

The background of the slide features a large, light blue watermark of the coat of arms of the Scottish Parliament. The crest includes a crown with four thistles, a shield divided into four quarters (a saltire, a stag's head, a ship, and an eagle), and a motto scroll at the bottom.

Agenda Item 11

Summary of Care Inspectorate Inspections

Falkirk Council

Title: Summary of Care Inspectorate Inspections
Meeting: Education, Children and Young People Executive
Date: 27 October 2020
Submitted By: Director of Children's Services

1. Purpose of Report

- 1.1 This report provides an overview of the performance of Falkirk Council regulated services within Children & Families Social Work division which were inspected by the Care Inspectorate between July 2019 and June 2020.

2. Recommendations

2.1 The Education, Children and Young People Executive is asked to:

- (i) note the evaluation of each registered service (Appendix 1);
- (ii) agree that an overview report on Care Inspectorate inspections is reported to the Education, Children and Young People Executive on an annual basis; and
- (iii) agree to the proposed establishment evaluation reporting arrangement as detailed in Section 4.3.

3. Background

- 3.1 The Care Inspectorate regulates care services for people of all ages in Scotland. Its work includes registering services, inspecting and grading them, dealing with complaints, carrying out enforcement action where necessary and helping services improve. All inspection reports are public documents and are available to read on the Care Inspectorate website <https://www.careinspectorate.com/index.php/publications-statistics/25-inspection-reports-local-authority>

It is the Care Inspectorate's job to regulate and inspect care services so that:

- vulnerable people are safe;
- the quality of services improves;
- people know the standards they have the right to expect;
- they can report publicly on the quality of these services across Scotland; and
- they can support the development of better ways of delivering these services in partnership with Local Authorities.

- 3.2 Care services are registered and inspected to make sure they conform to the law as set out in the Public Services Reform (Scotland) Act 2010.

- 3.3 The service must meet the National Care Standards, which set out standards of care that people should expect (Appendix 2). If a service is not meeting these standards, the Act gives the Care Inspectorate powers to make the service improve.
- 3.4 Information gathered from inspections and other work by the Care Inspectorate informs the Scottish Government and the public on how well Scotland's social care services are performing.

Health and Social Care Standards – The Inspection Approach

- 3.5 New Health and Social Care Standards came into effect in April 2018. The new Standards replace the National Care Standards and are now relevant across all health and social care provision. They are no longer just focused on regulated care settings, but for use in social care, early learning and childcare, children's services, social work, health provision, and community justice.
- 3.6 Since the 1 April 2018 implementation date, the Standards are referred to in all Care Inspectorate scrutiny and improvement work. Inspection frameworks and models have been modified to reflect the commitment of the Standards and the focus on experiences and outcomes.
- 3.7 Services will continue to be inspected for quality using a 6-point scale from unsatisfactory to excellent. External Scrutiny supports the need for Local Authority services to embed self-evaluation and improvement and sits in partnership with the ongoing work of the local authority to improve and deliver the highest quality of services.
- 3.8 The Health and Social Care Standards set out what we should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone, to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.

Principles

- 3.9 The Health and Social Care Standards are based on 5 headline outcomes for children and young people:
- I experience high quality care and support that is right for me;
 - I am fully involved in all decisions about my care and support;
 - I have confidence in the people who support and care for me;
 - I have confidence in the organization providing my care and support; and
 - I experience a high-quality environment if the organization provides the premises.

4. Considerations

Inspection Impact

- 4.1 Inspection processes are an important indication of quality and service and help to strengthen improvement. Good grades are celebrated and areas for learning are captured and addressed in action plans within service teams.

Residential Care Services

- 4.2 Both Residential Care Houses, Tremanna and Wallace Crescent, were inspected in January 2020 and have demonstrated consistently high standards of care and support over several years, and that strong performance has continued. The Inspections focused on key themes:

- How well do we support children and young people's wellbeing?
Children and young people experience compassion, dignity and respect.
Children and young people get the most out of life.
Children and young people's health benefits from their care and support.
- How well is our care and support planned?
- Assessment and care planning reflects children and young people's needs and wishes.

