



REPORT TO: PERFORMANCE & AUDIT COMMITTEE - 22 SEPTEMBER 2020
REPORT ON: CARE INSPECTORATE GRADINGS - REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES) 2019/2020
REPORT BY: CHIEF FINANCE OFFICER
REPORT NO: PAC18-2020

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to summarise for the Performance and Audit Committee the gradings awarded by the Care Inspectorate to registered care services for adults, these services having a contractual arrangement with Dundee Health and Social Care Partnership (excluding care homes) for the period 1 April 2019 to 31 March 2020.

2.0 RECOMMENDATIONS

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

- 2.1 Note the content of this report and the gradings awarded as detailed in the attached Performance Report (Appendix 1) and highlighted in section 4.2 below.
- 2.2 Notes the range of continuous improvement activities progressed during 2019/20, as described in section 4.3.

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 MAIN TEXT

4.1 Background

4.1.1 The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. The regulatory authority ensure that care service providers meet the Health and Social Care Standards which came into effect in April 2018 and that in doing so they provide quality care services. The Care Inspectorate use a six-point grading system against which certain key themes are graded. The grades awarded are published in inspection reports and on the Care Inspectorate's website at www.careinspectorate.com.

4.2 Gradings Awarded

4.2.1 Summary of the gradings awarded to registered care services in Dundee:

Of the 71 possible inspections undertaken in the 68 registered services:

- 48 inspections (68%) included grades of **4**, 'good', **5** 'very good' or **6** 'excellent' in some or all themes
- 11 inspections (15%) included grade **3** 'adequate' in some themes
- 4 inspections (6%) included grade **2** 'weak; in some themes
- No service received a grade **1** 'unsatisfactory' in any theme
- 22 services (32%) were not inspected during this period

- 4.2.2 The Care Inspectorate carried out an inspection of Transform Community Development in June 2019 and subsequently graded the service 2 - Weak for Quality of Care and Support and 2 – Weak for Quality of Management and Staffing. The inspection identified significant safeguarding concerns. The Care Inspectorate were not satisfied that people were being supported in a safe way. An Action Plan relating to the detailing improvements required was issued by the Care Inspectorate with various timescales set and enhanced monitoring support was provided by a Care Inspector and Social Care Contracts Monitoring meetings. Dundee Health and Social Care Partnership officer also carried out appropriate steps to determine whether a Large Scale Investigation (LSI) was necessary however this was assessed as not being required. A follow-up Care inspection was held on 18th February 2020. Feedback was very positive and all requirements were met.
- 4.2.3 Although 49 inspections were undertaken during 2019/20, 6 of these inspections used a new inspection framework introduced in July 2018 and therefore cannot be compared to the 43 carried out using the former method. Of these 43 inspections: 6 services were downgraded for Quality of Care and Support and 6 services were upgraded; 5 downgraded for Quality of Staffing and 5 upgraded; and, 10 downgraded for Quality of Management and Leadership with 5 upgraded. Quality of Environment was not inspected in any of the services.
- 4.2.4 Table 1 shows the percentage of grades awarded within each key theme in Dundee in 2019/2020.

Table 1 – Overall Dundee Inspection Gratings 2019/2020 (former method) – 43 of the 49 inspections undertaken

Grade 2019/20	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
6 excellent	12%	19%	-	5%	12%
5 very good	41%	35%	-	51%	37%
4 good	32%	42%	-	33%	21%
3 adequate	11%	2%	-	11%	21%
2 weak	4%	2%	-	-	9%
1 unsatisfactory	-	-	-	-	-

* Services provided within an individual's own home in the community do not require the environment to be assessed

4.3 Continuous Improvement

4.3.1 Homelessness and Substance Misuse Services

The Housing First Dundee Initiative was established last year by a consortium of four Third Sector organisations (Transform Community Development, Dundee Survival Group, The Salvation Army and We Are With You). Housing First is an internationally evidence-based approach, which uses independent, stable housing as a platform to enable individuals with multiple and complex needs to begin recovery and move away from homelessness.

The initiative has gone from strength to strength and has given participants security of tenure combined with wrap around support to meet their needs. To date over 44 individuals have successfully moved on from temporary homeless accommodation within the City. The initiative has also highlighted the strength of true partnership working within Dundee by bringing together colleagues from all sectors who are working to achieve better outcomes and better life experiences for our vulnerable citizens who have had difficulty in engaging with traditional housing and support services due to a variety of complex needs. The initiative is currently funded via the Housing First Fund and governed via the Corra Foundation.

