



**REPORT TO:** PERFORMANCE & AUDIT COMMITTEE – 24 SEPTEMBER 2019  
**REPORT ON:** CARE INSPECTORATE GRADINGS - REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES) 2018-2019  
**REPORT BY:** CHIEF FINANCE OFFICER  
**REPORT NO:** PAC25-2019

## **1.0 PURPOSE OF REPORT**

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 (excluding care homes), these services having a contractual arrangement with Dundee Health & Social Care Partnership, for the period 1 April 2018 to 31 March 2019.

## **2.0 RECOMMENDATIONS**

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

- 2.1 Notes the content of this report and the gradings awarded as detailed in the attached Performance Report (Appendix A) and highlighted in section 4.2.
- 2.2 Notes the range of continuous improvement activities progressed during 2018-19, as described in section 4.3.

## **3.0 FINANCIAL IMPLICATIONS**

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 their respective National Care Standards 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](http://www.careinspectorate.com).

### **4.2 Gradings Awarded**

- 4.2.1 Of the 75 registered services listed in the Performance Report, 53 inspections were undertaken.
- 4.2.2 Summary of the gradings awarded to registered care services in Dundee:
  - 42 registered services (56%) were awarded grades **4**, **5** or **6** in some or all themes (2 of these services received grade 6 in all themes).

- 11 registered services (15%) were awarded grades which included grade **3** 'adequate' or grade **2** 'weak' (only 1 service received grade 2).
  - 22 registered services (29%) were not inspected during this period.
- 4.2.3 One internally provided Dundee Health and Social Care Partnership services and one externally provided private services were graded **6** 'excellent' in all applicable quality themes. Of the 53 inspections undertaken, there was a 9% improvement in grades for Quality of Care and Support, 13% improvement in Quality of Staffing and 9% improvement in Quality of Management and Leadership.
- 4.2.4 Of the 53 inspections undertaken, 15% were downgraded for Quality of Care and Support, 2% downgraded for Quality of Environment, 9% downgraded for Quality of Staffing and 21% downgraded for Quality of Management and Leadership.
- 4.2.5 Only 3 of the 53 inspections undertaken were graded against Quality of Environment with only one service being downgraded from a grade **6 'excellent'** to a grade **5 'very good'**.
- 4.2.6 One inspection, The Inclusion Group, was graded **2** 'weak' and 3 'adequate' in all themes. The responsible Locality Manager implemented a Co-ordinating Group comprising of representation from across the Partnership, Children and Families Service, Social Care Contracts and The Care Inspectorate and The Inclusion Group. The action notes from each meeting were distributed to all stakeholders and a significant number of actions were agreed and carried out. The co-ordinating group continue to work in partnership to identify, and mitigate, risks and to ensure that all services provided are safe and outcome focussed with a clear emphasis on shared learning to ensure the best outcome for the children and adults supported by The Inclusion Group.
- 4.2.7 Table 1 shows the percentage of grades awarded within each key theme in Dundee in 2018-2019.

**Table 1 – Overall Dundee Inspection Gradings 2018-2019**

Grade 2018-19	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	15.0%	13%	2%	15%	15%
<b>5</b> very good	49.0%	55%	2%	51%	43%
<b>4</b> good	22.0%	21%	0	21%	21%
<b>3</b> adequate	12.0%	11%	0	9%	15%
<b>2</b> weak	2.0%	0	0	4%	4%
<b>1</b> unsatisfactory	0	0	0	0	0

*\*Environment totals reflect 7 inspections out of 55 as not all services require the environment to be assessed e.g.within a service user's own home in the community*

## **4.3 Continuous Improvement**

### **4.3.1 Support Services**

As part of the homelessness and substance misuse transformation programme, Housing First Dundee is an innovative programme that will work positively and proactively with those that have had difficulty in engaging with traditional housing and support services due to a variety of complex needs. It is being delivered by a consortium of four Third Sector organisations (Transform Community Development, Dundee Survival Group, The Salvation Army and Addaction Scotland) with acknowledged support of Housing First Scotland Fund and The Care Inspectorate.

