

Assessment Report

Charter Mark

Assessment Report Prepared for

**West Dunbartonshire Council – Department of Social Work
Services - Older People and Children's Residential Care**

Mrs Agnes Trotter
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Clydebank
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Type of Assessment: Initial

Date of on-site assessment: 3-5 March 2008

Assessment Criteria: Charter Mark

Lead Assessor: Rob Blackett

Assessors: n/a

Result: Award of the Charter Mark would be recommended

SGS Charter Mark Assessment Team
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1. Executive Summary

Following a two-stage assessment process West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care was found to be enthusiastically committed to the Charter Mark ethos. The commitment was found from Director and Senior Management levels through to operation and front line Care Staff.

During the assessment a number of partial compliances with the standard were identified. These are detailed in section 5 of this report. However, these partial compliances are below the maximum allowable by the current scheme and so we are please to inform you that:

“Award of the Charter Mark would be recommended”

As the next stage of process we would ask you to develop an action plan for each of the areas of partial compliance. Further details can be found in section 7 and 8 of this report.

2. Method of Assessment

The assessment was undertaken in two stages. The first was a document review on an extensive application pack prepared by West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care . This enabled the assessor to gain an understanding of how the organisation had met the requirements of the Charter Mark standard.

Following this document review a report was prepared that outlined areas that would be the focus of next stage of the assessment.

The final stage was an on-site assessment. The objective of this part of the assessment was to obtain objective evidence that the applicant was meeting the requirements of the Charter Mark standard in the area covered by the scope of the application. Objective evidence was obtained from review of documentation and interviews with staff, customers, representatives of partner organisations and senior management. In view of the customer focus of Charter Mark the views of customers are considered of great importance.

During the assessment process the Charter Mark criteria are scored on a four-band scale:

Best Practice – all aspects of the element are met, and the applicant can demonstrate that they have gone beyond the requirements

Full compliance –all aspects of the element are met

Partial compliance – some but not all aspects of the element are met and remedial action to meet the remainder could be put in place within a short period of time (maximum three months)

Major non-compliance - the requirements of the element are not met

The current scheme allows applicants a maximum number of partial compliances that equates to a pass mark of 70% for all criteria.

3. Opening Meeting

Prior to the commencement of the on-site assessment, a meeting was held and attended by the following personnel: -

Representing West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care :

Ian Smith
Frank McCollum
Pauline Sannachan
Wilma MacCorquodale
Agnes Trotter
Max Agnew

Representing SGS United Kingdom Ltd:

Rob Blackett (Lead Assessor)

The assessment activity and the operation of non-compliances were explained and an itinerary, which had been agreed with and forwarded to West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care in advance, was agreed. The organisation was informed that all information obtained during the assessment would be treated in the strictest confidence.

The scope of Assessment was confirmed as: "West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care "

4. On-site Assessment

The Assessors were accompanied throughout the assessment by Agnes Trotter or Ian Smith and other personnel were involved when assessing activities within their responsibility.

The assessment took place over three days.

The successful assessment resulted in the raising of 5 minor non-compliances. A number of observations are listed in Section 7 of this report.

Details of the non-compliances follow for West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care to address as appropriate.

Criterion	Number of Elements	Maximum number of Partial compliances	Actual number of non / partial compliances
1	11	3	2
2	15	4	0
3	10	3	1
4	13	3	2
5	7	2	0
6	7	2	0

5. Details of Areas of Non-Compliance

1.2.3 Not all the standards/ targets that have been set by the Care Commission have been met although progress has been made:

a) Children and Young People: provision of Single Rooms 29 of 36 are single although in practice not all represent CYP sharing.

b) Older People Provision of En-Suite facilities. Practical difficulties of adapting existing premises may mean this will be part of a wider review of facilities and services

1.2.4 The Best Value Improvement Plans were not all updated e.g. baseline and annual targets not entered.

3.3.4 The Workforce Development Plans are not in full use at all establishments and they are not up to date with the latest qualification information (updated 2006/07).

The progress in achieving SVQ and HNC qualification was noted, however the SSSC requirement for qualification of staff did not have a clear time based objective attached.

4.3.5 The Complaints Reports are “available” as they are reported to committees – i.e. they are public information. However there is little information provided to clients about the feedback received other than the collections of thank you cards and letters. In addition the important feedback to Who Cares does not seem to feature in the feedback analysis. This information could form a positive affirmation that the service listens to and acts on customer feedback.

