



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 31 JULY 2018

REPORT ON: PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS
DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING
CARE HOMES) - 2017-2018

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: PAC39-2018

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 Dundee registered care services for adults (excluding care homes) for the period 1 April 2017 to 31 March 2018.

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 below.
- 2.2 Notes the range of continuous improvement activities progressed during 2017-18, 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.

4.2 Gradings Awarded

- 4.2.1 Of the 65 registered services listed in the Performance Report, 55 inspections were undertaken.
- 4.2.2 Summary of the gradings awarded to registered care services in Dundee:
 - 40 registered services (62%) were awarded grades **4**, **5** or **6** in some or all themes (8 of these services received grade 6 in all themes).
 - 11 registered services (17%) were awarded grades which included grade **3** 'adequate' or grade **2** 'weak' (only 1 service received grade 2).
 - 14 registered services (21%) were not inspected during this period.

- 4.2.3 Three internally provided Dundee Health and Social Care Partnership services and five externally provided private/voluntary services were graded **6** 'excellent' in all applicable quality themes. Of the 55 inspections undertaken, there was a 13% improvement in grades for Quality of Care and Support, 7% improvement in Quality of Staffing and 13% improvement in Quality of Management and Leadership.
- 4.2.4 Of the 55 inspections undertaken, 11% were downgraded for Quality of Care and Support, 5% downgraded for Quality of Staffing and 9% downgraded for Quality of Management and Leadership.
- 4.2.5 Only seven of the 55 inspections undertaken were graded against Quality of Environment with only one service being downgraded from a grade **5** to a grade **4**.
- 4.2.6 One inspection, Avenue Care Services Ltd, was graded **2** 'weak' in all themes.
- 4.2.7 The care at home service provided by Avenue Care Services Ltd falls under one registration that covers a wide geographical area of Scotland including Dundee. Monitoring meetings have taken place with the provider who shared their action plan detailing how they would address the issues/requirements from the inspection and the timescale for undertaking the necessary action. It was identified that the issues related to a branch of the service outwith Dundee. Dundee Health & Social Care Partnership placed an interim embargo on commissioning new care packages from Avenue Care Services prior to meeting with them but having received assurances regarding the quality of provision within the Dundee branch subsequently lifted this embargo. The provider now plans to separately register different branches of the service with the Care Inspectorate as a way of mitigating the impact that one poorly performing branch of the service has on overall grades moving forward.
- 4.2.8 Table 1 shows the percentage of grades awarded within each key theme in Dundee in 2017-2018.

Table 1 – Overall Dundee Inspection Gradings 2017-2018

Grade 2017-18	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
6 excellent	22%	18%	43%	24%	20%
5 very good	38%	43%	43%	40%	30%
4 good	22%	24%	14%	15%	30%
3 adequate	14%	11%	0	17%	15%
2 weak	4%	4%	0	4	5%
1 unsatisfactory	0	0	0	0	0

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

4.3 Continuous Improvement

4.3.1 Support Services

The Homelessness Strategic Plan, 'Not Just a Roof' has now been approved by the Integration Joint Board (IJB) and by the Neighbourhood Services Committee. Work is ongoing across Housing, Dundee Health & Social Care Partnership and third sector agencies to transform homelessness services in Dundee. In particular this involves a review of temporary accommodation, and a move towards a housing first model where statutory and third sector agencies will work collaboratively to develop enhanced support packages for people who are homeless or at risk of homelessness within their own tenancies. This work sits alongside the review of Substance Misuse Services and Mental Health Services, and recognises that many people who become homeless have experienced adverse childhood experiences and may be coping with multiple issues.

