

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health & Care Partnership

Community Health and Care Partnership Committee: 20th August 2014

Subject: Care Inspectorate Reports for Children & Young People's Residential Services operated by West Dunbartonshire Council

1 Purpose

- 1.1** To provide Members with information regarding the most recent inspection reports for the Council's own Residential Services for Children and Young People.

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** 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 CHCP services covered in this Committee report are:

- Burnside Children's Unit
- Craigellachie Children's Unit

- 3.3** Copies of inspection reports for all services can be accessed on the Care Inspectorate web-site; www.scswis.com

4 Main Issues

Burnside Children's Unit

- 4.1** Burnside Children's Unit was inspected on 27th February 2014 and the report published in May 2014 the following grades were awarded:

For the theme of *Care and Support* – Grade 5/Very Good

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

- 4.2** For this report there were no requirements and only one recommendation. The recommendation was about the process and recording in a young person's care plan and this has already been rectified by the Manager. This learning has been shared with all residential staff in order to avoid this occurring again.
- 4.3** Particular note was made by the Inspector of the relationships between staff and young people which she describes as being "warm and positive". The Inspector also noted that relatives stated that "all the staff had supported them to visit the home, communicated well with them and were very welcoming.
- 4.4** All four themes were thoroughly inspected and grades remain consistently high. We received a lower grade for 'carers support' which had previously been awarded as a Grade 6 (Excellent). This was due to a change in the way Inspectors now assess and report on this matter, i.e. some issues previously reported under the theme care and support, are now reported under other themes.

Despite this the report is a very positive one with high grades which the manager and staff can be proud of.

Craigellachie

- 4.5** Craigellachie Children's Unit was inspected on 28th March 2014 and the report published in May 2014 the following grades were awarded:

For the theme of *Care and Support* – Grade 5/Very Good

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

- 4.6** For this report there were no requirements and only one recommendation. The recommendation was about the process and recording of complaints and this has already been rectified by the Manager.
- 4.7** The Inspector spoke to both young people and their parents. She noted that "all young people stated feeling safe and cared for living in Craigellachie. She also mentioned in her report the positive feedback from parents, they felt "confident he was well looked after and receiving the best of care".
- 4.8** This is a very positive report with improved grades for 2 of the care standards, for which the Manager and Staff must be given credit for their consistent hard work and commitment in meeting the needs of these often complex and vulnerable young people.

4.9 The table below sets out the movement in grades for both services over the last two inspections:

Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	Jan 2013						February 2014					
Craigellachie Residential Home <ul style="list-style-type: none"> • Care & support • Environment • Staff • Management & Leadership 				x	X						X	
				x	x						X	
				x							X	
											X	
											X	
Home	Previous Grades						Current Grades					
	1	2	3	4	5	6	1	2	3	4	5	6
	Jan 2013						February 2014					
Burnside Residential Home <ul style="list-style-type: none"> • Care & support • Environment • Staff • Management & Leadership 						X					X	
					X						X	
					X						X	
					X						X	

5.1 There are no people implications.

6 Financial Implications

6.1 There are no financial implications.

7 Risk Analysis

7.1 For any service 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 life chances for children and young people" as one of the authority's five strategic priorities and this aspect of external scrutiny provides good examples of how this is being achieved,

Keith Redpath

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Date: 8th July 2014

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Appendices: None

Background Papers: The information provided in Care Inspectorate Inspection Reports Web-site address: -
http://www.scswis.com/index.php?option=com_content&task=view&id=7909&Itemid=727

Wards Affected: All