

EXTERNAL INSPECTION / AUDIT REPORTING: JANUARY TO JUNE 2015

1.0 EXECUTIVE SUMMARY

- 1.1 This report provides details of all external inspection / audit reports received within Community Services during the period 1st January to 30th June 2015.
- 1.2 There were 19 external inspection reports received by Community Services during the period January to June 2015 and of the 87 ratings given by Education Scotland and the Care Inspectorate, 80% were rated as good or above, this is a reduction of 5% from the previous six month period.
- 1.3 It is recommended that the Community Services Committee note the content of this report and appendix 1 attached.

EXTERNAL INSPECTION / AUDIT REPORTING: JANUARY TO JUNE 2015

2.0 INTRODUCTION

- 2.1 This report provides details of all external inspection / audit reports received by Community Services during the period 1st January to 30th June 2015.

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 January to June 2015 are provided in appendix 1.
- 4.2 The number of external audit reports received for period January to June 2015 can be compared on a service basis as follows;

Service	Jan – Jun 2015
Adult Care	6
Children and Families	2
Community and Culture	0
Education (including Early Years)	11
TOTAL	19

- 4.3 There were 21 ratings given by Education Scotland over the period, they are as follows;

Rating	No. of ratings for Jan to Jun 2015	% overall ratings	No. of ratings for Jul to Dec 2014	% overall ratings
Excellent				
Very Good			3	11%
Good	8	38%	15	53%
Satisfactory	12	57%	7	25%
Weak	1	5%	3	11%
Unsatisfactory				
TOTAL	21	100%	28	100%

For the period January to June 2015 there were 21 ratings given in total from Education Scotland. Of these ratings 8 (38%) were rated as good or above, this is a decrease of 26% from the previous 6 month period.

- 4.4 There were 66 ratings given by the Care Inspectorate over the period, they are as follows;

Rating	No. of ratings for Jan to Jun 2015	% overall ratings	No. of ratings for Jul to Dec 2014	% overall ratings
Excellent			4	9%
Very Good	37	56%	18	38%
Good	25	38%	24	51%
Adequate	4	6%	1	2%
Weak				
Unsatisfactory				
TOTAL	66	100%	47	100%

For the period January to June 2015 there were 66 ratings given in total from the Care Inspectorate. Of these ratings 62 (94%) were rated as good or above, this is a decrease of 4% from the previous 6 month period.

5.0 CONCLUSION

- 5.1 In summary, a total of 19 external inspection reports were received for the period January to June 2015 and of the 87 ratings given by Education Scotland and the Care Inspectorate, 80% were rated as good or above, this is a reduction of 5% from the previous six month period.

6.0 IMPLICATIONS

- 6.1 Policy: This report supports the scrutiny function of the Community Services Committee.
- 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.

Appendices

Appendix 1 – Summary Reports

Cleland Sneddon
Executive Director of Community Services

Cllr Rory Colville Policy Lead Education and Lifelong Learning
Cllr Mary Jean Devon Policy Lead Health and Social Care Integration

For further information contact:
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Appendix 1 – Summary Reports

Education

Report Title: Bowmore Primary School and Nursery Class	
Inspection Agency: Education Scotland	
Overall Ratings:	
Bowmore Primary School	
Learner' experiences	Good
Improvements in performance	Satisfactory
Meeting learning needs	Satisfactory
Nursery Class	
Improvements in Performance	Satisfactory
Children's experiences	Satisfactory
Meeting learning needs	Satisfactory
Primary School & Nursery	
The curriculum	Weak
Improvement through self-evaluation	Satisfactory
Main Strengths <ul style="list-style-type: none">• Opportunities for wider achievement in choir, drama, and sporting activities and through a range of school clubs.• The strong and productive links with the wider community which enrich learning,• The quality of experiences for children in the Gaelic nursery class.	
Areas for improvement <ul style="list-style-type: none">• Raise attainment in English language, Gaelic and mathematics.• Increase the pace of learning and provide more challenging activities, better matched to children's needs.• Improves the strategic leadership of the curriculum to ensure all staff are supported in taking forward Curriculum for Excellence.• Ensure that self-evaluation has a stronger focus on improving outcomes for children.	
The Quality Improvement Team have been supporting the school. Support has been in to the form of staff development, preparation, implementation and evaluation of an action plan. In June 2015 a new school improvement plan was prepared and has included the main actions from the Education Scotland Report.	
Date of Inspection: 13th January 2015	
Lead Officer to take forward improvement: Helen Gilbert	

