

# WEST DUNBARTONSHIRE COUNCIL

## Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership: 20<sup>th</sup> November 2013

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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 reports for seven 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:

- Quarriers Homelife Project - service is provided throughout West Dunbartonshire Council area.
- INCLUDEM Intensive Support Services (West) - service is provided throughout West Dunbartonshire Council area.
- Carman Social Inclusion Centre Housing Support Service – service provided in Renton to residents in Dumbarton and Vale of Leven.
- West Dunbartonshire Services - service provided throughout West Dunbartonshire Council area.
- M and J Care & Support at Home - service is provided throughout West Dunbartonshire Council area.
- Rosshead Housing - service is provided throughout West Dunbartonshire Council area.
- Share Scotland – Glasgow - service is provided throughout West Dunbartonshire Council area.

- 3.3** Copies of the inspection reports can be accessed on the Care Inspectorate web-site: [www.scswis.com](http://www.scswis.com).

#### **4. Main Issues**

##### Quarriers Homelife Project

- 4.1** Quarriers Homelife Project provides housing support and care at home services to adults who have learning disabilities who live in their own homes or shared tenancies. The service was inspected on 2<sup>nd</sup> July 2013 and the report published on 4<sup>th</sup> September 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 3/Adequate.

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

**4.3** As detailed above, the inspector awarded the service the Grade 3/Adequate for one of the theme of Management and Leadership. The Inspector had some concerns about training/development opportunities for staff and refresher training on medicines and service user finances; reviewing arrangements for team meetings; confirming details for the office bases and venues for staff supervision/team meetings; and including external stakeholder feedback within quality assurance processes.

##### INCLUDEM Intensive Support Services (West)

- 4.4** INCLUDEM Intensive Support Services (West) is a support service providing Care at Home services for children and young people aged between 5 and 18 years. The service was inspected on 15<sup>th</sup> July 2013 and the report published on 4<sup>th</sup> September 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.

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

##### Carman Social Inclusion Centre Housing Support Service

- 4.6** The Carman Centre Housing Support service provides a housing support service to older people living in the Dumbarton and Vale of Leven area. The service also provides very sheltered support within the new sheltered housing complex in Renton town centre. The service was inspected on 22<sup>nd</sup> July 2013 and the report published on 6<sup>th</sup> September 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 5/Very Good.
  - For *Staffing* – Grade 6/Excellent.
  - For *Management and Leadership* - Grade 5/Very Good.

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

### West Dunbartonshire Services

- 4.8** West Dunbartonshire Services is part of Alzheimer Scotland and offers a housing support service for people living in the community who suffer from Alzheimer's and others forms of dementia. The service was inspected on 2<sup>nd</sup> August 2013 and the report published on 23<sup>rd</sup> September 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
- 4.9** There were no requirements detailed in the inspection report

### M and J Care & Support at Home

- 4.10** 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 19<sup>th</sup> August 2013 and the report published on 20<sup>th</sup> September 2013. The following grades were awarded:
- For the theme of *Care and Support* – Grade 2/Weak.
  - For *Staffing* – Grade 2/Weak.
  - For *Management and Leadership* - Grade 2/Weak.
- 4.11** The inspection report detailed the following six requirements to be addressed:
- To put in place Individual care plans for all service users, including children who are being supported. These must include comprehensive risk assessments. This is to be completed within one month of publication of this report. Due to the number of care plans involved the Inspector agreed to extend the timescale for completion to two months from publication of the inspection report. Progress on completion of this requirement is on-going, the provider has confirmed that they anticipate that this will be completed within the timescale given.
  - Ensure that at all times there are sufficient numbers of staff to provide the required standard of care and support to people who use the service. This was to be completed within one month of publication of this report. The provider has confirmed that this requirement has been completed within the timescale given.
  - Review all service users' care plans on a minimum 6 monthly basis with the service user and carers, where appropriate, fully involved in this review process. This was to be completed within one month of publication of this report. The provider has confirmed that this requirement has been completed within the timescale given and dates for the next series of reviews set.

- Must ensure that all staff have the qualifications, skills and work necessary for the work they are to perform. To address this, the provider must,
  - put in place an annual staff training plan based on a robust training needs analysis.
  - ensure that staff receive all mandatory, role specific and refresher training.
  - ensure that staff receive training that enables staff to meet the needs of the resident group, for instance those with diagnosis of dementia or present with challenging behaviour.
  - ensure that staff receive regular evaluation of staff training and practice
  - ensure that staff receive appropriate training in Adult, Support and Protection and Child Protection.

