

WEST DUNBARTONSHIRE COUNCIL

Report by Executive Director of Social Work and Health

Social Work & Health Improvement Committee: 17 June 2009

Subject: Care Commission Inspection Reports - Acquired Brain Injury Project

1. Purpose

- 1.1** This report provides members with information regarding the recent inspection report received from the Care Commission on an announced inspection of the Lomond and West Dunbartonshire Brain Injury Project which took place in late February 2009.

2. Background

- 2.1** The Care Commission grades all registered services based on the quality of service provided. The inspection will focus on three thematic areas. The themes, appropriate to this type of housing support service, are:

- quality of care and support (or experience);
- staffing; and
- management and leadership.

There is a six-point scale used to produce a grading score for each of the above themes:

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

- 2.2** The Care Commission regularly inspects our services. Inspections may take place twice per year and can be announced or unannounced. The manager of the service completes a self-evaluation form prior to inspection. Inspectors speak with some staff, service users and where possible their representatives. A range of policies and records are examined with observation of practices.
- 2.1** A draft report is sent with a consultation period for comment and clarification. An action plan, if required, to address any issues must be forwarded to the Commission. Follow up inspections look at progress. Final reports are usually sent within two months of the inspection.
- 2.2** Any serious shortcomings may result in either an enforcement notice or a requirement being imposed to bring about change within stated time limits. A

requirement is a statement setting out an enforceable action required of a service provider in order that the services comply with current legislation, usually within a specific timescale. Other issues raised by the inspection may result in a recommendation being made. A recommendation is a statement setting out proposed actions to be taken by the service, which is aimed at improving the quality of the service.

3. Main Issues

- 3.1 A copy of the most recent inspection report can be accessed on the Care Commission website.
www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45
- 3.2 The tone of this report is extremely positive and has resulted in this service receiving gradings of (6) - Excellent and (5) - Very Good. Grades of this level are not awarded to services unless they are seen to be providing a service of an extremely high standard.

Care Home/Service	Quality of Care	Staffing	Management & Leadership	Recommendations
ABI Project	6	5	5	-

- 3.3 Within the report it is commented that the service user questionnaires returned all indicated that they were all "satisfied" or "very satisfied" with the service. Some of the service users made the following comments "They have helped me immensely in getting training and into further education. I have nothing but the best to say", "They have been such a great help - I felt totally alone until I met them" and "They make you feel normal again". This is a reflection of the positive impact this service has on the service users.
- 3.4 There are many areas of good practice commented on throughout the report, some of these are :
- There is strong evidence of the service liaising with various service user forums and networks to offer the support and type of service that is required to fulfil the needs of service users;
 - There is a service induction pack which offers practical, realistic information on how to access the service. This information is accompanied by a document called 'The Journey' which offers clear advice to sufferers of an acquired brain injury in the words of other people who are affected by an acquired brain injury;
 - The Acquired Brain Injury Strategy Group (ABI) which was set up with service users and carers to lead service user consultation in relation to policy and service development;
 - There is strong evidence of service users being supported to access further education and work.

- 3.7 There were no recommendations or requirements from this inspection.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 There are no financial implications.

6. Risk Analysis

6.1 There are no risk issues.

7. Conclusion & Officers' Recommendations

7.1 Members are asked to note the report and to commend the achievement of the Lomond and West Dunbartonshire Brain Injury Service staff, service users and carers.

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Appendices : None

Background : The information provided in Care Commission Inspection Reports.

http://www.carecommission.com/index.php?option=com_content&task=view&id=24&Itemid=45

Wards Affected : All