

DUNDEE CITY COUNCIL

REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 22 NOVEMBER 2010

REPORT ON: PRIVATE AND VOLUNTARY REGISTERED CARE HOME SERVICES FOR ADULTS

REPORT BY: DIRECTOR OF SOCIAL WORK

REPORT NO: 661-2010

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the committee the gradings awarded by the Care Commission to individuals placed in private and voluntary care homes in the period 1 April 2009 to 30 September 2010.

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 4.5 below;
- endorses the approach to achieve continuous improvement to registered care home services both within and outwith Dundee, as outlined in paragraph 4.4 below.

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. 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 Commission 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.carecommission.com

4.2 Registered Care Home Services in Dundee

There are currently 747 people accommodated in 25 private and voluntary care homes in Dundee. The client group numbers are 653 Older People; 47 Learning Disability; 34 Physical Disability, 10 Community Mental Health Team and 3 Drug and Alcohol.

4.3 Summary of the gradings awarded to Registered Care Home Services in Dundee 2009/10

- 74% of grades awarded were either **5** 'very good' (24%) or **4** 'good' (50%).
- The Quality of Care and Support was the highest graded theme overall.
- 35 (51%) grades improved; 25 (37%) stayed the same; 8 (12%) downgraded compared to their previous inspection (2 graded were being awarded for the first time).

- Seven inspections (28%) resulted in **5** 'very good' being awarded for each of the themes inspected .
- 16% of grades awarded were graded **3** 'adequate'.
- Three services (8.5%) were graded **2** 'weak' for one or more of the key themes.
- One service was graded **1** 'unsatisfactory' for Quality of Care and Support.
- Despite 10% of grades awarded being **1** 'unsatisfactory' or **2** 'weak', these gradings only apply to three services.
- The Quality of Environment and Quality of Management are the key themes that hold back the quality gradings for private and voluntary care home services.

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	-	-	-	-	-
5 very good	24%	32%	17.5%	28%	10%
4 good	50%	44%	53%	55%	50%
3 adequate	16%	16%	12%	11%	30%
2 weak	8.5%	4%	17.5%	6%	10%
1 unsatisfactory	1.5%	4%	-	-	-

The results have been benchmarked against those awarded in the previous year (the first year of gradings) and the most recently reported national results (see *Making the Grade?* results from the first year of grading registered services 2008/09, Scottish Commission for the Regulation of Care, March 2010). They have also been benchmarked against all registered services in Dundee and Scotland in the year 08/09. The results compare favourably with each of the comparators.

Requirements were placed on 10 services covering a range of issues including personal care plans; nutrition, infection control; effective communication; service user choice; manual handling practice; complaints procedure; environment; the need for staff to follow policies and procedures relating to various aspects of care and support to service users and the need for staff training appropriate to the work they perform. Action plans were drawn up setting out the actions the services would take in response to these requirements.

Although not stated as specific requirements, recommendations were made for further areas of improvement in service user and relative participation; staff induction and activity programmes for service users.

4.4 Continuous Improvement

There is a joint commitment to continuous improvement which involves the providers, the Care Commission 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. Council officers attend the Care Commission 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. This partnership approach has proved to be successful with improved subsequent quality gradings.

4.5 Registered Care Home Placements Outwith Dundee

There are currently 218 people accommodated in 95 private and voluntary care homes outwith Dundee. The client group numbers are 168 Older People; 32 Learning Disability; 13 Physical Disability and 5 Community Mental Health Team.

Summary of the gradings awarded to Registered Care Home Services out with Dundee 2009/10

- 75.5% of grades awarded were either **6** 'excellent' (3.5%), **5** 'very good' (33%) or **4** 'good' (39%).
- Three services were graded as 'excellent' (grade **6**) for the Quality of Care and Support.
- Two services were graded 'excellent' (grade **6**) for the Quality of Environment.
- One service was graded 'excellent' (grade **6**) for the Quality of Staffing.
- One service was graded 'excellent' (grade **6**) for the Quality of Management and Leadership.
- The Quality of Care and Support was the highest graded theme overall.
- Two inspections (2%) resulted in grade **6** 'excellent' being awarded to each of the themes inspected.
- 26 inspections (27%) resulted in either grade **5** 'very good' or grade **6** 'excellent' being awarded for each of the themes inspected.
- 19 services (17%) were awarded grade **3** 'adequate'.
- 9 services (7.5%) were awarded either grade **1** 'unsatisfactory' (1%) or grade **2** 'weak' (6.5%).

The following table shows the overall percentage awarded at each grade and also for each key theme in respect of the latest inspection report.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	3.5%	4%	4.5%	2.5%	2%
5 very good	33%	39%	30%	27.5%	29%
4 good	39%	35%	35%	37.5%	51%
3 adequate	17%	13.5%	21%	25%	13.5%
2 weak	6.5%	7%	7%	7.5%	4.5%
1 unsatisfactory	1%	1.5%	2.5%	-	-

4.6 Continuous Improvement

Distance prevents us from developing the same depth of relationship with providers from outwith Dundee as we have for those within Dundee. However, the Department's review officers review individual circumstances annually for neighbouring authorities and arrangements are made for reviews to be undertaken by the authority of residence for those living in more remote authorities.

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

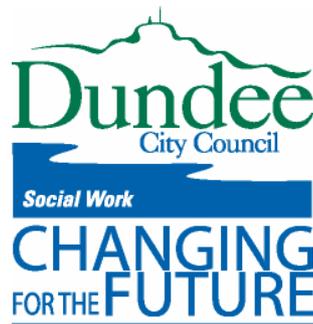
The Chief Executive, Depute Chief Executive (Support Services), Director of Finance have been consulted in preparation of this report.

