



**REPORT TO:** PERFORMANCE & AUDIT COMMITTEE – 29 SEPTEMBER 2021  
**REPORT ON:** CARE INSPECTORATE GRADINGS - REGISTERED CARE HOMES FOR ADULTS/OLDER PEOPLE AND OTHER ADULT SERVICES 2020/21  
**REPORT BY:** CHIEF FINANCE OFFICER  
**REPORT NO:** PAC21-2021

**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 Dundee registered care homes for adults/older people and other adult services in Dundee for the period 1 April 2020 to 31 March 2021.

**2.0 RECOMMENDATIONS**

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

- 2.1 Note the contents 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 Note the significant changes to the scale and scope of Care Inspectorate led inspections carried out in 2020/21 due to the COVID-19 pandemic (section 4.1.2).
- 2.3 Note the range of continuous improvement activities progressed during 2020/21 as described in section 4.3 and Appendix 1.

**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 ensures that care service providers meet the Health and Social Care Standards which came into effect in April 2018. 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](http://www.careinspectorate.com).
- 4.1.2 The Coronavirus (Scotland) Act 2020 included provisions which affected the work of the Care Inspectorate in terms of the scale and scope of inspection activity carried out in 2020/21. In order to robustly assess arrangements to respond to the COVID-19 pandemic, inspections required to place particular focus on infection prevention and control, wellbeing and staffing in care settings. An additional key inspection question to augment existing frameworks was developed - 'How good is our care and support during the COVID-19 pandemic?' which formed the excluded focus of inspection activity during 2020/21. To reduce pressure on providers fewer inspections were carried out during the year, with 17 inspections taking place in Dundee compared with 79 in 2019/20.

4.1.3 Due to the very significant changes in inspection scale and scope during 2020/21 inspection gradings from 2020/21 cannot usefully or reliably be compared to previous years.

4.1.4 A feedback letter to NHS Tayside 6/7/21 from the Sharing Intelligence for Health & Care Group stated that “the Care Inspectorate explained that it considers leadership across the three Health & Social Care Partnerships in the region to be strong and collaborative. The link inspectors for the three partnerships noted positive cultures within partnerships that are forward thinking, and open to seeking external support if required. The interface between NHS Tayside and the three partnerships will be crucial in realising some of the changes/improvements to services that are required, including to mental health services (see below). The Care Inspectorate also noted that, across all three partnership regions in Tayside, the percentage of services that had grades of good or better in care at home services were below the Scottish average.

## 4.2 Gradings Awarded

4.2.1 A total of 17 inspections were carried out across 13 services during 2020/21: 15 inspections across 11 care homes and 2 inspections of other adult services.

4.2.2 Of the 17 inspections undertaken in 2020-21 :

- No service received an overall grade of **5** ‘very good’ or **6** ‘excellent’
- 3 services (17.5%) received an overall grade of **4** ‘good’
- 10 services (59%) received an overall grade of **3** ‘adequate’
- 3 services (17.5%) received an overall grade of **2** ‘weak’
- 1 service (6%) received an overall grade of **1** ‘unsatisfactory’

4.2.3 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 4 of the 13 services following inspection during 2020/21 (all of which were care homes). Details of the improvement support provided to all 4 services is set out in appendix 1; in all cases this resulted in the Care Inspectorate upgrading the care home to grade 3 – Adequate within the financial year.

4.2.4 Table 1 below shows the overall percentage awarded at grades 1 to 6 and also each key theme in Dundee in 2020-21. Of the 17 inspections carried out, 4 were re-inspections to follow up on requirements, which in all 4 services, resulted in a re-grading to a higher grade. There is no breakdown into the 3 themes for these follow up visits.