British Red Cross have continued to test an Assessment at Home model for people who are in a hospital setting and there is uncertainty as to whether the person can return home. Over a maximum 21 day period an assessment is undertaken to identify if the individual can safely remain at home as opposed to being admitted to long term care, which had been the identified pathway for the person when they were in hospital. The test of change was extended during 2018-19 to include the provision of a flexible and responsive care at home service by British Red Cross to people who are identified by Dundee Health & Social Care Partnership's Enhanced Community Support/Dundee Enhanced Community Support Acute Services as requiring support to prevent a hospital admission as part of an ongoing assessment. The two year test of change has now come to an end and an evaluation is being undertaken with a view to procuring an ongoing service from a care at home provider.

### **4.3.2 Care at Home/Housing Support**

Since 2017 the existing arrangements for overnight support provision to adults with either a Learning Disability and/or Autism, or experiencing mental health and wellbeing challenges who are supported by a range of Housing Support/Care at Home providers have been analysed in relation to the impacts of legislative changes and the new opportunities for improving people's independence through the use of technology. Based on the information gathered it was agreed that a Test of Change would be designed and implemented introducing Specialist Overnight Support Service which would either complement existing waking night workers or meet the overnight needs of a number of people in a planned and informed way. In order to inform the design of the service a briefing and Q&A session was held for all providers within the agreed scope of the Test of Change this was followed by gathering views of individuals, families, staff teams and Care Managers to identify existing risks and potential mitigations and actions required prior to the implementation of the Test of Change. Currently consideration is being given to the technology required to meet individual specific needs whilst also enabling and facilitating independent living.

## **5.0 POLICY IMPLICATIONS**

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

## **6.0 RISK ASSESSMENT**

This report has not been subject to a risk assessment as it is provided for information and does not request a policy decision from the PAC.

## **7.0 CONSULTATIONS**

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**

None.

Dave Berry  
Chief Finance Officer

DATE: 16 September 2019

Rosalind Guild  
Social Care Contracts Officer

## **APPENDIX A**

### **PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS**

#### **DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)**

**1 APRIL 2018 – 31 MARCH 2019**

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## **INTRODUCTION**

The purpose 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 2018 to 31 March 2019.

## **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 new Health and Social Care Standards came into effect in April 2018. The new Standards replace 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.

The method of inspecting services has also changed. Rather than just checking that a service is complying with basic inputs for all individuals, inspections are to look at what it is like to actually use the service. Inspectors from different scrutiny bodies now also work jointly to look at how individuals experience a range of services within the care system. More integrated standards, which look at how the rights and wellbeing of people who use care are protected and improved, from strategic commissioning to the actual experience of using services, should provide a more effective and relevant model of scrutiny fit for the future.

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'.

- **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

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
- **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 75 registrations included in this report (Appendix A), a total of 53 inspections were carried out by the Care Inspectorate during the reporting period 2018-2019 (some services received more than one inspection throughout the year). When there is 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	18	45	75
	%	16%	24%	60%	100%

### Summary of the Gradings Awarded in Dundee

- 42 registered services (56%) were awarded grades 4, 5 or 6 in some or all themes (2 of these services received grade 6 in all themes)
- 11 registered services (15%) were awarded grades which included grade 3 'adequate' or grade 2 'weak' (only 1 service received grade 2)
- 22 registered services (29%) were not inspected during this period

Table 2 shows the percentage of grades awarded within each key theme in Dundee in 2018-2019.

Table 2 – Overall Dundee Inspection Gradings 2018-2019

Grade 2018-19	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
6 excellent	15.0%	13%	2%	15%	15%
5 very good	49.0%	55%	2%	51%	43%
4 good	22.0%	21%	0	21%	21%
3 adequate	12.0%	11%	0	9%	15%
2 weak	2.0%	0	0	4%	4%
1 unsatisfactory	0	0	0	0	0

\*Environment totals reflect 3 inspections out of 53 as not all services require the environment to be assessed eg within a service user's own home in the community

Only 1 service, The Inclusion Group, received a grade 2 "weak" and there were no services in receipt of a grade 1 "unsatisfactory".

