



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 2 FEBRUARY 2022
REPORT ON: NATIONAL INDICATOR 17: INSPECTION GRADINGS ANALYSIS
REPORT BY: CHIEF FINANCE OFFICER
REPORT NO: PAC2-2022

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to provide the Performance and Audit Committee with an in-depth analysis of performance against national indicator 17 (care inspectorate gradings). This report also provides an overview of approaches within the Dundee Health and Social Care Partnership to monitor the quality of services and to provide improvement support where required.

2.0 RECOMMENDATIONS

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

- 2.1 Note the content of this report.
- 2.2 Note the analysis of performance against national indicator 17 contained within section 4 and appendix 1.
- 2.3 Note the range of mechanisms through which the Dundee Health and Social Care Partnership monitors the quality of social care and social work services on an ongoing basis, both for internal services and those that are externally commissioned (section 5).

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 NATIONAL INDICATOR 17 – DEFINITION AND ANALYSIS

4.1 National Indicator 17 of the suite of 23 National Health and Wellbeing Indicators focuses on the proportion of care services graded 'good' (4) or better in Care Inspectorate inspections. The calculation of the indicator includes the following care services:

- Care homes for adults and older people – 29 registered services in Dundee on 31 March 2021.
- Housing support services – 56 registered services in Dundee on 31 March 2021.
- Support services including care at home and adult daycare – 64 registered services in Dundee on 31 March 2021.
- Adult placements – 1 registered service in Dundee on 31 March 2021.
- Nurse agency – 0 registered services in Dundee on 31 March 2021.

Care services are graded by the Care Inspectorate across the themes of:

Care Homes ¹	Other Adult Services
People's wellbeing	Quality of care and support
Leadership	Quality of staffing
Staff team	Quality of management and leadership
Setting	
Care and support planning	

Services are graded on a six-point scale: 1 – unsatisfactory; 2 – weak; 3 – adequate; 4 – good; 5 – very good; and, 6 – excellent. National indicator 17 is calculated as the total number of adult care services receiving a grade of 4 or above on all themes as a proportion of the total number of services with grades at year end (as distinct from the total number of services actually inspected during the year). The indicator is updated annually based on the latest grading for each care service on the 31 March each year.

4.2 Since 2015/16 performance against this indicator has decreased from 88.4% to 79.9% in 2020/21. The Performance and Audit Committee agreed in November 2021 that further in-depth analysis of national indicator 17 should be undertaken to identify reasons for this deterioration in performance (Article VII of the minute of the Performance and Audit Committee held on 24 November 2021 refers). Officers across the Strategy and Performance Team, Social Care Contracts Team and operational teams have collaborated to complete this further analysis. This analysis focuses on financial years 2018/19, 2019/20 and 2020/21 and is contained in full in appendix 1.

4.3 Key findings within the in-depth analysis are:

- There are no clear trends or explanations for the deterioration in performance.
- Care homes showed the greatest pattern of deterioration to 2021, primarily between 2019 and 2020, with People's Wellbeing and Care and Support Planning being most likely to be graded as less than 'good'.
- Care at Home services also showed a small deterioration between 2019 and 2020, with Quality of Management and Leadership being the theme most likely to be graded less than 'good'.
- Seven care homes received gradings less than 'good' in at least one theme in two of the three years analysed. None received grades of less than 'good' in all three years.
- Two adult care services received gradings less than 'good' in at least one theme in two of the three years analysed. One received grades of less than 'good' in all three years.

4.4 The Inclusion Group Housing Support Service was the only adult care service that consistently received at least one grading of less than 'good' in all 3 years analysed. Since 2018/19 the service has progressed from having grades of less than 'good' across all three themes inspected to having only one theme assessed as less than 'good' (quality of management and leadership) in 2020/21. In July 2018 a co-ordinating group chaired by a Service Manager from the Partnership and including key stakeholders, including the Care Inspectorate, was established to support the service to progress improvements. The group met regularly during 2018/19 to agree improvement actions and monitor implementation and impact. This continued into 2019/20 however progress slowed at the onset on the pandemic in early 2020. Having assessed the position in April 2021 the co-ordinating group concluded their work following a noted and continuous improvement in service quality; routine contract monitoring was reinstated from that point.