4.3.6 You ask people, who use your complaints procedure, what they think of it in that there is a question put to citizen’s panel about this.

However, other users of the process are not asked.

6. Closing Meeting

The closing meeting was attended by the following personnel:

Representing West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care:

Ian Smith
Frank McCollum
Pauline Sannachan
Wilma MacCorquodale
Agnes Trotter
Max Agew

Representing SGS United Kingdom Ltd:

Rob Blackett (Lead Assessor)

The meeting was informed that West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care would be recommended for the Charter Mark award. The partial compliances were discussed in detail and the observations made were noted by Agnes Trotter and Ian Smith during the assessment.

7. Observations Made During Assessment Process

During the site assessment the following general observations were made. These can include positive observations of good practice and opportunities for improvement that were seen over the entire assessment process: -

- 1.2.2 You may wish to verify that PAT test reports and Fire Inspection reports are available at each establishment
- 2.1.2 The CDP Continuous Development Plan is implemented in Older Peoples services but in Children and Young People service is only at the management level. Supervisions are not always recorded 6 weekly in every establishment
- 2.1.3 Supervision procedure was verified at establishments. It is recorded on site, but was not always recorded 6 weekly at every establishment.

- The Analysis of Corporate Complaints- Council report/Analysis report on Corporate Complaints procedure in WDC Committee Reports represents public information but it is not really very accessible to residents or families
- Notice boards are used at entrances but it needs to be recognised that these are the resident's homes and thus are not intended to become institutional. More information about consultations could be provided in a "you said..., we did....." format, perhaps expanding the use of more discrete information files held in the reception areas.
- The current arrangements suffer from a complexity of projects, innovation and ring fenced funding for individual initiatives. This appears to result in some cases in a lack of overall planning and prioritisation of how services to particular client groups should operate in an integrated "end to end" sense. It may be that the service has at times been skewed by external influences (notably funding). It was noted that the Best Value Reviews and Integrated Service Plans addressed these issues. Review progress at future visits.
- 3.2.1 Some staff demonstrated a very high standard of caring and professionalism. Clients and families made positive comments in letters and statements. It may be useful to communicate these good practice stories to the wider staff, as exemplars of desired behaviour and practices.
- 1 Management and staff demonstrated a consistent caring, customer focused ethos.
- All personnel spoken to, from Director to Care Staff showed a high level of commitment to the service. Many staff at every level have long service and have built up a good level of knowledge and experience.
- Although the premises visited were not particularly new, they were attractive, clean, fresh and homely.
- 4 Customers, families and consultative representatives spoken to in confidence gave very good reports of the quality of service they had experienced. They felt that the service was ready to listen to them and to act on what they said.

- The policies for medication were reviewed with one of the Community Psychiatric Nurses. This and the level of activities, engagement and excursions all must contribute to the fact that older people clients spoken to and observed appeared to be alert and stimulated.
- A lot of innovative practices were seen to be in use and in development, for example healing environments, client resilience understanding, restorative justice and dementia care mapping.
- Partner organisations spoken to reported that good structures, protocols and importantly personal networks existed. This integration of services from several agencies over several stages of the client engagement appears to be an important feature of future service arrangements and the progress will be revisited at future assessments.

8. Action Planning

The achievement of Charter Mark is an on-going activity and it is important that West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care continues to meet the requirements of the Charter Mark criteria throughout the three years that the mark is awarded. In addition the ethos of Charter Mark is that the organisation continually improves during this period.

Short Term Action Planning

The applicant should indicate the plans they propose to put in place to ensure they meet the requirement of the standard identified as being non-compliant in Section 5 of this report.

On-going review

It is a requirement of the grant of the Charter Mark certificate that the applicant informs SGS of any major change in the service provision covered by the scope of the certificate. This includes reorganisation or mergers of the applicant.

In addition SGS must be informed if the certificated service begins to receive a significant increase of customer complaints or critical press coverage.

If the organisation is in doubt we strongly recommend contacting the Charter Mark Customer Service Team for advice on the significance of any service or organisation change or issues around customer complaints.

SGS will visit within 12 months of the date of your certificate for the Charter Mark Review. The Charter Mark Customer Service Team will contact you 3 months before the visit is due.

Report

SGS recommends that West Dunbartonshire Council – Department of Social Work Services - Older People and Children's Residential Care retains a copy of this report to aid continuous improvement and as a reference document if the organisation chooses to re-apply for Charter Mark.