In what is a challenging sector in terms of recruiting and retaining staff, the majority of care at home services have managed to either attain or retain grades of 4 or 5 for Quality of Care and Support, with the Care Inspectorate having offered feedback at inspection that some providers should now be aiming to achieve a grade of 6. There has been some recognition of the services provided in Dundee, including the Elite Care Dundee branch having achieved the award of 'Best Branch' across Elite Care's 57 UK branches, and the Assessment at Home Service, provided by British Red Cross under its care at home registration, successfully supporting people to return and remain at home upon discharge from hospital where previously they had been assessed as requiring care home provision. Where care at home services have grades below 4, this is generally because there are difficulties around the recruitment of social care workers or there has been a change around the management of the service. The Scottish Social Services Council register for care at home and housing support services opened on 2 October 2017 with the Care Inspectorate planning to run an Improvement Event for care at home services during 2018. Both of these developments should lead to a better service being provided to supported persons across Dundee.

4.3.2 Respite

In the last year there has been a focus on respite being an outcome. This has meant that there has been an increase in bespoke arrangements including short breaks and respite at home. There has also been a focus on ensuring that any assessed respite nights are appropriate. This has resulted in some changes to allocation and has subsequently increased the occupancy in our traditional respite services.

4.3.3 Care at Home/Housing Support (Combined)

The Strategic Housing Investment Plan (SHIP) sets out our plans to invest in housing developments for adults with particular health and / or social care needs. It supports our ambition to deliver flexible models of support that enable people to live within their own homes where at all possible and receive the right support at the right time. Significant investment has been made in this area in recent years and this has led to fewer people living in institutional settings or in placements outwith the city which are often very costly.

In partnership with Dundee City Council Neighbourhood Services we have commitments identified within the SHIP as far as 2021, with numbers for a further two years currently being confirmed. There continues to be a commitment to ensure that all new build housing provision has assistive / smart technology capabilities and this is reflected within the Health & Social Care Partnership's commissioning processes.

The work of the formally constituted collaborative group of care providers who provide support services for people with a learning disability and/or autism and mental health services in the city continues. At present, there is a test of change process underway to ensure a more collaborative approach to procuring social care whilst ensuring best use of available resources and increasing third sector influence in the commissioning process.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment. An EQIA is attached.

6.0 RISK ASSESSMENT

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

7.0 CONSULTATIONS

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

8.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 4 July 2018

Rosalind Guild
Contracts Officer

Appendix A

PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)

1 APRIL 2017 – 31 MARCH 2018

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 2017 to 31 March 2018.

The Partnership and Care Inspectorate both collect statistical data for purposes of analysis however further work is currently being undertaken to ensure the accuracy of this data therefore detailed national benchmarking is not available.

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.

In June 2017, the Scottish Government published Scotland's new Health and Social Care Standards. These standards are currently being implemented during 2018. They set out what individuals should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone and to ensure that individuals are treated with respect and dignity and that the basic human rights we are all entitled to are upheld. They are no longer just focused on regulated care settings but for use in health and social care, as well as in early learning and childcare, children's services, social work and community justice.

The method of inspecting services is also changing. 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.

For 2017-18 the Care Inspectorate continued 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 (see Appendix 1 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 Dundee Health & Social Care Partnership (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 65 registrations included in this report, a total of 55 inspections were carried out by the Care Inspectorate during the reporting period 2017-2018 (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	9	44	65
	%	18%	14%	68%	100%

Summary of the Gradings Awarded in Dundee

- 40 registered services (62%) were awarded grades **4**, **5** or **6** in some or all themes (8 of these services received grade 6 in all themes)
- 11 registered services (17%) were awarded grades which included grade **3** 'adequate' or grade **2** 'weak' (only 1 service received grade 2)
- 14 registered services (21%) were not inspected during this period

Table 2 shows the percentage of grades awarded within each key theme in Dundee in 2017-2018.

Table 2 – Overall Dundee Inspection Gradings 2017-2018

Grade 2017-18	Overall	Quality of Care and Support	Quality of Environment*	Quality of Staffing	Quality of Management and Leadership
6 excellent	22%	18%	43%	24%	20%
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2 weak	4%	4%	0	4	5%
1 unsatisfactory	0	0	0	0	0

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

Only 1 service, Avenue Care Services Ltd, received a grade **2** "weak" and there were no services in receipt of a grade **1** 'unsatisfactory'.