7.0 BACKGROUND PAPERS

- Equality Impact Assessment.

Alan G Baird
Director of Social Work

DATE: 11 November
2010



**Dundee Private & Voluntary
Registered Care Home Services
for Adults**

Performance Report

**Care Commission Gradings
1 April 2009 - 30 September 2010**

Introduction

This report summarises the gradings awarded by the Care Commission to Dundee Private and Voluntary Registered Care Home Services for Adults in the period 1 April 2009 to 30 September 2010. It benchmarks the gradings against those awarded in the previous year (the first year of gradings) and against the recently reported national results (Scottish Commission for the Regulation of Care, March 2010, *Making the Grade?* Results from the first year of grading registered services 2008/09).

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.

The Commission 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 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

- 74% of grades awarded were either **5** 'very good' (24%) or **4** 'good' (50%).
- The Quality of Care and Support was the highest graded theme overall.
- 35 (51%) grades improved; 25 (37%) stayed the same; 8 (12%) downgraded compared to their previous inspection (2 graded were being awarded for the first time).
- Seven inspections (28%) resulted in grade **5** 'very good' being awarded for each of the themes inspected .
- 16% of grades awarded were graded **3** 'adequate'.
- Three services (8.5%) were graded **2** 'weak' for one or more of the key themes.
- One service was graded **1** 'unsatisfactory' for Quality of Care and Support.
- Despite 10% of grades awarded being **1** 'unsatisfactory' or **2** 'weak', these gradings only apply to three services.
- Compared against the Care Commission gradings for Social Work Registered Care Services¹, the Quality of Environment and Quality of Management are the key themes holding back quality improvement for the private and voluntary care home services.

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

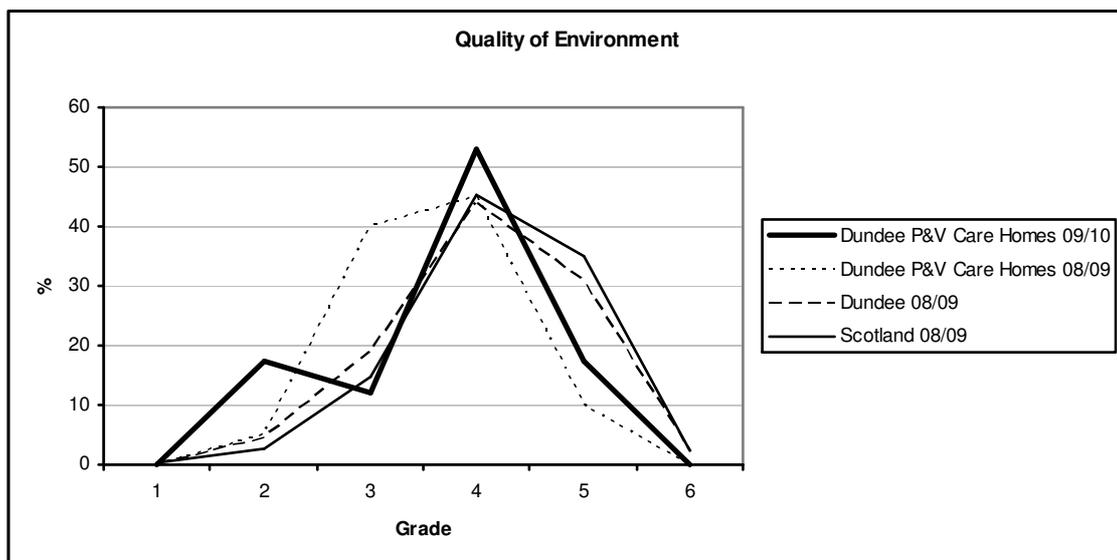
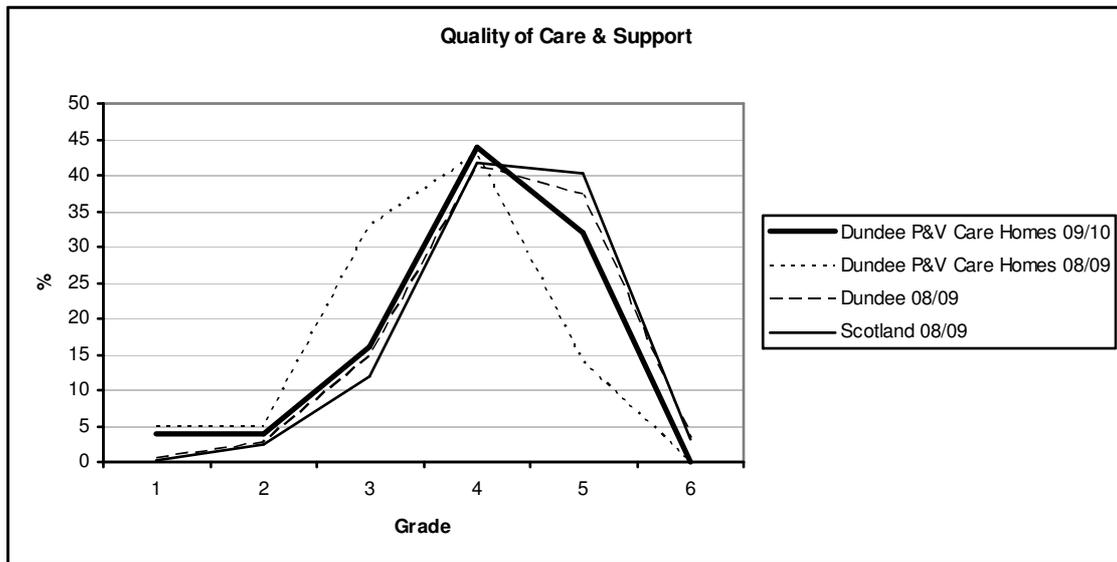
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	-	-	-	-	-
5 very good	24%	32%	17.5%	28%	10%
4 good	50%	44%	53%	55%	50%
3 adequate	16%	16%	12%	11%	30%
2 weak	8.5%	4%	17.5%	6%	10%
1 unsatisfactory	1.5%	4%	-	-	-

