

## DUNDEE CITY COUNCIL

**REPORT TO:** SOCIAL WORK AND HEALTH COMMITTEE – 24 AUGUST 2015

**REPORT ON:** DUNDEE REGISTERED CARE HOME SERVICES FOR ADULTS CARE INSPECTORATE GRADINGS

**REPORT BY:** HEAD OF SERVICE STRATEGY, INTEGRATION, PERFORMANCE AND SUPPORT SERVICES

**REPORT NO:** 282-2015

### 1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults in the period 1 April 2014 to 31 March 2015.

### 2.0 RECOMMENDATIONS

2.1 It is recommended that the Social Work and Health Committee:

2.1.1 notes the gradings awarded, as detailed in the attached Performance Report and highlighted in paragraph 4.3 below;

2.1.2 endorses the approach to achieve continuous improvement to registered care home services within Dundee, as outlined in paragraph 4.4 below.

### 3.0 FINANCIAL IMPLICATIONS

None

### 4.0 MAIN TEXT

4.1 Background

4.1.1 The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. Care homes in England are regulated by the Care Quality Commission and care homes in Wales are regulated by the Care and Social Services Inspectorate Wales. The regulatory authorities ensure that care service providers meet their respective National Care Standards and that in doing so they provide quality care services. The Care Inspectorate use a six point grading scale, against which certain key themes are graded. The grades awarded are published in inspection reports and on the Commission's website at [www.careinspectorate.com](http://www.careinspectorate.com).

4.2 There are currently 903 Dundee citizens accommodated in 27 private and voluntary care homes and 4 local authority care homes in Dundee. The client group numbers are 836 Older People; 19 Learning Disability; 30 Physical Disability, 14 Community Mental Health Team and 4 Drug and Alcohol Services.

4.3 Summary of the gradings awarded to Registered Care Home Services in Dundee 2014/15:

4.3.1 40% of grades awarded were either **6** 'excellent' (3.75%) or **5** 'very good' (36.25%).

4.3.2 11 inspections (27.5%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this is the same as last year's figure.

4.3.3 One service (Balcarres) was graded **6** 'excellent' for Quality of Care & Support, Quality of Staffing and Quality of Management & Leadership. Another service (St Columba's) was

graded **6** 'excellent' for Quality of Care & Support and Quality of Management & Leadership. Another service (Harestane) was graded **6** 'excellent' for Quality of Management & Leadership

- 4.3.4 42.5% of grades awarded were graded **4** 'good' – this is an increase on last year's figure of 33%.
- 4.3.5 The Quality of Management & Leadership was the highest graded theme overall.
- 4.3.6 22 (14%) grades improved; 119 (74%) grades stayed the same and 19 (12%) grades downgraded compared to their previous inspection.
- 4.3.7 15% of grades awarded were graded **3** 'adequate' – this is a decrease on last year's figure of 21%.
- 4.3.8 One inspection (2.5%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected. However, it should be noted that these gradings improved at the subsequent inspection to grade **3** 'adequate' for all four themes.
- 4.3.9 The following table shows the overall percentage awarded at each grade and also for each key theme.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	3.75%	5%	-	2.5%	7.5%
<b>5</b> very good	36.25%	27.5%	40%	40%	37.5%
<b>4</b> good	42.5%	50%	47.5%	40%	32.5%
<b>3</b> adequate	15%	15%	10%	15%	20%
<b>2</b> weak	1.88%	-	2.5%	2.5%	2.5%
<b>1</b> unsatisfactory	0.62%	2.5%	-	-	-

- 4.3.10 The results have been benchmarked against those awarded to Dundee care homes in the year 2012/13, the previous year 2013/14 and all registered care home services in Scotland in the year 2013/14. The results show that the gradings for all key themes for 2014/15 compare very favourably with the gradings in the year 2012/13, and comparatively with the gradings in the previous year 2013/14 and with the gradings across Scotland for 2013/14.
- 4.3.11 Requirements were placed on 10 of the 31 services following inspection by the Care Inspectorate covering a range of issues relating to the health, welfare and safety of service users. Action plans were drawn up setting out the actions the services would take in response to these requirements.
- 4.3.12 During 2014/15 there were 12 complaints to the Care Inspectorate relating to 9 of the 31 care home services in Dundee. All of these complaints were upheld by the regulator.
- 4.4 Continuous Improvement
- 4.4.1 There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments, and improvement measures to support quality improvement in Dundee. Regular learning network events are held for care home providers covering subjects such as legal issues and challenges facing care home providers.
- 4.4.2 Council officers attend Care Inspectorate feedback sessions following care home inspection visits. Service users' care needs are monitored and reviewed by the Department's Review Officers. They also undertake extra-ordinary reviews where there

are concerns either about individuals or establishments. In addition, where there is evidence of poor quality and performance, the Head of Service meets with providers to discuss proposed actions to make improvements and how the Department can support these actions.