5.0 QUALITY ASSURANCE OF ADULT SOCIAL CARE SERVICES

¹ These themes were adopted in 2019/20 for care homes. Prior to this the same themes were used as for other adult services with the addition of a fourth theme, 'quality of environment'. In 2019/20 some care homes were inspected against the new themes and some against the old themes.

- 5.1 The quality of both internally delivered and externally commissioned registered social work and social care services is monitored on an ongoing basis through the Social Care Contracts Team, operational managers and Clinical, Care and Professional Governance structures. As well as considering inspection gradings, quality assurance activities also encompass a wider range of indicators of service quality and safety.
- 5.2 The outcome of Care Inspectorate inspections is tracked, reported and scrutinised on an ongoing basis. As well as providing an annual overview report to the Performance and Audit Committee and being included as a core indicator reported in the Partnership's Annual Performance Report, data is considered by the Social Care Contracts Team, operational managers and Clinical, Care and Professional Governance Forums. In relation to externally commissioned providers the Social Care Contracts Team will work alongside the operational lead for the contract to consider any immediate significant risks and mitigating actions, to provide improvement support and to revise contract monitoring arrangements to take account of issues identified. Prior to the pandemic officers from the Social Care Contracts Team were routinely invited by the Care Inspectorate to inspection feedback meetings with providers; this arrangement will be re-visited again in 2022 with a view to re-establishing this practice. For internal services, outcomes of inspection reports will be considered by operational managers and will be reported to both management teams and where required to service level clinical, care and professional governance forums.
- 5.3 The Clinical Care and Professional Governance Group has considered the information it receives in relation to inspection gradings and is seeking to strength the approach taken. The CCPG Group is working towards arrangements whereby it will receive a detailed report on inspection gradings every second month which contains accompanying narrative from operational managers. Narrative will cover areas of exceptional practice, areas of concern and associated mitigations. The CCPG Group's experience to date is that services with low gradings are already known to operational leads and mitigating actions have been developed and are being implemented. Regular reporting also has the additional benefit of raising awareness across services of areas of potential concern identified during inspections and supporting them to target improvement work to prevent poor gradings. Plans are also being developed to support routine reporting of inspection grades to the Chief Social Work Officer's Governance Group, with data already being included in their statutory annual performance report.
- 5.4 As well as carrying out inspections of registered services the Care Inspectorate also has a role in investigating complaints made to them about registered services. A summary of this information is reported to PAC as part of the annual summary inspection grading report. Where any aspect of a complaint relates to duties under the Adult Support and Protection (Scotland) Act 2007 / concerns for an adult(s) at risk of harm the Care Inspectorate will share information directly with the Dundee Health and Social Care Partnership. In these circumstances the Care Inspectorate will subsequently be notified of the outcome of the Partnership's adult support and protection process. Where complaintst are upheld by the Care Inspectorate this information is published on their website. In addition, as part of contractual arrangements and contract monitoring providers are required to notify the Partnership of any complaints activity.
- 5.5 The quality of internal services is also monitored through regular scrutiny of complaints data. Complaints regarding social work and social care services subject of regular performance reporting to PAC, management teams and Clinical, Care and Professional Governance groups, including the Chief Social Work Officers Governance Group.
- 5.6 For externally commissioned services the Social Care Contracts Team work with an operational lead to implement contract monitoring arrangements. Standard monitoring templates are utilised specific to service areas, such as care homes or care at home. These templates capture information about any incidents that are reportable (under legislation and regulations) by registered providers to the Care Inspectorate, activity information, outcome reporting, information about service compliments and complaints, any other sources of service user feedback, any areas of concern / improvement identified (including complaints, grievances or activity involving the Care Inspectorate) and financial matters. Contract monitoring ensures good governance, including financial governance, but also offers a supportive forum in which providers can raise concerns and request support where they have identified challenges or areas for improvement. The information gathered through the contract monitoring process means that the Partnership has good, ongoing

insight into the quality of services and that inspection gradings that fall below 'good' (4) have normally been anticipated by both the provider and Partnership officers in advance of inspection activity taking place. This also means that improvement actions may already have been agreed and be in the process of being implemented when an inspection takes place.

