

## WEST DUNBARTONSHIRE COUNCIL

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

CHCP Committee: 20<sup>th</sup> August 2014

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**Subject: Care Inspectorate Report for Learning Disability Housing Support Services operated by West Dunbartonshire Council**

#### **1. Purpose**

- 1.1 To provide members with information regarding the most recent inspection report for learning disability housing support services.

#### **2. Recommendations**

- 2.1 The Committee is asked to note the content of this report and the work undertaken to ensure grades awarded reflect the quality levels expected by the council.

#### **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 and leadership.
- 3.2 The services covered in this Committee report are:
- Housing Support and Care at Home
- 3.3 Copies of the inspection reports for all services can be accessed on the Care Inspectorate website: [www.scswis.com](http://www.scswis.com).

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

- 4.1 The services inspected consisted of two distinct areas of service delivery; Housing Support and Care at Home (Neighbourhood Networks). These are two distinct services with separate managers which are currently registered together.
- 4.2 The inspection report, and feedback, was very positive about Housing Support however, their grades were significantly affected by the much smaller Neighbourhood Network service. We are currently in the process of separating these services for registration purposes.

- 4.3** During the inspection, the Inspector became aware of an incident where a Neighbourhood Network service user was alleged to have been inappropriately restrained by a member of staff. Appropriate procedures in terms of investigating, reporting and recording of the incident were not followed. There was also an allegation of contact between care staff and individuals out with the direct provision of support. One service user commented on time spent at a workers home.
- 4.4** Since the inspection a full investigation has been undertaken by the service which has concluded that there was no incident of restraint of a service user by a member of Neighbourhood Networks. The investigation also considered the comment made by the service user that time was spent at a workers home and found this to be untrue.
- 4.5** Learning Disability Services have taken swift action to rectify the issues at Neighbourhood Network. The manager has left the service and has been replaced by a very experienced learning disability manager.

- 4.6** The Care Inspectorate made the following requirements –

The provider must ensure that robust measures are in place to protect service users from potential harm. Measures to achieve this requirement must include: Training of staff, at all levels, in adult support and protection measures, including the recognition of potentially harmful situations and the definitions of restraint. A review of direct service provision to ensure professional boundaries are maintained. Ensure the implementation of systems to recognise, record, investigate and monitor any incidents which have the potential to cause harm to service users, for example, the use of restraint.

The service must review personal plans of users Neighbourhood Networks to ensure these are relevant, up to date, identify clear outcomes for people and support the monitoring and progression of outcomes.

The provider must review and improve systems which contribute to the support and development of staff at Neighbourhood Networks. This should include the provision of effective, regular, supervision and staff appraisal and development.

The provider must carry out a comprehensive review of the operation of its quality assurance systems within Neighbourhood Networks to develop auditable systems which clearly identify the contribution of staff and service users and how these affect the operation of the service.

The provider must ensure that the Care Inspectorate is informed of any allegations of misconduct by a member of staff.

- 4.7** All of the above requirements have now been met and the service is awaiting a future follow up inspection.

**4.8** The following grid highlights the very unusual and disappointing nature of the current grades and places them in the context of previous inspections.

<b>Date</b>	<b>Quality of Care and Support</b>	<b>Quality of Environment</b>	<b>Quality of Staffing</b>	<b>Quality of Management and Leadership</b>
21 Feb 2014	2 - Weak		3 - Adequate	2 - Weak
06 Mar 2013	5 - Very Good		4 - Good	4 - Good
18 Nov 2011	5 - Very Good		Not Assessed	5 - Very Good
29 Sep 2010	5 - Very Good		4 - Good	Not Assessed
24 Dec 2009	5 - Very Good		4 - Good	Not Assessed
31 Oct 2008	4 - Good	Not Assessed	4 - Good	4 - Good

## **5. People Implications**

**5.1** There were no people implications.

## **6. Financial Implications**

**6.1** There were no financial implications.

## **7. Risk Analysis**

**7.1** For any services inspected, failure to meet requirements within the time-scales set out in their inspection report could result in a reduction in grading or enforcement action. This may have an impact on our ability to continue to deliver the service.

## **8. Equalities Impact Assessment (EIA)**

**8.1** Not required for this report.

## **9. Consultation**

**9.1** Not 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" as one of the authority's five strategic priorities.

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

Keith Redpath  
Director of the Community Health & Care Partnership

Date:

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**Person to Contact:** John Russell

**Appendices:** None

**Background Papers:**

**Wards Affected:**