



**REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 13 FEBRUARY 2018**  
**REPORT ON: OUTCOME OF CARE INSPECTORATE INSPECTION – DUNDEE COMMUNITY LIVING**  
**REPORT BY: CHIEF FINANCE OFFICER**  
**REPORT NO: PAC1-2018**

**1.0 PURPOSE OF REPORT**

The purpose of this report is to advise the Performance & Audit Committee of the outcome of the Care Inspectorate inspection of Dundee Community Living which was undertaken in October 2017.

**2.0 RECOMMENDATIONS**

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Notes the content of the Inspection Report dated 13 October 2017 (Appendix 1).
- 2.2 Notes the grades awarded to the services, the strengths of the services, and the very positive comments made by service users and carers.

**3.0 FINANCIAL IMPLICATIONS**

None.

**4.0 MAIN TEXT**

- 4.1 Dundee Community Living is a Care at Home/Housing Support service that supports adults with a Learning Disability and/or autism to live in their own tenancies and be part of their local community. The service consists of five staff teams in five community settings and supports 17 individuals. The service aims to meet the needs and outcomes for each person it supports whilst working in partnership with families, carers and other professionals.
- 4.2 The service was inspected over two days in October 2017. This was an unannounced inspection. Two of the four Quality Themes were inspected, which were:
  - Quality of Care and Support
  - Quality of Staffing.
- 4.3 The Care Inspectorate identified a number of strengths within each Quality Theme and graded them as “Excellent”, which is the top grade available:

Theme	Grade
Quality of care and support	6 (excellent)
Quality of staffing	6 (excellent)

- 4.4 This is the 3<sup>rd</sup> year that the service has been awarded these grades.
- 4.5 The report acknowledged that the service had an excellent level of care and support for its service users. The Inspector was impressed with the way it enabled service users to live as

full a life as possible using a fully realised multidisciplinary and person centred approach to support.

- 4.6 The report noted that support plans used by the service were outcome focused and person centred. There was a high level of detail in relation to specific support, risk assessments and monitoring outcomes via reviews and outcome measurement.
- 4.7 There was evidence of the service working with external health and social work professionals such as community nurses, care managers and psychologists.
- 4.8 The service ensured new tenants had a thorough transition before making a final move into a supported flat and made sure of compatibility with existent tenants.
- 4.9 The service was very well resourced with most service users getting a lot of one to one support.
- 4.10 The report acknowledged that the service was open to working in new ways and had recently embraced working with care technology to keep users safe with maintaining dignity and privacy.
- 4.11 The service demonstrated excellent practice around the death of a service user and support for other tenants and families, at the same time supporting staff.
- 4.12 The report noted that staff practice showed to be confident in relationships with people. Service users reported that staff were excellent at helping them to achieve the things they wanted.
- 4.13 Staff were well supported via regular supervision, appraisal, team meetings, training and encouragement to use their particular skills. Staff understood the ethos of the service and felt they were part of a supportive, effective and professional team.
- 4.14 The report concluded that every component of the service from staff support to service user enablement was characterised by a flexible, well-informed, innovative, professional and person centred approach to care. This culture was evident throughout as was its commitment to continual improvement.

## **5.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

## **6.0 RISK ASSESSMENT**

This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and therefore does not require a policy decision.

## **7.0 CONSULTATIONS**

The Chief Officer and the Clerk were consulted in the preparation of this report.

## **8.0 BACKGROUND PAPERS**

None.

# Appendix 1



## Dundee City Council - Dundee Community Living Housing Support Service

Claverhouse Social Work Department  
Jack Martin Way  
Dundee  
DD4 9FF

Telephone: 01382 307527

Type of inspection: Unannounced  
Inspection completed on: 13 October 2017

**Service provided by:**  
Dundee City Council

**Service provider number:**  
SP2003004034

**Care service number:**  
CS2004081929



## About the service

The service is provided by Dundee City Council to people with learning disabilities requiring care and housing support services in their own home. The service aims to meet the needs and development potential of its service users. The service is provided by five staff teams to service users in five community bases.

## What people told us

Five service users and one care manager, with service users who are supported by the service, were interviewed during this inspection. They all spoke very positively about the service. Here are some of the comments they made:-

- Staff help me to go swimming I enjoy it.
- I like my new flat. (after moving into Kilbride Place).
- My mum can stay over at my flat now.
- My friends are here.
- I have chosen all the decorations and furniture here.
- I am always happy here.
- I have my own key to my room but am waiting for a touch pad to make it even easier to get into my room.
- Activities we get up to are:- cinema visits, shopping, cooking, going to the pub, horse riding, music, special Olympics, walks, bowling, cleaning round the flat.
- We discuss the menu at our tenants meetings.
- The staff are really good.
- The team handles complex issues really well.
- There is a high quality of care.
- This is a well resourced well run service.
- They are good communicators.

## Self assessment

A self assessment was not required to be completed at this inspection; however the service spoke about their goals and aspirations for the forthcoming year. The team had identified some of the strengths and areas that they wanted to develop using their annual improvement plan.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

## What the service does well

The service had an excellent level of care and support for its customers. We were impressed with the way they enabled service users to live as full a life as possible using a fully realised multidisciplinary and person centred approach to support. Here are some examples of the strengths:-

- Support plans used by the service were outcome focussed and person centred. There was a high level of detail in relation to specific support, risk assessments and monitoring outcomes via reviews and outcomes measurement. 'I continue to maintain my independence as best as I can' is a quote from one plan.
- There was evidence of the service working with external health and social work professionals such as community nurses, care managers and psychologists.
- The service ensured new tenants had a thorough transition before making a final move into a supported flat and made sure of compatibility with existent tenants.
- The service was very well resourced with most service users getting a lot of one-one attention.
- The service was open to working in new ways and had recently embraced working with care technology to keep users safe while maintaining dignity and privacy.
- The service demonstrated excellent practice around the death of a service user and support for other tenants and families. At the same time supporting staff.
- Observation of staff practice showed them to be confident in their relationships with people. People who used the service felt staff, too, were excellent at helping them to achieve the things they wanted.
- Staff were well supported via regular supervision, appraisal, team meetings, training and encouragement to use their particular skills. Staff spoken with understood the ethos of the service and felt they were part of a supportive, effective and professional team.

Every component of this service, from staff support to service user enablement was characterised by a flexible, well-informed, innovative, professional and person centred approach to care. This culture was evident throughout as was its commitment to continual improvement. This is why a grade of excellent has been given here.

# Inspection report

## What the service could do better

Some discussion was held with the manager of the service around use of improvement projects whereby a service could identify areas for improvement and set up a project to address them. We signposted her to some work being done in the Care Inspectorate around physical activity and had some information sent out to her. <http://hub.careinspectorate.com/improvement/care-about-physical-activity/>

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
4 Nov 2016	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
22 Oct 2015	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent
24 Nov 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
6 Dec 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
6 Dec 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
29 Jun 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
4 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
23 Apr 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good

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