This was to be completed within one month of publication of this report. The provider has confirmed that this requirement has been completed within the timescale given.

- The provider must ensure that the management structures and practices are sufficiently fit to meet the aims and objectives of the service. To do this, the provider must,
  - consider with the management team the reasons why they are feeling demoralised and over-worked and provide the necessary resources and support to ensure appropriate management and leadership of the service.
  - ensure the management team have clear roles and responsibilities to enable them to carry out their duties more efficiently.
  - provide members of the management team with regular formal supervision of their work.
  - introduce regular minuted management meetings, with plans of action from issues discussed.
  - ensure that the service manager has the necessary skills and leadership qualities to lead the team and ensure the welfare and safety of people using the service.

This was to be completed within one month of publication of this report. The provider has confirmed that this requirement has been completed within the timescale given.

- The provider to ensure that the quality of the service provided is fully assessed with robust monitoring systems put in place to check standards of practice. This should include key areas such as medication management, incidents and accidents, support plan record keeping and staff training. This was to be completed within one month of publication of this report. The provider has confirmed that this requirement has been completed within the timescale given.

**4.12** As detailed above, the Inspector awarded the service the Grade 2/Weak for the three themes. The Inspector has stated the management and leadership of the service needs to improve significantly, for instance in addressing

outstanding requirements; developing quality assurance systems; and the management team working as a coordinated unit. The Inspector has also stated that systems in place to develop staff practice (such as spot checking, team meetings, individual supervision and staff training) need to improve.

- 4.13** Due to the low grades awarded and number of requirements detailed in the inspection report a meeting was arranged between staff from the CHCP Quality Assurance team and the Management Team of M and J Care & Support at Home to discuss the report, and action plan for addressing the requirements highlighted. The staff from the CHCP Quality Assurance team also viewed the work undertaken by the Management Team of M and J Care & Support at Home to confirm that the corrective actions had been carried out appropriately and within the timescales.

#### Rosshad Housing

- 4.14** Rosshad Housing is a support service located in Alexandria. It provides a housing support and care at home service to people who have experienced homelessness. The service was inspected on 14<sup>th</sup> August 2013 and the report published on 27<sup>th</sup> September 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.

- 4.15** There were no requirements detailed in the inspection report.

#### Share Scotland – Glasgow

- 4.16** Share Scotland – Glasgow is a housing support service. The service provides housing support to adults with complex learning and physical needs in the community, within their own accommodation either alone or within larger units with other service users. The service was inspected on 30<sup>th</sup> May 2013 and the report published on 8<sup>th</sup> October 2013. 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.

- 4.17** The inspection report detailed the following requirement to be addressed:
- The provider must comply with the timescales contained within the guidance on notification reporting to the Care Inspectorate. This was to be completed within 24 hours of publication of the inspection report. The provider has confirmed that notifications are now being submitted to the Care Inspectorate within the correct time frame.

**4.18** 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>29 June 2012</b>						<b>2 July 2013</b>						
Quarriers Homelife Project • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
<b>16 January 2013</b>						<b>15 July 2013</b>						
INLUDEM Intensive Support • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
<b>25 November 2010</b>						<b>22 July 2013</b>						
Carman Social Inclusion Centre • Care & Support • Environment • Staffing • Management & Leadership				✓							✓	
<b>19 July 2011</b>						<b>2 August 2013</b>						
West Dunbartonshire Services • Care & Support • Environment • Staffing • Management & Leadership					✓						✓	
<b>03 August 2012</b>						<b>19 August 2013</b>						
M and J Care & Support • Care & Support • Environment • Staffing • Management & Leadership				✓			✓					
<b>23 August 2012</b>						<b>14 September 2013</b>						
Rosshad House • Care & Support • Environment • Staffing • Management & Leadership			✓						✓			
<b>14 June 2012</b>						<b>30 May 2013</b>						
Share Scotland - Glasgow • Care & Support • Environment • Staffing • Management & Leadership						✓					✓	

## 5. People Implications

5.1 There are no people implications for CHCP staff.

## 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", "improve life chances for children and young people" and "improve the wellbeing of communities and protect the welfare of vulnerable people" among the authority's five strategic priorities.



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**Date:** 5<sup>th</sup> November 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&ask=view&id=7909&Itemid=727](http://www.scswis.com/index.php?option=com_content&ask=view&id=7909&Itemid=727)

**Wards Affected:** All.