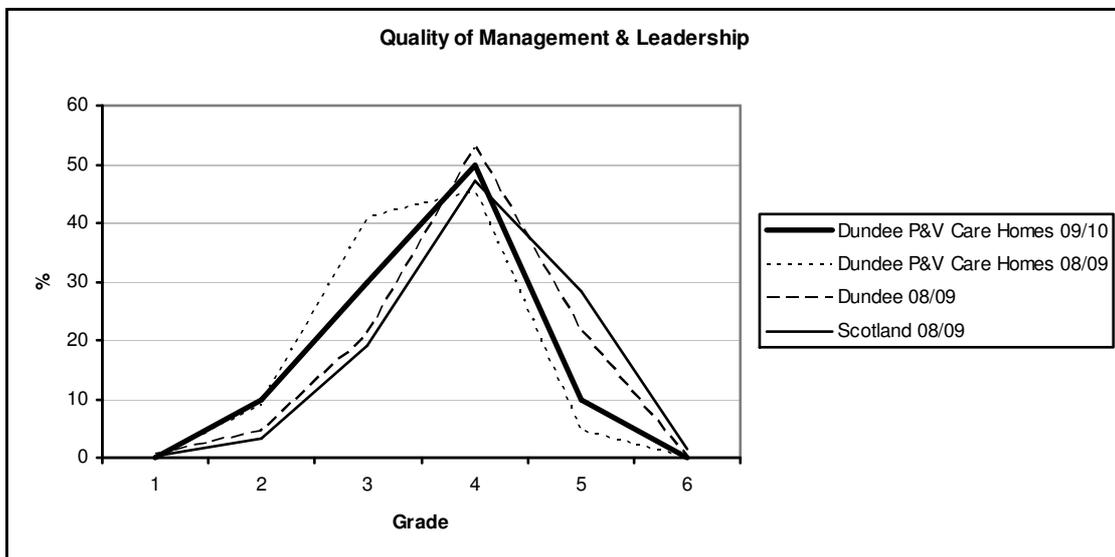
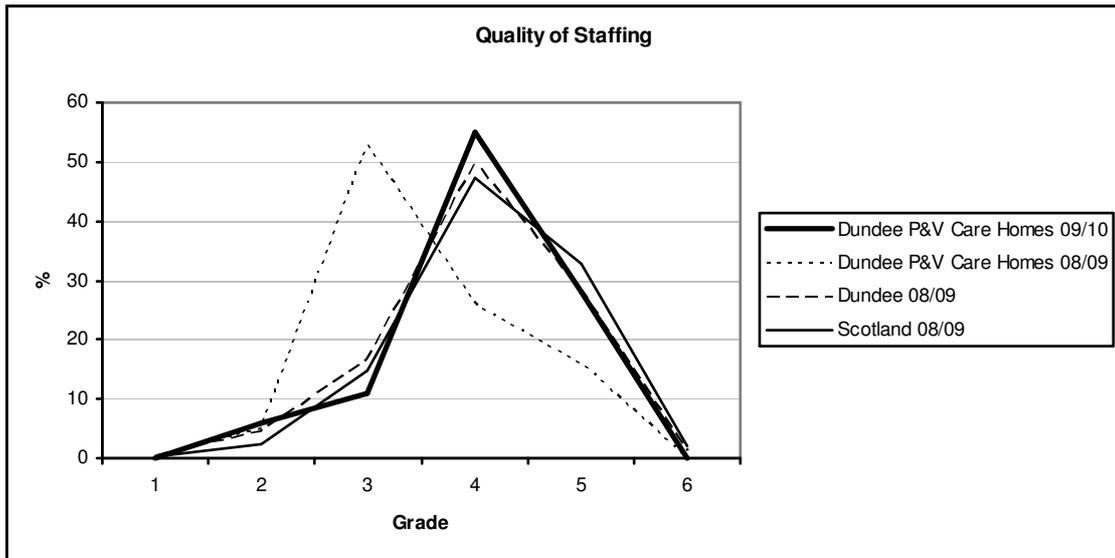
¹ Reported to Social Work and Health Committee - 238-2010

The following charts show how the gradings for the four key themes compare with the gradings awarded to:

- private and voluntary registered Dundee care home services in the year 08/09
- all registered services in Dundee in the year 08/09 (this includes private and voluntary service providers, including childminders and other housing support services)
- all registered services in Scotland in the year 08/09 (this includes private and voluntary service providers, including childminders and other housing support services)

The charts show that the private and voluntary care home services in Dundee for 2009/10 compare favourably against the grades for 2008/09. The charts also show that they are less favourable against all registered services for Dundee and Scotland.





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

Balcarres Care Home (Graded **5** for all key themes)

What the service does well

The service involved residents and relatives to a very good and excellent level in assessing and improving all parts of the quality of the service. Residents overall had excellent choices in their daily lives and support to maintain their independence. The environment of the care home meant very good outcomes for residents' quality of life.

Ferry House Care Home (Graded **5** for all key themes)

What the service does well

Ferry House is a small home with a very warm, welcoming atmosphere. The care offered is described by service users and staff as being of the highest quality. Services users are encouraged and supported to live as independent a life as possible and continue to be involved in the local community.