4.3.2 *Support Services - With Care at Home*

All services are currently sitting with a grade of 4 or higher for the quality of care and support reflecting the Care Inspectorate's assessment that they are delivering a good care service to the people they support.

Some services received grades of 3, in the main around the quality of management and leadership. In general the reasons for this can be summarised as follows:

- there has been a change of manager and the service is undergoing a period of transition;
- quality assurance systems need to be better utilised and further developed to ensure they are evaluative and support continuous improvement; and / or,
- action plans that have been drawn up need to be completed.

The progress that has been made in relation to the above points is discussed at the contract monitoring meetings.

4.3.3 *Housing with Care Step Down*

The range of intermediate care options was extended by the introduction of a 'step down' flat from 5 July 2019 within one of the commissioned Housing with Care Services. This 'step down' option enables people to be discharged from hospital to a supported environment when they are assessed as being medically fit to do so. Individuals can then continue their rehabilitation and ongoing assessment with support from an on-site care team. The flat can also be used to enable 'step up', i.e. where there has been a deterioration in an individual's health which means they require a period of intensive support/assessment and it is not possible for the person to remain at home during this period.

4.3.4 *Care and Support*

A tender exercise was undertaken with the specific aim of increasing the range of options for people with support needs, both in terms of the providers delivering these supports and the types of service they provide. This led to the development of a multi-provider framework approach to meeting a range of care and support needs, namely personal care/social care, housing support and respite/short breaks. The number of providers was increased from 10 under the previous contractual arrangements to 24, with the new framework commencing on 3 June 2019. The previous contracts were for the delivery of just a care at home service however the new framework enables a single provider to deliver a range of services that will all contribute to meeting the supported person's identified outcomes.

5.0 POLICY IMPLICATIONS

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

6.0 RISK ASSESSMENT

6.1 This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and is for information only.

7.0 CONSULTATIONS

7.1 The Chief Officer, the Clerk, Head of Service - Health and Community Care and Chief Social Work Officer were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

8.1 None.

Dave Berry
Chief Finance Officer

DATE: 14 August 2020

Rosalind Guild
Contracts Officer



PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)

1 APRIL 2019 – 31 MARCH 2020

INTRODUCTION

The purposes of this report is to summarise for members the findings and gradings awarded by the Care Inspectorate to registered services for adults within Dundee for the period 1 April 2019 to 31 March 2020.

BACKGROUND

The Care Inspectorate regulates and inspects care services to make sure they meet the right standards. It also works with providers to help them improve their service and make sure everyone gets safe, high quality care that meets their needs. The Care Inspectorate has a critical part to play to make sure that care services in Scotland provide good experiences and outcomes for the people who use them and their carers.

The Health and Social Care Standards came into effect in April 2018. The Standards replaced the National Care Standards and are now relevant across all health and social care provision. They are no longer just focused on regulated care settings, but for use in social care, early learning and childcare, children's services, social work, health provision and community justice. They seek to provide better outcomes for everyone, to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.

The Standards are underpinned by five principles; dignity and respect, compassion, be included, responsive care and support and wellbeing.

The headline outcomes are:

- I experience high quality care and support that is right for me
- I am fully involved in all decisions about my care and support
- I have confidence in the people who support and care for me
- I have confidence in the organisation providing my care and support
- I experience a high quality environment if the organisation provides the premises.

From July 2018 the Care Inspectorate introduced a new framework for the inspection of services and as set out in Appendix A a number of services have now been inspected using this framework.

It is recognised that self-evaluation is a core part of quality assurance and supporting improvement and this framework is primarily designed to support care services in self-evaluation. The same framework is then used by the Care Inspectorate to provide independent assurance about the quality of care and support. By setting out what Inspection Officers expect to see in high-quality care and support provision, it can help support improvement too. Using a framework in this way also supports openness and transparency of the inspection process.

The process of self-evaluation, as part of a wider quality assurance approach, requires a cycle of activity based round answering three questions:

- **How are we doing?**
- **How do we know?**
- **What are we going to do now?**

Below is the former and new themes for which services have been inspected during 2019/20. The Care Inspectorate continue to inspect using a six-point grading scale (see below) against which the following key themes are graded:

Previous Inspection Method



Each theme is assessed from 1 to 6 with 1 being 'unsatisfactory' and 6 'excellent'.