**Table 1 – 13 inspection (39 grades awarded)**

Grade 2020-21	OVERALL	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	
<b>6</b> excellent	-	-	-	-	-	-	-
<b>5</b> very good	5%	1	(7.5%)	-	-	1	(7.5%)
<b>4</b> good	49%	8	(62%)	4	(31%)	7	(54%)
<b>3</b> adequate	20%	1	(7.5%)	5	(38.5%)	2	(15.5%)
<b>2</b> weak	23%	3	(23%)	3	(23%)	3	(23%)
<b>1</b> unsatisfactory	3%	-	-	1	(7.5%)	-	-

### **4.3 Continuous Improvement**

- 4.3.1 There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves the care home providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of the same until such point concerns have been adequately addressed. This pre-existing commitment and relationships between providers, the Care Inspectorate and the Partnership has invaluable through 2020/21 in supporting providers to respond to the COVID-19 pandemic.
- 4.3.2 In the care home sector improvement support has been focused through the Integrated Care Home Team, Care Home Providers Forum, Care Home Clinical and Professional Governance Oversight Group and Care Assurance Visits. These approaches, described in further detail in Appendix 1, have operated to ensure that concerns and risks are identified at an early stage and that appropriate support and expertise has been available to providers, particularly in relation to infection prevention and control but also to maintain the provision of high quality care to care home residents during lockdowns and periods of significant public health restrictions.
- 4.3.3 More generally, there has been a focus throughout the pandemic on provider support and sustainability, led by the Social Care Contracts Team. This has included local implementation of national agreements in relation to financial sustainability claims and payments between the Scottish Government and COSLA, as well as a range of communication activities, facilitating access to PPE, staff testing and staff vaccination and provider specific supports to address the impact of the pandemic of models of care, continuity of service provision and staffing levels. Further detail is provided in Appendix 1. The focus on provider support and sustainability will continue into the recovery period.

### **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, Heads 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: 26 August 2021

Rosalind Guild  
Contracts Officer

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## PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

### DUNDEE REGISTERED CARE HOMES FOR ADULTS/OLDER PEOPLE AND OTHER ADULT SERVICES

1 APRIL 2020 – 31 MARCH 2021

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#### INTRODUCTION

The purposes of this report is to summarise for members the findings and gradings awarded by the Care Inspectorate to registered care home services for adults and other registered adult services within Dundee for the period 1 April 2020 to 31 March 2021.

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.

Revised Health and Social Care Standards came into effect in April 2018. The new 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.

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.

From 2018 to date the following quality frameworks have been published which are relevant to this report.

- Care homes for adults
- Care homes for older people
- Housing support and offender accommodation
- Support services (care at home including supported living models of support)
- Support services (not care at home)

The Care Inspectorate continue to inspect using a six-point grading scale (see below) against which the following key themes are graded:



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

The grading scale used is:

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

## COVID 19 – CHANGE OF FOCUS FOR CARE INSPECTORATE

The Coronavirus (Scotland) Act, introduced by the Scottish Government on 31 March 2020 to respond to the emergency situation caused by the Covid-19 pandemic came into force on 7 April 2020. Within the Act are provisions which affected the work of the Care Inspectorate, the providers and services they work with, and individuals experiencing care.

In order to robustly assess arrangements to respond to the Covid-19 pandemic, inspections required to place particular focus on infection prevention and control/PPE (Personal Protective Equipment), well-being and staffing in care settings. A key question to augment existing frameworks was developed – **How Good is our Care and Support during the Covid-19 pandemic?**

This key question has three quality indicators associated with it:-

- 7.1 People's health and wellbeing are supported and safeguarded during the Covid-19 pandemic.
- 7.2 Infection control practices support a safe environment for both people experiencing care and staff
- 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

Inspection Officers carried out short, focused, targeted inspections jointly with colleagues from Health Improvement Scotland and Health Protection Scotland to assess care and support during the Covid-19 pandemic. The above six-point grading scale continues to be used to grade this additional key question.

In addition to inspection visits, throughout the COVID-19 pandemic the Care Inspectorate has used video calls (using the Scottish Government approved Near Me consulting tool as a platform) and telephone calls as methods of engagement with care providers, service users and carers.

## OVERVIEW OF THE SERVICES INSPECTED

A total of 17 inspections were carried out across 13 services during 2020-21 (see Appendices A and B):

- 15 inspections in 11 care homes (compared to 30 inspections in 2019-20)
- 2 inspection in other adult services (compared to 49 inspections in 2019-20)

Where there are performance concerns at an inspection resulting in a number of requirements being imposed, a follow up visit is arranged. This can result in further action being taken or grades being amended. This is relevant to 4 care home services during 2020-21.