The care at home service provided by Avenue Care Services Ltd falls under one registration that covers a wide geographical area of Scotland including Dundee. Monitoring meetings have taken place with the provider who shared their action plan detailing how they would address the issues/requirements from the inspection and the timescale for undertaking the necessary action. It was identified that the issues related to a branch of the service outwith Dundee. Dundee Health & Social Care Partnership placed an interim embargo on commissioning new care packages from Avenue Care Services prior to meeting with them but having received assurances regarding the quality of provision within the Dundee branch subsequently lifted this embargo. The provider now plans to separately register different branches of the service with the Care Inspectorate as a way of mitigating the impact that one poorly performing branch of the service has on overall grades moving forward.

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

Table 3 – Dundee Inspection gradings by service model

	Overall	6	5	4	3	2	1
Tenancy Support (10 services)	9%	6.5%	67%	20%	6.5%	0	0
Respite Services (3 services)	7%	84%	16%	0	0	0	0
Support – not care at home (13 services)	11%	0	74%	26%	0	0	0
Support – with care at home (18 services)	34%	0	38%	29%	21%	12%	0
Care at Home/Housing Support (21 services)	39%	39%	26%	20%	15%	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 13 of the 65 services following inspection during 2017-18 (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 2017-18 the Care Inspectorate received complaints relating to 6 of the 65 services in Dundee. Of these, all were upheld or at least one of the elements upheld.

General health and welfare

- hydration
- nutrition
- continence care
- medication issues
- infection control issues
- oral health
- Protection of People – Adults
- Protection of People – Staff

Staff

- other fitness issues
- training/qualifications
- recruitment procedures (including Disclosure Checks)
- staff levels

Choice

- dignity and privacy
- care and treatment
- food

Communication

- between staff and service users/relatives/carers

- information about the service

Policies and Procedures

- complaints procedure

Record keeping

- personal plans/agreements

Environment

- security

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

The Homelessness Strategic Plan, 'Not Just a Roof' has now been approved by the Integration Joint Board and by the Neighbourhood Services Committee. Work is ongoing across Housing, DHSCP and third sector agencies to transform homelessness services in Dundee. In particular this involves a review of temporary accommodation, and a move towards a housing first model where statutory and third sector agencies will work collaboratively to develop enhanced support packages for people who are homeless or at risk of homelessness within their own tenancies. This work sits alongside the review of Substance Misuse Services and Mental Health Services, and recognises that many people who become homeless have experienced adverse childhood experiences and may be coping with multiple issues.

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Respite

In the last year there has been a focus on respite being an outcome. This has meant that there has been an increase in bespoke arrangements including short breaks and respite at home. There has also been a focus on ensuring that any assessed respite nights are appropriate. This has resulted in some changes to allocation and has subsequently increased the occupancy in our traditional respite services.

Care at Home/Housing Support (Combined)

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been made in this area in recent years and this has led to fewer people living in institutional settings or in placements out with the city which are often very costly.

In partnership with Dundee City Council Neighbourhood Services we have commitments identified within the SHIP as far as 2021, with numbers for a further two years currently being confirmed. There continues to be a commitment to ensure that all new build housing provision has assistive / smart technology capabilities and this is reflected within our commissioning processes.

The work of the formally constituted collaborative group of care providers who provide support services for people with a learning disability and/or autism and mental health services in the city continues. At present, there is a test of change process underway to ensure a more collaborative approach to procuring social care whilst ensuring best use of available resources and increasing third sector influence in the commissioning process.

CONCLUSION

Of the 55 inspections carried out in the 65 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.