- 5.7 An Early Indicators of Concern process is in place within the Partnership. This is a simple process that supports and encourages the workforce involved in care at home and care home services to highlight concerns about quality and practice to operational leads and Contracts Officers. Issues raised can range from specific concerns about individual care packages, to more general issues relating to managerial and leadership aspects of a service, such as lack of communication. Early Indicators of Concern inform the contract monitoring process but urgent issues can also be addressed with providers outside the normal contract monitoring timescales where this is proportionate. Where concerns relate to quality of care for an individual or group of individuals the process also triggers case responsible workers to progress multi-agency consideration of the concerns and actions required in response, including adult support and protection measures and the use of large-scale inquiries.
- 5.8 Taken together the different methods of monitoring service quality outlined in sections 5.2 to 5.7 provide ongoing information about the quality and safety of registered social care and social work services, both internally and commissioned. This supplements the formal inspection of services by the Care Inspectorate and ensure that issues relating to service quality are identified and addressed at the earliest possible stage. However, it must also be recognised that statutory inspection powers provide the Care Inspectorate with significantly more authority to examine the detail of services provision and supporting systems of externally commissioned services (such as recruitment documentation and service user records) than are available to Partnership staff. Whilst for the vast majority of services where inspection grades below 'good' (4) are awarded Partnership staff are already aware of areas for improvement, and in many cases working actively with the provider to address this, inspection does on some occasions identify previously unknown concerns. It is for that reason that inspection continues to be an important part of the overall quality assurance process for social work and social care services.

6.0 POLICY IMPLICATIONS

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

7.0 RISK ASSESSMENT

Risk 1 Description	Clinical, Care and Professional Governance Group does not consistently receive sufficient information on an ongoing basis regarding inspection gradings.
Risk Category	Governance, Operational
Inherent Risk Level	Likelihood 3 x Impact 4 = Risk Scoring 12 (which is a High Risk Level)
Mitigating Actions (including timescales and resources)	<ul style="list-style-type: none"> Standing report on inspection gradings to be incorporated into Clinical Care and Professional Governance Group agenda, including grades awarded and accompanying narrative.
Residual Risk Level	Likelihood 1 x Impact 4 = Risk Scoring 4 (which is a Low Risk Level)
Planned Risk Level	Likelihood 1 x Impact 4 = Risk Scoring 4 (which is a Low Risk Level)
Approval recommendation	Given the low level of planned risk, this risks is deemed to be manageable.

8.0 CONSULTATIONS

8.1 The Chief Officer, Heads of Service, Health and Community Care and the Clerk were consulted in the preparation of this report.

9.0 BACKGROUND PAPERS

9.1 None.

Dave Berry
Chief Finance Officer

DATE: 10 January 2022

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Care Inspectorate Gradings

An investigation to explain deteriorating performance towards National Indicator 17

Proportion of care services graded 'good' (4) or better in Care Inspectorate Inspections

**Senior Officer, Strategy and Performance Team
December 2021**

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Introduction

This report has been prepared by the Strategy and Performance Team in order to better understand the data used to calculate National Indicator 17 and the reasons why performance has deteriorated over the last 5 years.

Data Sources

The data used for this report is taken from the National SOURCE data file which is updated annually for this indicator and Care Inspectorate Inspection Reports for further regulatory information. The Care Inspectorate provided further context to assist understanding of the data included in the numerator and denominator and the Contracts Team provided working knowledge and of the services and commissioning arrangements.

National Health and Wellbeing Outcomes:

- People who use health and social care services have positive experiences of those services, and have their dignity respected.
- Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- People using health and social care services are safe from harm.

Rationale for indicator 17

This indicator is intended to provide a measure of assurance that adult care services meet a reasonable standard. It would be envisaged however that services should not just aspire to adequacy and therefore the indicator looks at those who are “good” or better on all gradings. Care services would be expected to continuously improve.