In each theme for inspection identified above, both our children's houses were evaluated as Very Good in every area of delivery .

Reporting Arrangements for Inspection Evaluations

- 4.3 In a manner consistent with school evaluation reporting arrangements, it is proposed that an annual summary report will be presented to the Education, Children and Young People Executive highlighting all the establishment evaluations, with a further detailed report on any establishment receiving an evaluation of "adequate" or lower being presented to Scrutiny.

5. Consultation with Service Users

- 5.1 Throughout the inspection process, a range of engagement methods are utilised to gain a thorough understanding of how the service is performing. Partners, service users and families will be asked to complete questionnaires or are invited to have more direct involvement.

6. Implications

Financial/Resources

- 6.1 None

Legal

6.2 None

Risk

6.3 None

Equalities

6.4 None

Sustainability/Environmental Impact

6.5 None

7. Conclusion

7.1 Scrutiny and improvement of services is an essential element of service delivery and is welcomed from the inspection process. As we move forward, Children's Services will be strengthening its approach to self-evaluation and continuous improvement, building skills and experience in further embedding Health & Social Care Standards.

Director of Children's Services

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Appendices

Appendix 1 Evaluation of Registered Services
Appendix 2 Care Inspectorate Grades

List of Background Papers

None.

Care Inspectorate

Evaluation of Registered Services

Service	Date of Inspection	Care and Support	Environment	Staffing	Management and Leadership
Tremanna (unannounced)	January 2020	5 Very Good	Not inspected	Not inspected	5
Wallace Crescent (unannounced)	January 2020	5 Very Good	Not inspected	Not inspected	5

Quality grades

When we write inspection reports, we use the six-point scale to describe the quality we see:

6	Excellent	Outstanding or sector leading
5	Very good	Major strengths
4	Good	Important strengths, with some areas for improvement
3	Adequate	Strengths just outweigh weaknesses
2	Weak	Important weaknesses - priority action required
1	Unsatisfactory	Major weaknesses - urgent remedial action required

An evaluation of **excellent** describes performance which is sector leading and supports experiences and outcomes for people which are of outstandingly high quality. There is a demonstrable track record of innovative, effective practice and/or very high quality performance across a wide range of its activities and from which others could learn. We can be confident that excellent performance is sustainable and that it will be maintained.

An evaluation of **very good** will apply to performance that demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement. Those that do exist will have minimal adverse impact on people's experiences and outcomes. While opportunities are taken to strive for excellence within a culture of continuous improvement, performance evaluated as very good does not require significant adjustment.

An evaluation of **good** applies to performance where there is a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

An evaluation of **adequate** applies where there are some strengths but these just outweigh weaknesses. Strengths may still have a positive impact but the likelihood of achieving positive experiences and outcomes for people is reduced significantly because key areas of performance need to improve. Performance which is evaluated as adequate may be tolerable in particular circumstances, such as where a service or partnership is not yet fully established, or in the midst of major transition. However, continued performance at adequate level is not acceptable. Improvements must be made by building on strengths while addressing those elements that are not contributing to positive experiences and outcomes for people.

An evaluation of **weak** will apply to performance in which strengths can be identified but these are outweighed or compromised by significant weaknesses. The

weaknesses, either individually or when added together, substantially affect peoples' experiences or outcomes. Without improvement as a matter of priority, the welfare or safety of people may be compromised, or their critical needs not met. Weak performance requires action in the form of structured and planned improvement by the provider or partnership with a mechanism to demonstrate clearly that sustainable improvements have been made.

An evaluation of **unsatisfactory** will apply when there are major weaknesses in critical aspects of performance which require immediate remedial action to improve experiences and outcomes for people. It is likely that people's welfare or safety will be compromised by risks which cannot be tolerated. Those accountable for carrying out the necessary actions for improvement must do so as a matter of urgency, to ensure that people are protected and their wellbeing improves without delay.