The Locality Manager implemented a Co-ordinating Group comprising of representation from across the Partnership, Children and Families Service, Social Care Contracts and The Care Inspectorate and The Inclusion Group. The action notes from each meeting were distributed to all stakeholders and a significant number of actions were agreed and carried out. The co-ordinating group continue to work in partnership to identify, and mitigate, risks and to ensure that all services provided are safe and outcome focussed with a clear emphasis on shared learning to ensure the best outcome for the children and adults supported by The Inclusion Group.

Table 3 shows the percentage of grades awarded within each service model in Dundee in 2018-2019.

**Table 3 – Dundee Inspection gradings by service model**

	Overall	6	5	4	3	2	1
Tenancy Support (8 registered services)	7.5%	8%	92%	0	0	0	0
Respite Services (3 registered services)	7.5%	67%	33%	0	0	0	0
Support – not care at home (14 registered services – <b>only 1 service inspected</b> )	2.0%	0	0	100%	0	0	0
Support – with care at home (25 registered services)	39%	1.5%	48%	27%	17.5%	6%	0
Care at Home/Housing Support (25 registered services)	44%	21%	50%	18%	11%	0	0

## 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 9 of the 75 registered services following inspection during 2018-19 (see Appendix 2).

## Complaints

A complaint is an expression of dissatisfaction 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 2018-19 the Care Inspectorate received complaints relating to 11 of the 75 registered services in Dundee. Of these, all were upheld or at least one of the elements upheld.

### General health and welfare

- healthcare – medication issues
- healthcare – clinical governance

### Staff

- staffing levels

### Choice

- care and treatment
- dignity and privacy
- activities



Communication

- between staff and service users/relatives/carers

Record keeping

- personal plans/agreements



## **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.

## **CONTINUOUS IMPROVEMENT**

### ***Support Services***

As part of the homelessness and substance misuse transformation programme, Housing First Dundee is an innovative programme that will work positively and proactively with those that have had difficulty in engaging with traditional housing and support services due to a variety of complex needs. It is an exciting opportunity to give participants hope and end the revolving door of homelessness. It is being delivered by a consortium of four Third Sector organisations (Transform Community Development, Dundee Survival Group, The Salvation Army and Addaction Scotland) with acknowledged support of Housing First Scotland Fund and the Care Inspectorate. 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.

British Red Cross have continued to test an Assessment at Home model for people who are in a hospital setting and there is uncertainty as to whether the person can return home. The project allows people to go home with a flexible care service delivered by British Red Cross that is appropriate to their needs including the provision of overnight care where this is required. Over a maximum 21 day period an assessment is undertaken to identify if the individual can safely remain at home as opposed to being admitted to long term care, which had been the identified pathway for the person when they were in hospital.

The test of change was extended during 2018-19 to include the provision of a flexible and responsive care at home service by British Red Cross to people who are identified by Dundee Health & Social Care Partnership's Enhanced Community Support/Dundee Enhanced Community Support Acute Services as requiring support to prevent a hospital admission as part of an ongoing assessment. The two year test of change has now come to an end and an evaluation is being undertaken with a view to procuring an ongoing service from a care at home provider.

### ***Care at Home/Housing Support***

Since 2017 the existing arrangements for overnight support provision to adults with either a Learning Disability and/or Autism, or experiencing mental health and wellbeing challenges who are supported by a range of Housing Support/Care at Home providers have been analysed in relation to the impacts of legislative changes and the new opportunities for improving people's independence through the use of technology. Based on the information gathered it was agreed that a Test of Change would be designed and implemented, this Test of Change would be the introduction of Specialist Overnight Support Service which would either complement existing waking night workers or meet the overnight needs of a number of people in a planned and informed way. In order to inform the design of the service a briefing and Q&A session was held for all providers within the agreed scope of the Test of Change this was followed by gathering views of individuals, families, staff teams and Care Managers to identify existing risks as part of a risk enablement process, this process also included identifying potential mitigations and actions required prior to the implementation of the Test of Change. These actions have all now been completed and we are now at the stage of considering the technology required to meet individual specific needs whilst also enabling and facilitating independent living.