4.4.3 *Care Home Peripatetic Team:*

The Care Home Peripatetic Team continues to provide clinical support training and skill development for nursing homes, and the role and function of this team will continue to be developed to provide the best possible health care to older people and to prevent their unnecessary admission to hospital. The team have further enhanced the discharge process from Continuing Care wards to care homes by undertaking pre-discharge visits and follow-up visits once individuals are in care homes. The team were also part of a multi-disciplinary team involved in a winter planning project within a care home which reviewed the healthcare needs of all of the care home residents.

4.4.4 *Psychiatric Liaison Team:*

The Psychiatric Liaison Team continues to provide care homes with support in caring for people with dementia and have undertaken pieces of work such as Cognitive Stimulation Therapy and Dementia Care Mapping. The team are working with the Peripatetic Team to deliver challenging behaviour training, and this work is to be further developed for future training. The team were also part of the multi-disciplinary team involved in the winter planning project.

4.4.5 *Early Indicators of Concern Tool:*

In collaboration with Hull University, Dundee City Council Social Work Department were involved in a research project and developed a tool which raises awareness about the early indicators of concern within a care home setting. A guidance document has been produced to assist staff members working in care homes to identify 'low level' indicators of concern which may, if unresolved, affect the safety and well being of service users in residential care settings. A system has also been developed for recording and information sharing, encouraging a more consistent approach and early intervention to collective concerns within care homes. The measure that this tool is achieving success has been the reduction in the number of Adult Protection concerns being recorded and an increase in the number of Early Indicators of Concern.

4.4.6 *Falls Pathway:*

The Integrated Falls Pathway was developed jointly by Social Work and Health. The pathway itself aimed to improve the support given to individuals who had fallen. A major benefit of this work was the improved communication between health and social care services. The names and contact details of every older person who attended A&E following a fall and service users assisted by Social Care Response Service (formerly known as Community Alarm) who had fallen were passed to the Falls Co-ordinator, who then made contact via telephone to ascertain what support, if any, the person required. In addition the Falls Service arranged for free OTAGO strength and balance exercise training to be delivered to staff in a number of care homes across Dundee. The training was delivered by Occupational Therapy staff from the Dundee CHP's Community Rehabilitation Team in a bid to increase the skills of staff in each care home. The aim of this training was to allow the care home staff to work with residents, undertaking exercises which would improve or help maintain their mobility.

4.4.7 *Combatting Social Isolation in Care Homes:*

The third sector Reshaping Care for Older People team were approached to undertake a consultation exercise with the staff, residents and families of Craigie House to ascertain what activities they would like to undertake. As a result of this consultation, a number of changes were made to how activities are delivered, more frequent trips were made outwith the care home and three residents now have befrienders visiting them on a regular basis.

4.4.8 *Medication Reviews:*

A multidisciplinary team of health professionals was set up in January 2014 to work with care home staff to test holistic reviews of health and wellbeing of residents in Lochleven Care Home. The reviews comprise assessment of physical and mental health, medication review and discussion of Anticipatory Care Plans. Feedback from these reviews was very positive from both the care home team and health professionals. Problematic

polypharmacy was addressed resulting in a number of medicines that were no longer appropriate being stopped and time taken to do the drug round being reduced by 50%, thereby allowing staff more time to care for residents. Data suggests out of hours calls were reduced by 25% in the year following the initial reviews.

4.4.9 *MUST Training:*

Malnutrition Universal Screening Tool (MUST) training has been provided by NHS Tayside dietitians. MUST is a five-step screening tool to identify adults who are malnourished, at risk of malnutrition, or obese. The overall aim of the training is to empower care home staff to be able to develop person-centred nutritional care plans for all residents.

4.4.10 The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers. This approach will support the commitment to work with relevant stakeholders and to consider how to support services to make quality improvements.

## 5.0 **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.

An Equality Impact Assessment is attached to this report.

## 6.0 **CONSULTATIONS**

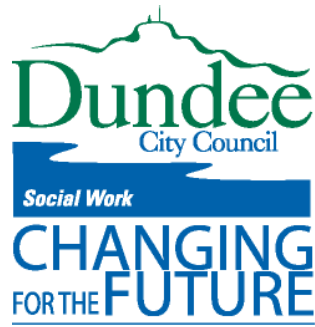
The Chief Executive, Executive Director of Corporate Services and Head of Democratic and Legal Services were consulted in the preparation of this report.

## 7.0 **BACKGROUND PAPERS**

None.

**Laura Bannerman**  
**Head of Service Strategy, Integration, Performance and Support**  
**Services**

**DATE: 12th August 2015**



**Dundee Registered  
Care Home Services  
for Adults**

# **Performance Report**

**Care Inspectorate Gradings  
1 April 2014 - 31 March 2015**

## Introduction

This report summarises the gradings awarded by the Care Inspectorate to Dundee Registered Care Home Services for the period 1 April 2014 to 31 March 2015. It benchmarks the gradings against those awarded in the previous year for Dundee Registered Care Home Services.

## Background

The Care Inspectorate is the independent scrutiny and improvement body responsible for the inspection and regulation of all registered care services in Scotland. The Care Inspectorate ensures that care service providers meet the Scottish Government's National Care Standards and that in doing so they provide quality care services.