South Grange Care Home (Graded **5** for all key themes)

What the service does well

The service is an all-round high performer. It has high levels of service user participation. There are high levels of training for staff - this produces skilled carers. There are a high level of activities taking place in the home. The environment of the home is of a high standard.

St Margaret's Care Home (Graded **5** for all key themes)

What the service has done since the last inspection

The service highlighted a number of areas where it felt it performed well within the self assessment. We found that a major strength was the provision of meaningful activity for people using the service. We also saw that the service had ensured senior staff had the opportunity to extend their role and focus on specific care issues.

The following quotes, taken from a selection of the inspection reports reflect the views of many of the service users and carers who the Care Commission Officers spoke with during the inspection visits.

"We are all very happy here. The food is excellent, the home is kept immaculately clean and the staff are just lovely."

"I really love it here, I made the right choice in coming here."

"The staff are very supportive here."

"I really like the food."

"I have absolutely no complaints."

"I really enjoy the bowling league here."

"My aunt is very well looked after in the home."

"The staff are lovely too."

"We can speak to the manager who will listen to us and help make changes."

Requirements and Recommendations

Requirements were placed on 10 services following inspection. These requirements included:

- the need for medication procedures to be adhered to by staff in the interest of safety;
- the need for personal care plans to be reviewed at least once every six months to ensure service users health and welfare needs are being met, and to make these plans available to service users and any representatives;
- ensuring that the nutritional needs of people using the service are met at all times, including the assessment of need and the planning of how these needs should be met;

- the need to ensure that service user details and records are stored in such a way that protects their privacy and confidentiality;
- the need to ensure that appropriate measures are in place to prevent the spread of infection, and that cleaning chemicals are appropriately and safely stored in line with best practice;
- the need to ensure at all times people using the service have the means to summon help should they require it;
- the need to ensure the need to ensure that staff receive training appropriate to the work that they are to perform;
- the need to ensure that staff at all times carry out safe manual handling practice;
- the need to ensure that staff are trained in effective communication with service users and their representatives as part of general palliative care;
- the need to ensure that residents (where appropriate), their relative (or advocate) or the GP are informed of, give consent and are involved in the resident's restraint care plan;
- the need to ensure that residents' choices are not dictated by staff routine;
- the need to ensure that residents are offered meaningful activities appropriate to their choice and preferences, including the provision of adequate staff and time to support residents with the activities;
- the need to ensure Enhanced Disclosure Scotland checks are received for all staff before they work in the service;
- the need to ensure all staff are made aware of the service's policies and procedures;
- the need to ensure that residents' and relatives' concerns are addressed appropriately, including the use of complaints procedure where required;
- the need to ensure that individual risk assessments consider the impact safety measures may have on the mental wellbeing as well as the physical health of service users;
- the need to ensure that all areas of the service are in a good state of decor and repair;

Although not stated as specific requirements, the recommendations made in the inspection reports point to four further areas for general improvement across all registered services. These are:

- further opportunities for service user and relative participation in giving their views for the further development of the service;
- employee induction and ongoing assessment of staff competence to evidence and evaluate all essential care practice and use of social services values;
- staff numbers should be sufficient to ensure that the social and emotional needs of services users are met as well as physical needs;
- activity programmes should take into consideration and reflect the hobbies and interests of service users.

Following each inspection action plans were drawn up by the Registered Managers of the services and all action plans were accepted as appropriate by the Commission. All requirements and recommendations will be subject to follow-up inspection by the Care Commission in due course.

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.

Care Homes in Dundee
Grades Awarded in the Period 1 April 2009 - 30 September 2010

	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Balcarres Care Home	24.11.09	2	2	2	2	Yes
Balcarres Care Home	13.02.10	5 ↑	5 ↑	5 ↑	5 ↑	
Balcarres Care Home	01.06.10	5	5			
Ballumbie Court Care Home	18.09.09	3	3	3	3	Yes
Ballumbie Court Care Home	09.02.10	3	3	4 ↑	3	Yes
Ballumbie Court Care Home	19.05.10	3	3	3 ↓	3	Yes
Brae Cottage Residential Home	15.06.09	4	4	4	4	
Brae Cottage Residential Home	25.03.10	4		4		
Brae Cottage Residential Home	08.06.10	5 ↑	5 ↑			
Bridge View House Nursing Home	06.10.09	4		3		Yes
Bridge View House Nursing Home	29.03.10	2 ↓		3		Yes
Bridge View House Nursing Home	21.07.10	2	2	3	3	Yes
Bughties Care Home Service	04.09.09			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	

	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Bughties Care Home Service	19.11.09	3	4	2	2	Yes
Bughties Care Home Service	11.02.10	3	4	4 ↑	3 ↑	
Carmichael House Care Home Service	16.09.09	3	3	2	3	Yes
Carmichael House Care Home Service	02.02.10	3	3	3 ↑	4 ↑	Yes
Carmichael House Care Home Service	05.08.10	3	4 ↑	4 ↑		Yes
Ferry House Residential Home	07.01.10	5		4		Yes
Ferry House Residential Home	31.03.10	5		5 ↑		
Forebank Care Home Service	08.06.09	4	4	3	4	Yes
Forebank Care Home Service	28.01.10	4		4 ↑		
Forebank Care Home Service	17.06.10	5 ↑	5 ↑			
Harestane Nursing Home	21.08.09	3	3	4	3	Yes
Harestane Nursing Home	21.01.10	3	3	4	4 ↑	Yes
Harestane Nursing Home	30.07.10	4 ↑	4 ↑			Yes
Helenslea Care Home Service	10.12.09	2	3	3	3	Yes
Helenslea Care Home Service	05.05.10	3 ↑	3	3	3	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	