Report Title: Port Charlotte Primary School and Pre-5 Unit	
Inspection Agency: Education Scotland	
Overall Ratings:	
Port Charlotte Primary School	
Learner' experiences	Good
Improvements in performance	Satisfactory
Meeting learning needs	Satisfactory
Pre-5 Unit	
Improvements in Performance	Good
Children's experiences	Good
Meeting learning needs	Good
Primary School & Nursery	
The curriculum	Satisfactory
Improvement through self-evaluation	Satisfactory
Main Strengths <ul style="list-style-type: none"> Well-behaved children, who are proud of their school and community. Strong partnership working to support children who have difficulties with their learning. Effective use of the local area to provide interesting and relevant learning experiences for children. The new head teacher's commitment to improving learning outcomes for all children. Areas for improvement <ul style="list-style-type: none"> Improve consistency in learning and teaching approaches across the school. Improve the curriculum to meet children's needs more effectively. Continue to develop strategies to monitor and track children's progress. <p>The Quality Improvement Team have been supporting the school. Support has been in the form of staff development, preparation, implementation and evaluation of an action plan to address the main actions from the Education Scotland Report.</p>	
Date of Inspection: 3rd March 2015	
Lead Officer to take forward improvement: Danielle Vessey	

Report Title: Garelochhead Playgroup	
Inspection Agency: Education Scotland	
Overall Ratings:	
Education Scotland's gradings	
Improvements in Performance	Good
Children's experiences	Good
Meeting learning needs	Good
The curriculum	Satisfactory
Improvement through self-evaluation	Satisfactory
Care Inspectorate's gradings	
Quality of care and support	Good
Quality of environment	Adequate
Quality of staffing	Good
Quality of management and leadership	Adequate
Main Strengths <ul style="list-style-type: none"> • Confident, happy and settled children who enjoy their playgroup experience. • Motivated and committed staff who work effectively together to support children. • Positive relationships between children, staff and parents. 	
Areas for improvement <ul style="list-style-type: none"> • Improve the curriculum to provide greater levels of choice and challenge to enhance children's experiences. • Use observations to identify and plan effectively for next steps in children's learning. • Further improve approaches to monitoring and evaluating the work of the playgroup to ensure continuing improvements in children's learning and achievement. 	
Date of Inspection: 20th January 2015	
Lead Officer to take forward improvement: Denise Donald	

Report Title: Port Ellen Primary Pre-5 Unit		
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

- The service has established a very good approach to involving children and their families in the ongoing improvement and development of the service. They respected their views and valued their opinions.
- Children were being given very good opportunities to grow and develop, and be active and independent in their play and learning.

Areas for improvement

- The provider should continue to develop in line with their current plans.

Date of Inspection: **17th March 2015**Lead Officer to take forward improvement: **Maureen MacDonald**Report Title: **Port Charlotte Primary Pre-5 Unit**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

- The service was found to be developing a very good approach to involving children and their families in the ongoing improvement and development of the service. It was clear the service respected their views and valued their opinions.
- Children were being given good opportunities to grow and develop and be active and independent in their play and learning.

Areas for improvement

- The provider should continue to develop in line with their current plans.

Date of Inspection: **12th March 2015**Lead Officer to take forward improvement: **Danielle Vessey**Report Title: **Kilmodan Primary Pre-5 Unit**Inspection Agency: **Care Inspectorate**

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

Main Strengths

- The provider was found to be establishing a very good approach to involving children and their families in the ongoing improvement and development of the service and it was clear that they respected their views and valued their opinions.
- The Children were given very good opportunities to grow and develop and be active and

independent in their playing and learning.
Areas for improvement
<ul style="list-style-type: none"> The provider should continue to develop in line with their current plans.
Date of Inspection: 2nd February 2015
Lead Officer to take forward improvement: Joyce Hawkins

Report Title: Kilmartin Primary Pre-5 Unit		
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		
<ul style="list-style-type: none">• The provider has 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 respect their views and value their opinions.• The children are given very good opportunities to grow and develop and be active and independent in their play and learning.		
Areas for improvement		
<ul style="list-style-type: none">• The provider should continue to develop in line with their current plans.		
Date of Inspection: 4th February 2015		
Lead Officer to take forward improvement: Fiona Johnson		