The Care Inspectorate use a six-point grading scale (see below) against which the following key themes are graded:

- **Quality of care and support:** how the service meets the needs of each individual in its care.
- **Quality of environment:** the environment within the service, e.g. is the service clean, is it set out well, is it easy to access by people who use wheelchairs, is it safe and is there a welcoming, friendly atmosphere?
- **Quality of staffing:** the quality of the care staff, including their qualifications and training.
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for.

The grading scale used is:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

## Overview of the Care Home Services Inspected

The Care Inspectorate carried out 40 inspections of care home services in Dundee during the reporting period 2014/15. These inspections covered 31 care home services for adults in Dundee and included care homes for:

- Older People
- People with Learning Disabilities
- People with Physical Disabilities
- People with Mental Health Difficulties

## Who provides care home services for adults in Dundee?

The following table shows which sectors provide care home services for adults in Dundee:

Care Home Service	Data	Local Authority	Private	Voluntary	Total
Dundee	Services	4	24	3	31
	%	12.9%	77.4%	9.7%	100%

## Summary of the Gradings Awarded in Dundee

- 40% of grades awarded were either **6** 'excellent' (3.75%) or **5** 'very good' (36.25%).
- 11 inspections (27.5%) resulted in either grade **6** 'excellent' or grade **5** 'very good' being awarded for all of the themes inspected - this is the same as last year's figure.
- One service (Balcarres) was graded **6** 'excellent' for Quality of Care & Support, Quality of Staffing and Quality of Management & Leadership. Another service (St Columba's) was graded **6** 'excellent' for Quality of Care & Support and Quality of Management & Leadership. Another service (Harestane) was graded **6** 'excellent' for Quality of Management & Leadership.
- 42.5% of grades awarded were graded **4** 'good' – this is an increase on last year's figure of 33%.
- The Quality of Management & Leadership was the highest graded theme overall.
- 22 (14%) grades improved; 119 (74%) grades stayed the same and 19 (12%) grades downgraded compared to their previous inspection.
- 15% of grades awarded were graded **3** 'adequate' – this is a decrease on last year's figure of 21%.
- One inspection (2.5%) resulted in either grade **1** 'unsatisfactory' or grade **2** 'weak' for each of the themes inspected. However, it should be noted that these gradings improved at the subsequent inspection to grade **3** 'adequate' for all four themes.

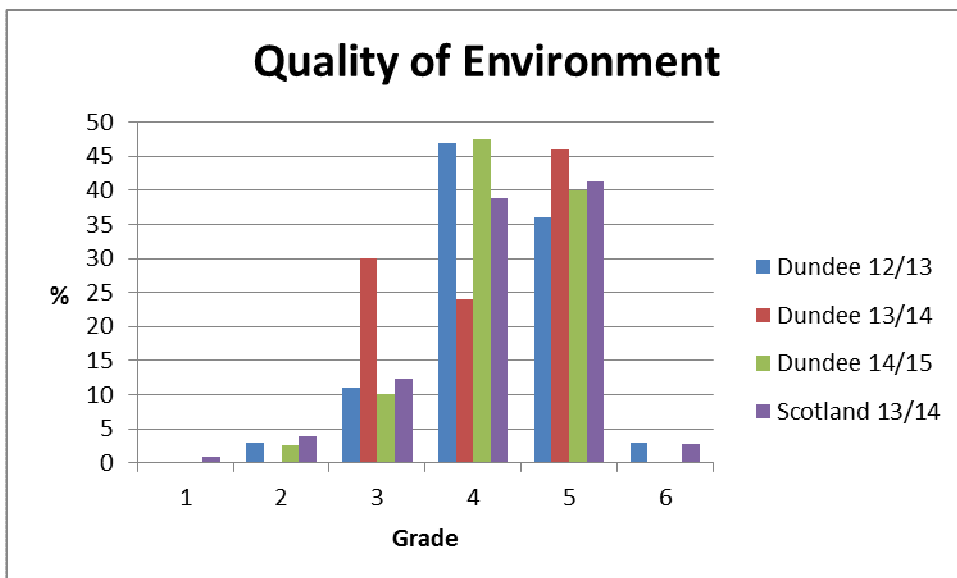
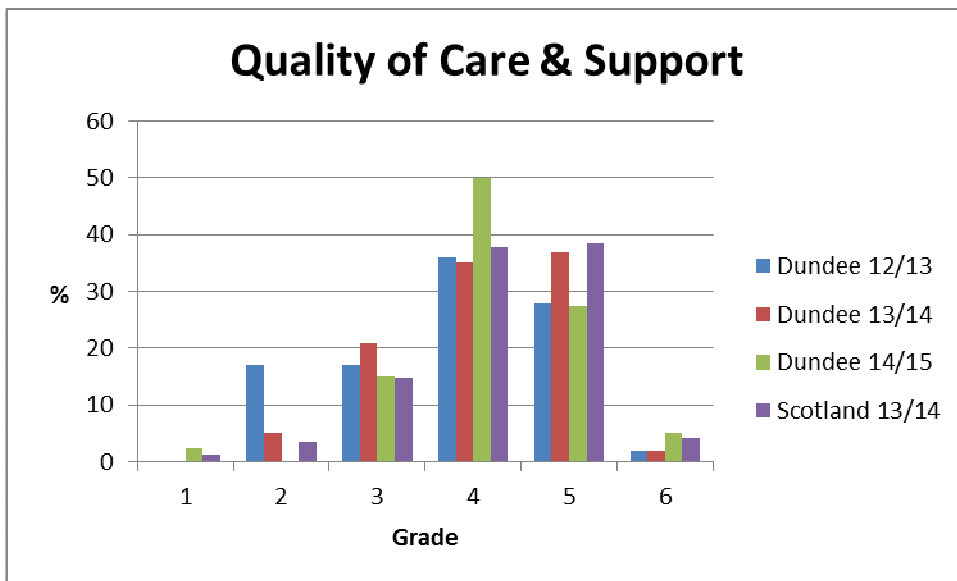
The following table shows the overall percentage awarded at each grade and also for each key theme.