Inspection visits can also be carried out if complaints are made against a service.

Table 1 shows which sectors received an inspection:

**Table 1**

Service	Data	DHSCP	Private	Voluntary	Total
DUNDEE	No of Services	0	11	2	13
	%	0%	85%	15%	100%

### Summary of the gradings awarded in Dundee

Of the 17 inspections undertaken in 2020-21 :

- No service received an overall grade of **5** 'very good' or **6** 'excellent'
- 3 services (17.5%) received an overall grade of **4** 'good'
- 10 services (59%) received an overall grade of **3** 'adequate'
- 3 services (17.5%) received an overall grade of **2** 'weak'
- 1 service (6%) received an overall grade of **1** 'unsatisfactory'

There is no value in comparing gradings to those received during 2019-20 as only the recently added Key Question 7 was inspected during the pandemic.

Table 2 below shows the overall percentage awarded at grades 1 to 6 and also each key theme in Dundee in 2020-21. Of the 17 inspections carried out, 4 were re-inspections to follow up on requirements, which in all 4 services, resulted in a re-grading to a higher grade. There is no breakdown into the 3 themes for these follow up visits.

**Table 2 – 13 inspection (39 grades awarded)**

Grade 2020-21	OVERALL	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	
<b>6</b> excellent	-	-	-	-	-	-	-
<b>5</b> very good	5%	1	(7.5%)	-	-	1	(7.5%)
<b>4</b> good	49%	8	(62%)	4	(31%)	7	(54%)
<b>3</b> adequate	20%	1	(7.5%)	5	(38.5%)	2	(15.5%)
<b>2</b> weak	23%	3	(23%)	3	(23%)	3	(23%)
<b>1</b> unsatisfactory	3%	-	-	1	(7.5%)	-	-

As within the summary above, there is no purpose to comparison with data from previous year owing to the introduction of Key Question 7.

**Bridge View Care Home** (owned by Sanctuary Care) was initially inspected by the Care Inspectorate on 17 June 2020. Serious concerns by the Care Inspectorate were shared with Dundee Health & Social Care Partnership related to care and support, environment and staffing. A Letter of Serious Concern was issued by the Care Inspectorate to the provider following the visit. A follow up visit by the Care Inspectorate on 22 June 2020 evidenced a marked improvement. Ongoing support was provided by the Care Home Team, Care Inspectorate and Health Protection Team to support sustained improvement and a series of Risk Management meetings were held. At a follow up inspection visit on 4 September 2020, the Care Inspectorate upgraded the care home from grade 1 – Unsatisfactory to grade 3 – Adequate.

**Forebank Care Home (owned by Brookesbay Limited)** was visited by the Care Inspectorate on 6 August 2020 and a Serious Concern Letter issued with regard to Infection and Prevention Control issues, staff training and management of medication. A series of Risk Management meetings took place to discuss and support progress of the action plan in place. All requirements had been met by the time the Care Inspectorate carried out their follow up visit on 21 August 2020. The Care Inspectorate subsequently upgraded the care home from grade 2 - Weak to grade 3 – Adequate on 22 September 2020.

**Pitkerro Care Centre (owned by Hudson Healthcare Ltd)** was visited by the Care Inspectorate on 24 June 2020. Of particular concern was Infection, Prevention and Control practices. Dundee Health and Social Care Partnership discussed the concerns at the Care Home Safety Huddle and it was agreed that a Care Assurance Visit be arranged as a matter of urgency to support the care home. All requirements were addressed at the Care Inspection follow up visit on 17 July 2020 at which time their grade was upgraded from 2 – Weak to grade 3 - Adequate.

**Rose House (owned by Kennedy Care Group)** was visited by the Care Inspectorate on 27 November 2020 at which time requirements were put in place relating to care and support, environmental issues and staffing. Dundee Health & Social Care Partnership staff had close contact with this care home throughout this year and it was agreed at the Care Home Safety Huddle that the support provided to the care home already in place would continue awaiting the Care Inspection follow up visit. The Care Inspectorate re-visited the home on 17 February 2021 and awarded an upgrade from 2- Weak to grade 3 – Adequate.