Theme (Quality of ...)	Improvement in Grade	Number of Services	Reduction in Grade	Number of Services
Care and Support	13%	7	11%	6
Environment	0	0	2%	1
Staffing	7%	4	5%	3
Management & Leadership	13%	7	9%	5

**Environment is only applicable to 7 of the 55 inspections carried out*

June 2018

**DUNDEE HEALTH AND SOCIAL CARE PARTNERSHIP
CARE INSPECTORATE PERFORMANCE GRADINGS 2017-2018
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
TENANCY SUPPORT											
Bield Housing Association	Balgowan	Housing Support	Vol	15.02.18	5	n/a	(5)	5↑	No	No	No
Caledonia Housing Association Ltd		Housing Support	Vol	Last inspected 28.03.17							
Dundee Survival Group		Housing Support	Vol	19.01.18	4	n/a	(4)	4	Yes	No	No
Dundee Women's Aid		Housing Support	Vol	Last inspected 09.02.17							
Hillcrest Housing Association		Tenancy Support & Warden	Vol	Last inspected 13.01.17							
Home Scotland – Home Support*		Housing Support	Vol	18.08.17	5	n/a	(5)	5	No	No	No
Positive Steps (East)		Housing Support	Vol	13.12.17	5↓	n/a	(6)	3↓	Yes	No	No
Salvation Army	Burnside Mill	Housing Support	Vol	Last inspected 15.06.16							
Salvation Army	Strathmore Lodge	Housing Support	Vol	Last inspected 16.06.16							
Sanctuary Scotland Housing Association		Housing Support	Vol	31.05.17	5	n/a	5	(5)	No	No	No

*de-registered as of 1 April 2018

RESPITE

Dundee City Council	Mackinnon Centre	Adult Respite	DHSCP	12.01.18	6	(6)	6	(6)	No	No	No
Dundee City Council	White Top Centre	Adult Respite	DHSCP	22.11.17	6	(6)	5↓	(6)	No	No	No
Sense Scotland	Fleuchar Street	Respite/ Short Breaks	Vol	07.08.17	6↑	(6)	(6)	5	No	No	No

SUPPORT SERVICE – 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	19.04.17	5↑	n/a	(4)	5↑	No	No	No
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							
Gowrie Care Ltd	Dundee College Support	Support services – not care at home	Vol	Last inspected 12.11.15							
Jean Drummond Centre	Jean Drummond Day Centre	Support services – not care at home	Vol	19.01.18	4↓	4↓	(5)	4↓	Yes	No	No

Mid-Lin Day Care Limited	Mid-Lin Day Care	Support services – not care at home	Vol	19.09.17	5	(5)	(4)	5↑	No	No	No
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	29.12.17	5	(5)	(5)	5↑	No	No	No
Sense Scotland	Hillview Resource Centre	Support services – not care at home	Vol	25.04.17	5	(5)	5	(5)	No	No	No

SUPPORT SERVICES – WITH CARE AT HOME

Acasa Care Ltd		Support services – care at home	Private	09.03.18	5	n/a	(5)	5	No	No	No
Allied Healthcare Group Ltd	Allied Healthcare (Dundee)	Housing Support	Private	07.04.17	4	n/a	(5)	4	Yes	No	No
Avenue Care Services Ltd		Support services - care at home	Private	22.06.17	3↓	n/a	2	2	Yes	Yes	No
				Follow-up 08.12.17	(3)	n/a	2	2	Yes	Yes	No
				09.01.18	2↓	n/a	n/a	n/a	Re-grading as a result of a complaint		
				30.03.18	2		3↑	2	Yes	Yes	No
Bield Housing & Care	Dundee Housing with Care	Support services – care at home	Vol	15.02.18	5	n/a	(5)	5	No	No	No

Blackwood Homes and Care	Blackwood Care – Tayside Services	Support services – care at home	Vol	30.06.17	3	n/a	3	3	Yes	Yes	No
British Red Cross	Scotland East Service	Housing support service – care at home	Vol	06.07.17	4	n/a	(4)	3↓	Yes	No	No
Caledonia Housing Association Ltd	Care at Home Service	Support services – care at home	Vol	15.03.18	4↑	n/a	(3)	4	No	No	No
Cornerstone	Support Service : Care at Home Dundee, Perth and Angus	Support Services – care at home	Vol	26.02.18	4	n/a	(4)	3↓	No	No	No
Crossroads Caring Scotland	Crossroads Caring Scotland - Dundee	Support services – care at home	Vol	26.01.18	4↑	n/a	3	4↑	No	Yes	No
Dundee City Council	Homecare Social Care Response Service	Care at Home and Housing Support	DHSCP	08.09.17	5	n/a	5	(5)	No	No	No
Dundee City Council	Care at Home City Wide	Care at Home and Housing Support	DHSCP	21.03.18	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	03.11.17	5	n/a	(5)	5	No	No	No
Elite Care (Scotland) Ltd	Support Service	Care at Home and Housing Support	Private	Last inspected 24.11.16 (complaints received 23.01.17 and 17.11.17)							