	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Helenslea Care Home Service	06.09.10	4 ↑	4 ↑	4 ↑	4 ↑	
Linlathen Neurodisability Centre	13.08.09	4	4	4	4	
Linlathen Neurodisability Centre	10.02.10	4		4		
Linlathen Neurodisability Centre	10.08.10	4	2 ↓			Yes
Lochleven Care Home	04.09.09			2		Yes
Lochleven Care Home	01.10.09	4	4	4 ↑	4	
Lochleven Care Home	08.02.10	5 ↑		4		
Magdalen House Care Home Service	24.09.09	4	5	4	4	Yes
Magdalen House Care Home Service	24.03.10	4		4		Yes
Magdalen House Care Home Service	27.05.10	4	4 ↓	4		
Moyness Nursing Home	13.07.09	3	3	3	3	Yes
Moyness Nursing Home	10.03.10	3	3	3	3	Yes
Moyness Nursing Home	29.07.10	1 ↓	2 ↓	2 ↓	2 ↓	Yes
Orchar Nursing Home	09.12.09	2	2	3	2	Yes
Orchar Nursing Home	30.06.10	4	4	4	4	

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	

	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Pitkerro Care Centre	01.09.09	4	4	4	4	Yes
Pitkerro Care Centre	09.02.10	2 ↓		3 ↓		Yes
Pitkerro Care Centre	11.06.10	3 ↑		4 ↑		Yes
Rosebank Care Home Service	23.06.09	3	3	3	3	Yes
Rosebank Care Home Service	14.12.09	2 ↓	4 ↑	3	3	Yes
Rosebank Care Home Service	10.06.10	4 ↑	4	4 ↑	4 ↑	Yes
Redwood House Care Home Service	09.06.09	5	4	4	4	
Redwood House Care Home Service	22.02.10	2 ↓	4	3 ↓		Yes
Redwood House Care Home Service	12.07.10	4 ↑	4	4 ↑	4	Yes
Riverside View Care Home Service	03.07.09	4	4	4	4	Yes
Riverside View Care Home Service	11.03.10	2 ↓	3 ↓	2 ↓		Yes
Riverside View Care Home Service	16.07.10	4 ↑	3	4 ↑	4	Yes
Rose House Care Home Service	03.09.09	2	3	3	2	Yes
Rose House Care Home Service	16.02.10	3 ↑	4 ↑	4 ↑	3 ↑	
Rose House Care Home Service	19.05.10	4 ↑			5 ↑	

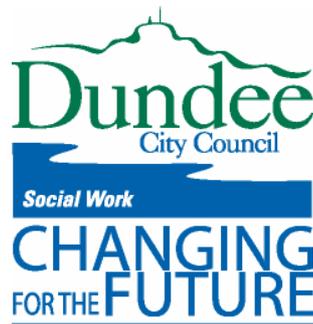
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5	very good	
4	good	
3	adequate	
2	weak	
1	unsatisfactory	

	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
South Grange Care Home	29.06.09	5	5	6	5	
South Grange Care Home	08.12.09	5		5 ↓		
St Columba's Care Centre	23.07.09	4	4	4	4	
St Columba's Care Centre	25.02.10	4	4	4	4	
St Columba's Care Centre	01.09.10	5 ↑		5 ↑		
St Margaret's Care Home Service	08.07.09	5	5	4	4	Yes
St Margaret's Care Home Service	25.02.10	5		4		
St Margaret's Care Home Service	07.07.10	5		5 ↑		
Tullideph Care Home Service	24.04.09	4	5	4	5	
Tullideph Care Home Service	04.03.10	4	4 ↓	2 ↓		
Tullideph Care Home Service	27.08.10	4		5 ↑		
Wellburn Care Home Service	01.07.09	3	4	2	3	Yes
Wellburn Care Home Service	25.01.10	4 ↑	4	4 ↑	4 ↑	Yes
Wellburn Care Home Service	06.09.10	4	4			

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	



**Placements Outwith Dundee
Private & Voluntary
Registered Care Home Services
for Adults**

Performance Report

**Care Commission Gradings
1 April 2009 - 30 September 2010**

Introduction

This report summarises the latest gradings awarded by the Care Commission to placements made outwith Dundee in Private and Voluntary Registered Care Home Services for Adults in the period 1 April 2009 to 30 September 2010.

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.

The Commission 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

95 care home services for adults 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

Five of the services were re-registered with the Care Commission and gradings for three were unavailable.

Eight of the services are outwith Scotland and graded by a separate regulatory body using a different grading scale. The grades for these services were either 'good' or 'excellent'.

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

- 75.5% of grades awarded were either **6** 'excellent' (3.5%), **5** 'very good' (33%) or **4** 'good' (39%).
- Three services were graded as 'excellent' (grade **6**) for the Quality of Care and Support.
- Two services were graded 'excellent' (grade **6**) for the Quality of Environment.
- One service was graded 'excellent' (grade **6**) for the Quality of Staffing.
- One service was graded 'excellent' (grade **6**) for the Quality of Management and Leadership.
- The Quality of Care and Support was the highest graded theme overall.
- Two inspections (2%) resulted in grade **6** 'excellent' being awarded to each of the themes inspected.
- 26 inspections (27%) resulted in either grade **5** 'very good' or grade **6** 'excellent' being awarded for each of the themes inspected.
- 17% of grades awarded were graded **3** 'adequate'.
- 7.5% of grades awarded were either **1** 'unsatisfactory' (1%) or **2** 'weak' (6.5%).