## CONCLUSION

Of the 53 inspections carried out in the 75 registered services listed in the Performance Report, the improvement in grades highlights the importance of the partnership approach between providers, local authority representatives and the Care Inspectorate and consequently leads to better outcomes for service users. There is also evidence in Appendix 1 to support the effort of services who have previously achieved good grades for continuing to maintain their high standard of performance.

<b>Theme (Quality of ...)</b>	<b>Improvement in Grade</b>	<b>Number of Services</b>	<b>Reduction in Grade</b>	<b>Number of Services</b>
Care and Support	9%	5	15%	8
Environment	-	-	2%	1
Staffing	13%	7	9%	5
Management & Leadership	9%	5	21%	11

*\*Environment is only applicable to 3 of the 53 inspections carried out*

June 2019

**DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP  
CARE INSPECTORATE PERFORMANCE GRADINGS 2018-2019  
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	Enforcements
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**TENANCY SUPPORT**

Bield Housing Association	Housing Support Dundee	Housing Support	Vol	18.12.18	5	n/a	5	(5)	No	No	No
Caledonia Housing Association Ltd	Caledonia Housing Support	Housing Support	Vol	Last inspected 28.03.17							
Dundee Survival Group		Housing Support	Vol	Last inspected 19.01.18							
Dundee Women's Aid		Housing Support	Vol	21.01.19	5	n/a	5	(6)	No	No	No
Hillcrest Housing Association	Tenancy Support & Warden	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	24.04.18	5	n/a	5↑	(5)	No	No	No
Salvation Army	Strathmore Lodge	Housing Support	Vol	26.04.18	5	n/a	5	(5)	No	No	No

**RESPITE**

Dundee City Council	Mackinnon Centre	Respite Unit	DHSCP	01.11.18	5↓	5↓	(6)	(6)	No	Yes	No
Dundee City Council	White Top Centre	Respite Unit	DHSCP	16.10.18	6	(6)	(5)	6	No	No	No
Sense Scotland (Fleuchar Street)	Dundee Respite	Res / Short Breaks	Vol	06.08.18	6	(6)	(6)	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	Enforcements
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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							
Bield Housing Association	Housing Support North & East	Support services – not care at home	Vol	De-registered 30.09.18							
Capability Scotland	Capability Scotland Dundee	Support services – not care at home	Vol	Last inspected 08.10.15							
Dundee City Council	Mackinnon Skills Centre	Support services – not care at home	DHSCP	Last inspected 07.03.16							
Dundee City Council	Oakland Centre	Support services – not care at home	DHSCP	Last inspected 28.09.16							
Dundee City Council	White Top Centre	Support services – not care at home	DHSCP	Last inspected 10.12.15							
Dundee City Council	Wellgate Day Support Service	Support services – not care at home	DHSCP	Last inspected 25.02.16							
Family Friends	Jean Drummond Day Centre	Support Service	Private	14.11.18	4	n/a	4	4↑	No	No	No
Gowrie Care Ltd	Dundee College Support	Support services – not care at home	Vol	Last inspected 12.11.15							

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	Enforcements
Jean Drummond Centre	Jean Dummond Day Centre	Support services – not care at home	Vol								Last inspected 19.01.18
Mid-Lin Day Care Limited	Mid-Lin Day Care	Support services – not care at home	Vol								Last inspected 19.09.17
Penumbra	Dundee Nova Project	Support services – not care at home	Vol								Last inspected 19.05.16
Scottish Autism	Autism Outreach Service (Dundee)	Support services – not care at home	Vol								Last inspected 29.12.17
Sense Scotland	Hillview Resource Centre	Support services – not care at home	Vol								Last inspected 25.04.17

### SUPPORT SERVICES – WITH CARE AT HOME

Acasa Care Ltd		Support services – care at home	Private	20.02.19	5	n/a	5	(5)	No	Yes *15.03.18	No
Nestor Primicare Services Ltd t/a Allied Healthcare	Allied Healthcare (Dundee)	Housing Support – care at home	Private	06.04.18	4	n/a	(5)	3↓	Yes	Yes	No
											De-registered 20.12.18
Allied Health – Services Ltd	Allied Health – Services Dundee	Support services – care at home	Private								New registration 21.12.18