Gowrie Care Ltd	Gowrie Homecare	Support service – care at home	Vol	11.01.18	4	n/a	4	4	No	No	No
The Inclusion Group (Dundee)	The Inclusion Group	Support Services – care at home	Vol	30.08.17	4	n/a	3	3	No	Yes	No
My Care Tayside		Housing support service – care at home	Private	07.03.18	5	n/a	5	5	No	Yes	No
Oran Home Care Ltd	Oran Home Care	Support services – care at home	Private	05.06.17	4	n/a	(4)	4	Yes	Yes	No
Scottish Association for Mental Health	Dundee Specialist Mental Health Outreach	Care at home/ housing support	Vol	14.02.18	5	n/a	(5)	5	No	No	No

CARE AT HOME / HOUSING SUPPORT (COMBINED)

Balfield Properties t/a Westlands	Westlands	Care at Home/ Housing Support	Private	12.04.17	6	n/a	(6)	6	No	No	No
Caalcare Limited	Rose Lodge	Care at Home/ Housing Support	Private	12.05.17	6	n/a	(6)	6	No	No	No
Carr Gomm	Support Services 2	Care at Home/ Housing Support	Vol	30.01.18	5	n/a	5↑	(4)	Yes	No	No
Cornerstone	Dundee and Angus Services	Care at Home/ Housing Support	Vol	22.03.18	4	n/a	(5)	4	No	No	No
Dudhope Villa	Dudhope Villa and Sister Properties	Care at Home/ Housing Support	Private	03.05.17	3	n/a	3	3	Yes	No	No
Dundee City Council	Dundee Community Living	Care at Home/ Housing Support	DHSCP	13.10.17	6	n/a	6	(6)	No	No	No

Dundee City Council	Supported Living Team	Care at Home/ Housing Support	DHSCP	12.12.17	6	n/a	6	(6)	No	No	No
Dundee City Council	Weavers Burn	Care at Home/ Housing Support	DHSCP	11.07.17	4↑	n/a	3	4↑	No	No	No
Gowrie Care	Dundee Central	Care at Home/ Housing Support	Vol	16.06.17	5↓	n/a	5↓	(6)	No	No	No
Gowrie Care	Dundee East	Care at Home/ Housing Support	Vol	23.08.17	6	n/a	(6)	6	No	No	No
Gowrie Care	Dundee North	Care at Home/ Housing Support	Vol	12.09.17	6	n/a	(6)	6	No	No	No
Gowrie Care	Dundee West	Care at Home/ Housing Support	Vol	09.06.17	5	n/a	(6)	4↓	No	No	No
Gowrie Care	Homeless Services	Care at Home/ Housing Support	Vol	19.04.17	4↓	n/a	(5)	4	Yes	No	No
Jericho Society	Jericho Society Dundee	Housing Support	Vol	26.10.17	5↑	n/a	5↑	(4)	No	No	No
The Richmond Fellowship Scotland	Angus and Dundee	Care at Home/ Housing Support	Vol	11.08.17	6	n/a	6	(6)	No	No	No
Sense Scotland	Supported Living: Dundee 1 & surrounding areas	Care at Home/ Housing Support	Vol	23.10.17	5	n/a	5	4	No	No	No
Sense Scotland	Supported Living Dundee 2 & surrounding areas	Care at Home/ Housing Support	Vol	23.10.17	5↑	n/a	5↑	4↑	No	No	No

