) grades downgraded compared to their previous inspection.
- Six inspections (9%) resulted in grade **5** 'very good' being awarded for each of the themes inspected - this compares less favourably to last year's figure of 36%.
- Eight inspections (12%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected - this compares less favourably to last year's figure of 6%. It should be noted that 3 of the 8 inspection gradings applied to one service. It should also be noted that 4 of the 8 inspection gradings were as the result of a complaint investigation and were subsequently upgraded at the following inspection.
- 15 services (48%) were graded either **1** 'unsatisfactory' or **2** 'weak' for one or more of the key themes. As stated above, 4 of these inspection gradings were as the result of a complaint investigation and were subsequently upgraded at the following inspection.

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
<b>6</b> excellent	1%	1.5%	3%	-	-
<b>5</b> very good	17%	15%	19%	14%	21%
<b>4</b> good	24%	29%	19%	23%	21%
<b>3</b> adequate	36%	17%	50%	44%	48%
<b>2</b> weak	20%	33%	9%	19%	7%
<b>1</b> unsatisfactory	2%	4.5%	-	-	3%

The results have been benchmarked against those awarded in the previous year (2010/11) and compare less favourably for 2011/12 against the grades for all key themes with the exception of the Quality of Management & Leadership which is more favourable.

Requirements were placed on 21 services following inspection by the Care Inspectorate covering a range of issues including care planning; risk assessment; wound care; manual handling practice; medication; infection control; safer recruitment; meaningful activities; confidentiality and safer environment. Action plans were drawn up setting out the actions the services would take in response to these requirements.

During 2011/12 there were 31 complaints to the Care Inspectorate relating to 15 of the 31 care home services in Dundee. 29 of these complaints were upheld and 2 were partially upheld by the regulator. It should be noted that 11 of these complaints related to 2 particular care home services.

#### 4.5 Continuous Improvement

There is a joint commitment to continuous improvement which involves the 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 outcome assessment, dependency management, quality indicators and falls management.

A Care Home Liaison Team which provides clinical support training and skill development for nursing homes has been established and two Community Mental Health Liaison Nurses have been appointed who will provide care homes with dementia care support and training and will support the management of behaviours which challenge services. A palliative care project improving end of life care for older people in care homes has also been completed.

Council officers attend Care Inspectorate feedback sessions following inspection visits. Service users' care needs are monitored and reviewed annually 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. The partnership approach has recently been strengthened between Care Inspectorate and the Social Work Department with the commitment to work with relevant stakeholders and to consider how to support poor performing 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 are no major issues.

An Equality Impact Assessment has been carried out and will be made available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>

## **6.0 CONSULTATIONS**

The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services.

## **7.0 BACKGROUND PAPERS**

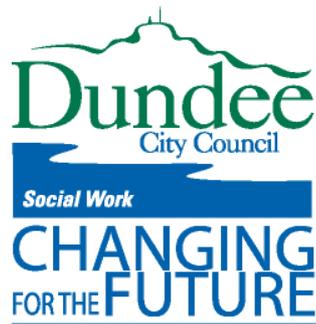
Performance Reports (attached) on Care Inspectorate Gradings for

- Dundee Registered Care Home Services for Adults 2010/11
- Dundee Registered Care Home Services for Adults 2011/12

Equality Impact Assessment.

**Alan G Baird**  
**Director of Social Work**

**DATE: 16/11/12**



**Dundee Registered  
Care Home Services  
for Adults**

# **Performance Report**

**Care Inspectorate Gradings  
1 April 2010 - 31 March 2011**

## Introduction

This report summarises the gradings awarded by the Care Commission to Dundee Registered Care Home Services for in the period 1 April 2010 to 31 March 2011. It benchmarks the gradings against those awarded in the previous year and against the recently reported national results (Scottish Commission for the Regulation of Care, March 2011, *Improving the Quality of Care in Scotland*).

## Background

The Scottish Commission for the Regulation of Care (now the Care Inspectorate) is 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.
- **Quality of information:** how the service looks after information and manages records as well as how it provides relevant information about itself, for example for people who use or may wish to use the service.

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

30 care home services for adults in Dundee were inspected during the reporting period. These included care homes for:

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

The Quality of Information was not graded at any of the inspections: hence there is no information in this respect.

## Who provides care home services for adults?

The following table shows which sectors provide care home services for adults across Scotland and in Dundee. The information shows that:

- the private sector runs the largest percentage of care homes in Scotland (53.9%) and also in Dundee (73.3%).
- the number of local authority care homes is comparable in Scotland (15.7%) and Dundee (16.7%).
- 

## Registered Care Home Services at 31 March 2010

Care Service	Home	Data	Health Board	Local Authority	Private	Not for Profit	Total
Scotland		Services	2	216	743	418	1379
		%	0.1%	15.7%	53.9%	30.3%	100%
Dundee		Services	0	5	22	3	30
		%	0%	16.7%	73.3%	10%	100%

