

REPORT TO: SCRUTINY COMMITTEE – 16 APRIL 2014

REPORT ON: SUMMARY OF EXTERNAL INSPECTION REPORTS FOR WHICH ALL GRADES ARE GOOD OR BETTER

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 187-2014

1. PURPOSE OF REPORT

To provide a summary of recent external inspection reports which do not require in-depth scrutiny.

2. RECOMMENDATIONS

It is recommended that members:

- (i) note the attached summaries of recent inspection reports on Janet Brougham House, Oakland Centre, Mackinnon Centre Respite Service, Menzieshill House, White Top Centre Respite Facility, Balgay Hill Nursery School, Drummond House and Millview Cottage, all of which received grades of good or better in all areas covered by the inspections
- (ii) remit the Directors of Education and Social Work to ensure that the Areas for Improvement, Requirements and Recommendations included in the reports are acted upon, both in relation to the particular services inspected and as guidance on good practice for other services

3. FINANCIAL IMPLICATIONS

None.

4. MAIN TEXT

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with any best practice to improve performance.
- 4.2 Summaries of recent inspection reports which fall into this category are attached, and the Committee is asked to note these and to remit the Directors of Education and Social Work to ensure that the Areas for Improvement, Requirements and Recommendations are acted upon.
- 4.3 Copies of the inspection reports have been passed to the Administration and Opposition group leaders and to the Conservative, Liberal Democrat and Independent members.

5. POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6. CONSULTATIONS

The Directors of Corporate Services, Education and Social Work and the Head of Democratic and Legal Services have been consulted on this report.

7. **BACKGROUND PAPER**

Care Inspectorate Report
Janet Brougham House

Care Inspectorate Report
Oakland Centre

Care Inspectorate Report
Mackinnon Centre Respite Service

Care Inspectorate Report
Menziesshill House

Care Inspectorate Report
White Top Centre Respite Facility

Education Scotland and Care Inspectorate Report
Balgay Hill Nursery School

Care Inspectorate Report
Drummond House

Care Inspectorate Report
Millview Cottage

David K Dorward
Chief Executive

09/04/2014

Inspection of: Janet Brougham House				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded November 2013	Grading History		
		December 2012	July 2011	November 2010
Quality of care and support	VERY GOOD	VERY GOOD	GOOD	GOOD
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of staffing	VERY GOOD	VERY GOOD	VERY GOOD	Not assessed
Quality of management and leadership	VERY GOOD	VERY GOOD	Not assessed	Not assessed

Areas for Improvement:

- Where staff have assisted service users to complete questionnaires, this should be clearly declared. The service should consider someone independent assisting with these, e.g. family carers or advocacy services
- Would have been useful to know in what capacity respondents of the visiting professionals questionnaire had been visiting the home
- Some relatives indicated they felt service users would benefit from more opportunities to go out for a walk
- To increase security, the service had planned to install a secure entry system for the main door. This should be done in consultation with users and families to agree the best way of protecting safety without obstructing their liberty
- Inspectors found cigarettes and a lighter on a trolley in the smoking room. The room was unattended and unlocked, which may have posed a risk to service users. The manager said she would ensure this did not happen and would speak with staff to monitor the area
- A system to highlight when training was due to be updated had not been fully implemented at the time of this inspection

Recommendations

- To ensure staff are operating within current best practice guidelines, provide regular training updates for staff, with particular consideration to moving and handling and awareness of the SSSC 'codes of practice' all social care workers must abide by

In response:

- A new training matrix has been put in place which includes an alert system to highlight where staff training updates are due
- All members of staff have had the standards and codes of practice reissued

Inspection of: Oakland Centre				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded	Grading History		
	October 2013	October 2010	March 2010	October 2008
Quality of care and support	VERY GOOD	EXCELLENT	EXCELLENT	EXCELLENT
Quality of environment	VERY GOOD	Not assessed	Not assessed	EXCELLENT
Quality of staffing	VERY GOOD	Not assessed	VERY GOOD	VERY GOOD
Quality of management and leadership	VERY GOOD	Not assessed	Not assessed	VERY GOOD

Areas for Improvement:

- Expand on quality assurance monitoring to include Community Link
- Develop training matrix to highlight when training is due to be updated
- Consider how to include feedback from users and families in ongoing development of staff
- Monitor adherence to protocol by staff ensuring that service users return to the building from the garden
- Some confusion about names used for rooms in the centre
- Continue to monitor activities to ensure they are suitable for the service users present
- Offer choice of drinks with meals
- No solution yet achieved to issue of having no shelter in garden area to protect smokers from the rain

Requirements and Recommendations

None

Inspection of: Mackinnon Centre Respite Service				
Inspection by: Care Inspectorate (announced)				
Grades:				
Theme	Latest Grade Awarded December 2013	Grading History		
		December 2010	September 2010	March 2010
Quality of care and support	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of environment	VERY GOOD	Not assessed	Not assessed	Not assessed
Quality of staffing	VERY GOOD	Not assessed	VERY GOOD	GOOD
Quality of management and leadership	VERY GOOD	Not assessed	Not assessed	Not assessed

Areas for Improvement:

- Continue to develop participation strategy so that all involved in any way with the service are consulted
- Continue to seek ways to improve safety and protection for residents