Sense Scotland	Supported Living Dundee 3 & surrounding areas	Care at Home/ Housing Support	Vol	23.10.17	5	n/a	4	4	No	No	No
Scottish Autism	Tayside Housing Support & Outreach Service	Support Services – Care at Home	Vol	13.12.17	5	n/a	(6)	5	Yes	No	No
Transform Community Development		Housing Support Service	Vol	24.05.17	3	n/a	3↓	3	Yes	No	No
				Follow up 01.02.18	(3)	n/a	(3)	(3)	Yes	No	No
Turning Point Scotland	Dundee	Housing Support Service	Vol	23.10.17	5↓	n/a	6	(6)	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 2017-2018**

Appendix 2

Date of Inspection	Name of Org/Service	Service Type	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
19.01.18	Dundee Survival Group	Housing Support	4	n/a	(4)	4
<p>Requirements (2) The provider must ensure that when it recruits staff, it follows the guidance in “Safer Recruitment Through Better Recruitment” (Scottish Government 2016). This will help to ensure that all staff who are employed in this service are fit to work with vulnerable people.</p> <p>The provider must ensure that all notifiable incidents are reported to the Care Inspectorate as per the guidance ‘Records all services (except CM’s) must keep and notification reporting guidance’.</p>						
13.12.17	Positive Steps (East)	Housing Support	5↓	n/a	(6)	3↓
<p>Requirements (2) The provider must ensure that when it recruits staff, it follows the guidance in “Safer Recruitment Through Better Recruitment” (Scottish Government 2016). This will help to ensure that all staff who are employed in the service are fit to work with vulnerable people.</p> <p>The provider must notify the Care Inspectorate of all accidents and incidents resulting in harm or potential risk of harm to a person who is using the service.</p>						
19.01.18	Jean Drummond Centre	Support services - not care at home	4↓	4↓	(5)	4↓
<p>Requirement The provider needs to review what it does, what it can do given its resources and re-visit and re-formulate its aims and objectives to reflect that so that there is a clear direction for the service.</p>						
07.04.17	Allied Healthcare Group Limited	Support services – care at home	4	n/a	(5)	4
<p>Requirement The provider must ensure that all notifiable incidents are reported to the Care Inspectorate as per the guidance ‘Records all services (excl CM’s) must keep and notification reporting guidance’.</p>						
22.06.17	Avenue Care Services Ltd	Support service – care at home	3	n/a	2	2
<p>Requirements (2) The service must ensure that all staff are employed following appropriate checks and that where necessary risk assessments are carried out to reduce any risk to people who use the service.</p> <p>The provider should ensure that the service has robust quality assurance processes and that audits and checks are completed within stated timescales and clearly evidence how any issues identified are to be addressed by whom and by when. These should be signed by an appropriate person to evidence that they have been completed and issues are addressed.</p> <p><i>A follow up inspection was held on 8 December 2017 to see what the service had done to meet the above and any previous requirements not already met.</i></p>						
30.03.18	Avenue Care Services Ltd	Support service – care at home	2	n/a	3↑	2
<p>Requirements (3) The provider must ensure that risk assessments are in place with control measures to reduce the risks to people</p>						

using the service. This is to include:

- using information from assessments, families and staff to identify risks to people using the service;
- agreeing and recording the measures that staff should take to reduce these risks;
- providing information on who to contact if there are any difficulties in following the measures agreed from the risk assessment;
- reviewing risk assessments to ensure the measures are still appropriate and necessary.

The service must ensure that all services have a care plan which sets out how their needs will be met. In order to achieve this, the service must:

- ensure the plan is developed in full consultation with the service user and/or their relative/representative;
- review and update the care plan in line with changes in the service user's needs.

The provider must demonstrate they have an effective communication system in place to inform them if care at home workers do not attend service users' visits as planned. In order to do this, the provider must:

- ensure they have a communication system developed and implemented to notify senior staff when care at home workers do not attend a visit to a service user at the schedule time;
- ensure the communication system is not reliant on service users or their representatives making the provider aware of any non-visits.