Report Title: Kilcreggan Primary Pre-5 Unit		
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		
<ul style="list-style-type: none">• The provider has 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 respect their views and value their opinions.• The children are given very good opportunities to grow and develop and be active and independent in their play and learning.		
Areas for improvement		
<ul style="list-style-type: none">• The provider should continue to develop in line with their current plans.		
Date of Inspection: 4th February 2015		
Lead Officer to take forward improvement: Frances Bretman		

Report Title: Iona Primary Pre-5 Unit		
Inspection Agency: Care Inspectorate		
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
Main Strengths <ul style="list-style-type: none"> The provider has 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 respect their views and value their opinions. The children are given very good opportunities to grow and develop and be active and independent in their play and learning. Areas for improvement <ul style="list-style-type: none"> The provider should continue to develop in line with their current plans. 		
Date of Inspection: 24th April 2015		
Lead Officer to take forward improvement: Katharine Elwis		

Report Title: Dalintober Primary Pre-5 Unit		
Inspection Agency: Care Inspectorate		
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
Main Strengths <ul style="list-style-type: none"> The provider has 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 respect their views and value their opinions. The children are given very good opportunities to grow and develop and be active and independent in their play and learning. Areas for improvement <ul style="list-style-type: none"> The provider should continue to develop in line with their current plans. 		
Date of Inspection: 4th March 2015		
Lead Officer to take forward improvement: Caroline Armour		

Report Title: Carradale Primary Pre-5 Unit		
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 <ul style="list-style-type: none"> The provider has 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 respect their views and value their opinions. The children are given very good opportunities to grow and develop and be active and independent in their play and learning. Areas for improvement <ul style="list-style-type: none"> The provider should continue to develop in line with their current plans. 		
Date of Inspection: 7th May 2015		
Lead Officer to take forward improvement: Anne Marie Elliot		

Children and Families

Report Title: Shellach View		
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 <ul style="list-style-type: none">The service continued to offer young people with a safe and nurturing environment. Corporate parenting responsibilities remained a priority for all working at Shellach View.		
Areas for improvement <ul style="list-style-type: none">The service should continue to explore how aspects of the physical environment and daily practices can continue to be modified to meet the needs of a population of young people who are preparing for transitions into adulthood.		
Date of Inspection: 15th May 2015		
Lead Officer to take forward improvement: Mandy Sheridan		

Report Title: Community Support Network – Kintyre Network Centre		
Inspection Agency: Care Inspectorate		
Overall Ratings:		
Quality of Care and Support	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good
Main Strengths <ul style="list-style-type: none">The service continues to provide opportunities for children and young people to expand their social and recreational opportunities.The manager and staff are committed to providing a service that meets the needs of the whole family and in so doing so have built positive relationships with children and young people and their relatives.The service encourages children and young people to be themselves in a way that helps reduce their anxieties and stress.		
Areas for improvement <ul style="list-style-type: none">A number of areas for improvement were made and an action plan will be compiled, with contributions from service users, staff and other stakeholders.		
Date of Inspection: 26th March 2015		
Lead Officer to take forward improvement: Deirdre MacPherson		

Adult Care

Report Title: Ardfenaig Residential Home												
Inspection Agency: Care Inspectorate												
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>4</td><td>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	4	Good	Quality of Environment	4	Good	Quality of Staffing	4	Good	Quality of Management and Leadership	5	Very Good
Quality of Care and Support	4	Good										
Quality of Environment	4	Good										
Quality of Staffing	4	Good										
Quality of Management and Leadership	5	Very Good										
Main Strengths <ul style="list-style-type: none">• The residential home 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 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. The Staff have developed good relationships with service users, and their families are made welcome and are encouraged to be involved in their relative's care.												
Areas for improvement <ul style="list-style-type: none">• The previous inspection noted that many individuals would benefit from a more individualised approach to lifestyle choices and individual activity. Only a few have access to outdoor activities and fresh air due to staffing constraints. The manager and staff team are committed to developing more individual plans for activity.• The care planning system is being improved and the inspection showed that staff are aware of the need for accountability.												
Date of Inspection: 18th March 2015												
Lead Officer to take forward improvement: Ann Anderson												

