

**EXTERNAL INSPECTION / AUDIT REPORTING: JULY TO DECEMBER 2014**

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**1.0 EXECUTIVE SUMMARY**

- 1.1.1 This report provides details of all external inspection / audit reports received within Community Services during the period 1st July to 31<sup>st</sup> December 2014.
- 1.2 There were 13 reports received within Community Services during the period and for these 13 reports, 9 ratings were given by Education Scotland and 47 rating were given by the Care Inspectorate. Of this figure 95% were rated as good or above, this is an increase of 17% from the previous 6 month period within which 78% were rated as good or above.
- 1.3 It is recommended that the Community Services Committee note the content of this report and appendix 1 attached.

## EXTERNAL INSPECTION / AUDIT REPORTING: JULY TO DECEMBER 2014

**2.0 SUMMARY**

2.1 This report provides details of all external inspection / audit reports received within Community Services during the period 1st July to 31<sup>st</sup> December 2014.

**3.0 RECOMMENDATION**

3.1 The Community Services Committee are asked to note the contents of this report and appendix 1 attached.

**4.0 DETAIL**

4.1 A detailed summary of all external inspection / audit reports received for the period July to December 2014 are provided in **appendix 1**.

4.2 There were 13 external inspection / audit reports received for the period July to December 2014 and these can be compared on a service basis as follows;

<b>Service</b>	<b>Jul – Dec 2014</b>
Adult Care	7
Children and Families	5
Community and Culture	0
Education	1
<b>TOTAL</b>	<b>13</b>

4.3 There were 47 ratings given by the Care Inspectorate over the period, they are as follows:

<b>Rating</b>	<b>No. of ratings for July to Dec 2014</b>	<b>% overall ratings</b>	<b>No. of ratings for Jan to Jun 2014</b>	<b>% overall ratings</b>
Excellent	4	9%		
Very Good	18	38%	4	100%
Good	24	51%		
Adequate	1	2%		
Weak				
Unsatisfactory				
<b>TOTAL</b>	<b>47</b>	<b>100%</b>	<b>4</b>	<b>100%</b>

4.4 There were 9 ratings given by Education Scotland over the period, they are as follows;

<b>Rating</b>	<b>No. of ratings for July to Dec 2014</b>	<b>% overall ratings</b>	<b>No. of ratings for Jan to Jun 2014</b>	<b>% overall ratings</b>
Excellent			1	2%
Very Good			17	42%
Good	7	78%	14	34%
Satisfactory	2	22%	9	22%
Weak				
Unsatisfactory				
<b>TOTAL</b>	<b>9</b>	<b>100%</b>	<b>41</b>	<b>100%</b>

4.5 For the period July to December 2014 there were 56 ratings given in total from Education Scotland and the Care Inspectorate. Of these ratings 53 (95%) were rated as good or above, this is an increase of 17% from the previous 6 month period within which 78% were rated as good or above.

## **5.0 CONCLUSION/SUMMARY**

5.1 In summary, a total of 13 external inspection reports were received for the period July to December 2014 and of the 56 ratings given by Education Scotland and the Care Inspectorate 95% were rated as good or above, an improvement of 17% from the previous 6 month period.

## **6.0 IMPLICATIONS**

- 6.1 Policy: None.
- 6.2 Financial: None.
- 6.3 Legal: None.
- 6.4 HR: None.
- 6.5 Equal Opportunities: None.
- 6.6 Risk: None.
- 6.7 Customer Service: None.

