

WEST DUNBARTONSHIRE COUNCIL

Report by Interim Executive Director of Social Work and Health

Social Work and Health Improvement Committee: August 2010

**Subject: Care Commission Inspection Reports for Registered Services
in West Dunbartonshire**

1. Purpose

- 1.1** To provide Members with information regarding the most recent Care Commission inspection reports received for each of nine 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, Assured Care, Carers Direct, Clydebank Womens Aid, Dumbarton Womens Aid, Carman Social Inclusion Centre, Joan's Carers and M&J Care & Support.
- 3.3** The report also summarises the inspection reports issued for two 'Branch' services; Carewatch Care Services - Inverclyde & North Ayrshire and Scothomecare- Area 5 West, now operating as Halo Ltd. A number of larger or National providers are registered with the Care Commission on a regional basis, called Branches, rather than on an individual service basis.
- 3.4** 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.

- 3.5** The reports for the nine services were largely positive, with grades of adequate (3) to very good (5) being awarded.
- 3.6** The Inspection report for Joan's Carers contained three requirements;
- to ensure that support plans are up to date and regularly reviewed, this had a timescale of three months for remedial action to be completed. It is being addressed in conjunction with the local authority through attendance at review meetings,
 - to ensure policies on Safe Recruitment are adhered to. This had a timescale of three months for remedial action to be completed and has been addressed by the service, and
 - to ensure recruitment procedures include a recording system that confirms checks of relevant professional registers have been carried out. This also had a timescale of three months for remedial action to be completed and has been addressed by the service.
- 3.5** The table below details the number of requirements and grades achieved during the most recent inspections that have taken place 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	
Carewatch	5	n/a	5	n/a	12.01.10	0
Assured Care	5	n/a	5	n/a	26.02.10	0
Scotnursing/Halo Ltd	4	n/a	4	4	11.03.10	0
Carers Direct	4	n/a	4	4	29.05.09	0
Clydebank Womens Aid	5	n/a	4	4	11.03.09	0
Dumbarton Womens Aid	4	n/a	4	4	06.03.09	0
Carman S.I.C.	4	n/a	3	3	10.11.09	0
Joan's Carers	3	n/a	3	3	08.03.10	3
M&J Care & Support	4	n/a	4	4	12.08.09	0

4. Personnel Issues

- 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. Providers are kept 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** The Inspection Reports for the independent services have no financial implications for the Department.

5.2 The Inspection Reports have no financial implications for the Independent Sector services.

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 could have an impact on the ability of the provider 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 nine independent sector managed services operating in West Dunbartonshire Council were positive and complimentary. In many 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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Person to Contact: Mr Max Agnew, Section Head, Quality Assurance & Training Section, Telephone Number (01389)

Appendices : Nil

Background : 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