Report Title: Gortanvogie Residential Home												
Inspection Agency: Care Inspectorate												
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>3</td><td>Adequate</td></tr><tr><td>Quality of Staffing</td><td>4</td><td>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	3	Adequate	Quality of Staffing	4	Good	Quality of Management and Leadership	4	Good
Quality of Care and Support	4	Good										
Quality of Environment	3	Adequate										
Quality of Staffing	4	Good										
Quality of Management and Leadership	4	Good										

Main Strengths

- The service provided by the residential home is greatly valued by the local communities of Islay and Jura. The inspection showed that staff were caring in their approach and that they understood service users' needs very well.
- Family members and friends are made welcome in the care home and encouraged to be involved as much as possible.
- There are good links with health professionals and people's health needs are met well.
- The manager and staff at the care home show high levels of commitment to improving the service.

Areas for improvement

- The process of improving care planning is ongoing.
- A more consistent approach to forward planning and lifestyle choices at reviews would be beneficial to service users and support people to feel more in control of their daily lives.

Date of Inspection: **31st March 2015**

Lead Officer to take forward improvement: **Shona Hutchinson**

Report Title: **Struan Lodge**

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	4	Very Good

Main Strengths

- Struan Lodge offers residents an excellent range of opportunities to assess the quality of care and support they receive.
- The home has a relaxed, homely atmosphere. Relatives said that staff were very welcoming when they came to visit.
- Staff are motivated to deliver a good service. There is a low turnover of staff which is particularly good for residents with dementia and this has encouraged relationships to be built.

Areas for improvement

- Consent forms for the use of restraint such as bedrails should be signed by the resident or their representative.
- Adults with Incapacity certificates should have a treatment plan.
- The environment would benefit from being more dementia friendly.
- Minutes of group meetings should be more detailed.

Date of Inspection: **26th January 2015**

Lead Officer to take forward improvement: **Ann Kennedy**

Report Title: Phoenix Resource Centre												
Inspection Agency: Care Inspectorate												
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>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>5</td> <td>Very Good</td> </tr> </table>	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
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										
Main Strengths <ul style="list-style-type: none"> The service provides the people who use it with a range of activities and a social environment that they would not have if the service was not there. 												
Areas for improvement <ul style="list-style-type: none"> The garden area outside the centre is not currently accessible for people who have problems with their mobility. The management team have plans to improve this and work is due to begin when the weather improves. 												
Date of Inspection: 24th March 2015												
Lead Officer to take forward improvement: Heather Gillies												

Report Title: Woodlands Centre												
Inspection Agency: Care Inspectorate												
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
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Quality of Environment	5	Very Good										
Quality of Staffing	5	Very Good										
Quality of Management and Leadership	5	Very Good										
Main Strengths <ul style="list-style-type: none"> This is a very good service with a staff team committed to encouraging people who use it to become as confident and independent as possible. People who use the service and their carers are given a range of opportunities to be involved in all areas of the service. The service has good links with healthcare professionals and staff respond promptly to any concerns. Staff receive a range of training to meet the needs of people who use the service. There are good systems in place to monitor quality. 												
Areas for improvement <ul style="list-style-type: none"> Medication recordings should be monitored regularly to ensure their accuracy. A regular walk round of the building would identify any areas of the environment that require improvements. The manager should consider how to involve stakeholders in feedback of the quality of service. 												
Date of Inspection: 19th March 2015												
Lead Officer to take forward improvement: Ann Anderson												

Report Title: Mid-Argyll, Kintyre, Islay and Jura Home Care Service		
Inspection Agency: Care Inspectorate		
Overall Ratings:		
Quality of Care and Support	4	Good
Quality of Staffing	3	Adequate
Quality of Management and Leadership	4	Good
Main Strengths <ul style="list-style-type: none"> The care home organisers and the staff teams are enthusiastic and committed to the people they support. It was found that the staff were keen to improve the service for each person and worked effectively with health teams and other professionals to make sure that people's needs were being met. Areas for improvement <ul style="list-style-type: none"> The service is continuing to develop its assessment and care planning procedures to improve outcomes for people who used the service and their relatives or carers More effective quality management procedures were needed. Staff still require training in medication administration and the medication policy still needs to be updated. Staff are still working on zero hours contracts and this impacts on recruitment and retention of staff teams. 		
Date of Inspection: 19th March 2015		
Lead Officer to take forward improvement: Jenni Hodgson		