Grade	Overall	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management and Leadership
<b>6</b> excellent	3.75%	5%	-	2.5%	7.5%
<b>5</b> very good	36.25%	27.5%	40%	40%	37.5%
<b>4</b> good	42.5%	50%	47.5%	40%	32.5%
<b>3</b> adequate	15%	15%	10%	15%	20%
<b>2</b> weak	1.88%	-	2.5%	2.5%	2.5%
<b>1</b> unsatisfactory	0.62%	2.5%	-	-	-

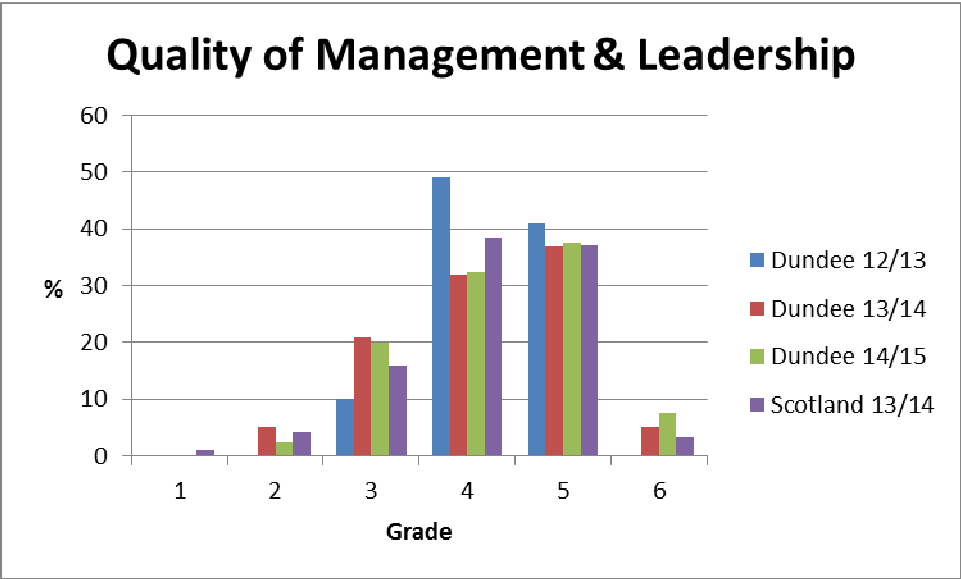
The following charts show how the gradings for care homes in Dundee for the four key themes in 14/15 compare with the gradings awarded to:

- care homes in Dundee in the year 12/13
- care homes in Dundee in the year 13/14
- care homes in Dundee in the year 14/15

The charts show that the gradings for all key themes for 14/15 compare adequately with the gradings in the year 12/13, comparatively with the gradings in the previous year 13/14, and comparatively with the gradings across Scotland for 13/14.

