

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership Committee: 21st August 2013

Subject: Care Inspectorate Reports for Support Services operated by Independent Sector Providers in West Dunbartonshire

1. Purpose

- 1.1 To provide Members with a routine up-date on the most recent Care Inspectorate assessments for three independent sector support services for Older People, Adults and Children and Young People services within West Dunbartonshire.

2. Recommendations

- 2.1 The Committee is asked to note the content of this report.

3. Background

- 3.1 Care Inspectorate inspections focus on any combination of four thematic areas. These themes are: quality of care and support, environment, staffing and management & leadership.
- 3.2 The independent sector support services reported within this report are:
- Joan's Carers Ltd. Housing Support Service - service is provided in the Dumbarton area.
 - Miller Street Dementia Resource Centre - service provided in Clydebank for residents throughout West Dunbartonshire Council area.
 - Dunn Street Respite Service - service provided in Duntocher for residents throughout West Dunbartonshire Council area.
- 3.3 Copies of the inspection reports can be accessed on the Care Inspectorate web-site: www.scswis.com.

4. Main Issues

Joan's Carers Ltd. Housing Support Service

- 4.1 Joan's Carers Ltd. Housing Support Service provides personal care and domestic support to a range of vulnerable adults who live in their own homes. The service was inspected on 8th March 2013 and the report published on 10th April 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 5/Very Good.
 - For *Staffing* – Grade 5/Very Good.

- For *Management and Leadership* - Grade 5/Very Good.

4.2 There were no requirements detailed in the inspection report.

Miller Street Dementia Resource Centre

4.3 This service, previously known as The Elm Centre, recently moved from Dumbarton to Clydebank. It is managed by Alzheimer Scotland and provides a range of centre based services for people with Dementia. The service was inspected on 1st February 2013 and the report published on 20th May 2013. The following grades were awarded:

- For the theme of *Care and Support* – Grade 5/Very Good.
- For the theme of *Environment* – Grade 5/Very Good.
- For *Staffing* – Grade 5/Very Good.
- For *Management and Leadership* - Grade 5/Very Good.

4.4 There were no requirements detailed in the inspection report.

Dunn Street Respite Service

4.5 Dunn Street Respite Service is managed by Quarries' and provides a building based respite service for adults with a Learning Disability. The service was inspected on 29th April 2013 and the report was published on 31st May 2013. The following grades were awarded:

- For the theme of *Care and Support* – Grade 5/Very Good.
- For the theme of *Environment* – Grade 5/Very Good.
- For *Staffing* – Grade 5/Very Good.
- For *Management and Leadership* - Grade 5/Very Good.

4.6 There were no requirements detailed in the inspection report.

4.7 The table below summarises the gradings between the last two inspections:

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	2 February 2012						8 March 2013					
Joan's Carers Ltd. • Care & Support • Environment • Staffing • Management & Leadership				✓							✓	
	18 August 2010						1 February 2013					
Miller St Dementia Centre • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	

Service	Previous Grades						Current Grades						
	1	2	3	4	5	6	1	2	3	4	5	6	
	20 July 2012						29 April 2013						
Dunn Street Respite Service • Care & Support • Environment • Staffing • Management & Leadership					✓							✓	

5. People Implications

5.1 There are no people implications.

6. Financial Implications

6.1 There are no financial implications.

7. Risk Analysis

7.1 Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. For any service assessed by the Care Inspectorate, failure to meet requirements within the time-scales set out could result in a reduction in grading or enforcement action. Consistently poor gradings awarded to any independent sector service would be of concern to the CHCP and the Council, particularly in relation to the continued referral of vulnerable people by the CHCP to such services.

8. Equalities Impact Assessment (EIA)

8.1 Not required for this report.

9. Consultation

9.1 Not required for this report.

10. Strategic Assessment

10.1 The Council's Strategic Plan 2012-17 identifies "improve care for and promote independence with older people", and "improve the wellbeing of communities and protect the welfare of vulnerable people" as two of the authority's five strategic priorities.

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Date: 19th July 2013

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Appendices: None

Background Papers: All the inspection reports can be accessed from
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All.