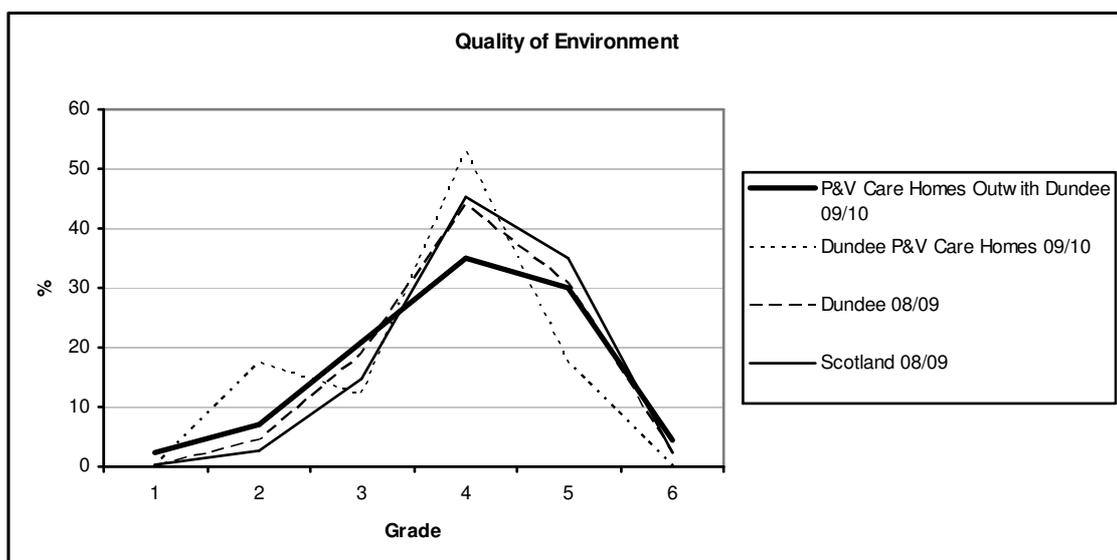
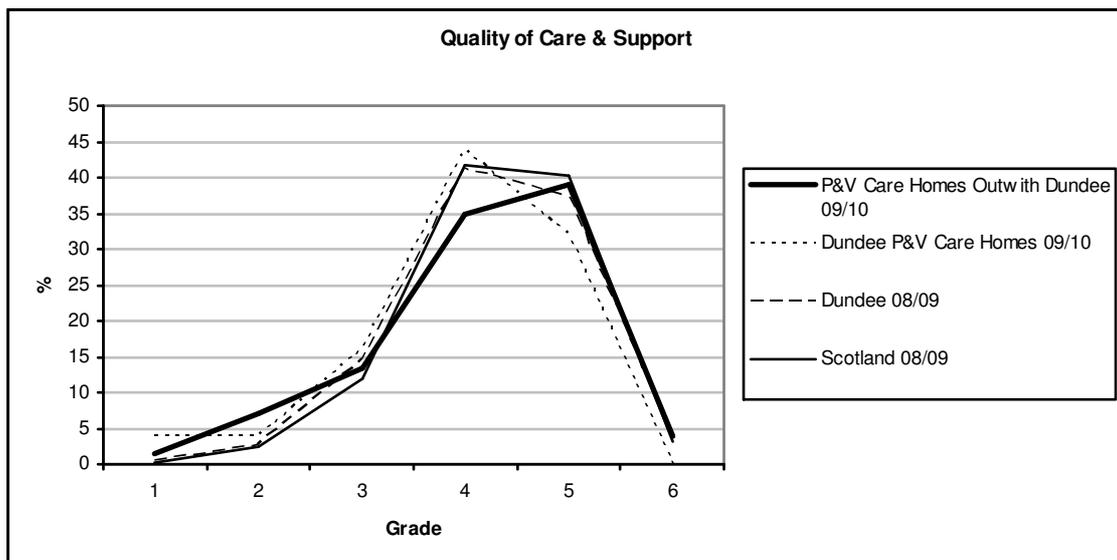
The following table shows the overall percentage awarded at each grade and also for each key theme in respect of the latest inspection report.