Cleland Sneddon  
Executive Director

13 February 2015

For further information contact:  
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Community Services  
01546 604451

## Appendix 1 – Summary Reports

### Adult Care

Report Title: <b>Lochgilhead Resource Centre</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	6	Excellent
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good
<b>Main Strengths</b> <ul style="list-style-type: none"> <li>The quality of participation and inclusion around care and support in the service is excellent and this is a view that was shared by the people using the service.</li> <li>The choices, views and ideas of the people using the service is consistently promoted by the provider and the local staff team.</li> <li>The way that people are empowered and supported with their physical and mental health needs, educational support and social wellbeing was also excellent.</li> </ul> <b>Areas for improvement</b> <ul style="list-style-type: none"> <li>The quality of the outside of the building used by the service must be improved and problems with the boiler and emergency lighting must be addressed.</li> <li>The frequency of staff supervision and the content of staff appraisals.</li> <li>The way that the self-assessment document is completed.</li> </ul>		
Date of Inspection: <b>29<sup>th</sup> August 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Ann Anderson</b>		

Report Title: <b>Thomson Court Day Care</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	5	Very Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good
<b>Main Strengths</b> <ul style="list-style-type: none"> <li>Provides a valued service to service users and relatives.</li> <li>Feedback from service users was very positive and they spoke highly of staff and the friends they had made at the centre.</li> <li>Staff were found to be enthusiastic and friendly and were knowledgeable of service users' needs and preferences.</li> </ul> <b>Areas for improvement</b> <ul style="list-style-type: none"> <li>Some refurbishment and redecoration of the environment would improve the experience for service users.</li> <li>Care and support planning should be reviewed and updated to reflect the current best practice.</li> </ul>		
Date of Inspection: <b>23<sup>rd</sup> September 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Jim Thorpe</b>		

Report Title: <b>Thomson Court Care Home</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>Provides a valued service to residents and relatives.</li> <li>The service has a small homely atmosphere and residents like living here, they were happy with their environment.</li> <li>Staff and management are committed to providing a quality service.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>The manager and staff could further develop care planning and assessments.</li> <li>The participation and operational improvement plan continues to require further work to make it more robust.</li> </ul>		
Date of Inspection: <b>20<sup>th</sup> August 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Sheila Scott</b>		

Report Title: <b>Eadar Glinn Residential Home</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	6	Excellent
Quality of environment	4	Good
Quality of staffing	6	Excellent
Quality of management and leadership	6	Excellent
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>The well-established care staff continue to offer excellent care and support to service users and are committed to providing good care while remaining open to change.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>The care plans sampled contained an excellent level of detail. However, individual strengths and skills could be highlighted more within them.</li> </ul>		
Date of Inspection: <b>14<sup>th</sup> November 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Mary Gardiner</b>		

Report Title: <b>Tigh-a-Rudha Residential Home</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	4	Good
Quality of environment	3	Adequate
Quality of staffing	4	Good
Quality of management and leadership	4	Good
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>The residential home offers a caring, supportive environment for older people on Tìree which is greatly valued by the local community.</li> <li>The service provides individualised support to service users and each person is involved in the planning and reviewing of their own care.</li> <li>Staff are very caring in their approach to the people they support and they know their needs and wishes very well.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>The previous inspection showed that some aspects of the service need to be improved. The environmental issues have been dealt with and some areas of the home had been refurbished. Work is ongoing with the development of accountable care plans.</li> </ul>		
Date of Inspection: <b>20<sup>th</sup> October 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Liz Griffiths</b>		

Report Title: <b>Gortanvogie Residential Home</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>The service is greatly valued by the local communities of Islay and Jura.</li> <li>Staff were caring in their approach and that they understood service users' needs very well.</li> <li>Family members and friends are made welcome in the care home and encouraged to be involved as much as possible.</li> <li>There are good links with health professionals and people's health needs are well met.</li> <li>The manager and staff in Gortanvogie have shown high levels of commitment to improving the service.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>The process of updating care plans is ongoing. A more consistent approach to forward planning at reviews would be beneficial to service users and support people to feel more in control of their daily lives.</li> <li>Although some improvements have been made in the way communal space is used, this could be improved to offer more stimulating lifestyles for service users.</li> </ul>		
Date of Inspection: <b>11<sup>th</sup> August 2014</b>		
Lead Officer to take forward improvement: <b>Unit Manager – Shona Hutchinson</b>		

Report Title: **Ardfenaig Residential Home**

Inspection Agency: **Care Inspectorate**

Overall Ratings:

Quality of care and support	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

**Main Strengths**

- Ardfenaig offers a positive, supportive environment for older people in the Mid Argyll area which is greatly valued by the local community.
- The service has consistently provided good quality care and we found that staff were very caring in their approach to the people they support.
- Each person and their next of kin are involved in developing an individual care plan and there is a review process in place.
- Staff have developed good relationships with service users and their families.