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	Enforcements
Avenue Scotland Ltd	Avenue Care Services Ltd	Housing Support – care at home	Private	De-registered 08.08.18							
Avenue Care Services Ltd	Avenue Care Services – Perth/Dundee	Support services – care at home	Private	New registration – 09.08.18					No	Yes	No
Bield Housing & Care	Dundee Housing with Care	Support services – care at home	Vol	18.12.18	5	n/a	5	(5)	No	No	No
Blackwood Homes and Care	Blackwood Care – Tayside Services Housing Support	Support services – care at home	Vol	29.06.18	3	n/a	4↑	3	Yes	Yes	No
British Red Cross	British Red Cross Support at Home	Housing support service – care at home	Vol	23.05.18	4	n/a	(4)	3	Yes	Yes *20.03.18	No
Caledonia Housing Association Ltd	Caledonia Care at Home Service	Support services – care at home	Vol	07.12.19	3↓	n/a	3	3↓	Yes	No	No
Capability Scotland	Community Living and Family Support Services (Dundee)	Support services – care at home	Vol	23.04.18	5	n/a	(5)	5	No	No	No
Crossroads Caring Scotland	Crossroads Caring Scotland - Dundee	Support services – care at home	Vol	07.02.19	5↑	n/a	4↑	4	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	Enforcements
Dundee City Council	Homecare Social Care Response Service	Care at Home and Housing Support	DHSCP	19.10.18	5	n/a	(5)	5	No	No	No
Dundee City Council	Care at Home City Wide	Care at Home and Housing Support	DHSCP	17.12.18	5	n/a	5	(5)	No	No	No
Dundee City Council	Home Care Enablement and Support & Community MH Older People Team	Care at Housing and Housing Support	DHSCP	23.01.19	5	n/a	5	(5)	No	No	No
Elite Care (Scotland) Ltd	Housing Support Service	Care at Home and Housing Support	Private	13.07.18	5	n/a	5	(4)	No	Yes	No
Elite Care (Scotland) Ltd	Dundee, Perth and Angus	Housing Support	Private	Additional new registration – 06.11.18 (Dundee service only)					No	Yes	No
Gowrie Care Ltd	Gowrie Homecare	Support service – care at home	Vol	05.11.18	4	n/a	(4)	4	No	No	No
The Inclusion Group (Dundee)	The Inclusion Group	Support Services – care at home	Vol	10.01.19 follow up	(3)	n/a	(2)	(2)	Yes	No	No
				05.07.18	3↓	n/a	2↓	2↓	Yes	No	No
Mochridhe Limited	Mochridhe Dundee and Angus	Care at home/ housing support	Private	22.06.18	4	n/a	4	4	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	Enforcements
My Care Tayside		Housing support service – care at home	Private	21.03.19	5	n/a	5	5	No	Yes	No
My Homecare (Dundee) Ltd		Support service	Private	18.05.18	4↑	n/a	3↑	3↑	Yes	No	No
Scottish Association for Mental Health	Dundee Specialist Mental Health Outreach	Care at home/ housing support	Vol	05.11.18	5	n/a	5	(5)	No	No	No
Tus Nua Care Services Ltd		Housing Support service	Private	24.01.19	5↓	n/a	5	(6)	No	No	No
TLA Neighbourhood Service Limited	TLA Neighbourhood Services	Housing Support Service	Private	16.11.18	4	n/a	4	4	No	No	No