Definition

Care services included in this indicator are:

- Care Homes for adults and older people
- Housing Support Services
- Support Services including Care at Home and adult Daycare
- Adult placements
- Nurse Agency

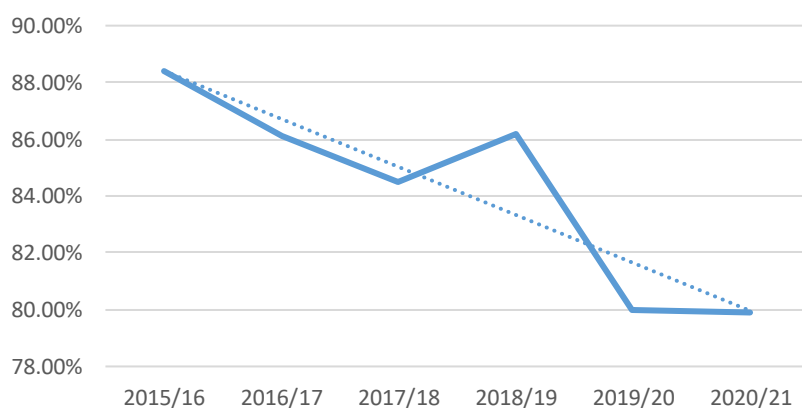
Care services are graded on a six point scale: 1) Unsatisfactory; 2) Weak; 3) Adequate; 4) Good; 5) Very good; 6) Excellent

The indicator is the total number of adult care services receiving a grading of 4 or above (i.e. “good”, “very good” or “excellent”) on all themes as a proportion of the total number of services graded. The indicator is updated annually and shows the latest gradings for each care service at the end of March each year.

Main Points

- Performance deteriorated by 10% between 2015/16 and 2020/21.
- When investigating by service there were no apparent trends or explanation for the deterioration.
- Regulatory information regarding services which received a grade of less than 4 across any theme over 2 or all of the 3 years included in the analysis (2018/19, 2019/20, 2020/21) were assessed.
- There are many services across each of the 3 years analysed that were graded less than 4 across only 1 theme (47% of all services inspected who were awarded grades across multiple themes); it is the lowest grade received across all themes which determines the overall grade used for the calculation of the national indicator. Further analysis did not identify any underlying pattern in relation to this.
- Themes used to inspect services and grade were changed for the 2020/21 year due to the pandemic. Fewer services were inspected due to the risk associated with outside visitors entering services and inspections were decided on a risk and intelligence led basis which was informed by a desk exercise including local intelligence and regulatory activity and information.
- Gradings for all service areas except for care homes did not vary much between 2020 and 2021 as very few services, other than care homes, were inspected during 2021 and those not inspected retained the previous grade.
- Care homes showed the greatest pattern of deterioration to 2021, although the deterioration between 2020 and 2021 was very small in comparison to 2019 where People's Wellbeing and Care and Support Planning were the themes most likely to be graded less than 4.
- Care at Home services also showed a deterioration between 2019 and 2020 with Quality of Management and Leadership being the theme most likely to be graded less than 4.

Performance



- Overall the % of services graded 4 or more has decreased over the last 6 years (although there was an increase in 2018/19).
- The decrease was from 88.4% in 2015/16 to 79.9% in 2020/21. 10% less in 2020/21 than 2015/16 (deterioration)
- The denominator (number of services graded) decreased by 28 services and the numerator (number of services receiving grades 4 or better) decreased by 34 services.