- **Quality of Care and Support**
How the service meets the needs of each individual in its care
- **Quality of Environment**
Is the service clean, is it set out appropriately, is there easy access for individuals who use wheelchairs, is it safe, and is there a welcoming, friendly atmosphere?
- **Quality of Staffing**
The quality of the care staff including qualifications and training
- **Quality of Management and Leadership**
How the service is managed and how it develops to meet the needs of people it cares for

New Inspection Method



Each theme is assessed from 1 to 6 with 1 being 'unsatisfactory' and 6 'excellent'.

- **How well do we support people's wellbeing?**
- **How good is our leadership?**
- **How good is our staff team?**
- **How good is our setting?**
- **How well is our care and support planned?**

The grading scale used is:

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

OVERVIEW OF THE SERVICES INSPECTED

This report covers a range of registered care services for adults (see Appendix A attached) that are subject to regulation. These include:

- **Tenancy Support:** a housing support service which provides support, assistance, advice or counselling to enable a person to live in their own home in the community. Housing support may be provided to people living in, for example, sheltered housing, hostels for the homeless, accommodation for the learning disabled, women's refuges or in shared homes
- **Respite:** a service provided to permit a carer temporary relief from caring. It can be provided at home or elsewhere and may extend from a few hours to a few weeks
- **Support Services - not care at home:** a service which provides support in a setting outwith the home similar to a day opportunities service
- **Support Services – with care at home:** a service which provides support and/or personal care in your own home. This service is primarily provided to older people in Dundee within DHSCP Home Care Service and provided by both internal staff and externally commissioned organisations
- **Housing with Care Services – support services with care at home:** a service which provides support to people and gives them the security of their own home. This type of service can also offer access to various facilities to enable individuals to enjoy a higher quality of life and, where possible, avoid the need to move to residential care
- **Care at Home/Housing Support (combined):** a 24/7 housing support service combined with a care at home service registration. A housing support service (see tenancy support definition above) and combined care service provided to individuals in their own home. This service is primarily provided to people with a learning disability and/or a mental health difficulty

Of the 68 registrations included in this report (Appendix A), a total of 49 inspections were carried out by the Care Inspectorate during the reporting period 2019/20 (43 using the old method and 6 using the new framework). Some services received more than one inspection throughout the year. When there are performance concerns at an inspection resulting in a number of requirements being imposed, a follow up inspection visit is arranged. This can result in further action being taken or grades being amended. Inspection visits can also be carried out if complaints are made against a service.

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

Who provides care and support services for adults in Dundee?

Table 1 shows which sectors provide care and support services for adults in Dundee:

Table 1

Care Home Service	Data	DHSCP	Private	Voluntary	Total
DUNDEE	No of Services	12	15	41	68
	%	18%	22%	60%	100%

Summary of the Gradings Awarded in Dundee

Of the 71 possible inspections undertaken in the 68 registered services:

- 48 inspections (68%) included grades of **4**, 'good', **5** 'very good' or **6** 'excellent' in some or all themes
- 11 inspections (15%) included grade **3** 'adequate' in some themes
- 4 inspections (6%) included grade **2** 'weak; in some themes
- No service received a grade **1** 'unsatisfactory' in any theme
- 22 services (32%) were not inspected during this period

Table 2 shows the percentage of grades awarded within each key theme in Dundee in 2019-2020.

Table 2 – Overall Dundee Inspection Gradings 2019/2020 (former method) – 43 of the 49 inspections undertaken

Grade 2019/20	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
6 excellent	12%	19%	-	5%	12%
5 very good	41%	35%	-	51%	37%
4 good	32%	42%	-	33%	21%
3 adequate	11%	2%	-	11%	21%
2 weak	4%	2%	-	-	9%
1 unsatisfactory	-	-	-	-	-

* Services provided within an individual's own home in the community do not require the environment to be assessed

Transform Community Development

The Care Inspectorate carried out an inspection in June 2019 and subsequently graded the service 2 - Weak for Quality of Care and Support and 2 – Weak for Quality of Management and Staffing. The inspection identified significant safeguarding concerns. The Care Inspectorate were not satisfied that people were being supported in a safe way. An Action Plan detailing improvements required was issued by the Care Inspectorate with various timescales set. It was also agreed that the Care Inspector would carry out visits over the forthcoming months to monitor progress towards requirements. This was done in conjunction with Social Care Contracts Monitoring meetings to support joint working.