#### CARE AT HOME / HOUSING SUPPORT (COMBINED)

Balfield Properties t/a Westlands	Westlands	Care at Home/ Housing Support	Private	27.04.18	6	n/a	5 ↓	6	No	No	No
Caalcare Limited	Rose Lodge	Care at Home/ Housing Support	Private	23.04.18	6	n/a	(6)	6	No	No	No
Carr Gomm	Support Services 2	Care at Home/ Housing Support	Vol	07.02.19	4 ↓	n/a	3 ↓	(4)	Yes	No	No
Cornerstone	Dundee and Angus Services	Care at Home/ Housing Support	Vol	16.01.19	4	n/a	4	3 ↓	Yes	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	Enforcements
Dudhope Villa	Dudhope Villa and Sister Properties	Care at Home/ Housing Support	Private	01.11.18	4↑	n/a	4↑	4↑	No	No	No
Dundee City Council	Dundee Community Living	Care at Home/ Housing Support	DHSCP	28.09.18	6	n/a	(6)	6	No	No	No
Dundee City Council	Supported Living Team	Care at Home/ Housing Support	DHSCP	19.11.18	5↓	n/a	(6)	5↓	No	No	No
Dundee City Council	Weavers Burn	Care at Home/ Housing Support	DHSCP	11.07.17	5↑	n/a	5↑	5↑	No	Yes	No
Gowrie Care Ltd	Dundee Central	Care at Home/ Housing Support	Vol	Last inspected 16.06.17							
Gowrie Care Ltd	Dundee East	Care at Home/ Housing Support	Vol	19.09.18	6	n/a	(6)	5↓	No	No	No
Gowrie Care Ltd	Dundee North	Care at Home/ Housing Support	Vol	13.09.18	5↓	n/a	(6)	5↓	No	No	No
Gowrie Care Ltd	Dundee West	Care at Home/ Housing Support	Vol	10.05.18	5	n/a	5	(4)	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	Enforcements
Gowrie Care Ltd	Tayside South Services (as of Jan 2018 - formerly Homeless Services)	Care at Home/ Housing Support	Vol	12.04.18	5↑	n/a	(5)	5↑	No	No	No
Gowrie Care Ltd	Tayside East Services	Care at Home/ Housing Support	Vol	25.05.18	5	n/a	5↓	(5)	No	No	No
The Jericho Benedictine Society	Jericho Society Dundee	Housing Support	Vol	07.11.18	5	n/a	(5)	5↑	No	No	No
Priority Care Limited	Magdalen House	Care at Home/ Housing Support	Private	07.03.19 follow up	(3)	n/a	(3)	(3)	No	No	No
				24.09.18	3	n/a	3	3	No	No	No
The Richmond Fellowship Scotland Ltd	Dundee Services	Care at Home/ Housing Support	Vol	12.09.18	6	n/a	5	n/a	No	No	No
Sense Scotland	Supported Living: Dundee 1 & surrounding areas	Care at Home/ Housing Support	Vol	06.09.18	5	n/a	5	4	No	No	No
Sense Scotland	Supported Living Dundee 2 & surrounding areas	Care at Home/ Housing Support	Vol	05.09.18	5	n/a	5	5↑	No	No	No
Sense Scotland	Supported Living Dundee 3 & surrounding areas	Care at Home/ Housing Support	Vol	24.08.18	5	n/a	4	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	Enforcements
Scottish Autism	Tayside Housing Support & Outreach Service	Support Services – Care at Home	Vol	03.02.18	5	n/a	5	(5)	No	No	No
Transform Community Development		Housing Support Service	Vol	06.06.18	4↑	n/a	4↑	4↑	No	No	No
Turning Point Scotland	Dundee	Housing Support Service – Care at Home	Vol	03.10.18	5	n/a	(6)	6	No	No	No
Turning Point Scotland	Angus	Housing Support Service – Care at Home	Vol	25.05.18	5	n/a	5	5	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 2018-2019**