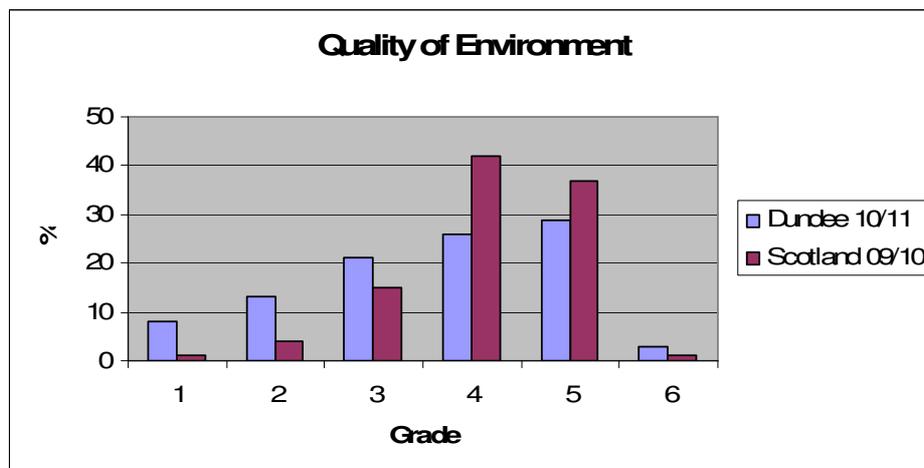
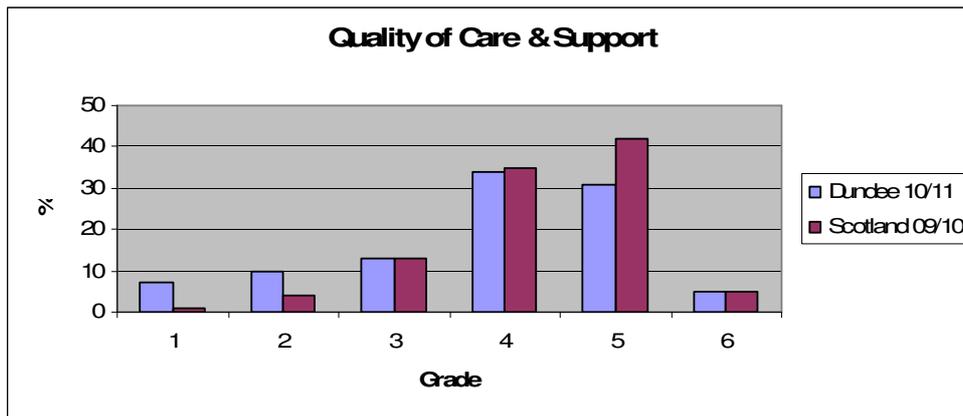
## Summary of the Gradings Awarded in Dundee

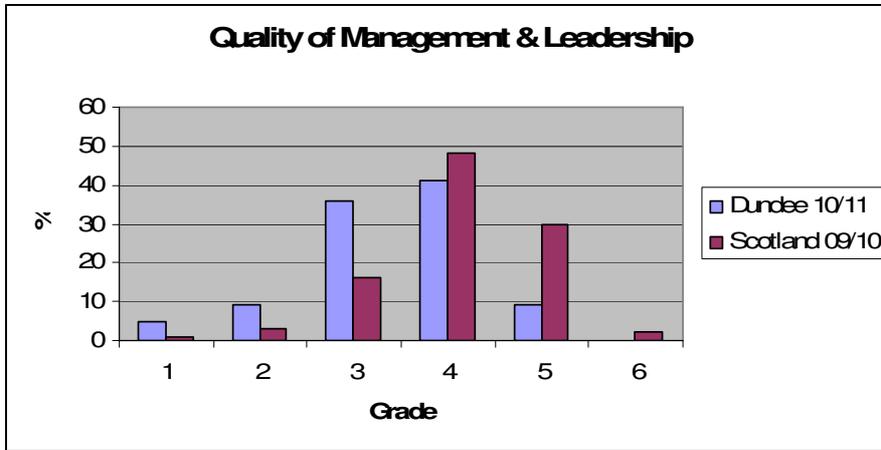
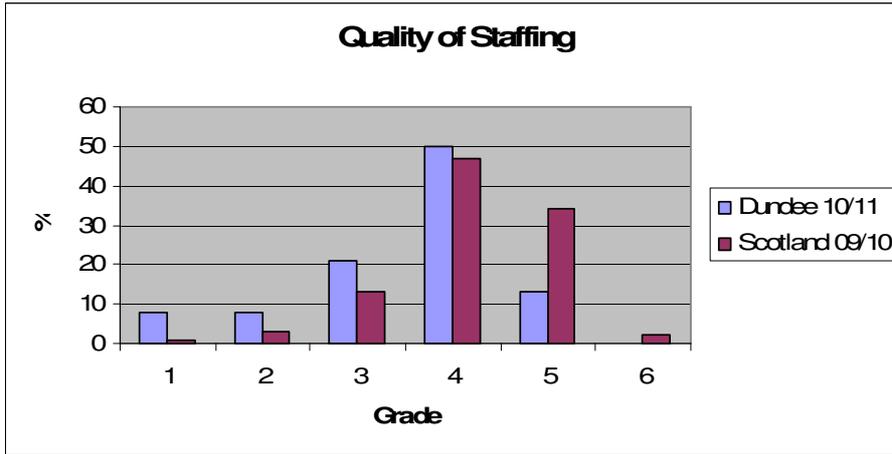
- 63% of grades awarded were either **6** 'excellent' (3%), **5** 'very good' (24%) or **4** 'good' (36%).
- Two services (Menziesshill House and South Grange) were graded as **6** 'excellent' for Quality of Care and Support.
- One service (Menziesshill House) was graded as excellent (grade **6**) for the Quality of Environment.
- The Quality of Care and Support was the highest graded theme overall.
- 49 (34%) grades improved; 64 (44%) stayed the same; 28 (19%) downgraded compared to their previous inspection.
- 23 inspections (36%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for each of the themes inspected - this compares favourably with the most recent nationally reported figure of 15.8% .
- Six inspections (10%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected - this compares less favourably with the most recently nationally reported figure of 2.5%.
- Eight services (27%) were graded either **1** 'unsatisfactory' or **2** 'weak' for one or more of the key themes.

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

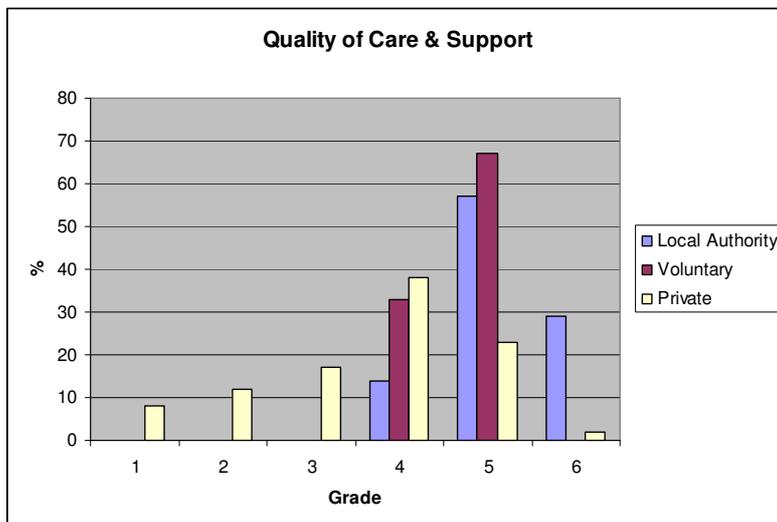
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	3%	5%	3%	-	-
<b>5</b> very good	24%	31%	29%	13%	9%
<b>4</b> good	36%	34%	26%	50%	41%
<b>3</b> adequate	20%	13%	21%	21%	36%
<b>2</b> weak	10%	10%	13%	8%	9%
<b>1</b> unsatisfactory	7%	7%	8%	8%	5%

