

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership: 15th May 2013

Subject: Care Inspectorate Reports for Support Services for 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 ten independent sector support services for Older People; Adults; and Children and Young People services within West Dunbartonshire.

2. Recommendations

- 2.1 The Community Health and Care Partnership (CHCP) 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:

- Assured Care (Scotland) Ltd, Support Service Care at Home - services provided throughout West Dunbartonshire Council area.
- Bield Housing & Care, Housing Support, West Area C (Branch) - services provided in the Alexandria area.
- Carers Direct Ltd, Support Service Care at Home - services provided in the Dumbarton and Alexandria areas.
- Carewatch Care Services, Housing Support, Inverclyde & North Ayrshire - services provided throughout West Dunbartonshire Council area.
- Cornerstone, Housing Support, West Dunbartonshire Services 1 - services provided throughout West Dunbartonshire Council area.
- Fred Martin Adult Placement Scheme - services provided throughout West Dunbartonshire Council area.
- Key Community Supports, Housing Support, Dunbartonshire - services provided within the Clydebank area.
- Share Scotland, Housing Support, Glasgow - services provided within the Alexandria area.

- INCLUDEM, Support Service Care at Home, Intensive Support Services (West) - services provided throughout West Dunbartonshire Council area.
- West End Project – services provided within Dumbarton 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 Bield Housing & Care are the only provider who operates in this manner.

3.4 Copies of the inspection reports can be accessed on the Care Inspectorate web-site: www.scswis.com.

4. Main Issues

Assured Care (Scotland) Ltd, Support Service Care at Home

4.1 Assured Care Support Service Care at Home provide care and support to individuals within their own home. The service was inspected on 11th December 2012 with the report being published on 14 February 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.

Bield Housing & Care, Housing Support

4.3 Bield Housing & Care Housing Support West Area C covers 19 Bield Sheltered Housing Schemes located across Central Scotland and includes services located in the West Dunbartonshire Council area. They operate four Sheltered Housing/Very Sheltered Housing complexes in the Alexandria area. The service was inspected on 14th November 2012 with the report being published on 26 February 2013. The following grades were awarded:

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

4.4 The inspection report detailed three requirements to be addressed:

- The provider, in conjunction with scheme managers, must ensure reviews are undertaken every six months. Changes to tenant's health and/or support needs should inform and update support plans. This was to be completed upon receipt of the final report. The service achieved this and continues to ensure this requirement is adhered to.
- The provider, in conjunction with scheme managers, must put in place robust procedures to appropriately manage any risk to the health and

safety of tenants. This should include improved recording systems with clear guidelines for staff. This was to be completed upon receipt of the final report. Appropriate steps have been taken and the requirement is complete.

- The provider must make sure all staff, particularly scheme managers, complete Adult Support and Protection training to ensure they have the skills and knowledge to appropriately identify, respond to and manage risk. This was to be implemented by March 2013. A training programme was devised to address this requirement within the timescale given.

Carers Direct Ltd, Support Service Care at Home

- 4.5** Carers Direct Ltd, Support Service Care at Home support a range of individuals who are living in their own home in the Dumbarton and Alexandria areas. The service was inspected on 14th February 2013 with the report being published on 12 March 2013. 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 6/Excellent.
- 4.6** There were no requirements detailed in the inspection report.

Carewatch Care Services, Housing Support Service

- 4.7** Carewatch Care Services – Inverclyde & North Ayrshire covers Inverclyde, North & South Ayrshire, Argyll & Bute and West Dunbartonshire Council areas. They provide support services to older people and those who require assistance to live independently in their own homes. The service was inspected on 30th January 2013 with the report being published on 15 March 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 4/Good.
 - For *Staffing* – Grade 5/Very Good.
 - For *Management and Leadership* - Grade 4/Good.
- 4.8** The inspection report detailed the following requirement to be addressed:
- The service must notify the Care Inspectorate of any missed calls and what action they have taken to prevent it happening again. This was to be completed within one week of receipt of the final report. The service achieved this within the timescale by introducing a call monitoring system.