During this time, Kennedy Care Group decided to close Rose House.

## **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 4 of the 13 services following inspection during 2020-21.

## **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 2020-21 the Care Inspectorate received one or more complaints relating to 2 of the 13 services inspected in Dundee. Of these, all were upheld or at least one of the following elements upheld.

### **Healthcare**

- Nutrition
- Medication issues
- Infection Control issues
- Hydration
- Tissue Viability
- Inadequate healthcare or healthcare treatment

### **Wellbeing**

- Behaviour

### **Record-Keeping**

- Personal Plans/agreements

### **Communication**

- Between staff and service users/relatives/carers



## **Policies and Procedures**

- Complaints procedure

## **Staff**

- Recruitment procedure (including disclosure checks)
- Training/qualifications

## **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 & Social Care Partnership.

Two care home services were issued with Letters of Serious Concern.

## **CONTINUOUS IMPROVEMENT**

There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves service providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of the same until such point concerns have been adequately addressed.

### **Care Home Services**

***Integrated Care Home Team*** - During COVID the Care Home Team has continued to support all care homes in Dundee through the link work role, whereby there is a Registered Mental Health Nurse, Registered General Health Nurse and Social Work Review Officer allocated to each care home. Essential visits in care homes have continued, however more regular, planned visits have been determined by local guidance and through discussion with each home. During this time, Near Me, Microsoft Teams and teleconferencing have been utilised by the team for contact, assessments, and reviews where a face-to-face visit or meeting was deemed non-essential and to reduce the footfall and potential spread of Covid within the care home. All Care Home Team staff have received their second Covid vaccination and continue to undertake twice weekly Lateral Flow Tests.

Urgent Care, comprising Advance Nurse Practitioners continue to support the role out of Urgent Care within care homes in Dundee. During the pandemic, the Advance Nurse Practitioners have continued to triage urgent care calls and requests by care homes for a same day GP house call. As prescribers of medication, the Advanced Nurse Practitioners will undertake on behalf of the GP these house call visits with any following up, non-urgent tasks being passed on to the allocated link nurses within the CHT.

***Care Home Providers Forum*** -The care home providers forum usually meets quarterly. The forum is attended by representatives from care homes across the city as well as members of the integrated care home team and a variety of professionals from Dundee Health & Social Care Partnership, the Care Inspectorate, Scottish Care and more recently Health Protection Tayside and Infection, Prevention and Control consultants from NHS Tayside. During Covid the forum has been a vital method of communication and support. Meetings were held weekly for several months in order to ensure regularly updated government guidance was received, understood and implemented timeously. In addition, this meeting offered Dundee care home managers the opportunity to discuss topical issues and concerns during the most difficult of times.

**Care Home Clinical and Professional Governance Oversight Group** - The Dundee Care Home Safety Huddle meets twice per week to discuss the status of the care home sector in Dundee. The frequency of meetings can be increased if required. Using the Turas information system, each care home provides a range of daily information pertaining to Covid, staffing and visiting. This information is combined with local information from the multi-disciplinary team attending the meeting, including DHSCP, Health Protection Team, Infection, Prevention and Control, Scottish Care and the Care Inspectorate. Any areas of concern are escalated to the Tayside Oversight Group which consists of Senior Managers from HSCPs, Nursing, HPT, IPC and trade unions. The meeting is chaired by the Director of Nursing for NHS Tayside.

**Care Assurance Visits** - In the summer of 2020 care homes were visited by staff from DHSCP and NHS Tayside to undertake an assurance visit using a local visiting tool. The purpose of these visits was to provide assurance to the Nursing Directorate that aspects of care, support and infection prevention and control were being undertaken effectively. Since these visits an assurance team has been formed including a care manager, a nurse and an Infection, Prevention and Control nurse. In February 2021, a further set of assurance visits have taken place. These support visits acknowledged areas of good practice and made recommendations where some improvements could be made. A report was compiled regarding these visits and submitted to the Oversight group.