Recommendations

- All new service users and their carers should be given a welcome pack about what the service offers
- The service should further improve its support for staff development via the use of formal annual appraisal meetings
- The service should do more to make public its complaint procedure

Inspection of: Menziesshill House				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded	Grading History		
	October 2013	August 2012	October 2010	June 2010
Quality of care and support	VERY GOOD	VERY GOOD	EXCELLENT	EXCELLENT
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	EXCELLENT
Quality of staffing	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of management and leadership	VERY GOOD	VERY GOOD	Not assessed	Not assessed

Areas for Improvement:

- All relevant documents to be appropriately completed, signed and dated
- Record outcomes of audits of care provision to provide clear evidence of issues identified
- Continue to support staff to achieve qualifications for registration with the SSSC and undertake regular appropriate training
- Consider having an independent chair for residents' meetings, ensuring these remain impartial and residents feel comfortable raising any issues/concerns
- Continue to encourage the involvement of users and relatives/carers

Requirements

- Where food and fluid intake is being monitored for a person at risk, records must be fully completed. Staff should be clear why the information is being recorded, the planned daily targets for each individual and the action to be taken if amounts fall short
- Keep a clear account of any interventions required following injury to a service user, ensure planned actions are fully implemented and re-evaluated within a pre-determined timescale, and maintain a record of all accidents/incidents that result in injury
- Ensure the smoke room is not used for storage of excess equipment/furnishings

Recommendations

- Ensure personal profiles are updated
- Give staff sufficient guidance to identify when a person may be having an epileptic seizure and take immediate action to ensure safety
- Ensure that all repairs are signed and dated on completion to provide an audit trail
- Keep service users informed of any planned sounding of the fire alarm to avoid unnecessary anxiety

Inspection of: White Top Centre Respite Facility				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded	Grading History		
	October 2013	February 2013	November 2010	September 2010
Quality of care and support	EXCELLENT	EXCELLENT	VERY GOOD	VERY GOOD
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of staffing	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of management and leadership	EXCELLENT	EXCELLENT	Not assessed	VERY GOOD

Areas for Improvement:

- Continue reviewing and developing opportunities for involving service users and representatives in providing feedback and evidence how this leads to better outcomes
- Try to ensure that support plans are signed by families to show they agree they accurately reflect individuals' support needs and how these are to be met
- Ensure that action plans on Legionella and fire risk assessment are completed to show these have been addressed
- Always follow best practice guidance in relation to infection control
- Continue to develop quality assurance processes involving services user where possible, their families and other stakeholders, and evidence how these lead to better outcomes

Recommendations

- To support staff to undertake their roles effectively, ensure that all staff have access to regular supervision

Inspection of: Balgay Hill Nursery School				
Inspection by: Education Scotland and Care Inspectorate				
Grades:				
Theme	Latest Grade Awarded	Grading History		
		None		
Improvements in performance	VERY GOOD			
Children's experiences	VERY GOOD			
Meeting learning needs	VERY GOOD			
The curriculum	GOOD			
Improvement through self-evaluation	GOOD			

Theme	Latest Grade Awarded	Grading History		
		None		
Quality of care and support	VERY GOOD			
Quality of environment	GOOD			
Quality of staffing	VERY GOOD			
Quality of management and leadership	GOOD			

Areas for Improvement:

- Continue to develop the curriculum in line with national guidance
- Staff should develop further opportunities for leadership

Requirements and Recommendations

None

Inspection of: Drummond House				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded November 2013	Grading History		
		January 2013	October 2012	April 2012
Quality of care and support	VERY GOOD	GOOD	Not assessed	Not assessed
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	Not assessed
Quality of staffing	GOOD	GOOD	WEAK	Not assessed
Quality of management and leadership	VERY GOOD	VERY GOOD	Not assessed	GOOD

Areas for Improvement:

- Continue to build on the very good practice found
- Continue to evaluate and record the impact on the health and wellbeing of young people who use the service
- Develop a more outcomes-focused approach to evaluating the quality of the service

Recommendations

- Ensure all staff have a robust, structured and well-supported induction
- Maintain a record of all training undertaken by staff

Inspection of: Millview House				
Inspection by: Care Inspectorate (unannounced)				
Grades:				
Theme	Latest Grade Awarded	Grading History		
	January 2014	February 2013	December 2010	August 2010
Quality of care and support	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of environment	VERY GOOD	VERY GOOD	Not assessed	VERY GOOD
Quality of staffing	GOOD	VERY GOOD	Not assessed	Not assessed
Quality of management and leadership	VERY GOOD	GOOD	Not assessed	Not assessed

Areas for Improvement:

- Continue to build on the very good practice found
- Progress logs – targets for young people should follow SMART principles and there is room to develop the extent to which young people are involved in deciding where they want to make progress and identifying when progress had been made
- Take action to address the shortfall in staffing due to absence, which had impacted the service's ability to take forward care plans effectively
- Continue to develop an outcomes-focussed approach to evaluating the quality of the service

Requirement

- Ensure at all times there are suitably qualified and competent staff on duty in such numbers as appropriate for the health, safety and welfare of service users

Recommendation

- Provide staff with additional training and guidance to support their work with younger children