In addition to the above, separate follow up meetings were carried out by Dundee Health and Social Care Partnership:

- to ensure the inspection outcomes were being addressed;
- to seek assurance that improvement plans were robust and in place to ensure that improvements were made timeously and would enable the organisation to meet standards identified; and,
- to ensure the organisation's leadership and governance arrangements were in place to in order to be assured as to how managers and the services will be supported to take forward the improvement plan.

Dundee Health and Social Care Partnership also carried out appropriate steps to determine whether a Large Scale Investigation (LSI) was necessary however this was assessed as not being required.

A follow-up Care inspection was held on 18th February 2020. Feedback was very positive and all requirements were met. Some suggestions were made and which continue to be discussed in partnership with Commissioners and the Care Inspectorate.

Table 3 shows the percentage of grades awarded within each service model in Dundee in 2019/2020.

Table 3 – Dundee Inspection gradings by service model (former method 43 of the 49 inspections)

	Overall	6	5	4	3	2	1
Tenancy Support (6 registered services – none inspected)	-	-	-	-	-	-	-
Respite Services (1 registered service – none inspected)	-	-	-	-	-	-	-
Support – not care at home (10 registered services – none inspected)	-	-	-	-	-	-	-
Support – with care at home (19 registered services)	44%	2%	39%	40%	17%	2%	-
Housing with Care – care at home (2 registered services)	2%	-	100%	-	-	-	-
Care at Home/Housing Support (24 registered services)	54%	22%	39%	26%	7%	6%	-

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010, its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

Requirements were placed on 7 of the 68 registered services following inspection during 2019/20 (see Appendix B).

Complaints

A complaint is an expression of dissatisfaction by about a registered care service's action or lack of action, or about the standard of service provided by or on behalf of a registered care service'. Following investigation, a decision will be made by the Care Inspectorate whether the complaint is upheld or not upheld.

During 2019/20 the Care Inspectorate received complaints relating to 7 of the 68 registered services in Dundee. Of these, at least one of the elements of the complaint was upheld in all instances. Upheld elements of complaints were categorised as:

- Choice – care and treatment
- Communication – between staff/relatives/carers
- Staff – levels
- Healthcare – Tissue viability
- Record keeping – personal plans/agreements
- Wellbeing - other
- Protection of People – Adults
- Healthcare – Continence Care

Enforcements

Enforcement is one of the Care Inspectorate's core responsibilities and is central to protecting residents and bringing about an improvement in the quality of care services.

No enforcement action has been required to be taken in respect of the services reported upon either directly by the Care Inspectorate or by Dundee Health and Social Care Partnership.

CONTINUOUS IMPROVEMENT

Homelessness and Substance Misuse Services

The Housing First Dundee Initiative was established last year by a consortium of four Third Sector organisations (Transform Community Development, Dundee Survival Group, The Salvation Army and We Are With You). Housing First is an internationally evidence-based approach, which uses independent, stable housing as a platform to enable individuals with multiple and complex needs to begin recovery and move away from homelessness.

The initiative has gone from strength to strength and has given participants security of tenure combined with wrap around support to meet their needs. To date over 44 individuals have successfully moved on from temporary homeless accommodation within the City. The initiative has also highlighted the strength of true partnership working within Dundee by bringing together colleagues from all sectors who are working to achieve better outcomes and better life experiences for our vulnerable citizens who have had difficulty in engaging with traditional housing and support services due to a variety of complex needs. The initiative is currently funded via the Housing First Fund and governed via the Corra Foundation.

Support Services - With Care at Home

All services are currently sitting with a grade of 4 or higher for the quality of care and support reflecting the Care Inspectorate's assessment that they are delivering a good care service to the people they support.

Some services received grades of 3, in the main around the quality of management and leadership. In general the reasons for this can be summarised as follows:

- there has been a change of manager and the service is undergoing a period of transition;
- quality assurance systems need to be better utilised and further developed to ensure they are evaluative and support continuous improvement; and / or,
- action plans that have been drawn up need to be completed.

The progress that has been made in relation to the above points is discussed at the contract monitoring meetings.

Housing with Care Step Down

The range of intermediate care options was extended by the introduction of a 'step down' flat from 5 July 2019 within one of the commissioned Housing with Care Services. This 'step down' option enables people to be discharged from hospital to a supported environment when they are assessed as being medically fit to do so. Individuals can then continue their rehabilitation and ongoing assessment with support from an on-site care team. The flat can also be used to enable 'step up', i.e. where there has been a deterioration in an individual's health which means they require a period of intensive support/assessment and it is not possible for the person to remain at home during this period.