**Areas for improvement**

- Many individuals could benefit from a more individualised approach to lifestyle choices and individual activity and only a few people have access to outdoor activities and fresh air due to staffing constraints.
- A more person centred approach to support planning for individuals could improve the quality of life for service users.
- The care planning system is being reviewed to improve accountability.

Date of Inspection: **26<sup>th</sup> November 2014**

Lead Officer to take forward improvement: **Unit Manager – Nan Anderson**

## **Children and Families**

Report Title: <b>St. Joseph's Primary Learning Centre</b>												
Inspection Agency: <b>Care Inspectorate</b>												
Overall Ratings:												
<table border="1"><tr><td>Quality of care and support</td><td>4</td><td>Good</td></tr><tr><td>Quality of environment</td><td>4</td><td>Good</td></tr><tr><td>Quality of staffing</td><td>5</td><td>Very Good</td></tr><tr><td>Quality of management and leadership</td><td>4</td><td>Good</td></tr></table>	Quality of care and support	4	Good	Quality of environment	4	Good	Quality of staffing	5	Very Good	Quality of management and leadership	4	Good
Quality of care and support	4	Good										
Quality of environment	4	Good										
Quality of staffing	5	Very Good										
Quality of management and leadership	4	Good										
<b>Main Strengths</b> <ul style="list-style-type: none"><li>• The staff have created a very friendly and welcoming environment for children and parents/carers.</li><li>• The children appeared relaxed and co-operated very well with staff. They were interested and actively involved in their play activities. They clearly had fun playing with the range of interesting activities on offer.</li><li>• The head teacher and staff team are sensitive and respectful in their support of the children and their parents. Staff work well together and appear enthusiastic as they carry out their work.</li></ul>												
<b>Areas for improvement</b> <ul style="list-style-type: none"><li>• The provider should ensure that the areas for improvement and recommendations detailed in this report are addressed.</li></ul>												
Date of Inspection: <b>4<sup>th</sup> September 2014</b>												
Lead Officer to take forward improvement: <b>Alison MacKenzie – Principal Officer Early Years</b>												

Report Title: <b>Colgrain Primary Pre Five Unit</b>												
Inspection Agency: <b>Care Inspectorate</b>												
Overall Ratings:												
<table border="1"><tr><td>Quality of care and support</td><td>5</td><td>Very Good</td></tr><tr><td>Quality of environment</td><td>5</td><td>Very Good</td></tr><tr><td>Quality of staffing</td><td>5</td><td>Very Good</td></tr><tr><td>Quality of management and leadership</td><td>5</td><td>Very Good</td></tr></table>	Quality of care and support	5	Very Good	Quality of environment	5	Very Good	Quality of staffing	5	Very Good	Quality of management and leadership	5	Very Good
Quality of care and support	5	Very Good										
Quality of environment	5	Very Good										
Quality of staffing	5	Very Good										
Quality of management and leadership	5	Very Good										
<b>Main Strengths</b> <ul style="list-style-type: none"><li>• They have established an excellent approach to involving children and their families in the ongoing improvement and development of the service. It was clear they respected their views and valued their opinions.</li><li>• The children are given good opportunities to grow and develop and be active and independent in their play and learning.</li></ul>												
<b>Areas for improvement</b> <ul style="list-style-type: none"><li>• The provider should ensure that the areas for improvement are addressed and continue to develop in line with their current plans.</li></ul>												
Date of Inspection: <b>16 December 2014</b>												
Lead Officer to take forward improvement: <b>Alison MacKenzie – Principal Officer Early Years</b>												