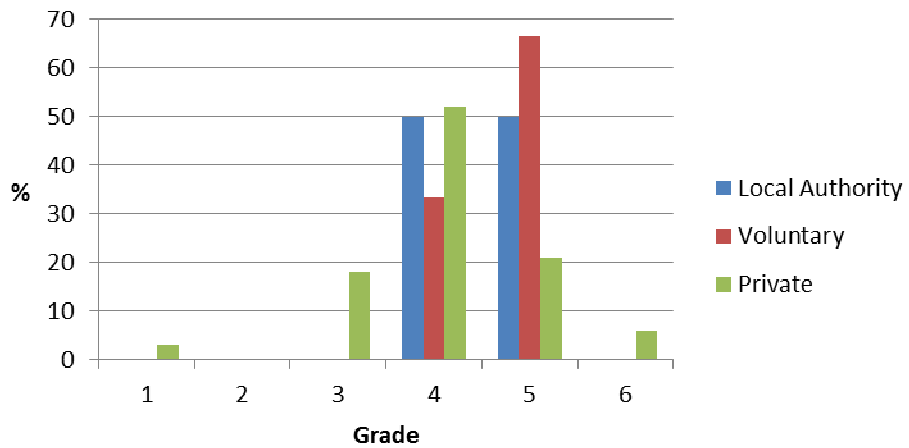




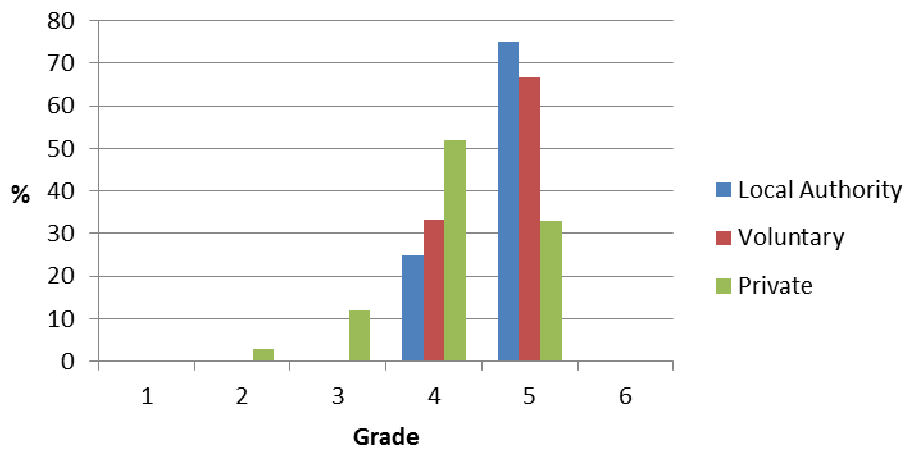


The following charts show how the gradings for care homes in Dundee for the four key themes compare between the local authority, voluntary and private sector. The charts show that the voluntary sector and local authority care homes compare favourably against the private sector care homes in all themes.

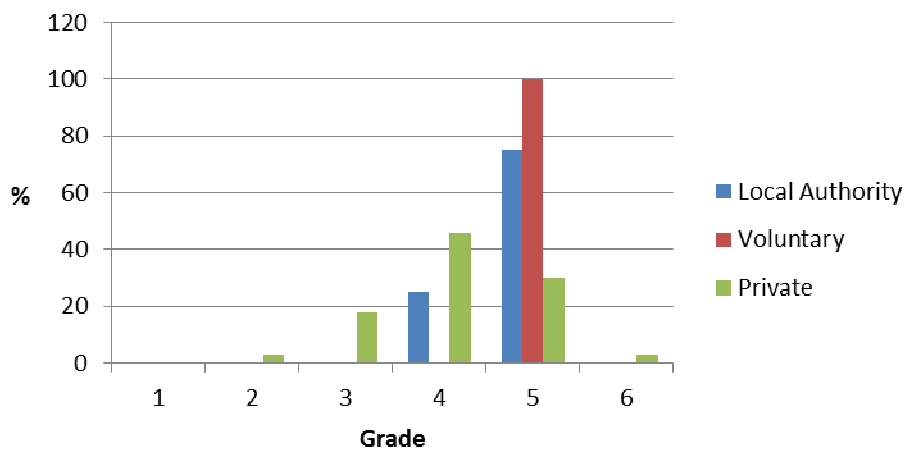
### Quality of Care & Support

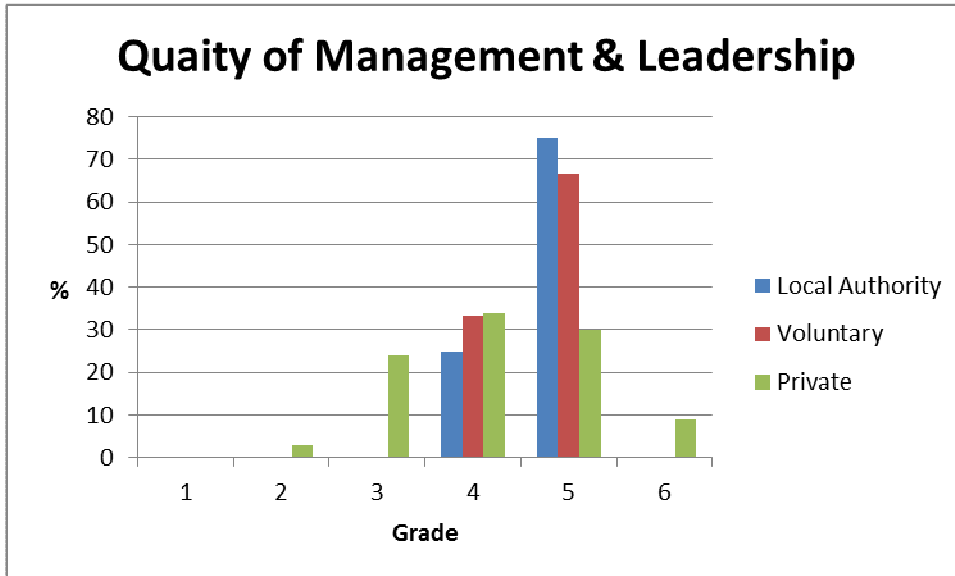


### Quality of Environment



### Quality of Staffing





The following extracts from a selection of latest Inspection Reports summarise what the services do well:

#### **Balcarres (BUPA)**

(Graded **6** 'excellent' for key themes inspected - Quality of Care & Support; Quality of Staffing and Quality of Management & Leadership and graded **5** 'very good' for Quality of Environment)

#### **What the service does well**

"The home had continued to build on the excellent practice demonstrated at the previous inspection. Care and support was provided in a very person-centred way. Comments made in one-to-one discussions with residents of the home and their relatives and from speaking with staff confirmed the residents and their families remained central to shaping the care service provision. We found the home provided exceptionally high standards of care in a welcoming and homely environment."