Care and Support

A tender exercise was undertaken with the specific aim of increasing the range of options for people with support needs, both in terms of the providers delivering these supports and the types of service they provide. This led to the development of a multi-provider framework approach to

meeting a range of care and support needs, namely personal care/social care, housing support and respite/short breaks. The number of providers was increased from 10 under the previous contractual arrangements to 24, with the new framework commencing on 3 June 2019. The previous contracts were for the delivery of just a care at home service however the new framework enables a single provider to deliver a range of services that will all contribute to meeting the supported person's identified outcomes.

CONCLUSION

Of the 49 inspections carried out in the 68 registered services listed in the Performance Report, the sustainment of grades for care and support and for staffing highlights the importance of the partnership approach between providers, local authority representatives and the Care Inspectorate and a focus on continuous improvement to focus on improving outcomes for service users. There is also evidence in Appendix A of services who have previously achieved good grades continuing to maintain their high standard of performance. Specific challenges relating to grades for management and leadership are outlined above and will be a focus for improvement over the coming year (2020/21).

The table below relates to the 43 inspections carried out using the former method as this is the first year for the new framework being introduced in adult services in 6 of the 49 inspections.

Theme of ...)	(Quality	Number of inspections with an increase in grades	Number of inspections with a decrease in grades
Care and Support		6	6
Environment		n/a	n/a
Staffing		5	5
Management & Leadership		5	10

14 August 2020

**DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP
CARE INSPECTORATE PERFORMANCE GRADINGS 2019-2020
DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)**

Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
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TENANCY SUPPORT

Dundee Survival Group		Housing Support	Vol								Last inspected 19.01.18
Dundee Women's Aid		Housing Support	Vol								Last inspected 21.01.19
Hillcrest Homes Tenancy Support	Housing Support Service	Housing Support	Vol								Last inspected 13.01.17
Positive Steps (East)		Housing Support	Vol								Last inspected 13.12.17
Salvation Army	Burnside Mill	Housing Support	Vol								Last inspected 24.04.18
Salvation Army	Strathmore Lodge	Housing Support	Vol								Last inspected 26.04.18

RESPIRE

Sense Scotland	Dundee Respite (Fleuchar Street)	Care Home - People with Learning Disabilities	Vol								Last inspected 06.08.18
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SUPPORT SERVICES – NOT CARE AT HOME

Alzheimer Scotland	Alzheimer Scotland – Action on Dementia	Support services – not care at home	Vol								Last inspected 17.03.16
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Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
Capability Scotland	Capability Scotland Dundee	Support services – not care at home	Vol								
Dundee City Council	Oakland Centre	Support services – not care at home	DHSCP								
Dundee City Council	Wellgate Day Support Service	Support services – not care at home	DHSCP								
Hillcrest Futures Ltd	Student Support Service	Support services – not care at home	Vol								
Jean Drummond Centre	Jean Dummond Day Centre	Support services – not care at home	Vol								
Mid-Lin Day Care Ltd	Mid-Lin Day Care	Support services – not care at home	Vol								
Penumbra	Dundee Nova Service	Support services – not care at home	Vol								
Scottish Autism	Autism Outreach Service (Dundee)	Support services – not care at home	Vol								
Sense Scotland	Hillview Resource Centre	Support services – not care at home	Vol								

SUPPORT SERVICES – WITH CARE AT HOME

Acasa Care Ltd		Support services – care at home	Private	30.10.19	5	n/a	(5)	4↓	No	No	No
Allied Health-Services Ltd	Allied Health- Services Dundee	Support services – care at home	Private	24.10.19	4	n/a	3	3	No	Yes	No

Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
Avenue Care Services Ltd	Avenue Care Services - Perth/Dundee	Support services – care at home	Private	11.12.19	4	n/a	4	4	No	No	No
Blackwood Homes and Care	Blackwood North East Care and Support Services	Support services – care at home	Vol	20.05.19	5	n/a	(5)	5	No	Yes	No
British Red Cross	British Red Cross Support at Home	Housing support service – care at home	Vol	21.09.19	4	n/a	(4)	3	No	Yes	No
Call-in Homecare Ltd	Call-In Homecare Care at Home	Care at Home/ Housing Support Service	Private	03.03.20	(5)	n/a	(5)	3↓	No	Yes Re-graded	No
				10.09.19	5	n/a	5	(5)	No	No	No
Capability Scotland	Community Living and Family Support Services (Dundee)	Support services – care at home	Vol	17.05.19	6↑	n/a	(5)	5	No	No	No
Crossroads Caring Scotland	Crossroads Caring Scotland - Dundee	Support services – care at home	Vol	19.12.19	4↓	n/a	4	3↓	No	Yes	No
Dundee City Council	Homecare Social Care Response Service	Care at Home and Housing Support	DHSCP	18.02.20	5	n/a	(5)	5	No	Yes	No
Dundee City Council	Care at Home City Wide	Care at Home and Housing Support	DHSCP	30.01.20	5	n/a	(5)	5	No	No	No
Elite Care (Scotland) Ltd	Dundee and Angus	Housing Support	Private	New registration on 06.11.18 – not yet inspected					No	No	No
Family Friends		Support Service	Private	Last inspected 14.11.18							

Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
Hillcrest Futures Ltd	Hillcrest Futures Homecare Dundee	Support service – care at home	Vol	10.10.19	4	n/a	(4)	3↓	Yes	No	No
The Inclusion Group (Dundee)	The Inclusion Group	Support services – care at home	Vol	13.01.20	(4)	n/a	3	2↓	Yes	No	No
				13.06.19	4↑	n/a	3↑	3↑	Yes	No	No
Mochridhe Limited	Mochridhe Dundee and Angus	Care at home/ housing support	Private	26.08.19	5↑	n/a	(4)	4	No	No	No
My Homecare (Dundee) Ltd		Support service	Private	03.05.19	4	n/a	4↑	4↑	No	No	No
Scottish Association for Mental Health	Dundee Specialist Mental Health Outreach	Care at home/ housing support	Vol	08.07.19	4↓	n/a	3↓	4↓	Yes	No	No
TayCare at Home Limited		Support Services – care at home	Private	18.12.19	5	n/a	(5)	5	No	No	No
TLA Neighbourhood Service Limited	TLA Neighbourhood Services	Housing Support Service	Private	28.01.20	4	n/a	(4)	4	No	No	No

HOUSING WITH CARE SERVICES (SUPPORT SERVICES WITH CARE AT HOME)

Bield Housing & Care	Dundee Housing with Care/ Housing Support Dundee	Support services – care at home	Vol	17.12.19	5	n/a	(5)	5	No	No	No
Hillcrest Futures Ltd	Hillcrest Futures Dundee Housing with Care Service	Support services – care at home	Vol	New Registration - 14.02.20							

CARE AT HOME / HOUSING SUPPORT (COMBINED) - 24 HOUR SERVICES

Balfield Properties t/a Westlands	Westlands	Care at Home/ Housing Support	Private	10.05.19	6	n/a	(5)	6	No	No	No
Caalcare Limited	Rose Lodge	Care at Home/ Housing Support	Private	23.04.19	6	n/a	(6)	6	No	No	No
Capability Scotland	Dundee Housing Support Service	Housing Support Service	Vol	New Registration – 10.01.20							
Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
Carr Gomm	Support Services 2	Care at Home/ Housing Support	Vol	31.07.19	4	n/a	5↑	5↑	No	No	No
Cornerstone	Dundee and Angus Services	Care at Home/ Housing Support	Vol	12.12.19	4	n/a	4	4↑	No	No	No
Dudhope Villa	Dudhope Villa and Sister Properties	Care at Home/ Housing Support Service	Private	28.08.19	4	n/a	4	3↑	Yes	No	No
				23.05.19	(4)	n/a	(4)	2↓	No	Yes Re-graded	No
Dundee City Council	Dundee Community Living	Care at Home/ Housing Support	DHSCP	13.09.19	6	n/a	6	(6)	No	No	No
Dundee City Council	Supported Living Team	Care at Home/ Housing Support	DHSCP	01.10.19	6↑	n/a	6	(5)	No	No	No
Dundee City Council	Weavers Burn	Care at Home/ Housing Support	DHSCP	23.07.19	5	n/a	(5)	5	No	No	No
Hillcrest Futures Ltd	Hillbank/ Alexander Street	Care at Home/ Housing Support	Vol	08.11.19	6↑	n/a	5	(6)	No	No	No
Hillcrest Futures Ltd	Birkdale/Pitkerro	Care at Home/ Housing Support	Vol	07.06.19	6	n/a	5↓	(5)	No	No	No