30.06.17	Blackwood Homes and Care – Tayside	Support services – care at home	3	n/a	3	3
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Requirements (2)

The service should ensure that where a person has a scheduled visit there are systems in place 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.

The service should ensure that all customers receive a schedule outlining what staff are coming to support them and at what time this is planned to take place. The schedule should be given to people in advance of the time so they can plan their lives around this.

06.07.17	British Red Cross	Housing support service – care at home	4	n/a	(4)	3↓
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Requirements (2)

The provider must ensure that they have a robust quality assurance system in place that is effective in identifying areas for improvement. This includes ensuring that personal plans and associated documents are accurate and amended promptly when a change is required.

The provider must ensure that their recruitment procedures and practice demonstrate best practice. This includes establishing who is responsible for assessing the information received through recruitment checks such as reference and PVG results. Appropriate action should be taken to address any concerns highlighted and a record of the outcome held on file to help prevent any potential risk to people.

05.06.17	Oran Home Care Ltd	Support services – care at home	4	n/a	(4)	4
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Requirements (3)

The service provider must ensure medication is managed in a manner that protects the health and wellbeing of service users. In order to achieve this the service provider must ensure that:

- (a) There is a comprehensive assessment to ensure the correct level of support is being carried out;
- (b) There is a regular review of medication support carried out and recorded within the required six monthly care review or sooner if required;
- (c) Care plans are updated to reflect the medication support required;
- (d) Staff must be aware of the support required and record their actions on the medication log or Medication Administration Record depending on the type of medication support required.

The provider must ensure that it is always suitably competent persons who carry out safe and effective moving and assisting techniques in order to protect service users and staff. All staff must receive appropriate training, updates and observed competencies in line with good practice guidance in order to carry out safe and effective

- moving and handling practices. In order to achieve this the service provider must:
- Provide comprehensive moving and handling training at induction for new employees;
 - Provide the opportunity for all staff to attend a moving and handling training session;
 - Carry out a minimum of annual observed competency assessment of all staff in moving and handling practice;
 - Ensure there is a record of all moving and handling training and observed competency based moving and handling assessments for staff.

- The provider must ensure that resident's care plans provide robust detail that has been fully assessed and provide staff with guidance on how to support residents. In order to achieve this, the provider must:
- Undertake a full assessment of the resident's specific healthcare needs and carry out a risk assessment and instructions in the event of a potential emergency situation arising;
 - Ensure that the written plan is clear and concise;
 - Ensure that where end of life care is provided, there is a clear written plan of care to be provided and that all staff are aware of the information within the care plan;
 - Ensure that the written plan is being effectively monitored and audited.

30.01.18	Carr Gomm – Support Services 2	Care at Home/ Housing Support	5	n/a	5↑	(4)
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Requirement (1)

- The provider must ensure that medication is administered safely and recorded properly. They must:
- Ensure that the correct medication is given at the correct time
 - Ensure that the medication is taken
 - Ensure that this is recorded and signed

03.05.17	Dudhope Villa & Sister Properties	Care at Home/ Housing Support	3	n/a	3	3
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Requirements (3)

- The provider must ensure that support plans and risk assessments reflect current need and safety strategies. In order to achieve this the provider must:
- Ensure support plans and risk assessments are reviewed no less than six monthly;
 - Ensure support plans and risk assessments are updated immediately following any change to the service user's needs.

The provider must ensure that its quality assurance methods are robust and effective.

To ensure the service is delivered in a way which promotes choice, autonomy and enablement the provider should develop a systematic approach to service improvement including drawing up an action plan with timescales.

19.04.17	Gowrie Care (Homeless Service)	Care at Home/ Housing Support	4	n/a	(5)	4
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Requirement

- The provider must make sure that personal support plans are reviewed with each resident and their carers or representative if appropriate, at least once in each six month period to ensure that the care and support described continues to meet the needs of each individual. The provider should keep a record of these meetings and or discussions and a minute taken. Minutes should contain a summary of the discussion held, the decisions made as a result of the discussion and when this will be reviewed again.