#### **Ferry House (Ferry House Residential Home Committee of Management)**

(Graded **5** 'very good' for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

#### **What the service does well**

"The management and staff team encourage stakeholders to play an active part in the development of the service. The residents and relatives said they were very pleased with the quality of the care promoted at Ferry House."

### **Janet Brougham House (Dundee City Council Social Work Department)**

(Graded **5** 'very good' for all key themes inspected - Quality of Care & Support, Quality of Environment, Quality of Staffing and Quality of Management & Leadership)

#### **What the service does well**

"Janet Brougham provides a homely and welcoming environment for residents and their families. Staff are friendly and approachable and work well together with management to meet residents' health and wellbeing needs. We received very positive feedback from residents and their relatives about the care home environment and the quality of care and support provided."

#### **Areas for Improvement**

Requirements were placed on 10 of the 31 services following inspection during 2014/15. This figure is comparable with last year. These are a summary of general issues where care home services could improve:

- Services must make proper provision for the health, welfare and safety of service users.
- Providers must ensure that personal plans are accurate and up-to-date and contain adequate information to enable staff to support service users to have their needs met.
- Performance in relation to healthcare issues: infection control, medication management, nutrition and hydration. Providers must ensure that policies and procedures are in place for the assessment, record keeping and management of these healthcare needs.
- Providers must ensure that service users are provided with a choice in the way the service is provided to them.
- Providers must ensure that all accidents are fully recorded in the appropriate documentation.
- Services should ensure that buildings, facilities, furnishings and equipment are fit for purpose.

#### **Complaints**

During 2014/15 there were 12 complaints to the Care Inspectorate relating to 9 of the 31 care home services in Dundee. Again, this figure is comparable to the 12 complaints in 2013/14. All of these complaints were upheld by the regulator and related to the following issues:

- General health and welfare
- Healthcare (medication; infection control; nutrition and tissue viability)
- Communication (between staff and service users/relatives)
- Staff levels
- Policies and procedures – complaints procedure
- Environment

#### **Continuous Improvement**

There continues to be a joint commitment to continuous improvement which involves the care home providers, the regulator (Care Inspectorate) and the Social Work Department. A range of processes are in place to support this improvement. Regular meetings are held between Department officers, health representatives and Dundee care home providers to discuss current issues and developments, and improvement measures to support quality improvement

in Dundee. Regular learning network events are held for care home providers covering subjects such as legal issues and challenges facing care home providers.

Council officers attend Care Inspectorate feedback sessions following care home inspection visits. Service users' care needs are monitored and reviewed by the Department's Review Officers. They also undertake extra-ordinary reviews where there are concerns either about individuals or establishments. In addition, where there is evidence of poor quality and performance, the Head of Service meets with providers to discuss proposed actions to make improvements and how the Department can support these actions.

#### *Care Home Peripatetic Team*

The Care Home Peripatetic Team continues to provide clinical support training and skill development for nursing homes, and the role and function of this team will continue to be developed to provide the best possible health care to older people and to prevent their unnecessary admission to hospital. The team have further enhanced the discharge process from Continuing Care wards to care homes by undertaking pre-discharge visits and follow-up visits once individuals are in care homes. The team were also part of a multi-disciplinary team involved in a winter planning project within a care home which reviewed the healthcare needs of all of the care home residents.

#### *Psychiatric Liaison Team*

The Psychiatric Liaison Team continues to provide care homes with support in caring for people with dementia and have undertaken pieces of work such as Cognitive Stimulation Therapy and Dementia Care Mapping. The team are working with the Peripatetic Team to deliver challenging behaviour training, and this work is to be further developed for future training. The team were also part of the multi-disciplinary team involved in the winter planning project.

#### *Early Indicators of Concern Tool*

In collaboration with Hull University, Dundee City Council Social Work Department were involved in a research project and developed a tool which raises awareness about the early indicators of concern within a care home setting. A guidance document has been produced to assist staff members working in care homes to identify 'low level' indicators of concern which may, if unresolved, affect the safety and well being of service users in residential care settings. A system has also been developed for recording and information sharing, encouraging a more consistent approach and early intervention to collective concerns within care homes. The measure that this tool is achieving success has been the reduction in the number of Adult Protection concerns being recorded and an increase in the number of Early Indicators of Concern.

#### *Falls Pathway*

The Integrated Falls Pathway was developed jointly by Social Work and Health. The pathway itself aimed to improve the support given to individuals who had fallen. A major benefit of this work was the improved communication between health and social care services. The names and contact details of every older person who attended A&E following a fall and service users assisted by Social Care Response Service (formerly known as Community Alarm) who had fallen were passed to the Falls Co-ordinator, who then made contact via telephone to ascertain what support, if any, the person required. In addition the Falls Service arranged for free OTAGO strength and balance exercise training to be delivered to staff in a number of care homes across Dundee. The training was delivered by Occupational Therapy staff from the Dundee CHP's Community Rehabilitation Team in a bid to increase the skills of staff in each care home. The aim of this training was to allow the care home staff to work with residents, undertaking exercises which would improve or help maintain their mobility.