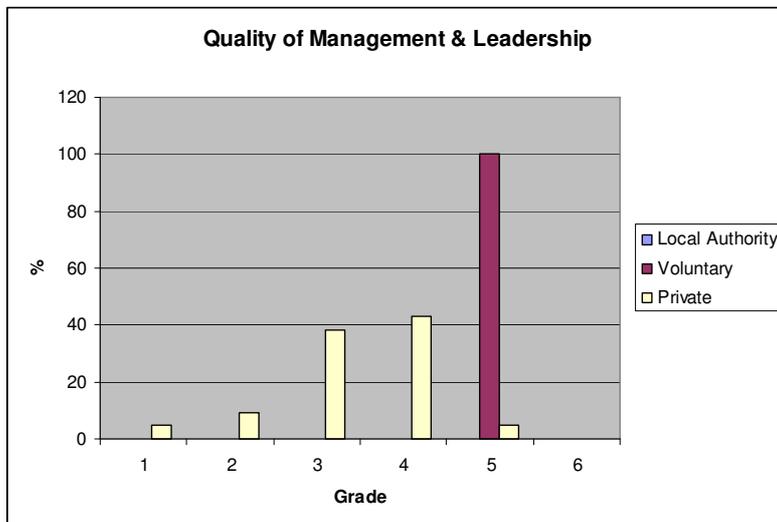
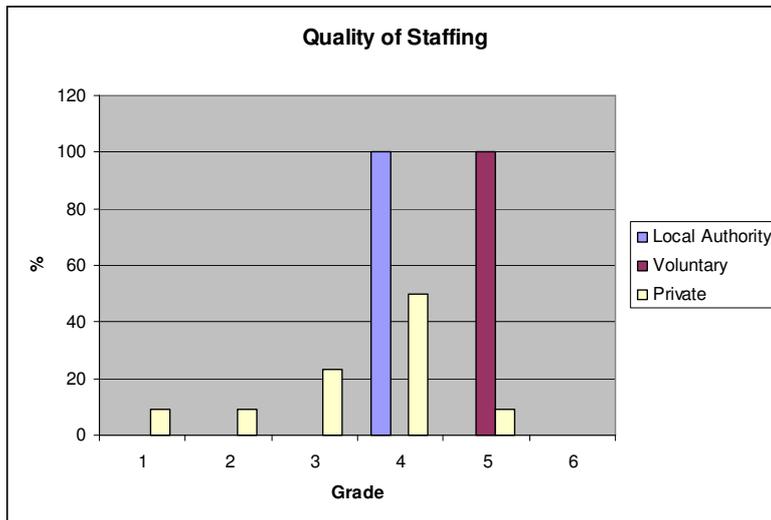
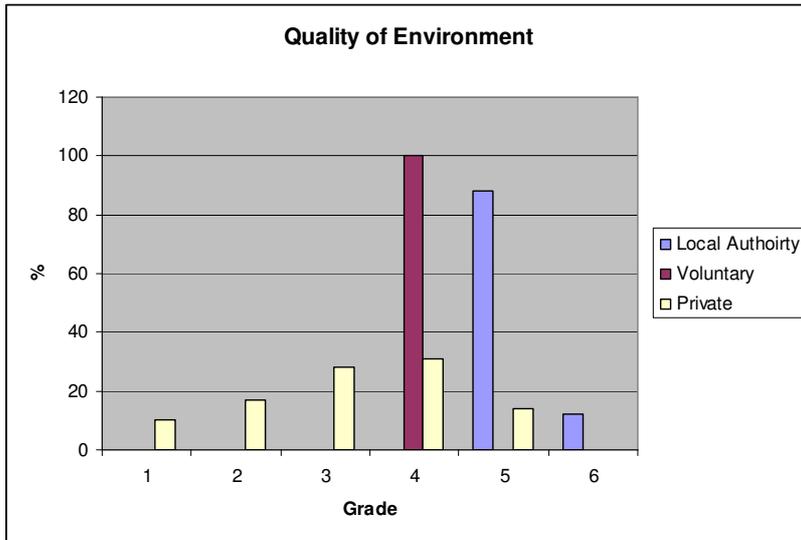
The following charts show how the gradings for care homes in Dundee for the four key themes compare with the gradings awarded to care homes in Scotland. The charts show that the gradings for Quality of Care and Support are comparable, however the gradings for both Quality of Staffing and Quality of Management & Leadership in Dundee compare less favourably for grades 5 and 6 in Scotland.





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 local authority and voluntary sector care homes compare favourably against the private sector care homes in all four themes.





## **Areas for Improvement**

Requirements were placed on 18 services following inspection. These are a summary of general issues where care homes could improve:

- Performance in relation to healthcare issues: infection control, medication management, nutrition and tissue viability. Providers must ensure that policies and procedures are in place for the assessment, record keeping and management of these healthcare needs. Staff should also be given specific training in these areas to ensure that they are responding effectively to the health needs of people living in the home.
- Staff training in areas specific to their job such as medication management, safe manual handling, dementia and use of restraint.
- Performance in relation to service users participating in a wide range of personalised, meaningful activity.
- Services should ensure that they have appropriate safer recruitment policies in place.
- Staffing levels must be appropriate for the dependency levels of the people who use the service.
- Services must have up-to-date care plans in place that they review regularly. These care plans should reflect any specific health needs and risks such as tissue viability, pain management, behavioural issues, falls or nutrition. They should also contain a record of the person's preferences.
- Services should ensure that buildings, facilities, furnishings and equipment are fit for purpose.