13.12.17	Scottish Autism – Tayside Housing Support & Outreach Service	Support Services – Care at Home	5	n/a	(6)	5
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Requirement

- The service provider must ensure that the recording of medication is clear and follows best practice guidance. This is to ensure that medication records are clear and easily understood. This is in order to protect the health and wellbeing of service users. In order to achieve this the service provider must:
- Ensure that administration of medication or reason for omission must be recorded on the MAR sheet at the time of administration. Administration codes must be used consistently by all members of staff to ensure that there is a shared understanding when a medication has not been administered or to explain

- other administration issues.
- Where handwritten instructions have been added to the MAR sheet these must be signed by the authorising GP or two members of staff who transcribe the doctors' instructions.
- As required medication must be recorded clearly, evidencing the effects of medication given.

24.05.17	Transform Community Development	Housing Support Service	3	n/a	3↓	3
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Requirements (4)

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

- Carry out a full review of all financial policies, procedures and processes;
- Ensure that, where appropriate, financial risk assessments are in place for service users;
- Ensure that steps are taken to obtain the appropriate financial safeguards for each service user;
- Ensure regular audits are carried out on the funds held for service users.

The provider must ensure that the support service users require from staff is clear. In order to achieve this the provider must ensure:

- Assessments of risk and the strategies to reduce risk are agreed and in place;
- Plans of support are agreed and in place and accurately reflect the current needs of service users;
- These assessments and plans are reviewed no less than six monthly and updated when necessary.

The provider must ensure that quality assurance methods are robust and effective.

To ensure the service is delivered in a way which promotes participation, good practice and improvement the provider should develop a systematic approach to service development including drawing up a clear plan with timescales.

A follow up inspection was held on 1 February 2018. Requirements 1 and 4 were met within timescale. Requirement 2 was not met and will continue in reports. Requirement 3 was met outwith timescales.

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

EQUALITY IMPACT ASSESSMENT TOOL

Part 1: Description/Consultation`

Is this a Rapid Equality Impact Assessment (RIAT)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Is this a Full Equality Impact Assessment (EQIA)?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Date of Assessment:	22 June 2018	Committee Report Number: PAC39-2018
Title of document being assessed:	Dundee Registered Care Services for Adults (excluding Care Homes)	
1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please check box) <input checked="" type="checkbox"/>	
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care services for adults during 2017-2018.	
3. What is the intended outcome of this policy, procedure, strategy or practice.	Continue to support the partnership approach to quality improvement for care services in Dundee.	
4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	Care Inspectorate Inspection Reports	
5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	Service users, staff and relatives are consulted during the inspection process.	
6. Please give details of council officer involvement in this assessment. (e.g. names of officers consulted, dates of meetings etc)	Diane McCulloch Kathryn Sharp Rosalind Guild Laura Menzies	
7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No	

Part 2: Protected Characteristics

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Race, Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Part 3: Impacts/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>There has been an improvement in the quality of care provided in care services which has resulted in an improvement in quality of life for service users.</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>No</p>
<p>3. What action is proposed to overcome any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>N/A</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/A</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No</p>
<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Care services will continue to be inspected by Care Inspectorate and monitored and reviewed by Dundee Health and Social Care Partnership.</p>

Part 4: Contact Information

Name of Department or Partnership	Dundee Health and Social Care Partnership
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Type of Document	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other – Performance and monitoring report	<input checked="" type="checkbox"/>

Manager Responsible	Author Responsible
Name: Dave Berry	Name: Rosalind Guild
Designation: Chief Finance Officer	Designation: Contracts Officer
Base: Floor 2 Dundee House	Base: Claverhouse Offices Dundee
Telephone: 01382 433608	Telephone: 01382 433665
Email: dave.berry@dundeecity.gov.uk	Email: rosalind.guild@dundeecity.gov.uk

Signature of author of the policy:	Rosalind Guild	Date: 22 June 2018
Signature of Director/Head of Service:	Diane McCulloch	Date: 22 June 2018
Name of Director/Head of Service:	Diane McCulloch	
Date of Next Policy Review:	September 2018	