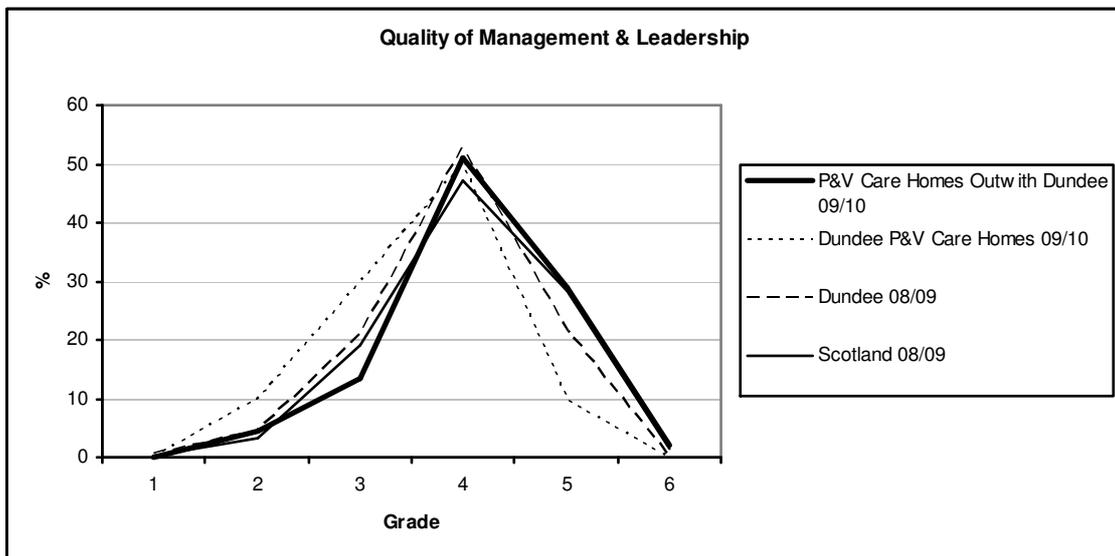
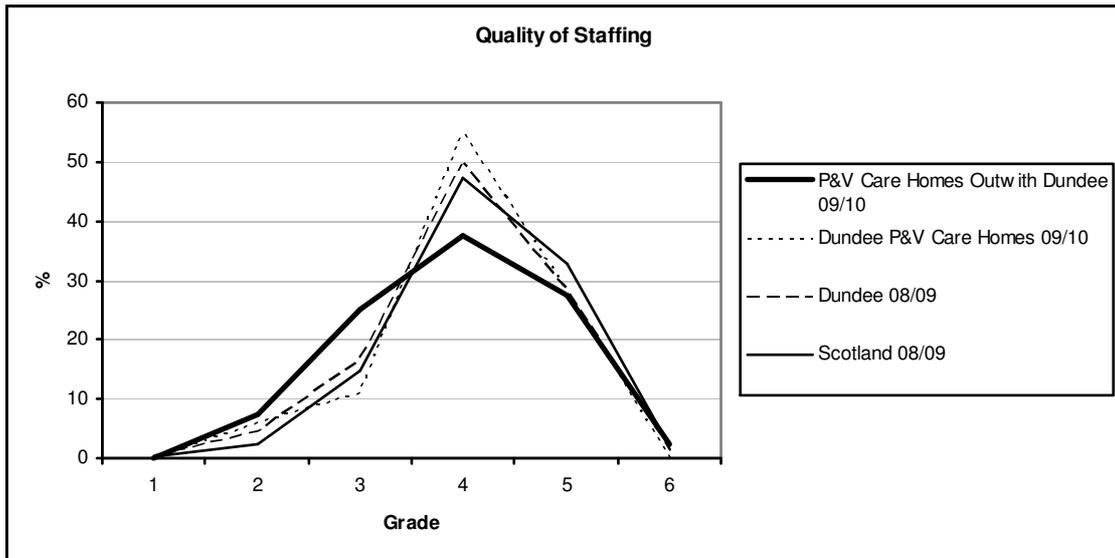
Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
6 excellent	3.5%	4%	4.5%	2.5%	2%
5 very good	33%	39%	30%	27.5%	29%
4 good	39%	35%	35%	37.5%	51%
3 adequate	17%	13.5%	21%	25%	13.5%
2 weak	6.5%	7%	7%	7.5%	4.5%
1 unsatisfactory	1%	1.5%	2.5%	-	-

The following charts show how the gradings for the four key themes compare with the gradings awarded to:

- Private and Voluntary registered Dundee care home services in the year 09/10
- all registered services in Dundee in the year 08/09 (this includes voluntary and private service providers, including childminders and other housing support services)
- all registered services in Scotland in the year 08/09 (this includes voluntary and private service providers, including childminders and other housing support services)

The charts show that the placements outwith Dundee in registered care home services compare favourably with each of the comparators.





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.

**Placements Outwith Dundee
Grades Awarded by the Care Commission at Last Inspection**

Care Home	Client Service Group (Older People/Phys Dis/Learning Dis/CMHT (Adults))	Date Inspection Completed	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
Abbotsford Care, Cowdenbeath	Learning Disability	03.06.10	5			5	Yes
Abbotsford, Glenrothes	Older People	27.05.10	5			5	
Abbotsford, Newburgh	Older People	10.06.10	5			4	Yes
Antiquary House, Arbroath	Older People	Balhousesie	4	4	4	4	
Ashdene House, Crieff	Older People	05.05.10	5	5			
Ashley House, Kinross	Older People	09.03.10	5	5			
Ashmead, Burnley	Older People	3* Excellent					
Balfarg, Glenrothes	Older People	20.08.10	2	2			Yes
Balmanno, Glasgow	Older People	10.02.10	4	5	4		Yes
Balnacarron, St Andrews	Older People	12.05.10	5			5	Yes
Bandrum, Dunfermline	CMHT (Adults)	10.06.10	5			5	
Beck Farm House, N Linc'shire	Learning Disability	2* Good					
Beech Hill House, Forfar	Older People	12.05.10	4			5	Yes
Belgrave Lodge, Edinburgh	Older People	23.03.10	3	3	3	3	Yes
Benholm, Forfar	Older People	11.12.09	4	4	4		Yes
Braid Hills, Edinburgh	CMHT (Adults)	30.06.10	4		5		
Brookfield, Carnoustie	Older People	16.08.10	4	5			
Broomcroft House, Sheffield	Older People	2* Good					
Bucksburn, Aberdeen	Older People	19.08.10	3	3	3		Yes
Cairnie Lodge, Arbroath	Older People	16.07.10	4			4	
Camus House, Carnoustie	Older People	19.08.10	5	5			
Cedar Grange, Cornwall	Older People	2* Good					
Clare House, Dunblane	Learning Disability	12.11.09	4	4	3	4	Yes
Corbenic, Dunblane	Learning Disability	04.08.10	5			5	
Craigbank, Possilpark	Older People	09.06.10	4	4	4	4	

Legend:

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

Care Home	Client Service Group (Older People/Phys Dis/Learning Dis/CMHT (Adults))	Date Inspection Completed	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
Craighead, Newport-on-Tay	Older People	03.03.10	4			4	
Craigieknowes, Perth	Older People	28.01.10	3	4			Yes
Cumbræ Lodge, Irvine	Older People	22.03.10	4			4	
Davidson House, Edinburgh	Older People	05.05.10	3	4	5	4	Yes
Drummond Grange, Lasswade	Physical Disabilities	17.05.10	2	1	2		Yes
Earlsferry House, Elie	Older People	22.06.10	5			5	
Eastercroft House, Airdrie	Learning Disability	12.07.10	1	3	3	2	Yes
Fairview, Aberdeen	Older People	06.09.10	4	4	4	4	
Finavon Court, Forfar	Older People	01.06.10	5	5			
Formill, Montrose	Learning Disability	29.06.10	5			5	
Forestgait, Aberdeen	Older People	25.06.10	4	5			
Galashiels Care Home	Older People	18.06.10	4	3			Yes
Gilmerton, Edinburgh	Older People	22.02.10	3	3	3	4	Yes
Glencairn, Edinburgh	Older People	17.05.10	4	5	5	4	Yes
Glenmoor House, Corby	Older People	2* Good					
Glens Care Home, Edzell	Older People	Balhouseie	5	4	5	4	
Greenhills, Biggar	Older People	22.02.10	4		3	3	
Hayfield, Glasgow	Physical Disabilities	09.07.10	5		5		
Hengoed Court, Swansea	Older People						Yes
Hilton Court, Rosyth	CMHT (Adults)	05.08.10	5			6	
Kendale Hall, Arbroath	Older People	02.03.10	4		4		
Kincarrathie House, Perth	Older People	07.06.10	5			5	Yes
L Cheshire, Newhaven Rd, Edin	Physical Disabilities	16.06.10	5			4	Yes
Lammermuir House, Dunbar	Older People	19.03.10	4		4		
Laurels Lodge, Aberdeen	Older People	03.08.10	3	4	4		Yes
Lethen Park, Portlethen	Older People	04.03.10	4		4		
Leverburgh Care Home	Older People	07.07.10	6	6			
Lisden, Kirriemuir	Older People	07.07.10	4	4			

Legend:

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

Care Home	Client Service Group (Older People/Phys Dis/Learning Dis/CMHT (Adults))	Date Inspection Completed	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
Littleover Nursing Home, Derby	Older People	3* Excellent					
Lochbank Manor, Forfar	Older People	21.07.10	2	3	2	2	Yes
Louisebrae, Perth	Older People	05.07.10	3	4	4	3	
Lunan Court, Arbroath	Older People	17.02.10	5		5		
Lunan House, Arbroath	Learning Disability	01.03.10	4		4		
Lunardi Court, Cupar	CMHT (Adults)	08.09.10	5			5	
Meigle Country House	Older People	23.06.10	5			5	
Mount Ericht, Blairgowrie	Learning Disability	05.05.10	3	3	3	3	Yes
Muirton House, Blairgowrie	Older People	12.05.10	4			4	
Ochil, Perth	OP/Learn Dis	30.07.10	5	5			
Orchard Care Centre, Tulibody	Older People	25.08.10	4	3	3	4	Yes
Parkdale, Auchterarder	Older People	24.05.10	5		5		
Pitlair, Cupar	OP/Phys Dis	24.08.10	3			3	Yes
Preston House, Glenrothes	Older People	27.04.10	4	4	5	4	Yes
Quarriers Village, Ashgrove	Physical Disabilities	29.07.10	6		5		
Rannoch House, Glasgow	Older People	16.02.10	5	5	4	4	
Riverview Lodge, Newport-on-Tay	Older People	28.04.10	3	4	4	4	Yes
Rosemount, Blairgowrie	OP/L Dis/Phys Dis	27.07.10	2			4	Yes
Rosturk House, Cupar	Older People	05.05.10	5			5	
Servite Court, Leuchars	Older People	10.06.10	4			4	
Sotwell Hill House, Oxford	Older People	2* Good					
Spynie, Elgin	Older People	27.05.10	5	4			
St David's, Forfar	Older People	29.07.10	5		6		
St Mary's, Monifieth	Older People	14.07.10	5	5			
St Ninian's, Blairgowrie	Older People	Re-reg 10.05.10					
St Raphael's, Edinburgh	Older People	24.06.10	4	2	4	4	Yes
St Serf's, Newport-on-Tay	Older People	Re-reg 19.05.10					
St Vigean's, Arbroath	Older People	27.05.10	5	5			

Legend:

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

Care Home	Client Service Group (Older People/Phys Dis/Learning Dis/CMHT (Adults))	Date Inspection Completed	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
Strathtay House, Perth	Older People	16.08.10	2	2			Yes
Strathview, Auchtermuchty	Older People	25.05.10	4			5	
The Grange, Balbeggie	OP/L Dis	15.03.10	2		3		Yes
The Laurels, Cheshire	Older People	2* Good					
Tigh-Na-Muirn, Monifieth	Older People	24.05.10	6	6			
Upper Springland, Perth	P Dis/CMHT (Adults)	06.05.10	4	3		4	
Viewlands, Perth	Older People	25.05.10	5		5		
Westwood, East Kilbride	Older People	22.03.10	3		2		Yes
Whinnybank, Lossiemouth	Older People	Re-reg 23.07.10					
Willowbank, Carnoustie	Older People	14.06.10	5	5			
Windyedge Cottage, Forfar	Older People	19.03.10	5		5		
Woodlarks, Surrey	Older People	2* Good					
Woodside Court, Glenrothes	Older People	19.05.10	5	4	4	4	Yes
Woodside, Bridge of Weir	Older People	29.03.10	4		3	3	

Legend:

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