
NORTH AYRSHIRE COUNCIL

29th May 2018

Audit and Scrutiny Committee

Title: **HSCP Care Inspectorate Reports**

Purpose: To provide Committee with details of Care Inspectorate findings and grades relating to Health and Social Care Partnership managed services over 2017/18.

Recommendation: That Committee notes the findings of the Care Inspectorate across the Health and Social Care Partnership-run services and notes the progress made.

1. Executive Summary

- 1.1 A significant number of Health and Social Care Partnership managed services are subject to external scrutiny via the Care Inspectorate.
- 1.2 These inspections are conducted at least annually and are used to assess a variety of aspects of care delivery from Staffing and Management and Leadership through to Care and Support and Environment.
- 1.3 Each aspect inspected is giving a grading based on nationally agreed criteria. The following highlights what each grading means –
 - 1 – Unsatisfactory
 - 2 – Weak
 - 3 – Adequate
 - 4 – Good
 - 5 – Very Good
 - 6 – Excellent

2. Background

- 2.1 The attached appendix provides detail of all external inspections of HSCP services conducted by the Care Inspectorate over the last year. It is worth noting that 16 of the 17 inspections were undertaken on an unannounced basis.

- 2.2 In total, six areas improved grades, two areas were downgraded and all others sustained their previous grades. The two downgrades occurred in one of our Children's Homes and significant work has already taken place as part of the first phase of the Residential Childcare Review which was implemented on the 1st of April 2018.
- 2.3 On a much more positive note, the highlights of the Inspections over the last year have been the 'Excellent' grades given to the Dirrans Centre and our Supported Carers Scheme. In addition, our Care at Home and Community Alert Services received 'Very Good' grades across the board – the highest ever for the service. Given the size and reach of the service, with 2000 people receiving our Care and Home Service and 4,500 people receiving Community Alert, this is a tremendous achievement. Even more pleasing is that all three of these areas of service received not a single requirement or recommendation – something which is extremely rare and an indication of the quality of the services being provided.

3. Proposals

- 3.1 Audit and Scrutiny Committee is asked to note the findings and the progress made.
- 3.2 It is proposed that a report on Care Inspectorate inspections and grades be presented annually to the Council's Audit and Scrutiny Committee as well as the Integration Joint Board's Performance and Audit Committee.

4. Implications

Financial:	None
Human Resources:	None
Legal:	None
Equality:	Given the nature of the services inspected, the quality of grades will indicate our effectiveness at ensuring equality of access and experience for a range of traditionally disadvantaged groups.
Children and Young People:	None
Environmental & Sustainability:	None
Key Priorities:	The services inspected and noted in both the main report and appendix all deliver on a range of local and national priorities.
Community Benefits:	None

5. Consultation

- 5.1 This report has been compiled on the basis of work and consultation with Care Inspectorate over the last year.



Stephen Brown
Director/Chief Officer

For further information please contact **Stephen Brown, Director** on **(01294 317723)**.

Background Papers

N/A

INSPECTION REPORTS

1st April 2017 – 31st March 2018

Total of Inspection Reports	Announced	Unannounced
17	1	16

CHILDREN & FAMILIES & JUSTICE SERVICES

Total – 6 Inspections

Service	Date of Inspection	Current Gradings	Previous Gradings	No. of Requirements	No. of Recommendations
Canmore Children's Unit	24 Apr 17 (U)	4 - Quality of Care & Support 4 - Quality of Environment 4 - Quality of Staffing (+) 5 - Quality of Management/Leadership	4 - Quality of Care & Support 4 - Quality of Environment 3 - Quality of Staffing 3 - Quality of Management/Leadership	0	1
Supported Carers Scheme	04 May 17 (A)	6 - Quality of Care & Support (+) 5 - Quality of Staffing	5 - Quality of Care & Support 5 - Quality of Staffing 5 - Quality of Management/Leadership	0	0
Abbey Croft Children's Unit	26 Jun 17 (U)	5 - Quality of Care & Support 5 - Quality of Management/Leadership	5 - Quality of Care & Support 5 - Quality of Staffing	1	0
Abbey Croft Children's Unit	12 Mar 18 (U)	3 - Quality of Care & Support (-) 3 - Quality of Management/Leadership (-)	5 - Quality of Care & Support 5 - Quality of Management/Leadership	2	0

The Meadows Children's Unit	26 Jun 17 (U)	4 - Quality of Care & Support 5 - Quality of Staffing	5 - Quality of Care & Support 5 - Quality of Management/Leadership	1	1
Achnamara Children's Unit	10 Nov 17 (U)	3 - Quality of Care & Support 4 - Quality of Environment 4 - Quality of Staffing 3 - Quality of Management/Leadership	4 - Quality of Care & Support 4 - Quality of Management/Leadership	1	4

HEALTH & COMMUNITY CARE

Total – 11 Inspections

Service	Date of Inspection	Current Gradings	Previous Gradings	No. of Requirements	No. of Recommendations
Irvine/GV/Community Alarm CAH Service	16 Mar 17 (U)	4 - Quality of Care & Support 4 - Quality of Staffing	4 - Quality of Care & Support 4 - Quality of Staffing 5 - Quality of Management/Leadership	0	6
Irvine/GV/Community Alarm CAH Service	28 Mar 18 (U)	5 - Quality of Care & Support (+) 5 - Quality of Management/Leadership	4 - Quality of Care & Support 4 - Quality of Staffing	0	0
Three Towns, North Coast and Arran CAH Service	16 Mar 17 (U)	4 - Quality of Care & Support 4 - Quality of Staffing	4 - Quality of Care & Support 4 - Quality of Staffing 5 - Quality of Management/Leadership	0	6
Three Towns, North Coast and Arran CAH Service	28 Mar 18 (U)	5 - Quality of Care & Support (+) 5 - Quality of Management/Leadership	4 - Quality of Care & Support 4 - Quality of Staffing	0	0

Gowanlea Day Services	13 Apr 17 (U)	5 - Quality of Care & Support 4 - Quality of Staffing	5 - Quality of Care & Support 4 - Quality of Management/Leadership	0	4
Stronach Day Services	05 May 17 (U)	4 - Quality of Care & Support 4 - Quality of Staffing	4 - Quality of Care & Support 4 - Quality of Staffing	0	4
Dirrans Centre	06 Oct 17 (U)	6 - Quality of Care & Support 6 - Quality of Environment 6 - Quality of Staffing 6 - Quality of Management/Leadership	6 - Quality of Care & Support	0	0
Montrose House	31 Oct 17 (U)	4 - Quality of Care & Support (+) 5 - Quality of Environment 3 - Quality of Staffing 4 - Quality of Management/Leadership	3 - Quality of Care & Support 5 - Quality of Environment 3 - Quality of Staffing 4 - Quality of Management/Leadership	1	7
Montrose House	05 Mar 18 (U)	Follow up inspection from 31 st October 2018. Grades not reported.	4 - Quality of Care & Support 5 - Quality of Environment 3 - Quality of Staffing 4 - Quality of Management/Leadership	N/A	N/A
Anam Cara Respite Unit	16 Oct 17 (U)	4 - Quality of Care & Support 4 - Quality of Management/Leadership	4 - Quality of Care & Support 5 - Quality of Environment 4 - Quality of Staffing 4 - Quality of Management/Leadership	0	4
Dementia Support Service	24 Oct 17 (U)	5 - Quality of Care & Support (+) 3 - Quality of Management/Leadership	4 - Quality of Care & Support 4 - Quality of Staffing	0	7