Services which received gradings of 3 or less

2018/19

Other Adult Services						
Organisation	Service Name	Inspection Date	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership	Contracted Service
Nestor Primecare Services (now Allied Health Services Ltd)	Allied Healthcare (Dundee)	06/04/18	4	5	3	Yes
Blackwood Homes and Care	Tayside Services Housing Support	29/06/18	3	4	3	Yes
British Red Cross	British Red Cross Support at Home	23/05/18	4	4	3	Yes
Caledonia Housing Association Limited	Caledonia Care at Home Service	07/02/19	3	3	3	Yes
The Inclusion Group (Dundee)	The Inclusion Group	05/07/18	3	2	2	Yes
My Homecare (Dundee) Ltd		18/05/18	4			Yes
Carr Gomm	Support Service 2	07/02/19	4	3	3	Yes
Cornerstone	Dundee and Angus Service	16/01/19	3	4	4	Yes
Priority Care Ltd	Magdalen House	07/03/19		3	3	Yes

Care Homes								
Organisation	Service Name	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care and Support Planning	Contracted Service
Enhance Healthcare Ltd	Elder Lea Manor	16/01/19	4	4	3	4		Yes
Bertinaley Care Ltd	Helenslea Service now closed.	03/07/18 23/08/18	Individual gradings not available					
HC-One	Ballumbie Court	30/11/18	2	2	3	4	2	Yes
Living AmbitionsLtd	Linlathen Neurodisability Unit	18/10/18	2	2	2	2	3	Yes

	Service now closed.							
Dundee HSCP	Menziesshill House	07/03/09	3				4	Internal service
Rosebank (Dundee) Ltd	McGonagall House	24/01/19	2	3	4	4	3	Yes
Trustees of St Margaret's	St Margaret's	09/10/18	4	4	4	3	3	Yes

8 Adult care services and 8 Care Homes received grades in 2018/19

Adult Care Services

- 3 of the 8 Adult Care Services received grades of 3 or less across all 3 themes inspected.
- 1 of the 8 Adult Care Services received grades of 3 or less across 2 out of 3 of the themes inspected (quality of staffing and quality of management and leadership).
- 4 of the Adult Care Services received grades of 3 or less across 1 out of 3 of the themes inspected (3 regarding quality of management and leadership and 1 regarding quality of staffing).

Care Homes

- 1 of the 8 Care Homes received grades of 3 or less across all 5 themes inspected.
- 1 of the 8 Care Homes received grades of 3 or less across 4 out of 5 of the themes inspected.
- 2 of the 8 Care Homes received grades of 3 or less across 3 out of 5 of the themes inspected.
- 1 of the 8 Care Homes received grades of 3 or less across 2 out of 5 of the themes inspected.
- 2 of the 8 Care Homes received grades of 3 or less across 1 out of 5 of the themes inspected.

There is no information available for Helenslea and this service is now closed

2019/20

Other Adult Services						
Organisation	Service Name	Inspection Date	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership	Contracted Service
Allied Health Services Dundee	Care at Home	24/10/19	4	3	3	Yes
British Red Cross	Support at Home	21/09/19	4	4	3	Yes
Call in Home Care	Care at Home	03/03/20	5	5	3	Yes
Crossroads	Caring Scotland Dundee	19/12/19	4	4	3	Yes
Hillcrest Futures	Homecare	10/10/19	4	4	3	Yes
The Inclusion Group (Dundee)	Care at Home	13/01/20	4	3	2	Yes
The Inclusion Group (Dundee)	Housing Support	13/01/20	3	3	2	Yes
SAMH	Dundee Specialist Mental Health Outreach (care at home / housing support)	08/07/19	4	3	4	Yes

Dudhope Villa	Dundee and Angus Services	28/08/19	4	4	3	Yes
Sense Scotland	Supported Living Dundee 2 (care at home / housing support)	11/09/19	4	4	3	Yes
Transform Community Development	Housing support service	04/06/19	2	4	2	Yes

Care Homes								
Organisation	Service Name	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care and Support Planning	Contracted Service
Hudson Healthcare Ltd	Pitkerro Care Centre	28/01/20	3				3	Yes
Kennedy Care Group	Redwood House	09/02/19	3				3	Yes
HC-One	Riverside View	21/06/19	3				4	Yes
Kennedy Care Group	Rose House	17/01/20	3	3		3	3	Yes
Trustees of St Margaret's Home	St Margaret's Home	02/10/19	4	4	4	3	3	Yes
Cygnets Healthcare	Thistle Care Home	21/06/19	3	3	3	4	3	No
Balhousesie Care Limited	Balhousesie Clement Park	27/08/19	3				3	Yes
HC-one	Ballumbie Court	31/05/19	3	4	4	4	4	Yes
Sanctuary Care	Bridge View House Nursing Home	30/04/19	3	3	3	3	4	Yes
Cygnets Healthcare	Ellen Mhor	21/06/19	3	4	4	4	4	No
Forebank Ltd	Forebank	28/01/19	2				4	Yes

