

# WEST DUNBARTONSHIRE COUNCIL

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

Community Health and Care Partnership: 21<sup>st</sup> November 2012

---

### Subject: Care Inspectorate Reports for external care service providers in West Dunbartonshire

#### 1. Purpose

- 1.1 To provide the Committee with a routine up-date on the most recent Care Inspectorate assessments for thirteen external providers of care services within West Dunbartonshire.

#### 2. Recommendations

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

#### 3. Background

- 3.1 The Care Inspectorate inspections of organisation providing care services focus on any combination of the four thematic areas: quality of care and support, environment, staffing and management & leadership.
- 3.2 As Committee will recall, the CHCP's Quality Assurance Section and CHCP staff from the relevant service areas – as well as other Council departments - seek to maintain constructive relationships with and encourage best practice amongst external providers of care services.
- 3.3 The external providers reported upon within this report are:
- Richmond Fellowship Scotland – West Dunbartonshire Services.
  - Alternatives.
  - Visibility.
  - M&J Care.
  - Carewatch.
  - Joan's Carers.
  - Assured Care.
  - Scotnursing.
  - Dunn Street Respite Service.
  - Homelife.
  - The Fred Martin Project
  - Dumbarton Women's Aid.
  - Key Housing Association – Dunbartonshire Branch Service.

**3.4** These thirteen external providers support a range of client groups:

- The Richmond Fellowship Scotland – West Dunbartonshire Services supports adults with a severe and enduring mental health.
- Alternatives support individuals with addiction issues.
- Visibility support adults with a sensory impairment.
- M & J Care, Carewatch, Joan’s Carers, Assured Care and Scotnursing all deliver Home Care.
- Dunn Street Respite, The Fred Martin Project, Homelife and Key Housing Association – Dunbartonshire all support adults with a Learning Disability.
- Dumbarton Women’s Aid support women and families who have experienced Domestic Abuse.

The Care Inspectorate reports can be accessed at [www.scswis.com](http://www.scswis.com).

**4. Main Issues**

**4.1** The inspection reports for the thirteen different services were positive, as summarised in the table below. It should be noted that three of the external providers have been inspected twice since the last routine report was provided to Committee – hence inspection gradings from both sets of assessments have been summarised for those cases.

External Provider	GRADINGS					Requirements
	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership	Inspection Date	
TRFS - WD Services	4	n/a	5	5	26.05.11	0
Alternatives	5	n/a	4	4	31.10.11	0
Visibility	4	n/a	n/a	4	23.11.10	0
M&J Care	4	n/a	4	4	03.08.12	3
Carewatch	5	n/a	n/a	4	22.09.11	0
Carewatch	5	n/a	5	n/a	19.01.11	0
Joan’s Carers	4	n/a	4	4	02.02.12	0
Joan’s Carers	4	n/a	4	4	18.08.10	0
Assured Care	5	n/a	n/a	n/a	10.11.10	0
Scotnursing	5	n/a	n/a	5	19.08.11	0
Scotnursing	n/a	n/a	4	n/a	30.11.10	0
Dunn St Respite Service (Quarriers)	5	5	5	4	20.07.12	0
Fred Martin (Quarriers)	5	n/a	n/a	4	16.11.11	0
Homelife (Quarriers)	5	n/a	5	5	29.06.12	0
Key - Dunbartonshire	5	n/a	5	n/a	20.12.11	0
Dumbarton Women’s Aid	5	n/a	n/a	4	06.03.12	1

**4.2** The requirements contained in the report for M & J Care were:

- To ensure that individual care plans are in place for children who are being supported. These plans must include risk assessments where necessary. This had to be completed immediately upon receipt of their inspection report.

- All service users' care plans to be reviewed on a 6 monthly basis. The service user should be fully involved in this review. This requirement was to be completed upon receipt of the inspection report.
- The service must ensure that all staff have the qualifications, skills and work necessary for the work they are to perform. This must include child protection training for staff prior to them working with children. This requirement was to be completed upon receipt of the inspection report.

**4.3** The requirement contained in the report for Dumbarton Women's Aid was:

- To provide regular support and supervision to the service coordinator, to ensure that all staff continued to provide a quality housing support service at all times, in accordance with the National Care Standards and to promote the welfare of people using the service. In addition, the co-ordinator's professional development and training needs must be assessed and reviewed on a regular basis. This requirement was to be completed within four weeks of receipt of the inspection report.

## **5. People Implications**

**5.1** There are no people implications for the Council or the CHCP.

## **6. Financial Implications**

**6.1** There are no financial implications for the Council or the CHCP.

## **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 external provider of local care services would be of concern to the CHCP and the Council.

## **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 quality of the services provided by these external providers are of interested to the Council in relation to the following three strategic priorities expressed within the Council's Strategic Plan 2012-17:

- Improve life chances for children and young people.

- Improve care for and promote independence with older people.
- Improve the wellbeing of communities and protect the welfare of vulnerable people.

---

Keith Redpath  
Director of the Community Health & Care Partnership

**Person to Contact:** Ms Sharon Elliott  
Acting Section Head - Quality Assurance  
West Dunbartonshire CHCP  
Room 1.6, LevenValley Enterprise Centre  
Castlehill Rd, Dumbarton G82 5BN  
E-mail: sharon.elliott@west-dunbarton.gov.uk  
Telephone: 01389 772196

**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.