Hillcrest Futures Ltd	Canning Place/ Millview/Milton St	Care at Home/ Housing Support	Vol	28.08.19	5	n/a	5↓	(5)	No	No	No
Hillcrest Futures Ltd	David StMartingale/ Tullideph	Care at Home/ Housing Support	Vol	16.04.19	4↓	n/a	(5)	4	No	No	No
Hillcrest Futures Ltd	North Grimsby / Priority Court	Care at Home/ Housing Support	Vol	25.04.19	4↓	n/a	4↓	3↓	Yes	No	No
Hillcrest Futures Ltd	Doocot Park/ Lousen Park/ River Street/ Riverview	Care at Home/ Housing Support	Vol	09.10.19	5	n/a	(5)	(5)	No	No	No
Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcement
The Inclusion Group (Dundee)	The Inclusion Group	Housing Support Service	Vol	13.01.20	3	n/a	3	2	Yes	No	No
Priority Care Limited	Magdalen House	Care at Home/ Housing Support	Private	24.10.19	4↑	n/a	4↑	4	No	No	No
The Richmond Fellowship Scotland Ltd	Dundee Services	Care at Home/ Housing Support	Vol	23.08.19	6	n/a	(5)	5	No	No	No
Sense Scotland	Supported Living: Dundee 1 & surrounding areas	Care at Home/ Housing Support	Vol	Last Inspected – 06.09.18							
Sense Scotland	Supported Living Dundee 2 & surrounding areas	Care at Home/ Housing Support	Vol	11.07.19	4↓	n/a	4↓	3↓	No	No	No
Sense Scotland	Supported Living Dundee 3 & surrounding areas	Care at Home/ Housing Support	Vol	18.06.19	5	n/a	5↑	5	No	No	No
Scottish Autism	Tayside Housing Support & Outreach Service	Support Services – Care at Home	Vol	23.01.20	5	n/a	(5)	5	No	No	No

Transform Community Development		Housing Support Service	Vol	04.06.19	2↓	n/a	(4)	2↓	Yes	No	No
Turning Point Scotland	Dundee	Housing Support / Care at Home	Vol	05.11.19	5	n/a	5	(6)	No	No	No

NEW FORMAT INSPECTIONS UNDERTAKEN DURING 2019-2020

Organisation	Name of Service	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care and Support Planning	Requirements	Complaints	Enforcement
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RESPIRE

Dundee City Council	Mackinnon Centre	Respite Unit for People with a Physical Disability	DHSCP	06.12.19	5	n/a	n/a	n/a	4↓	No	No	No
Dundee City Council	White Top Centre	Respite for People with a Learning Disability	DHSCP	31.07.19	6	n/a	n/a	n/a	5↓	No	No	No

SUPPORT SERVICE – NOT CARE AT HOME

Dundee City Council	Mackinnon Skills Centre	Support service - not care at home	DHSCP	22.07.19	5	n/a	n/a	n/a	4	No	No	No
Dundee City Council	White Top Centre	Support service – not care at home	DHSCP	31.07.19	6	n/a	n/a	n/a	5	No	No	No

SUPPORT SERVICE – WITH CARE AT HOME

Dundee City Council	Home Care Enablement and Support & Community MH Older People Team	Care at Home and Housing Support	DHSCP	31.01.20	5	5	n/a	n/a	n/a	No	No	No
My Care Tayside		Housing support service care at home	Private	13.12.19	5	5	n/a	n/a	n/a	No	No	No

KEY:

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

- ↑ 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

**DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP
DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)
CARE INSPECTORATE REQUIREMENTS 2019-2020**