11 Adult Care Services and 11 Care Homes received grades in 2019/20.

Adult Care Services

- 1 of the 11 Adult Care Services received grades of 3 or less across all 3 themes inspected.
- 3 of the 11 Adult Care Services received grades of 3 or less across 2 out of 3 of the themes inspected.
- 7 of the 11 Adult Care Services received grades of 3 or less across 1 out of 3 of the themes inspected.

Care Homes

- 0 of the 11 Care Homes received grades of 3 or less across all 5 themes inspected.
- 2 of the 11 Care Homes received grades of 3 or less across 4 out of 5 of the themes inspected.
- 1 of the 11 Care Homes received grades of 3 or less across 3 out of 5 of the themes inspected.
- 3 of the 11 Care Homes received grades of 3 or less across 2 out of 5 of the themes inspected.
- 5 of the 11 Care Homes received grades of 3 or less across 1 out of 5 of the themes inspected.

2020/21

Other Adult Services						
Organisation	Service Name	Inspection Date	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership	Contracted Service
My Homecare (Dundee) Ltd		04/03/21	4	3	3	Yes
The Inclusion Group (Dundee)	Housing Support Service	20/01/21	4	4	3	Yes

Care Homes						
Organisation	Service Name	Inspection Date	People's health and well-being are supported and safeguarded during the COVID-19 pandemic	Infection control practices support a safe environment for people experiencing care and staff	Staffing arrangements are responsive to the changing needs of people experiencing care	Contracted Service
HC-One Ltd	Ballumbie Court	10/09/20	4	3	4	Yes
Sanctuary Care	BridgeView House Nursing Home	04/09/20	Overall grade of 3			Yes
Enhance Healthcare Ltd	Elder Lea Manor	17/11/20	4	3	4	Yes
Brookesbay Limited	Forebank	22/09/2020	Overall grade of 3			Yes
Thistle Healthcare Ltd	Lochleven	02/09/20	4	3	4	Yes
Hudson Healthcare	Pitkerro Care Centre	24/06/20	3	2	3	Yes
Kennedy Care Group	Rose House	17/02/21	Overall grade of 3			Yes
Cygnnet Healthcare	Thistle	29/09/20	4	3	4	No

2 Adult Care Services and 8 Care Homes received grades in 2020/21.

Adult Care Services

- 0 of the 2 Adult Care Services received grades of 3 or less across all 3 themes inspected.
- 2 of the 2 Adult Care Services received grades of 3 or less across 2 out of 3 of the themes inspected.

- 0 of the 2 Adult Care Services received grades of 3 or less across 1 out of 3 of the themes inspected.

Care Homes

- 0 of the 8 Care Homes received grades of 3 or less across all 3 themes inspected.
- 4 of the 8 Care Homes received grades of 3 or less across 2 out of 3 of the themes inspected.
- 4 of the 8 Care Homes received grades of 3 or less across 1 out of 3 of the themes inspected.

Services with grades less than 4, inspected in 2020/21 and in either 2018/19 or 2019/20

Care Homes

7 Care Homes received grades of less than 4 in 2020/21 and in either 2018/19 or 2019/20. Fewer services were inspected due to the risk associated with outside visitors entering care homes and services inspected were decided on a risk and intelligence led basis which was informed by a desk exercise including local intelligence and regulatory activity and information.

