

## WEST DUNBARTONSHIRE COUNCIL

### Report by the Director of Community Health and Care Partnership Community Health and Care Partnership Committee: 20th August 2014

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#### **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 assessment for 12 independent sector support services for Older People, Adults and Children and Young People 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 4 thematic areas: quality of care & support, environment, staffing; and management & leadership.

- 3.2 The independent sector support services reported within this report are:

- Key Community Supports - Dunbartonshire. Service is provided in Dalmuir, Faifley and Alexandria areas.
- Joans Carers Ltd. Service is provided throughout West Dunbartonshire Council area.
- M and J Care & Support at Home. Service is provided throughout West Dunbartonshire Council area.
- Action for Children – Preparation for Life. Service is provided throughout West Dunbartonshire Council area.
- The Richmond Fellowship Scotland – East & West Dunbartonshire Supported Living Services. Service is provided throughout West Dunbartonshire Council area.
- Visibility Supporting People Project. Service is provided across the West Dunbartonshire Council area.
- Carers Direct Ltd. Service is provided in Dumbarton and Alexandria.
- Dunn Street Respite Service. Service is located in Duntocher for residents throughout West Dunbartonshire Council area.
- Assured Care (Scotland) Ltd. Service is provided throughout West Dunbartonshire Council area.
- Carewatch Care Services – Inverclyde & North Ayrshire. Service is provided throughout West Dunbartonshire Council area.
- Cornerstone 'West Dunbartonshire Services 1'. Service is provided throughout West Dunbartonshire Council area.
- Dalmuir Park Housing Association Sheltered Housing/Lynx Care. Service is provided in the Dalmuir area.

- 3.3 Some providers, who operate multiple services across Scotland, register groups of their services with the Care Inspectorate on a 'Branch' basis rather than an individual service. In this report both Key Community Supports - Dunbartonshire and The Richmond Fellowship Scotland – East & West Dunbartonshire Supported Living Services operates in this manner.
- 3.4 Copies of the inspection reports can be accessed on the Care Inspectorate web-site: [www.scswis.com](http://www.scswis.com).

#### 4. Main Issues

##### Key Community Supports - Dunbartonshire

- 4.1 Key Community Supports - Dunbartonshire provides a combined housing support and care at home service to adults who have learning disabilities. The service was inspected on 3<sup>rd</sup> February 2014 with the report being published on 28<sup>th</sup> April 2014. 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 The inspection report detailed the following requirement to be addressed:
- The Management team must ensure the Care Inspectorate is notified of all accidents and incidents which result in harm or injury to a person using the service which results in a GP visit or referral to hospital and all incidents. This was to be implemented with immediate effect. The provider has confirmed that they have discussed and clarified with all Managers the process re: notifiable incidents. They have amended procedures to ensure appropriate notification to the Care Inspectorate is adhered to.

##### Joan's Carers Ltd.

- 4.3 Joan's Carers Ltd. provides a Housing Support service. The service is offered to a wide range of vulnerable adults who live in their own homes. The service was inspected on 10<sup>th</sup> February 2014 and the report published on 23<sup>rd</sup> April 2014. 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.
- 4.4 There were no requirements detailed in the inspection report.

##### M and J Care & Support at Home

- 4.5 M and J Care & Support at Home provide a combined Housing Support and Care at Home service. The service is offered to a wide range of people with varying needs who live in their own homes. The service was inspected on 14<sup>th</sup> February 2014 and the report published on 28<sup>th</sup> April 2014.

The following grades were awarded:

- For the theme of *Care and Support* – Grade 3/Adequate.
- For *Staffing* – Grade 3/Adequate.
- For *Management and Leadership* - Grade 3/Adequate.

**4.6** There were no requirements detailed in the inspection report.

#### Action for Children – Preparation for Life

**4.7** Action for Children – Preparation for Life is a housing support service. The service provides emergency accommodation for young homeless people aged 16 – 21 from West Dunbartonshire. The service was inspected on 26<sup>th</sup> February 2014 and the report published on 28<sup>th</sup> April 2014. 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.

**4.8** There were no requirements detailed in the inspection report.

#### The Richmond Fellowship Scotland – East & West Dunbartonshire Supported Living Services

**4.9** The Richmond Fellowship Scotland – East & West Dunbartonshire Supported Living Services is a combined Housing Support and Care at Home service. The service is offered to individuals who have mental health issues or learning disabilities, adults with alcohol related brain damage, Autism Spectrum Disorders, Older People and people with acquired brain injury. The support is provided to people who live in their own homes, in shared accommodation or live with their families or carers. The service was inspected on 18<sup>th</sup> March 2014 and the report published on 23<sup>rd</sup> April 2014. 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.

**4.10** There were no requirements detailed in the inspection report.

#### Visibility Supporting People Project

**4.11** Visibility Supporting People Project is run by Visibility, a Voluntary Organisation, providing a Housing Support Service. The service covers Glasgow, North Lanarkshire and West Dunbartonshire. They support people who are visually impaired and live in their own accommodation. The service was inspected on 28<sup>th</sup> March 2014 and the report published on 23<sup>rd</sup> May 2014. The following grades were awarded:

- For the theme of *Care and Support* – Grade 3/Adequate.
- For *Staffing* – Grade 4/Good.
- For *Management and Leadership* - Grade 3/Adequate.

**4.12** The inspection report detailed the following two requirements to be addressed:

- The Provider to ensure that care reviews are carried out at least every 6 months. This was to be completed by 21<sup>st</sup> June 2014. The provider has confirmed that this requirement was completed as per the timescale. The provider reviewed their processes and implemented changes to bring it in line with regulations. They have also drafted a timetable with review dates for all service users.
- The Provider to notify the Care Inspectorate of all incidents. This was to be implemented with immediate effect. The provider confirmed that they have developed a new 'Good Practice Guide for Managers' to ensure all incidents are reported to the Care Inspectorate within the appropriate timescales.

