

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by Executive Director of Social Work and Health**

**Education and Lifelong Learning Committee: 9 September 2009**

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### **Subject: Care Commission Inspection Report – Burnside Children’s Unit**

#### **1. Purpose**

- 1.1** This report summarises the last inspection report for Burnside Children’s Unit received from the Care Commission in April 2009. The actual inspection was carried out during March 2009.

#### **2. Background**

- 2.1** The Care Commission regularly inspects our care services. Inspections may take place twice per year and can be announced or unannounced. They focus on an identified group of the national care standards and themes along with a self-evaluation form completed by the manager of the service. Inspectors speak with some staff, service users and where possible their representatives. A range of policies and records are examined with observation of care practices.
- 2.2** 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.
- 2.3** Any serious shortcomings may result in either a requirement or a condition being imposed to bring about change within stated time limits. 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. 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.
- 2.4** A new grading system has commenced this year and grading’s are as follows:
- |           |                |   |
|-----------|----------------|---|
| Level 6 – | Excellent      | (Excellent or Outstanding)                            |
| Level 5 - | Very Good      | (Major Strengths)                                     |
| Level 4 - | Good           | (Important strengths with some areas for improvement) |
| Level 3 - | adequate       | (Strengths just outweigh weaknesses)                  |
| Level 2 - | weak           | (important weaknesses)                                |
| Level 1 - | unsatisfactory | (major weaknesses)                                    |

### **3. Progress**

#### **3.1 Standards inspected**

Burnside was inspected against four key standards which were:

1. Quality of care and support (5 – very good);
2. Quality of the environment (5 – very good);
3. Quality of staffing (4 – good);
4. Quality of management and leadership (4-good).

### **4. Inspection Findings**

#### **4.1** During the inspection evidence was gathered from a number of sources including; discussion with service users and staff, a review of a range of policies, procedures, records and other documentation.

It was recorded that all of the young people spoken to were positive about living in Burnside and felt involved in the life of the home. They felt it was a safe place to live, and that staff “were always there for you”. The young people also spoke of some of the activities they enjoyed like computer games, playing football and swimming.

Unfortunately no families or carers were interviewed during this inspection.

#### **4.2** The inspection looked in detail of 3 themes each of the following standards:

- The quality of care and support;
- The quality of environment;
- The quality of staffing;
- The quality of management and leadership;

Overall the inspector was pleased by the progress made since the last inspection and positive and encouraging comments made.

Areas for improvement were also noted, mostly on a practical level and not to do with child care practice which was seen by the inspectors as developing in a positive way. It was also noted that a wide range of methods were being used to gain views and encourage the participation of young people.

#### **4.3** The overall improvement can be seen in the fact that the last inspection had produced 7 recommendations, this time the number of recommendations is 4.

- 4.4 Two of these recommendations are being dealt with in a wider review of staffing and management structure for all of our units.

The other two require further discussion with other sections within child care.

## 5. Personnel Issues

- 5.1 All staff working within residential child care have applied for registration with the Scottish Social Service Council which will become mandatory on 30th September 2009.
- 5.2 The Charter Mark Award was re-assessed and awarded to the unit for a further 2 years.

## 6. Financial Implications

- 6.1 Recommendations such as increasing staffing levels, up-grading or improving the physical environment have to be met within current budgetary resources and are currently under discussion.

## 7. Risk Analysis

- 7.1 There were no requirements with this inspection. The unit manager has submitted an action plan to address the recommendations made.

## 8. Conclusion and Recommendation

- 8.1 Since the inspections were carried out, discussion with Care Commission officers have continued with both the unit and external managers to resolve outstanding issues within the timescales set and within budgetary constraints.
- 8.2 Committee is asked to note the positive content of the inspection report.

William W Clark  
Executive Director of Social Work and Health

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**Appendices :** Appendix 1

**Background :** The information provided in from Care Commission Inspection Reports.

**Wards Affected :** All