### **Other Adult Services**

**Provider Support and Sustainability** - During 2020-21 there has been a significant focus on provider support and sustainability. This has been led by the Social Care Contracts Team and supported by a range of staff from across the Dundee Health and Social Care Partnership workforce. Key elements of the approach have included:

- Local implementation of national arrangements in relation to financial sustainability claims and payments;
- Regular provider communication e-mails summarising key developments, resources and legislative changes relating to the pandemic;
- A range of support to providers to access PPE, COVID-19 testing and vaccination;
- Targeted information gathering and distribution to ensure that providers data and views informed national developments in relation to the roll out of staff testing programmes, staff vaccination and other key aspects of nationally developed pandemic responses;
- Continuation of provider forums, including the care at home forum, via on-line platforms to promote information and peer support; and,
- Support to specific providers to manage impacts of the pandemic on models of care, service provision and staffing levels with a view to maintaining accessible services for vulnerable and at-risk populations.

The Health and Social Care Partnership recognises that, similarly to internal services, the COVID pandemic has resulted in many providers developing new and innovative approaches to service delivery. As we move through the recovery period our provider support and sustainability focus will move to enabling providers to embed the positive changes and learning into their models of service provision for the longer-term and to consolidate new partnerships that have developed between services in response to the pandemic. This may require further work with providers to ensure contractual arrangements are fully aligned to new models of service.

**DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP**  
**CARE INSPECTORATE GRADINGS FOR CARE HOMES IN DUNDEE - 1 APRIL 2020 TO 31 MARCH 2021**



Organisation and Name of Care Home	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Key Question 7 - How good is our care and support during the Covid-19 pandemic?				Requirements	Complaints	Enforcement / Letter of Serious Concern)
				Overall Grade	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			

<b>Ballumbie</b> HC-One Limited	Care Home (Older People)	Private	10.09.20	3	4	3	4	No	Yes	No
<b>Benvie</b> Duncare Ltd	Care Home (Older People)	Private	11.12.20	4	5	4	5	No	No	No
<b>Bridge View</b> Sanctuary Care	Care Home (Older People)	Private	22.06.20	1	2	1	2	Yes	No	Letter of Concern
			07.07.20 04.09.20	3	Follow up visit and re-grade				-	-
<b>Elder Lea Manor</b> Enhance Healthcare Ltd	Care Home (Older People)	Private	07.11.20	3	4	3	4	No	No	No
<b>Ellen Mhor</b> Cygnet Healthcare	Care Home (Learning Dis)	Private	10.06.20	4	4	4	4	No	No	No
<b>Forebank</b> Brookesbay Limited	Care Home (Older People)	Private	06.08.20	2	2	2	2	Yes	No	Letter of Concern
			21.08.20 22.09.20	3	Follow up visit and re-grade				-	-
<b>Lochleven</b> Thistle Healthcare Limited	Care Home (Older People)	Private	02.09.20	3	4	3	4	No	No	No

<b>Pitkerro Care Centre</b> Hudson Healthcare Ltd	Care Home (Older People)	Private	24.06.20	2	3	2	3	Yes	Yes	No
			17.07.20	3	Follow up visit and re-grade			-	-	-
<b>Rose House</b> Kennedy Care Group	Care Home (Older People)	Private	27.11.20	2	2	2	2	Yes	No	No
			17.02.21	3	Follow up visit and re-grade			-	-	-
			Care Home Closed – 13 week notice of closure received on 15.02.21							
<b>St Margaret's Home – Dundee</b> Trustees of St Margaret's Home	Care Home (Older People)	Voluntary	10.09.20	4	4	4	4	No	No	No
<b>Thistle</b> Cygnet Healthcare	Care Home (Learning Dis)	Private	29.09.20	3	4	3	4	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  
CARE INSPECTORATE GRADINGS FOR ADULT SERVICES (EXCLUDING CARE HOMES) - 1 APRIL 2020 TO 31 MARCH 2021**

Organisation	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	Key Question 7 - How good is our care and support during the Covid-19 pandemic?				Requirements	Complaints	Enforcement
				Overall Grade	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			
<b>My Homecare (Dundee) Ltd</b>	Support Service	Private	04.03.21	<b>3</b>	4	3	4	No	No	No
<b>The Inclusion Group (Dundee)</b>	Support Service – Housing Support Service	Voluntary	20.01.21	<b>3</b>	4	4	3	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

