



Integration Joint Board  
Clinical and Care Governance Committee

15<sup>th</sup> August 2019

This Report relates to  
Item 7 on the Agenda

# ***External Scrutiny of Regulated Adult Social Care Services***

***(Paper Presented by Lillian Cringles)***

***For Noting***

<b>Approved for Submission by</b>	Lillian Cringles, Chief Social Work Officer/Head of Social Work, Dumfries and Galloway Council
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<b>List of Background Papers</b>	Not Required
<b>Appendices</b>	Appendix 1- Services inspected with gradings during period April 2018 to March 2019

## SECTION 1: REPORT CONTENT

<b>Title/Subject:</b>	External Scrutiny of Regulated Adult Social Care Services
<b>Meeting:</b>	IJB Clinical and Care Governance Committee
<b>Date:</b>	15 <sup>th</sup> August 2019
<b>Submitted By:</b>	Lillian Cringles
<b>Action:</b>	For Noting

### 1. Introduction

- 1.1 This report provides an annual update on the performance delivered by Dumfries and Galloway Council in respect of regulated social care services. This represents the adult service information as an extract of the Annual External Scrutiny Report to Social Work Committee on 13<sup>th</sup> August 2019.
- 1.2 The report covers inspections which have undertaken between March 2018 and March 2019, as detailed in Appendix 1.

### 2. Recommendations

#### 2.1 The Clinical and Care Governance Committee is asked to:

- **Note the outcome of the external scrutiny activity which took place between March 2018 and March 2019, as detailed in the Appendix**
- **Be assured by the information set out in Section 7 with regard to improvement activity**

### 3. Background

- 3.1 The focus of the update report is on those services provided by Social Work Services which are registered with and regulated by the Care Inspectorate. In this respect it covers functions within adult care for which the Chief Social Work Officer (CSWO) has professional oversight.
- 3.2 This report covers services inspected during the period between March 2018 – March 2019.

### 4. Main Body of the Report

#### 4.1 Services inspected during this period:

There are 12 social work services within the delegated adult services which are registered with and regulated by the Care Inspectorate. These 12 services are

managed between the Mental Health Directorate and Community Health and Social Care Directorate. The CSWO has professional oversight of all 12 services.

- Mental Health Directorate – 10 services
  - Activity and Resource Centres x 6
  - Community Support Services x 2
  - Dunmuir Park Housing Support Service
  - Dunmuir Park Respite Service
  
- Community Health and Social Care Directorate – 2 services
  - Care and Support Service (CASS)
  - Mountainhall Day Care Service

During the course of 2018/19 there have been 5 services inspected.

The services inspected, by date order were:

Service	Date Inspected	Date Inspection Report published
Care and Support service (CASS)	11 May 2018	20 June 2018
Dunmuir Park Respite Unit	13 July 2018	23 August 2018
Castle Douglas Community Support Service	26 October 2018	13 December 2018
Newton Stewart Community Support Team	6 November 2018	3 January 2019
Dunmuir Park Supported Housing	17 December 2018	28 February 2019

#### 4.2 Inspection Grading

Services are inspected across a number of Quality Indicators:

- i. Quality of care and support
- ii. Quality of environment
- iii. Quality of staffing
- iv. Quality of management and leadership.

The grading system for inspections is as follows:

6	Excellent
5	Very good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

The service aims for all regulated services to be graded at good or above. Not all services are assessed against all criteria on every inspection which can make comparison with previous grades difficult. Comparisons included here therefore are in respect of the previous time that the indicator was assessed within the context of the last three inspections.

#### 4.3 Grading of Inspected Services

Within the 5 services inspected during this period with a total of 11 quality indicators assessed. This comprised:

Quality Indicators	Number of Services
Quality of Care and Support	5
Quality of Staffing	3
Quality of Environment	0
Quality of Management and Leadership	3

Of these 11 quality indicators, 7 were graded at the same level as the previous occasion they had been assessed. Within 2 services, Dunmuir Park and Dunmuir Park Respite there were 4 grades which dropped overall, 3 of these by one grade and 1 by 2 grades.

Quality Indicators for Care and Support are always assessed whilst quality of staffing and quality of management and leadership are not always included and environment only included where this is applicable.

The full detail of the quality indicators inspected and the gradings is attached as **Appendix 1**.

### 5. Summary of Performance

5.1 The grades for care and support and staffing at Dunmuir Park dropped from 4 to 3 and the grade for management and leadership dropped from 4 to 2. This was disappointing given the previous position in both November 2017 and December 2016 when all three indicators were graded at 4. The change in grades was as the result of a specific crisis within Dunmuir Park in respect of social care staff and management capacity. This was addressed through a specific programme of improvement which has provided stability to the service with significant improvements to staff and management capacity. This was greatly assisted by the transfer of operational responsibility to the Mental Health Directorate of the Health and Social care Partnership and the joint work which followed in order to effectively manage the situation. We anticipate that at the next inspection that the grades will improve.

5.2 Dunmuir Park Respite service maintained its grade of 4 although dropped from 4 to 3. This was related to the situation described above in respect of Dunmuir Park and

this has been resolved in the same way and the staffing situation is now much more stable.

## **SECTION 2: COMPLIANCE WITH GOVERNANCE STANDARDS**

### **6. Resource Implications**

6.1 There are no resource implications from this report.

### **7. Impact on Integration Joint Board Outcomes, Priorities and Policy**

7.1 The outcome of external scrutiny is key in terms of ensuring that the partnership continues to deliver high quality care and support.

### **8. Legal & Risk Implications**

8.1 The delivery of high-quality care and support is key to meeting statutory requirements and managing risk.

### **9. Consultation**

9.1 Consultation is not required as this report details the outcomes of an inspection which are in the public domain.

### **10. Equality and Human Rights Impact Assessment**

10.1 An Impact Assessment is not required

### **11. Glossary**

CSWO	Chief Social Work Officer
CASS	Care and Support Service

Appendix 1  
Appendix 1  
Services inspected with gradings during period April 2018 to March 2019

Date and grades of inspection				
Care and support service (CASS)		May 2018	May 2017	May 2016
	Care and Support	5	5	5
	Staffing	5	Not assessed	5
	Management & Leadership	Not assessed	5	Not assessed
Dunmuir Park Respite Unit		July 2018	October 2017	July 2016
	Care and Support	4	4	4
	Staffing	3	Not assessed	4
	Management & Leadership	Not assessed	4	Not assessed
Castle Douglas Community Support Service		October 2018	January 2018	November 2016
	Care and Support	4	4	5
	Staffing	Not assessed	4	
	Management & Leadership	4	Not assessed	4
Newton Stewart Community Support Team		November 2018	March 2018	January 2017
	Care and Support	5	5	5
	Staffing	Not assessed	5	
	Management &	4	Not	4

	Leadership		assessed	
Dunmuir Park		December 2018	November 2017	December 2016
	Care and Support	3	4	4
	Staffing	3	4	4
	Management & Leadership	2	4	4

