

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Committee: 15 December 2010

Subject: Care Commission Inspection Reports for Registered West Dunbartonshire Council's Services

1. Purpose

- 1.1** To provide Members with information regarding the most recent Care Commission inspection reports received for registered services operated by 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 services covered in this Committee report are:
- West Dunbartonshire Council Home Care;
 - West Dunbartonshire Council Learning Disability Services;
 - Dalreoch Day Care Centre;
 - Frank Downie Day Care Centre;
 - Langcraigs Day Care Centre; and
 - Queen Mary Day Care Centre.
- 3.3** Since last reported to Members, two of the services have been inspected twice by the Care Commission; West Dunbartonshire Council Learning

Disability Services on the 29th September and 24th December 2009 and Queen Mary Day Care Centre on the 17th February and 14th September 2010.

- 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 six services were largely positive, with grades of good (4) to very good (5) being awarded.
- 3.6** The July inspection report for Dalreoch Day Centre contained two requirements:
- To ensure that staff involved in the administering of medication receive training on how to do so safely. Timescale for completion was one week. This requirement has been completed.
 - To provide staff training on challenging behaviour including physically challenging behaviour. Timescale for completion was 8 weeks. An external provider has been identified and there is a rolling programme for all staff to undertake the course.
- 3.7** The July inspection report for Frank Downie Day Centre contained three requirements:
- To ensure that staff involved in the administering of medication receive training on how to do so safely. Timescale for completion was one week. This requirement has been completed;
 - Comply with the staffing schedule, which is a condition of its registration, to ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health and welfare of service users. Timescale for completion was 4 weeks. This requirement has been completed; and
 - To provide staff training on challenging behaviour including physically challenging behaviour. Timescale for completion was 8 weeks. An external provider has been identified and there is a rolling programme for all staff to undertake the course.
- 3.9** The table below details the number of requirements, inspection dates and grades achieved during the most recent inspections that have taken place for all the services being reported:

		GRADINGS				
Service	Date of C.C. Inspection	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Requirements
WDC Home Care	02.09.10	5	n/a	n/a	5	0
WDC Learning Disability Services	29.09.10	5	n/a	4	n/a	0
WDC Learning Disability Services	24.12.09	5	n/a	4	n/a	0
Dalreoch Day Care Centre	28.07.10	5	n/a	n/a	4	2
Frank Downie Day Care Centre	20.07.10	4	n/a	n/a	4	3
Langcraigs Day Care Centre	27.07.10	5	n/a	4	n/a	0
Queen Mary Day Care Centre	14.09.10	5	n/a	5	n/a	0
Queen Mary Day Care Centre	17.02.10	5	n/a	4	n/a	0

4. Personnel Issues

- 4.1** Officers from the relevant client sections continue to monitor their services.
- 4.2** There were no additional personnel implications associated with addressing the requirement in the Frank Downie House inspection report.

5. Financial Implications

- 5.1** There were no finance implications associated with addressing the requirements in the Dalreoch House and Frank Downie House inspection reports with regard to updating their risk assessment for the building and perimeter.
- 5.2** There have been financial implications to the Council in identifying an external agency to provide training to the staff at Frank Downie House in relation to the training of staff in challenging behaviour. These costs have been managed within existing resources.
- 5.3** There were also financial implications in the cost of upgrading the sluice room at Frank Downie House to conform to best practice guidelines in infection control. These costs have been managed within existing resources.

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 our ability 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 six West Dunbartonshire Council services 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.

Keith Redpath,
Director.

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

Wards Affected: All