#### *Combatting Social Isolation in Care Homes*

The third sector Reshaping Care for Older People team were approached to undertake a consultation exercise with the staff, residents and families of Craigie House to ascertain what activities they would like to undertake. As a result of this consultation, a number of changes were made to how activities are delivered, more frequent trips were made outwith the care home and three residents now have befrienders visiting them on a regular basis.

### *Medication Reviews*

A multidisciplinary team of health professionals was set up in January 2014 to work with care home staff to test holistic reviews of health and wellbeing of residents in Lochleven Care Home. The reviews comprise assessment of physical and mental health, medication review and discussion of Anticipatory Care Plans. Feedback from these reviews was very positive from both the care home team and health professionals. Problematic polypharmacy was addressed resulting in a number of medicines that were no longer appropriate being stopped and time taken to do the drug round being reduced by 50%, thereby allowing staff more time to care for residents. Data suggests out of hours calls were reduced by 25% in the year following the initial reviews.

### *MUST Training*

Malnutrition Universal Screening Tool (MUST) training has been provided by NHS Tayside dietitians. MUST is a five-step screening tool to identify adults who are malnourished, at risk of malnutrition, or obese. The overall aim of the training is to empower care home staff to be able to develop person-centred nutritional care plans for all residents.

The partnership approach to improvement will continue to be progressed through the development of the quality improvement framework with the Care Inspectorate, Dundee City Council, NHS Tayside and care home providers. This approach will support the commitment to work with relevant stakeholders and to consider how to support services to make quality improvements.

### **Next Steps**

The content of this report will be subject to consideration by the Social Work Directorate in order to determine improvement targets and the necessary approaches to achieve these.

The report will also be submitted to the Council's Social Work & Health Committee.

Appendix 1 provides full details of the grades awarded to each service for each of the key themes inspected.

## Summary of Care Inspectorate Gradings for Care Homes in Dundee - 1 April 2014 to 31 March 2015

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Balcarres Care Home	P	25.02.15	6	5	6	6	No
Balhousie Clement Park Care Home	P	09.07.14	4	4	4	4	No
Balhousie Clement Park Care Home	P	19.03.15	3↓	4	4	3↓	No
Ballumbie Court Care Home	P	22.08.14	4	5↑	4	5↑	Yes
Ballumbie Court Care Home	P	20.03.15	4	5	4	5	Yes
Benvie Care Home	P	15.08.14	4↓	5	5	5	Yes
Brae Cottage Residential Home	P	03.02.15	4↓	3↓	4	3↓	Yes
Bridge View House Nursing Home	P	20.02.15	4	4	4	4	No
Bughties Care Home Service	P	24.10.14	4	4	4	4	Yes
Carmichael House Care Home Service	P	31.10.14	4	4	4	4	No
Carmichael House Care Home Service	P	30.03.15	4	4	4	4	No
Craigie House	L/A	12.01.15	4	5	5	5	No
Ellen Mhor Care Home Service	P	28.04.14	5	5	5	5	No

## Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

↑ signifies that the grade has improved since the previous inspection  
 ↓ signifies that the grade has fallen since the previous inspection  
 no arrow signifies the grade has stayed the same grade  
 where there is no grade this signifies that the theme was not inspected

	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Ferry House Residential Home	V	22.04.13	5	5	5	5↑	No
Forebank Care Home Service	P	31.10.14	5↑	5↑	5↑	5↑	No
Harestane Nursing Home	P	22.04.14	5	5	5	6↑	No
Helenslea Care Home	P	07.08.14	1↓	2↓	2↓	2↓	Yes
Helenslea Care Home	P	17.12.14	3↑	3↑	3↑	3↑	Yes
Janet Brougham House	L/A	08.12.14	5	5	5	5	No
Linlathen Neurodisability Centre	P	22.01.15	4	4	4	4	No
Lochleven Care Home	P	05.09.14	4	5	5	5	Yes
Magdalen House Care Home	P	15.05.14	3	3	3	3	No
Magdalen House Care Home	P	03.12.14	4↑	4↑	4↑	4↑	No
Menzieshill House	L/A	06.11.14	5	5	5	5	No
Moyness Nursing Home	P	15.08.14	4	4	4	4	No
Orchar Nursing Home	P	08.09.14	5	5	5	5	No
Pitkerro Care Centre	P	05.09.14	3	4↑	3	3	Yes
Pitkerro Care Centre	P	19.03.15	4↑	4	3	4↑	Yes

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

↑ signifies that the grade has improved since the previous inspection  
↓ signifies that the grade has fallen since the previous inspection  
no arrow signifies the grade has stayed the same grade  
where there is no grade this signifies that the theme was not inspected