## **Complaints**

During 2010/11 there were 11 complaints to the Care Inspectorate relating to 7 of the 30 care home services in Dundee. 10 of these complaints were upheld and one was partially upheld by the regulator.

## **Continuous Improvement**

There is a joint commitment to continuous improvement which involves the 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 outcome assessment, dependency management, quality indicators and falls management.

Council officers attend Care Inspectorate feedback sessions following inspection visits. Service users' care needs are monitored and reviewed annually 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. The partnership approach has recently been strengthened between Care Inspectorate and the Social Work Department with the commitment to work with relevant stakeholders and to consider how to support poor performing 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 Commission Grading for Care Homes in Dundee - 1 April 2010 to 31 March 2011

Appendix 1

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Balcarres Care Home	P	01.06.10	5	5			No
Balcarres Care Home	P	15.11.10	5				No
Ballumbie Court Care Home	P	19.05.10	3	3	3↓	3	Yes
Ballumbie Court Care Home	P	19.01.11	1↓	1↓	2↓	3	Yes
Ballumbie Court Care Home	P	17.03.11	3↑	3↑	4↑	4↑	Yes
Brae Cottage Residential Home	P	08.06.10	5↑	5↑			No
Brae Cottage Residential Home	P	17.11.10	5				No
Bridge View House Nursing Home	P	21.07.10	2	2	3	3	Yes
Bridge View House Nursing Home	P	18.11.10	4↑	4↑	4↑	4↑	No
Bughties Care Home Service	P	09.08.10	4↑			3	Yes
Bughties Care Home Service	P	17.01.11	4			4↑	No
Carmichael House Care Home Service	P	05.08.10	3	4↑	4↑		Yes
Carmichael House Care Home Service	P	27.01.11	2↓				Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Craigie House Residencial Care Home	L/A	19.08.10	5↑	5			No
Craigie House	L/A	22.11.10		5			No
Ellen Mhor Care Home Service	P	26.07.10	5	4			No
Ellen Mhor Care Home Service	P	08.11.10	5				No
Elmgrove House	L/A	27.08.10	5	5↑			No
Elmgrove House	L/A	23.11.10		5			No
Ferry House Residential Home	V	16.09.10	5			5	Yes
Ferry House Residential Home	V	17.01.11	5				No
Forebank Care Home Service	P	17.06.10	5↑	5↑			No
Forebank Care Home Service	P	15.11.10	5				No
Harestane Nursing Home	P	30.07.10	4↑	4↑			Yes
Harestane Nursing Home	P	14.12.10	3↓	4			Yes
Helenslea Care Home Service	P	05.05.10	2	3	3	3	Yes
Helenslea Care Home Service	P	06.09.10	4↑	4↑	4↑	4↑	No
Janet Brougham House	L/A	26.08.10	5	5			No

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Janet Brougham House	L/A	25.11.10	4↓				Yes
Linlathen Neurodisability Centre	P	10.08.10	4	2↓			Yes
Linlathen Neurodisability Centre	P	10.12.10	1↓	1↓	1↓	2↓	Yes
Linlathen Neurodisability Centre	P	15.03.11	1	2↑	1	1↓	Improvement Notice
Lochleven Care Home	P	09.11.10	4↓				Yes
Lochleven Care Home	P	23.12.10	2↓				Yes
Lochleven Care Home	P	18.02.11	4↑	2↓	4	4	Yes
Magdalen House Care Home	P	27.05.10	4	4	4		No
Magdalen House Care Home	P	01.12.10	5↑				No
Menzieshill House	L/A	15.06.10	6↑	6↑			No
Menzieshill House	L/A	28.10.10	6		4		No
Moyness Nursing Home	P	30.11.10	3	3	3	3	Yes
Orchar Nursing Home	P	30.06.10	4↑	4↑	4↑	4↑	No
Orchar Nursing Home	P	26.11.10	4				Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Pitkerro Care Centre	P	11.06.10	3 ↑		4 ↑		Yes
Pitkerro Care Centre	P	20.01.11	3	3 ↓		4	Yes
Redwood House Care Home Service	P	12.07.10	4 ↑	4	4 ↑	4	Yes
Redwood House Care Home Service	P	03.11.10	4				No
Riverside View Care Home Service	P	16.07.10	4 ↑	3	4 ↑	4	Yes
Riverside View Care Home Service	P	13.12.10	2 ↓	1 ↓			Yes
Riverside View Care Home Service	P	30.03.11	1 ↓	2 ↑	2 ↓	2 ↓	Yes
Rose House Care Home Service	P	19.05.10	4 ↑			5 ↑	No
Rose House Care Home Service	P	19.10.10	4				No
South Grange Care Home	P	25.08.10	6 ↑	5			No
South Grange Care Home	P	20.01.11	5 ↓				No
St Columba's Care Centre	P	01.09.10	5 ↑		5 ↑		No
St Columba's Care Centre	P	18.01.11	4 ↓				Yes
St Margaret's Care Home Service	V	07.07.10	5		5 ↑		No
St Margaret's Care Home Service	V	27.10.10	5				No

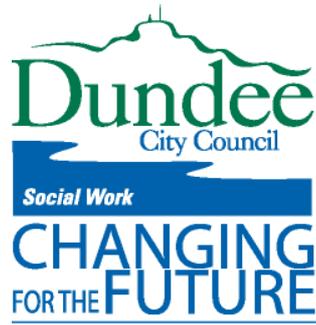
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4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Tullideph Care Home Service	P	27.08.10	4		5 ↑		Yes
Tullideph Care Home Service	P	16.12.10	2 ↓	3 ↓	3 ↓	3 ↓	Yes
Tullideph Care Home Service	P	17.03.11	3 ↑	3	4 ↑	3	Yes
Turriff House	L/A	17.06.10	5	5			Yes
Turriff House	L/A	26.10.10		5			No
Wellburn Care Home Service	V	06.09.10	4	4			No
Wellburn Care Home Service	V	22.12.10	4				No

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	



**Dundee Registered  
Care Home Services  
for Adults**

# **Performance Report**

**Care Inspectorate Gradings  
1 April 2011 - 31 March 2012**

## Introduction

This report summarises the gradings awarded by the Care Inspectorate to Dundee Registered Care Home Services for the period 1 April 2011 to 31 March 2012. 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.