#### Carers Direct Ltd

**4.13** Carers Direct Ltd. provides a Care at Home support service. The service is offered to elderly and less able people who live in their own homes. The service was inspected on 31<sup>st</sup> March 2014 and the report published on 14<sup>th</sup> May 2014. The following grades were awarded:

- For the theme of *Care and Support* – Grade 6/Excellent.
- For *Staffing* – Grade 5/Very Good.
- For *Management and Leadership* - Grade 6/Excellent.

**4.14** There were no requirements detailed in the inspection report.

#### Dunn Street Respite Service

**4.15** Dunn Street Respite Service is managed by Quarriers and provides a building based respite service for adults with a Learning Disability aged between 16 and 65. The service was inspected on 18<sup>th</sup> April 2014 and the report published on 30<sup>th</sup> May 2014. The following grades were awarded:

- For the theme of *Care and Support* – Grade 6/Excellent.
- For the theme of *Environment* – Grade 5/Very Good
- For *Staffing* – Grade 5/Very Good.
- For *Management and Leadership* - Grade 5/Very Good.

**4.16** There were no requirements detailed in the inspection report.

#### Assured Care (Scotland) Ltd

**4.17** Assured Care (Scotland) Ltd provides a Care at Home Support Service. This service supports a wide range of people with varying needs who live in their own homes. The service was inspected on 28<sup>th</sup> May 2014 and the report published on 1<sup>st</sup> July 2014. 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.

**4.18** There were no requirements detailed in the inspection report.

Carewatch Care Services – Inverclyde & North Ayrshire

**4.19** Carewatch Care Services – Inverclyde & North Ayrshire provide a combined Housing Support and Care at Home service. The service is offered primarily to older people who require support to live independently in their own homes. The service was inspected on 2<sup>nd</sup> June 2014 and the report published on 4<sup>th</sup> July 2014. 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.

**4.20** There were no requirements detailed in the inspection report.

West Dunbartonshire Services 1

**4.21** West Dunbartonshire Services 1 is operated by Cornerstone Community Care. They provide Housing Support, Care at Home, Day Support Opportunities and Short Breaks to adults who have learning disabilities and are living in group accommodation or their own homes. The service was inspected on 29<sup>th</sup> May 2014 and the report published on 4<sup>th</sup> July 2014. 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.

**4.22** There were no requirements detailed in the inspection report.

Dalmuir Park Housing Association Sheltered Housing/Lynx Care

**4.23** Dalmuir Park Housing Association Sheltered Housing/Lynx Care provides a Sheltered Housing service and Care at Home Service to Older People. The Lynx Care element of the service provides domestic and housing support to Older People living in their own homes. The service was inspected on 28<sup>th</sup> May 2014 and the report published on 9<sup>th</sup> July 2014. The following grades were awarded:

- For the theme of *Care and Support* – Grade 5/Very Good.
- For *Staffing* – Grade 4/Good.
- For *Management and Leadership* - Grade 4/Good.

**4.24** There were no requirements detailed in the inspection report.

**4.25** 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
	<b>28 March 2013</b>						<b>3 February 2014</b>					
Key Community Supports • Care & Support • Environment • Staffing • Management & Leadership				✓							✓	
	<b>28 March 2013</b>						<b>10 February 2014</b>					
Joan's Carers • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
	<b>19 August 2013</b>						<b>14 February 2014</b>					
M and J Care & Support • Care & Support • Environment • Staffing • Management & Leadership		✓						✓				
	<b>29 February 2012</b>						<b>26 February 2014</b>					
Action for Children • Care & Support • Environment • Staffing • Management & Leadership		✓				✓					✓	
	<b>27 September 2012</b>						<b>18 March 2014</b>					
The Richmond Fellowship • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
	<b>23 November 2010</b>						<b>28 March 2014</b>					
Visibility • Care & Support • Environment • Staffing • Management & Leadership				✓				✓		✓		
	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	<b>14 February 2013</b>						<b>31 March 2014</b>					
Carers Direct • Care & Support • Environment • Staffing • Management & Leadership				✓	✓						✓	✓
	<b>29 April 2013</b>						<b>18 April 2014</b>					
Dunn Street Respite • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	✓

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
<b>11 December 2012</b>						<b>28 May 2014</b>						
Assured Care • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
<b>30 January 2013</b>						<b>2 June 2014</b>						
Carewatch • Care & Support • Environment • Staffing • Management & Leadership				✓							✓	
<b>28 January 2013</b>						<b>29 May 2014</b>						
West Dunbartonshire Services 1 • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
<b>19 July 2013</b>						<b>28 May 2014</b>						
D.P.H.A./Lynx Care • 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 No issues were identified in a screening for potential equality impacts.

**9. Consultation**

9.1 Not relevant or required for this report.

**10. Strategic Assessment**

10.1 West Dunbartonshire Community Health & Care Partnership's Strategic Plan 2014-15 reflects the West Dunbartonshire Council Strategic Plan 2012-17 identifies "improve the wellbeing of communities and protect the welfare of vulnerable people" among the authority's five strategic priorities.



Keith Redpath  
Director of the Community Health & Care Partnership

Date:

**Person to Contact:** Mrs Sharon Elliott  
Quality Assurance Manager  
West Dunbartonshire CHCP  
Council Offices  
Garshake Rd, Dumbarton G82 3PU  
E-mail: sharon.elliott@west-dunbarton.gov.uk  
Telephone: 01389 776849

**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](http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727)

**Wards Affected:** All.