Date of Inspection	Name of Org/Service	Service Type	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
10.10.19	Hillcrest Futures Homecare Dundee	Support services – care at home	4	n/a	4	3↓
<p>Requirement (1) In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate quality assurance systems in place which include:</p> <ul style="list-style-type: none"> - The formal review of care and support plans at least once every six months; - Regular audits of care and support plans and risk assessments to help ensure sufficient detail is recorded to inform staff practice. 						
13.01.20	The Inclusion Group (Dundee)	Support Service – care at home	(4)	n/a	3	2↓
13.06.19			4↑	n/a	3↑	3↑
<p>Requirements (2) – 13.01.20 In order to ensure ongoing service improvements, the provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate and robust quality assurance systems in place that are used regularly to help bring about improvements in the service by 28 February 2020.</p> <p>In order to ensure that staff are suitably qualified and receive appropriate training to ensure they can deliver service users' care in a safe, respectful and supportive manner, the provider must:</p> <ul style="list-style-type: none"> - Produce a training needs analysis that reflects the training the staff team require. - From this, develop a training plan that provides clearer details about the training staff are required to have (mandatory), and service specific (to meet people's individual needs). This should include the frequency of any training that requires to be refreshed or updated eg medication and moving and handling. The training plan should contain the same information in relation to the team leaders. - Maintain accurate records that describe the training completed by staff. - Ensure that there is an effective system in place to monitor that staff are implementing the care service's policies and procedures and to identify where further training and support is necessary and take the necessary actions to address identified deficits. <p>This must be implemented by 28 February 2020.</p>						
<p>Requirements (2) – 13.06.19 The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body may carry out work in the care service in a post for which such registration is required by 30 June 2019.</p> <p>In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate and robust quality assurance systems in place that are used regularly to help bring about improvements in the service by 31 July 2019.</p>						

08.07.19	Scottish Association for Mental Health	Support services – care at home	4↓	n/a	3↓	4↓
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Requirement (1)

The provider must ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

28.08.19	Dudhope Villa and Sister Properties	Care at Home/ Housing Support Service	4	n/a	4	3↑
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Requirements (2)

The provider must develop robust systems to ensure service users' funds are fully safeguarded at all times. In order to achieve this the provider must:

- Maintain clear, accurate and detailed accounting records for all individual service users' funds.
- Ensure that for all transactions there is a clear audit trail supported, where appropriate, for that service user by invoices, bank statements, receipts, etc.
- Ensure each service user has a clear plan of support which details the financial support they require.
- Carry out and record regular audits which takes account of general bookkeeping, presence of receipts or invoices and reconciles bank withdrawals with deposits.

In order to ensure the health, wellbeing and safety of service users, the provider must ensure that the Care Inspectorate are notified of specific events as per publication 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This relates (but is not limited to):- deaths in the home – incidents – allegations of abuse and to ensure that requests for updates on events from the Care Inspectorate are responded to promptly.

25.04.19	Hillcrest Futures – North Grimsby/ Priory Court	Care at Home/ Housing Support Service	4↓	n/a	4↓	3↓
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Requirements (1)

In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have robust quality assurance systems in place that are effective at identifying areas for improvement and the action required to address these areas. The manager should ensure that these systems are used regularly to ensure progressed is ongoing.

13.01.20	The Inclusion Group (Dundee)	Housing Support Service – not care at home	3	n/a	3	2
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Requirements (2)

See above – The Inclusion Group (Dundee) Support Service – Care at Home.

The requirements are the same although included in a separate report.

04.06.19	Transform Community Development	Care at Home/ Housing Support Service	2	n/a	(4)	2
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Requirements (4)

To safeguard the health and wellbeing of service users, the provider must ensure that medication is administered safely and in line with good practice. To achieve this the provider must:

- Ensure that medication is administered to service users according to prescriber instructions.
- That if a regular medication is not given or taken that staff record the reason why along with any further action that was taken and the outcome of this action.
- That staff understand their responsibility to keep accurate and current records of administered medication.
- That staff have access to and adhere to good practice guidance relating to the safe administration and record keeping of medication.
- That a robust audit of medication is undertaken immediately and at regular intervals by a senior member of staff.

To ensure the health and wellbeing of service users the provider must ensure that appropriate financial safeguards are in place. In order to achieve this the provider must:

- Carry out a full review of all financial policies, procedures and processes.
- Ensure that, where appropriate, accurate financial risk assessments are in place for service users and reviewed regularly.
- Ensure that steps are taken to obtain appropriate financial safeguards for each service user.
- Ensure regular audits are carried out on the funds held for service users. This must include a system to reconcile bank withdrawals and deposits.

To ensure the safeguarding and protection of service users the provider must ensure that:

- Concerns raised by service users are fully investigated and the outcome recorded;
- Where appropriate, concerns are escalated in line with adult support and protection legislation;
- Staff receive training in complaint handling and reporting responsibilities.

To safeguard service users the provider must ensure that staff are recruited in a way which demonstrates their fitness to undertake regulated work.

Legend:

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

() this signifies that the theme was not assessed at this inspection therefore grade brought forward from previous inspection

