

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership Committee: 25 January 2012

Subject: Care Inspectorate Inspection Reports for WDC Services

1. Purpose

- 1.1** To provide the CHCP Committee with a summary of the Care Inspectorate (formerly SCSWIS) inspection reports received for four Adult Support services and two Older People Residential services all 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 in future reports on the outcome of Care Inspectorate inspections for every service, be made on an annual basis unless a service received a low grading or should Care Inspectorate specify any requirement following such an inspection, then a report detailing the outcome of the inspection should be provided to their next meeting.
- 2.2** The Care Inspectorate inspections focus on any combination of four thematic areas: quality of care and support; environment; staffing; and management & leadership. After an inspection the Care Inspectorate produces a draft report. This gives the Service the opportunity to correct any factual inaccuracy and to challenge the provisional grades contained in the draft report. In addition the service manager has to produce an action plan on how the issues raised in the draft report will be addressed. Once this has been submitted to the Care Inspectorate, and they are satisfied with the proposed plan, a final report is issued and made available on their website where all reports can be accessed.
- 2.3** This committee report is submitted on the basis of inspection reports issued for six services directly managed by the CHCP on behalf of West Dunbartonshire Council that have been Inspected since they were last reported to Committee. These services are:
- Dumbarton Centre;
 - WDC Learning Disability: Housing Support Service;
 - WDC Community Alarm Service;
 - WDC Brain Injury Service;
 - Boquhanran House;
 - Frank Downie House.

3 Main Issues

- 3.1** Dumbarton Centre, for Adults with a Learning Disability, was inspected on 20th October 2010. The inspection focused only on the quality theme of care and support. For this theme a grade of 5 (very good) was awarded.
- 3.1.1** The service maintained the grade of 5 (very good) for this theme which it had been awarded in their previous inspection of July 2009. The report did not make any requirement upon the service.
- 3.2** West Dunbartonshire Council Learning Disability: Housing Support Service was inspected on 11th November 2011. Their inspection focused on the two themes of care and support and leadership and management. For both themes they were awarded the grade of 5 (very good).
- 3.2.1** With regard to the theme of care and support the service maintained the grade of 5 (very good) that had been awarded to them in their inspection of December 2010. However, the grade of 5 (very good) awarded for the theme of management and leadership was new as this theme had not been scrutinised in a previous inspection. The report did not make any requirement upon the service.
- 3.3** West Dunbartonshire Community Alarm Service was inspected on 15th September 2011. The inspection focussed on the two quality themes of care and support and staffing. For quality of care and support a grade of 6 (excellent) was awarded, for quality of staffing a grade of 5 (very good) was awarded.
- 3.3.1** The grade of 6 (excellent) awarded for quality of care and support was an improvement from their last inspection in September 2009 when they received a grade of 5 (very good) for this theme. The grade of 5 (very good) for quality of staffing was maintained from the previous inspection in September 2009. The report did not make any requirement upon the service.
- 3.4** West Dunbartonshire Brain Injury Service was inspected on 31st August 2011. The inspection focussed on the two quality themes of care and support and quality of management and leadership. For quality of care and support a grade of 6 (excellent) was awarded, for quality of management and leadership a grade of 5 (very good) was awarded.
- 3.4.1** The service maintained the grades of 6 (excellent) and 5 (very good) which had been awarded for these two themes in their previous inspection in March 2009. The report did not make any requirement upon the service.
- 3.5** Boquhanran House was inspected on 14th October 2010. The inspection focussed on one theme only; quality theme of care & support. For this theme a grade of 4 (good) was awarded.

- 3.5.1** The service maintained the grade of 4 (good) which it had been awarded for this theme in their previous inspection in July 2009. The report did not make any requirement upon the service.
- 3.6** Since last reported to committee Frank Downie House has been inspected twice. The first inspection was on 13th January 2011 and the second on 11th May 2011. Both inspections focussed on the same two quality themes of care and support and quality of management and leadership.
- 3.6.1** The report for the January 2011 inspection awarded the grade of 4 (good) for the quality theme of care and support. For the quality theme of management and leadership a grade of 3 (adequate) was awarded.
- 3.6.2** The grades awarded in this inspection report were the same as the service received in their previous inspection of August 2010.
- 3.6.3** The May 2011 inspection report for Frank Downie House awarded the grades of 4 (good) for both the quality themes of care and support and management and leadership. The award of 4 (good) for management and leadership was an improvement from the previous January 2011 inspection.
- 3.6.4** Neither of the reports issued made any requirement upon the service to aid improvement.
- 3.7** The table below details the grades, date of inspections and number of requirements awarded during the inspections 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	
Dumbarton Centre	5	-	-	-	20.10.10	0
WDC Learning Disability	5	-	-	5	11.11.11	0
WDC Community Alarm	6	-	5	-	15.09.11	0
WDC Brain Injury	6	-	-	5	31.08.11	0
Boquhanran House	4	-	-	-	14.10.10	0
Frank Downie House	4	-	-	3	13.01.11	0
Frank Downie House	4	-	-	4	11.05.11	0

4. People Implications

- 4.1** There are no personnel implications for the Council associated with the reports for the five services operated by West Dunbartonshire Council.

5. Financial Implications

- 5.1** There are no financial implications for the Council associated with the reports for the five services operated by West Dunbartonshire.

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 Assessment (EIA)

- 7.1** No issues were identified in a screening for potential equality impact of these reports.

8. Strategic Assessment

- 8.1** Grades awarded to a service after a Care Inspectorate inspection are an important performance indicator for registered services. This is a key element in achieving progress in benchmarking against similar services. An increase in grades, as has occurred in two of these reports and reflects progress in achieving our strategic priorities for adult and older people's services, and of improving the support and outcomes for adults and older people in West Dunbartonshire.

9. Conclusions and Recommendations

- 9.1** Two services, West Dunbartonshire Community Alarm Service and West Dunbartonshire Brain Injury Service were awarded the highest possible award of 6 (excellent) in the quality theme of care and support. Two learning disability services also either maintained or improved their grades to 5 (very good)
- 9.2** Services which have been awarded grades such as this will be inspected less frequently by the Care Inspectorate. This report therefore represents the only opportunity for some time to highlight this achievement.
- 9.3** The CHCP Committee is asked to note content of this report

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Date: 6.1.12

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Appendices: None.

Background Papers: The information provided in SCSWIS Inspection Reports
Web-site address: -
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All.