From April 2011, the Care Inspectorate has implemented national complaints and inspection teams dedicated to providing more efficient and effective responses for service providers and people enquiring about or raising concerns on quality of care.

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.
- **Quality of information:** how the service looks after information and manages records as well as how it provides relevant information about itself, for example for people who use or may wish to use the service.

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

25 of the 31 care home services for adults in Dundee were inspected during the reporting period. These included care homes for:

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

The Quality of Information was not graded at any of the inspections: hence there is no information in this respect.

## Summary of the Gradings Awarded in Dundee

During the inspection period 2011/12 the frequency of inspection by the Care Inspectorate varied for care homes depending on whether they were low or high regulatory risk. Low risk services were to be inspected once in every 24 months. This meant that the better performing care homes were not inspected during 2011/12. In order that we can benchmark the performance of services with the gradings achieved in the previous year and give a true comparison, we have included the latest grades for the services not inspected during this period.

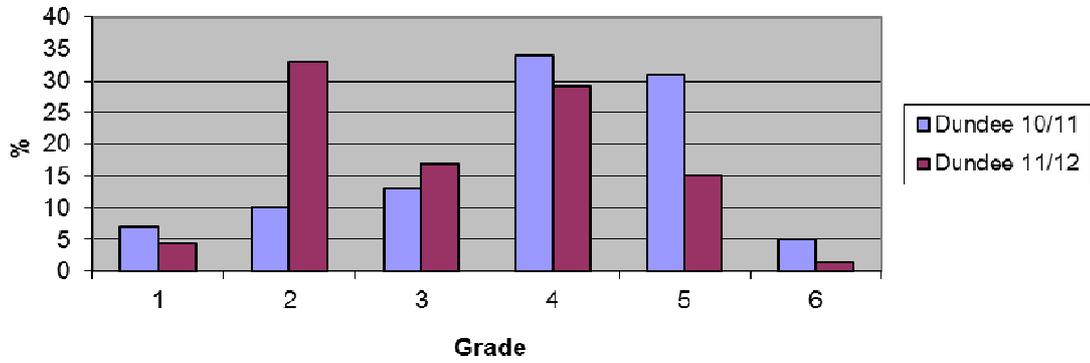
- 42% of grades awarded were either **6** 'excellent' (1%), **5** 'very good' (17%) or **4** 'good' (24%).
- 36% of grades awarded were graded **3** adequate.
- The Quality of Environment was the highest graded theme overall.
- 51 (27%) grades improved; 98 (52%) grades stayed the same and 39 (21%) grades downgraded compared to their previous inspection.
- Six inspections (9%) resulted in grade **5** 'very good' being awarded for each of the themes inspected - this compares less favourably to last year's figure of 36%.
- Eight inspections (12%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected - this compares less favourably to last year's figure of 6%. It should be noted that 3 of the 8 inspection gradings applied to one service. It should also be noted that 4 of the 8 inspection gradings were as the result of a complaint investigation and were subsequently upgraded at the following inspection.
- 15 services (48%) were graded either **1** 'unsatisfactory' or **2** 'weak' for one or more of the key themes. As stated above, 4 of these inspection gradings were as the result of a complaint investigation and were subsequently upgraded at the following inspection.

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

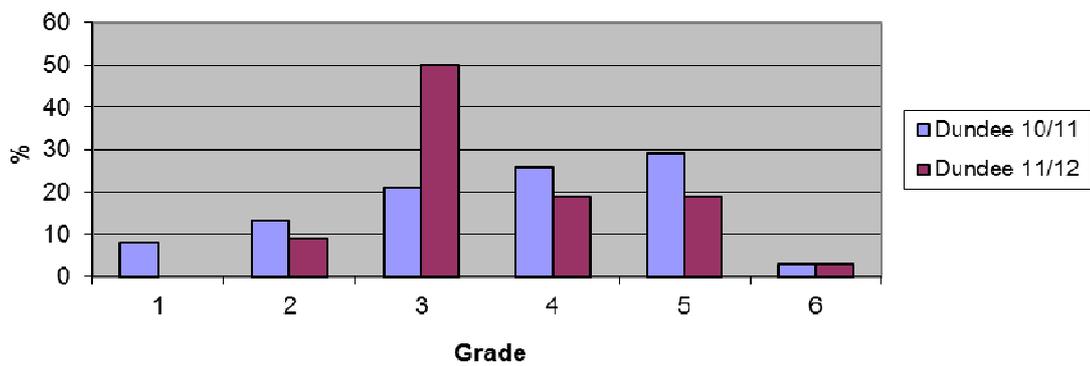
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	1%	1.5%	3%	-	-
<b>5</b> very good	17%	15%	19%	14%	21%
<b>4</b> good	24%	29%	19%	23%	21%
<b>3</b> adequate	36%	17%	50%	44%	48%
<b>2</b> weak	20%	33%	9%	19%	7%
<b>1</b> unsatisfactory	2%	4.5%	-	-	3%

The following charts show how the gradings for care homes in Dundee for the four key themes compare with the gradings awarded to care homes in Dundee in the previous year. The charts show that the gradings for all key themes compare less favourably for 11/12 with the exception of Quality of Management and Leadership.