During 2020/21, which was the first year of the COVID-19 Pandemic services were inspected on 'How good is our care and support during the COVID-19 pandemic?', which looked at 3 themes: 1. health and wellbeing; 2. infection control; and, 3. staffing arrangements during the pandemic. The services which received grades of less than 4 during 2020/21 and 1 other year over the last 3 are:

- **Ballumbie Court**
The inspection grading included in the 2020/21 calculation was 10 September 2020 and this is the latest inspection report to be published. The only theme to be graded less than 4 was regarding infection control which was graded a 3 (adequate). Complaints were received during each of the 3 years included in this analysis and were regarding wellbeing, healthcare, record keeping communication and choice. No enforcement has been made.
- **Bridge View House Nursing Home**
Service has received gradings of less than 4 on several years over the last 10 years across all themes. At the first inspection of 2020/21 (22 June 2020) the service received an overall grading of 1 (unsatisfactory). The inspection report which was used for the 2020/21 gradings (4 September 2020) calculation is not available on the Care Inspectorate website therefore we can not report which of the 3 themes the service scored less than 4 on, although we know that the overall grading was a 3 (adequate). At the subsequent unannounced inspected on 28 May 2021 the only theme to be graded less than 4 was regarding infection control which was graded a 3 (adequate). The latest inspection was on 31 August 2021 where the service was graded a 4 (good) against each theme. The latest complaint received was in 2018 and no enforcement has been made.
- **Elderlea Manor**
The inspection grading included in the 2020/21 gradings calculation was 17 November 2020 and this is the latest inspection report to be published. The only theme to be graded less than 4 (good) was regarding infection control which was graded a 3 (adequate). The latest complaint was in 2018 and was regarding staff and no enforcement has been made.
- **Forebank**
At the first inspection of 2020/21 (6 August 2020) the service received an overall grading of 2 (weak). The inspection report which was used for the 2020/21 gradings (22 September 2020) calculation is not available on the Care Inspectorate website therefore we can not report which of the 3 themes the service scored less than 4 on, although we know that the overall grading was a 3 (adequate). This is the most recent inspection report to be published. The latest complaint was in 2019 and was regarding user participation, healthcare and policies and procedures. There have been no enforcement notices during the last 3 years.
- **Pitkerro Care Centre**

Service has received gradings of less than 4 on several years over the last 10 years across all themes. At the inspection used for the gradings calculation in 2020/21 (24 June 2020) the service was graded as 3 (adequate) for health and wellbeing, 2 (weak) for infection control and 3 (adequate) for staffing arrangements. The service has been inspected 3 times since receiving an overall grading of 3 (adequate) on 17 July 2020, 2 (weak) on 24 May 2021 and 3 (adequate) on 23 June 2021. 6 complaints were received over the 3 years included in this report and they were regarding staff, healthcare, communication, policies and procedures, environment and property. No enforcement has been made.

- **Rose House** is now closed

- **Lochleven**

The inspection grading included in the 2020/21 calculation was 02 September 2020 and this is the latest inspection report to be published. The only theme to be graded less than 4 was regarding infection control which was graded a 3 (adequate). 4 complaints were received over the 3 years included in this report and these were regarding policies and procedures, communication, staff, protecting people and record keeping. No enforcement has been made.

Adult Care Services

2 adult care services received grades of less than 4 in both 2018/19 and 2019/20

- **Allied Health Services Dundee**

Service was last inspected on 24 October 2019 and received a 3 (adequate) for management and leadership. 4 complaints have been made over the last 3 years included in this report and these were regarding, healthcare, wellbeing, communication and record keeping. No enforcement has been made.

- **British Red Cross Support at Home**

Service was last inspected on 21 September 2019 and received a 3 (adequate) for staffing and a 3 (adequate) for management and leadership. No enforcement has been made.

Services with grades less than 4 and inspected in 3 separate years (all) between 2018/19 and 2020/21

Care Homes

No care homes received grades of less than 4 in all 3 years.

Adult Care Services

1 adult care service received grades of less than 4 in all three years 2018/19, 2019/20 and 2020/21

- **The Inclusion Group Housing Support Service**

The inspection used for the grading calculation was 20 January 2021 and the service was graded a 3 (adequate) for staffing arrangements. A follow up inspection took place on 4 May 2021 and all areas for improvement had been met. No complaints or enforcement have been made.