

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership Committee: 6th April 2011

Subject: Care Commission Inspection Reports for services in West Dunbartonshire delivered by independent sector providers

1. Purpose

- 1.1** To provide Members with information regarding the most recent Care Commission inspection reports received for ten independent sector providers delivering services within West Dunbartonshire Council.

2. Background

- 2.1** At the January 2010 meeting of the Social Work and Health Improvement Committee, Members agreed that reports on the outcome of Care Commission inspections for every service, be made on an annual basis unless that service achieved a grade of less than 3 in any of the thematic areas.
- 2.2** The Care Commission inspections continue to focus on any combination of four thematic areas; quality of care and support, environment, staffing and management & leadership.

3. Main Issues

- 3.1** Copies of the inspection reports for all services can be accessed on the Care Commission web-site;
www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45.
- 3.2** The independent sector services covered in this Committee report are, the West End Project (delivered by The Mungo Foundation), The Elm Centre (delivered by Alzheimer's Scotland), The Richmond Fellowship Scotland – West Dunbartonshire Services, Cornerstone - West Dunbartonshire Services 1 and 2, Carers Direct, Assured Care, Scotnursing, The Carman Social Inclusion Centre, M&J Care, The Fred Martin Project and Homelife (both delivered by Quarriers).
- 3.3** A number of larger providers are registered with the Care Commission on a regional basis, called Branches, rather than on an individual service basis. This report summarises the inspection reports issued for two 'Branch' services, Key Housing Association – Dunbartonshire and Care Solutions: West.

- 3.4** Since last reported to Members, both The Elm Centre service and Care Solutions: West have been inspected twice by the Care Commission.
- 3.5** In each of the reports a number of positive statements were made. In particular they referred to the views expressed by service users in relation to the support they receive and the staff.
- 3.6** The reports for the fourteen different services were positive, with grades of good (4) to excellent (6) being awarded.
- 3.7** The West End Project achieved two grades of 6, excellent, which is the top grade awarded and the Fred Martin Project received a grade of 6 in both their inspections.
- 3.8** The fourteen services reported on here cover a range of client groups. The West End Project work with Older People and people with a Physical Disability and the Elm Centre support people with Alzheimer's as well as their Carers. The Carman Social Inclusion Centre supports Older People and delivers the warden service at Waterside View in Renton. Carers Direct, Assured Care, Scotnursing, and M&J Care all deliver Home Care. The Richmond Fellowship Scotland – West Dunbartonshire Services supports adults with a severe and enduring mental health issues. The remaining services, Cornerstone - West Dunbartonshire Services 1 and 2, The Fred Martin Project, Homelife, Key Housing Association – Dunbartonshire and Care Solutions: West all support adults with a Learning Disability.
- 3.9** The table below details the grades, date of inspections and number of requirements awarded during the inspections for the services being reported:

Service	GRADINGS					Requirements
	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Inspection Date	
West End Project	6	n/a	6	n/a	07.07.10	0
The Elm Centre	5	n/a	5	n/a	18.08.10	0
The Elm Centre	5	5	5	5	30.10.09	0
TRFS - WD Services	5	n/a	5	n/a	19.05.10	0
Key - Dunbartonshire	5	n/a	4	n/a	11.03.10	0
Cornerstone - WDS 1	5	n/a	5	5	24.05.10	0
Cornerstone - WDS 2	5	n/a	5	n/a	24.05.10	0
Carers Direct	5	n/a	4	n/a	20.05.10	0
Fred Martin (Quarriers)	6	n/a	5	n/a	13.08.10	0
Fred Martin (Quarriers)	5	n/a	5	6	08.10.09	0
Homelife (Quarriers)	5	n/a	5	n/a	14.06.10	0
Care Solutions: West	5	n/a	n/a	n/a	28.12.10	0
Care Solutions: West	4	n/a	5	n/a	24.03.10	0
Assured Care	5	n/a	5	n/a	26.02.10	0
Scotnursing	5	n/a	4	n/a	30.11.10	0
Carman S.I.C.	4	n/a	4	4	25.11.10	0
M&J Care	4	n/a	4	4	16.11.10	0

4. People Implications

4.1 The Quality Assurance and Training Section liaise with the external providers in line with the terms of the housing support service arrangements in place with them. They also keep providers aware of new developments via correspondence and regular provider meetings. These meetings are organised as a forum for sharing information and to assist with improvements within the service.

4.2 Council Officers from the relevant client sections also continue to monitor these services.

5. Financial Implications

5.1 These Inspection Reports for the independent services have no financial implications for the Department.

6. Risk Analysis

6.1 For any service inspected, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. This may have an impact on ability of the provider being able to continue delivering the service.

7. Equalities Impact

7.1 No significant issues were identified in a screening for potential equality impact of these reports.

8. Conclusions and Recommendation

8.1 The most recent Inspection Reports for these fourteen independent sector managed services operating in West Dunbartonshire Council were positive and complimentary. In most instances it shows aspects of the services to be considered as very good.

8.2 Members are asked to note the Care Commission inspection reports.

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Date:

Person to Contact: Mr Max Agnew, Section Head, Quality Assurance & Training Section, Telephone Number (01389)

Appendices: None

Background Papers: The information provided in Care Commission Inspection Reports Web-site address: -
http://www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45

Wards Affected: All