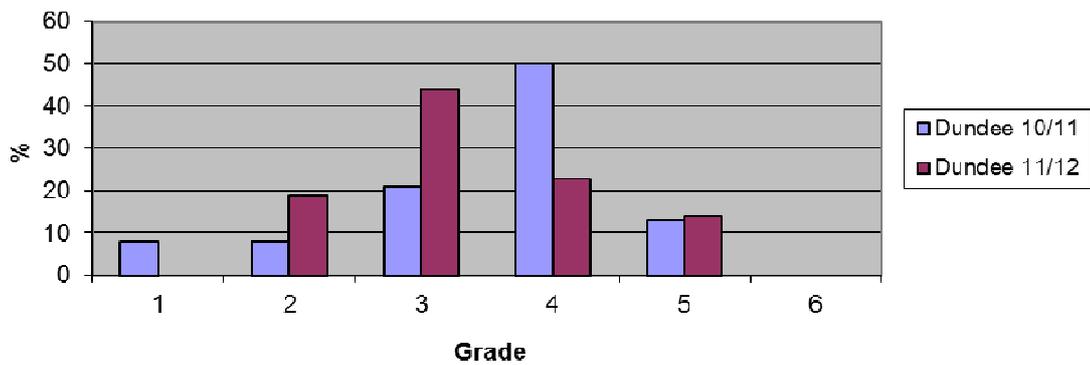
### Quality of Care and Support

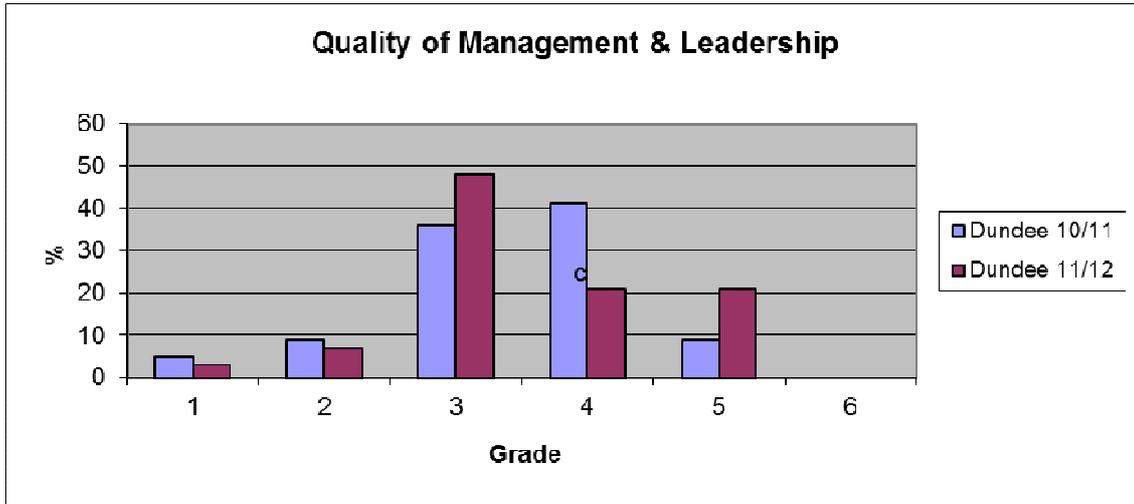


### Quality of Environment

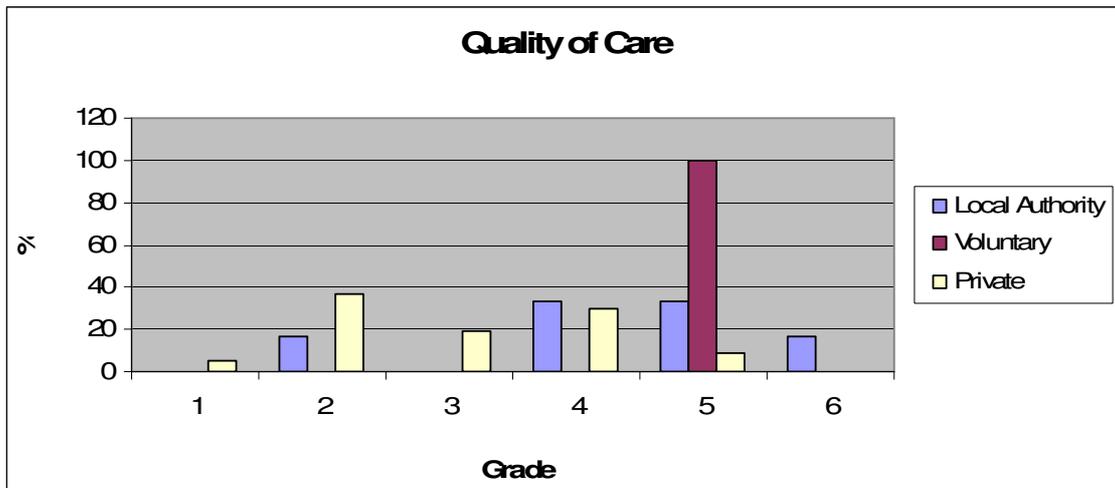


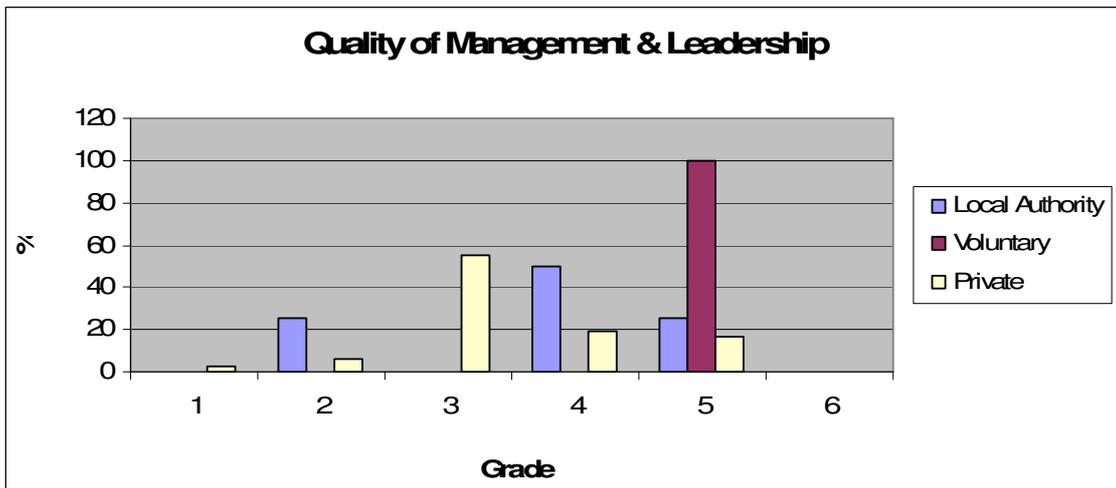
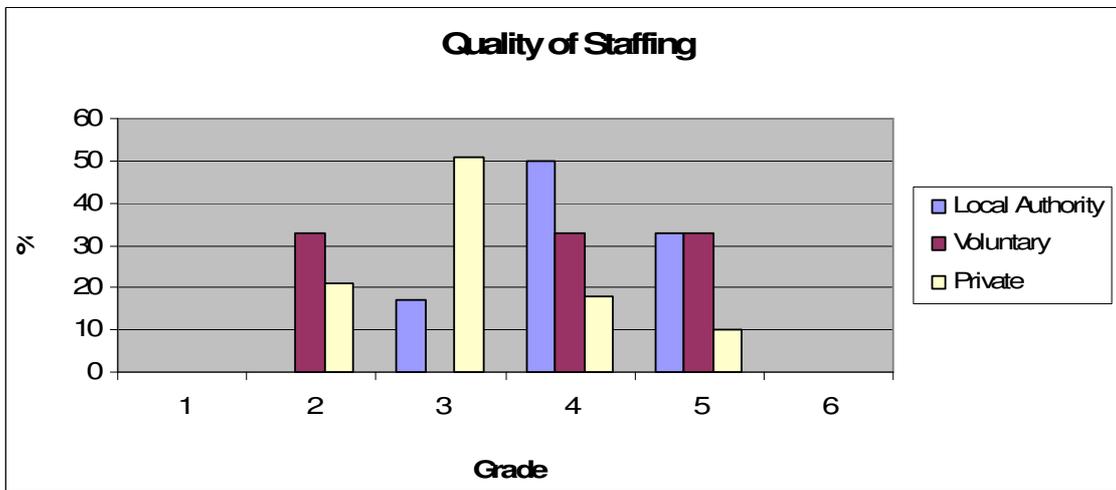
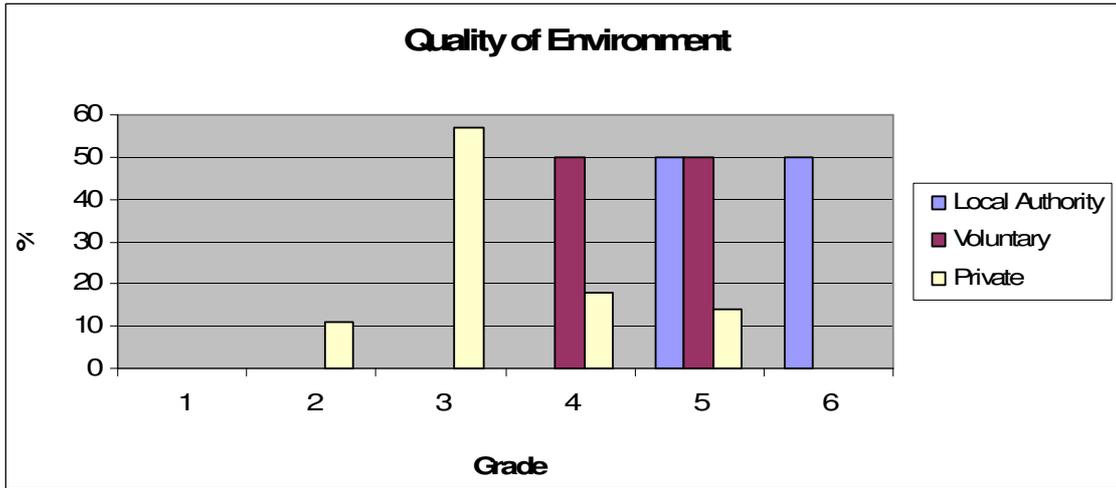
### Quality of Staffing





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 local authority and voluntary sector care homes compare favourably against the private sector care homes in all four themes.





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

### **Craigie House**

(Graded **5** for key themes inspected - Quality of Care & Support and Quality of Staffing)

#### **What the service does well**

Staff showed a commitment to making sure people who used the service were well supported, cared for and central to the service provision. Communication between the staff, service users and relatives were reported in discussions to be very good.

### **Forebank Care Home**

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

#### **What the service does well**

The service actively encourages residents and relatives to be involved in decisions made in the home. They encourage comments and suggestions on ways to further develop the service. Residents were observed to respond positively to the calm, relaxed and supportive environment within the home. Staff told us they felt supported in their work and that the staff team worked very well together.

### **St Margaret's Care Home**

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

#### **What the service does well**

St Margaret's continues to provide residents with a very good level of care and support, particularly in relation to the provision of activities. People using the service told us that they were happy with the care they received.

### **Areas for Improvement**

Requirements were placed on 21 services following inspection. These are a summary of general issues where care homes could improve:

- Services must have care plans in place that reflect the healthcare needs of individuals. These care plans should be regularly reviewed and contain detailed risk assessments and up-to-date guidance to staff.
- Services must have policies and procedures in place and improve performance in relation to wound and pressure area care; nutritional needs; safe manual handling; medication management and administration; pain management and infection control.

- Staff should be suitably qualified and given training in specific areas to ensure that they are meeting the healthcare needs of service users. There should also be sufficient staffing levels and staff should be appropriately deployed within the service.
- Services must ensure safe recruitment practice in accordance with best guidance.
- There needs to be appropriate, purposeful, recreational and stimulating activities available for service users on a regular basis.
- Records must be kept securely to ensure confidentiality.
- Services should ensure that all aspects of the environment, including equipment and furniture are safe and clean for use and reduce environmental hazards.

## **Complaints**

During 2011/12 there were 31 complaints to the Care Inspectorate relating to 15 of the 31 care home services in Dundee. 29 of these complaints were upheld and 2 were partially upheld by the regulator. It should be noted that 11 of these complaints related to 2 particular care home services.

## **Continuous Improvement**

There is a joint commitment to continuous improvement which involves the 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 outcome assessment, dependency management, quality indicators and falls management.

A Care Home Liaison Team which provides clinical support training and skill development for nursing homes has been established and two Community Mental Health Liaison Nurses have been appointed who will provide care homes with dementia care support and training and will support the management of behaviours which challenge services. A palliative care project improving end of life care for older people in care homes has also been completed.