Cornerstone, Housing Support Service

- 4.9** Cornerstone Housing Support Service provides housing support, care at home, day support opportunities and short breaks to adults with a learning disability throughout the West Dunbartonshire Council area. The service was inspected on 20th January 2013 with the report being published on 20 February 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.

4.10 There were no requirements detailed in the inspection report.

Fred Martin Adult Placement Scheme

4.11 The Fred Martin Adult Placement Scheme supports adults with a learning disability to live as part of a family. It has a number of supported placements within the West Dunbartonshire Council area. The service was inspected on 19th December 2012 with the report being published at the end of December 2012. 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 4/Good.

4.12 The inspectors detailed one requirement in the inspection report:

- To ensure appropriate systems were in place to; monitor and check medication and ensure financial policies and procedures were being followed by all adult placement carers. They were given the timescale of three months from receipt of the report to complete this requirement. The provider has achieved this by introducing new audit procedures for medication and financial and medical records now being stored within the central office.

Key Housing, Housing Support Service

4.13 Key Housing, Housing Support Service provide a combined Housing Support and Care at Home service to adults with a learning disability in the Clydebank area. The service was inspected on 31st October 2012 with the report being published at the end of December 2012. 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 5/Very Good.

4.14 There were no requirements detailed in the inspection report.

Share Scotland, Housing Support Service

4.15 Share Scotland, Housing Support Service provide support to adults with complex learning and physical needs either in the community, within their own accommodation, living alone or group units located within the Alexandria area. The service was inspected on 12th June 2012 with the report being published at the end of September 2012. 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 5/Very Good.

4.16 There were no requirements detailed in the inspection report.

INCLUDEM, Support Service Care at Home

4.17 INCLUDEM, Support Service Care at Home operates across the West Dunbartonshire Council area. It is a support service providing care at home services for children and young people. The service was inspected on 16th January 2013 with the report being published at the end of February 2013. The following grades were awarded:

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

4.18 This was the first Care Inspectorate inspection for the service and there were no requirements in the inspection report.

West End Project – Dumbarton

4.19 The West End Project provides day opportunities and outreach support to individuals with physical disabilities and older people within the Dumbarton area. The service was inspected on 22nd February 2013 with the report being published on 4th April 2013. The following grades were awarded:

- For *Care and Support* – Grade 6/Excellent.
- For *Environment* – Grade 6/Excellent.
- For *Staffing* - Grade 6/Excellent
- For *Management and Leadership* - Grade 6/Excellent

4.20 There were no requirements detailed in the inspection report.

4.21 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
10 November 2010						11 December 2012						
Assured Care (Scotland) Ltd • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
											✓	
											✓	
31 March 2010						14 November 2012						
Bield Housing & Care • Care & Support • Environment • Staffing • Management & Leadership					✓					✓		
					✓						✓	
											✓	

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	20 May 2010						14 February 2013					
Carers Direct Ltd • Care & Support • Environment • Staffing • Management & Leadership				✓	✓					✓	✓	✓
	22 September 2011						30 January 2013					
Carewatch Care Services • Care & Support • Environment • Staffing • Management & Leadership				✓	✓				✓	✓		
	16 August 2011						28 January 2013					
Cornerstone • Care & Support • Environment • Staffing • Management & Leadership					✓					✓	✓	✓
	16 November 2011						19 December 2012					
Fred Martin Scheme • Care & Support • Environment • Staffing • Management & Leadership				✓	✓				✓	✓		
	20 December 2011						31 October 2012					
Key Housing • Care & Support • Environment • Staffing • Management & Leadership					✓					✓	✓	✓
	20 Jan 2011						14 June 2012					
Share Scotland • Care & Support • Environment • Staffing • Management & Leadership						✓				✓	✓	✓
	No previous inspection activity						16 January 2013					
Includem • Care & Support • Environment • Staffing • Management & Leadership										✓	✓	✓

Service	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
7 June 2010						22 February 2013						
West End Project												
• 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 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" and identifies "improve life chances for children and young people" as three of the authority's five strategic priorities.

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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.