Date of Inspection	Name of Org/Service	Service Type	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
06.04.18	Allied Healthcare (Dundee)	Housing support – care at home	4	n/a	5	3↓
<p><b>Requirements (2)</b> The manager must ensure that support plans are reviewed at least once in every six month period, when there is a significant change in a service users health, welfare or safety needs or when requested by the service user or any representative.</p> <p>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.</p>						
29.06.18	Blackwood Care – Tayside Services Housing Support	Support services – care at home	3	n/a	4↑	3
<p><b>Requirements (1)</b> The service should ensure that where a person has a scheduled visit there are effective systems to ensure that this takes place and that if a visit is missed the service knows about it quickly and can take steps to ensure that person is safe and supported.</p>						
23.05.18	British Red Cross Support at Home	Housing support service – care at home	4	n/a	(4)	3
<p><b>Requirements (1)</b> In order to ensure that all staff who are required to be registered with the Scottish Social Services Council (SSSC) or other regulatory body do so by the defined dates, the provider must ensure that they have a robust system to ensure that they are complying with the law.</p>						
07.02.19	Caledonia Care at Home Service	Support services – care at home	3↓	n/a	3	3↓
<p><b>Requirements (3)</b> In order to ensure that personal plans contain all the necessary information to guide care and are reviewed regularly the provider must:</p> <ul style="list-style-type: none"> <li>- Put in place a system of regular audit and overview;</li> <li>- Ensure that the above system facilitates the process of identifying and addressing errors and omissions with the plans;</li> <li>- Ensure that the information held within the plans is sufficient to safely guide care;</li> <li>- Ensure that plans are reviewed and updated as people’s needs change and/or at least every six months.</li> </ul> <p>In order to ensure that all staff are safely recruited the provider must implement their existing recruitment policy, ensuring that both Protecting Vulnerable Groups (PVG) documentation and references are received prior to the commencement of work with vulnerable people.</p> <p>In order to ensure that tenant’s human rights are central to the organisation that supports and cares for them the provider must:</p> <ul style="list-style-type: none"> <li>- Compile and implement a policy on the use of restraint, in accordance with the Mental Welfare Commission guidance (Rights, Risk and Limits to Freedom 2013);</li> </ul>						

- Ensure that clear guidance is available in tenant's personal plans where there is need for staff to intervene to protect safety.

05.07.18	The Inclusion Group	Support services – care at home	3↓	n/a	2↓	2↓
<p><b>Requirements (6)</b></p> <p>In order to ensure that the service can meet peoples' needs, the provider must ensure that people who use the service have a personal plan within 28 days of the date that the service user first received the service. The plan must describe how the service will meet the persons' health, welfare and safety needs.</p> <p>In order to ensure that people are safe, the provider must further develop service users' risk assessments to ensure appropriate strategies to minimise the likelihood of any identified risk occurring had been put in place.</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"> <li>- Demonstrate that all staff receive appropriate training to carry out the work they are to perform;</li> <li>- Implement a written action plan to meet the training needs identified</li> <li>- 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.</li> </ul> <p><b>(this requirement not met at follow up visit on 19 January 2019)</b></p> <p>In order to ensure that staff are recruited in a robust manner the provider should ensure recruitment practice reflects current legislation and best practice in Scotland.</p> <p>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.</p> <p><b>(this requirement not met at follow up visit on 19 January 2019)</b></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 quality assurance systems in place.</p> <p><b>(this requirement not met at follow up visit on 19 January 2019)</b></p>						

18.05.18	My Homecare (Dundee) Ltd	Support Service	4↑	n/a	3↑	3↑
<p><b>Requirements (1)</b></p> <p>The provider must ensure all staff working in the service receive appropriate training which will equip them with the necessary skills and competencies required to meet the care and support of all service users. The provider must ensure newly recruited staff are given a comprehensive induction and are supported by appropriate and experienced staff until they are deemed competent.</p>						

07.02.19	Carr Gomm	Care at Home/ Housing Support	4↓	n/a	3↓	4
<p><b>Requirements (2)</b></p> <p>In order to ensure that people supported are receiving the correct medication to maintain their health and wellbeing by 31 March 2019 the provider must ensure that:</p> <ul style="list-style-type: none"> <li>- Medication administration is prioritised by staff at busy times on shift;</li> <li>- Medication administration sheets (MAR) are appropriate to enable clear and effective recording;</li> <li>- Medication is given correctly and at the correct time, as prescribed;</li> <li>- Staff receive guidance on how to respond to and record medication errors.</li> </ul> <p>In order to ensure that people supported are treated with dignity and respect whilst their wellbeing is maintained upon receipt of this report, the provider must ensure that:</p> <ul style="list-style-type: none"> <li>- The service's Adult Support and Protection policy is followed at all times;</li> <li>- Staff are supported to respond to stress and distress using best practice.</li> </ul>						

16.01.19	Cornerstone Dundee and Angus Services	Care at Home/ Housing Support	4	n/a	4↓	3↓
<b>Requirements (1)</b> 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 19 July 2018.						

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