Report Title: <b>Campbeltown Nursery Centre</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	5	Very Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>• They have established a very good approach to involving children and their families in the ongoing improvement and development of the service. It is clear that they respected their views and valued their opinions.</li> <li>• Children were given very good opportunities to grow and develop and be active and independent in their play and learning.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>• The manager should review their toilet and nappy changing facilities, in consultation with environmental health, to make sure they are in line with current best practice and legislation.</li> <li>• The manager should implement their plans to improve the supervision of children when arriving and leaving the service.</li> </ul>		
Date of Inspection: <b>9 July 2014</b>		
Lead Officer to take forward improvement: <b>Alison MacKenzie – Principal Officer Early Years</b>		

Report Title: <b>Adoption Service</b>		
Inspection Agency: <b>Care Inspectorate</b>		
Overall Ratings:		
Quality of care and support	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good
<b>Main Strengths</b>		
<ul style="list-style-type: none"> <li>• Adopters said that staff were skilled, knowledgeable and supportive.</li> <li>• Help was being provided to adopters and children who were in need of support.</li> <li>• Children were benefiting from living in a stable family home.</li> </ul>		
<b>Areas for improvement</b>		
<ul style="list-style-type: none"> <li>• The responses from questionnaires provided by adopters should be collated and action plans put in place.</li> <li>• The service should seek to involve birth parents more in the adoption process.</li> <li>• Clear standards should be put in place to ensure that adopters are provided with life story information about their children from previous carers.</li> <li>• The staffing shortage in the family placement team should be resolved.</li> </ul>		
Date of Inspection: <b>6<sup>th</sup> October 2014</b>		
Lead Officer to take forward improvement: <b>Lorraine Prentice – Practice Lead</b>		

Report Title: **Dunclutha Children's Care Home**

Inspection Agency: **Care Inspectorate**

Overall Ratings:

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

**Main Strengths**

- Management and staff have continued to work hard to build positive relationships with young people.
- Staff were alert to potential risks for young people and were committed to supporting young people achieve positive outcomes.

**Areas for improvement**

- The continuous learning framework for staff should be progressed.

Date of Inspection: **15<sup>th</sup> September 2014**

Lead Officer to take forward improvement: **Donna McGivern – Unit Manager**

## Children and Families / Education

Report Title: <b>Oban High School and Glencruitten Hostel</b>	
Inspection Agency: <b>Education Scotland</b>	
Overall Ratings:	
Oban High School	
Improvements in performance	Good
Learners' experiences	Good
Meeting learning needs	Good
Curriculum	Satisfactory
Improvement through self-evaluation	Satisfactory
Glencruitten Hostel	
Quality of care and support	Good
Quality of environment	Good
Quality of staffing	Good
Quality of management and leadership	Good
<b>Main Strengths</b>	
<ul style="list-style-type: none"><li>• Well-behaved, motivated young people who are keen to do well.</li><li>• The school's positive climate and the ways young people interact with one another and with staff.</li><li>• Young people's achievements in the performing arts and sports supported by the School of Rugby, Traditional Music and Dance.</li><li>• The role of the clan system in promoting inclusion, equality and achievement.</li></ul>	
<b>Areas for improvement</b>	
<ul style="list-style-type: none"><li>• Continue to review and develop the curriculum to better meet the learning needs and improve the attainment of all young people, including through the medium of Gaelic.</li><li>• Strengthen arrangements for self-evaluation to improve young people's learning experiences and attainment further.</li></ul>	
Date of Inspection: <b>11<sup>th</sup> November 2014</b>	
Lead Officer to take forward improvement: <b>Peter Bain – Head Teacher at Oban High School and Francesca Bichard – Unit Manager at Glencruitten Hostel</b>	