Council officers attend Care Inspectorate feedback sessions following inspection visits. Service users' care needs are monitored and reviewed annually 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. The partnership approach has recently been strengthened between Care Inspectorate and the Social Work Department with the commitment to work with relevant stakeholders and to consider how to support poor performing 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 Commission Gradings for Care Homes in Dundee - 1 April 2011 to 31 March 2012**

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Balcarres Care Home	P	Not inspected in this period	5	5	5↑	5↑	
Balhousie Clement Park Care Home	P	23.02.12	3			3	Yes
Balhousie Clement Park Care Home	P	06.09.11	3↑	3	3↑	3↑	Yes
Balhousie Clement Park Care Home	P	01.07.11	1	3	2	1	Yes
Ballumbie Court Care Home	P	21.02.12	2↓	3	3	3	Yes
Ballumbie Court Care Home	P	25.08.11	3↑	3		3	Yes
Ballumbie Court Care Home	P	18.05.11	2↓	3		3↓	Yes
Brae Cottage Residential Home	P	15.11.11	5		5↑		No
Bridge View House Nursing Home	P	10.11.11	4↑	4↑	3↑		Yes
Bridge View House Nursing Home	P	28.04.11	2↓	2↓	2↓		Yes
Bughties Care Home Service	P	06.02.12	2↓		3		Yes
Bughties Care Home Service	P	14.06.11	4		3↓		Yes
Carmichael House Care Home Service	P	30.03.12	3↑		3↑		Yes
Carmichael House Care Home Service	P	15.12.11	2		2		Yes

**Legend:**

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Carmichael House Care Home Service	P	21.09.11	2		2	3↓	Yes
Carmichael House Care Home Service	P	29.06.11	2		2		Yes
Carmichael House Care Home Service	P	06.05.11	2		2		Yes
Craigie House	L/A	07.09.11	5		5↑		Yes
Ellen Mhor Care Home Service	P	26.01.12	4			4	Yes
Ellen Mhor Care Home Service	P	05.08.11	4↓		4		Yes
Elmgrove House	L/A	Not inspected in this period	5	5	4	4	
Ferry House Residential Home	V	Not inspected in this period	5	4	5↑	5↑	
Forebank Care Home Service	P	14.11.11	5↑			5↑	No
Forebank Care Home Service	P	05.09.11	2↓(Complaint)				Yes
Harestane Nursing Home	P	02.02.12	4			5↑	No
Harestane Nursing Home	P	01.06.11	4↑		4		No
Helenslea Care Home Service	P	02.02.12	4			4	No
Janet Brougham House	L/A	18.07.11	4		5↑		Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Linlathen Neurodisability Centre	P	21.02.12	3	3			Yes
Linlathen Neurodisability Centre	P	30.08.11	3 ↑	3	3	3	Yes
Linlathen Neurodisability Centre	P	02.08.11	2 ↓ (Complaint)				Yes
Linlathen Neurodisability Centre	P	21.04.11	3 ↑	3 ↑	3 ↑	3 ↑	Yes
Lochleven Care Home	P	18.11.11	4	5			Yes
Lochleven Care Home	P	28.06.11	4	5 ↑			Yes
Magdalen House Care Home	P	Not inspected in this period	5 ↑	4 ↓	4	4	
Menzieshill House	L/A	Not inspected in this period	6 ↑	6 ↑	4	5 ↑	
Moyness Nursing Home	P	22.02.12	3 ↑		3	3	Yes
Moyness Nursing Home	P	11.11.11	2 ↓		3	3	Yes
Moyness Nursing Home	P	16.06.11	3 ↑	4 ↑	3	3	Yes
Moyness Nursing Home	P	02.06.11	2 ↓ (Complaint)				Yes
Orchar Nursing Home	P	23.03.12	4			4	No
Orchar Nursing Home	P	09.09.11	4 ↑				No
Orchar Nursing Home	P	08.09.11	2 ↓ (Complaint)			4 ↓ (Complaint)	Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Orchar Nursing Home	P	13.06.11	4	4	4	5↑	No
Pitkerro Care Centre	P	06.03.12	3↑	3	4↑	3	Yes
Pitkerro Care Centre	P	30.08.11	2↑		3	3	Yes
Pitkerro Care Centre	P	29.07.11	1		3		Yes
Pitkerro Care Centre	P	16.06.11	1↓	3	3	3↓	Yes
Redwood House Care Home Service	P	05.03.12	2↓	2↓	3	2↓	Yes
Redwood House Care Home Service	P	11.05.11	3↓		3↓		Yes
Riverside View Care Home Service	P	02.02.12	2↓	3	3↓	3	Yes
Riverside View Care Home Service	P	28.10.11	4↑	3	4↑	3↑	Yes
Riverside View Care Home Service	P	25.08.11	2	3	2↓	2↓	Yes
Riverside View Care Home Service	P	09.05.11	2↑	3↑	3↑	3↑	Yes
Rose House Care Home Service	P	29.03.12	4			5↑	No
Rose House Care Home Service	P	31.05.11	4			4↓	No
South Grange Care Home	P	Not inspected in this period	5↓	5	5↓	5	
St Columba's Care Centre	P	09.01.12	4	4	5↑	4	Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
St Columba's Care Centre	P	08.07.11	4		4		Yes
St Margaret's Care Home Service	V	19.01.12	5	5		5↑	Yes
Tullideph Care Home Service	P	06.02.12	2	2↓	2↓	3	Yes
Tullideph Care Home Service	P	31.10.11	2	3	3	3	Yes
Tullideph Care Home Service	P	08.06.11	2↓	3	3↓	3	Yes
Turriff House	L/A	14.02.12	4↑		4↑	4↑	No
Turriff House	L/A	18.11.11	2↓		3↓	2↓	Yes
Wellburn Care Home Service	V	08.03.12	5		4		No
Wellburn Care Home Service	V	10.02.12			2↓Complaint		Yes

Legend:

6	excellent	↑ signifies that the grade has improved since the previous inspection ↓ signifies that the grade has fallen since the previous inspection no arrow signifies the grade has stayed the same grade where there is no grade this signifies that the theme was not inspected
5	very good	
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