	Category L/A/ Private /Vol	Inspection Date	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements
Redwood House Care Home Service	P	01.07.14	3	4↑	3↓	3	Yes
Redwood House Care Home Service	P	06.02.15	3	3↓	3	3	Yes
Riverside View Care Home Service	P	06.06.14	4	4	4	4	Yes
Riverside View Care Home Service	P	11.03.15	4	4	4	3↓	Yes
Rose House Care Home Service	P	12.12.14	5	5	5	5	No
South Grange Care Home	P	05.09.14	5	4	5	5	No
South Grange Care Home	P	25.02.14	5	4	5	5	No
St Columba's Care Centre	P	10.11.14	6↑	5	5	6↑	No
St Margaret's Care Home Service	V	12.03.15	4↓	4↓	5	4↓	No
St Ronan's Care Home	P	18.12.14	4	4	4	4	No
Turriff House	L/A	19.09.14	4↓	4↓	4	4↓	Yes
Wellburn Care Home Service	V	30.03.15	5	5	5	5	No

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

↑ signifies that the grade has improved since the previous inspection  
↓ signifies that the grade has fallen since the previous inspection  
no arrow signifies the grade has stayed the same grade  
where there is no grade this signifies that the theme was not inspected

## EQUALITY IMPACT ASSESSMENT TOOL

### Part 1: Description/Consultation`

<b>Is this a Rapid Equality Impact Assessment (RIAT)?</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
<b>Is this a Full Equality Impact Assessment (EQIA)?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
<b>Date of Assessment:</b>	16 July 2015	<b>Committee Report Number:</b> 282-2015
<b>Title of document being assessed:</b>	Dundee Registered Care Homes for Adults	
<b>1. This is a new policy, procedure, strategy or practice being assessed</b> (If yes please check box) <input type="checkbox"/>	<b>This is an existing policy, procedure, strategy or practice being assessed?</b> (If yes please check box) <input checked="" type="checkbox"/>	
<b>2. Please give a brief description of the policy, procedure, strategy or practice being assessed.</b>	The purpose of this report is to summarise for the committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults in the period 1 April 2014 to 31 March 2015.	
<b>3. What is the intended outcome of this policy, procedure, strategy or practice?</b>	Continue to support the partnership approach to the quality improvement agenda for care home services in Dundee.	
<b>4. Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.</b>	Care Inspectorate inspection reports for 2014/15 and Dundee Registered Care Home Services Performance Report for 2014/15.	
<b>5. Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.</b>	Service users, staff and relatives are consulted during the inspection process.	
<b>6. Please give details of council officer involvement in this assessment.</b>  (e.g. names of officers consulted, dates of meetings etc)	Joyce Barclay Diane McCulloch Jenny Hill Annette Thomson	
<b>7. Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy?</b>  (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No.	

**Part 2: Protected Characteristics**

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

**NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.**

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	<b>Positively</b>	<b>Negatively</b>	<b>No Impact</b>	<b>Not Known</b>
<b>Race, Ethnic Minority Communities including Gypsies and Travellers</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Gender</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Gender Reassignment</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Religion or Belief</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>People with a disability</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Age</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Lesbian, Gay and Bisexual</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Socio-economic</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Pregnancy &amp; Maternity</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Other (please state)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Part 3: Impacts/Monitoring


<p><b>1. Have any positive impacts been identified?</b></p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>There has been an improvement in the quality of care provided in care home services which has resulted in an improvement in quality of life for service users.</p>
<p><b>2. Have any negative impacts been identified?</b></p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>No.</p>
<p><b>3. What action is proposed to overcome any negative impacts?</b></p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. See Good Practice on DCC equalities web page)</p>	<p>N/A</p>
<p><b>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</b></p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/A</p>
<p><b>5. Has a 'Full' Equality Impact Assessment been recommended?</b></p> <p>(If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required. Seek advice from your departmental Equality lead.)</p>	<p>No</p>
<p><b>6. How will the policy be monitored?</b></p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>Care home services will continue to be inspected by Care Inspectorate and monitored and reviewed by Dundee City Council Social Work Department officers.</p>

**Part 4: Contact Information**

<b>Name of Department or Partnership</b>	Dundee City Council Social Work Department
--	--

<b>Type of Document</b>	
Human Resource Policy	<input type="checkbox"/>
General Policy	<input type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other – Performance and monitoring report	<input checked="" type="checkbox"/>

<b>Manager Responsible</b>	<b>Author Responsible</b>
<b>Name:</b> Diane McCulloch	<b>Name:</b> Annette Thomson
<b>Designation:</b> Head of Service, Community Care	<b>Designation:</b> Contracts Officer
<b>Base:</b> Social Work Offices Claverhouse, Dundee	<b>Base:</b> Social Work Offices, Dundee House
<b>Telephone:</b> 01382 438302	<b>Telephone:</b> 01382 433303
<b>Email:</b> diane.mcculloch@dundeecity.gov.uk	<b>Email:</b> annette.thomson@dundeecity.gov.uk

<b>Signature of author of the policy:</b>	Annette Thomson	<b>Date:</b> 21/07/2015
<b>Signature of Director/Head of Service:</b>		<b>Date:</b> 21/07/2015
<b>Name of Director/Head of Service:</b>	Diane McCulloch	
<b>Date of Next Policy Review:</b>	August 2016	