

The background of the slide features the coat of arms of the Government of Nunavut. It consists of a shield divided into four quadrants. The top-left quadrant shows a stylized building, the top-right shows a caribou head with antlers, the bottom-left shows a sailing ship on wavy lines representing water, and the bottom-right shows a bearded man's face. Above the shield is a crown with four maple leaves. A banner at the bottom contains the motto 'ANE FOR A'.

Agenda Item 12

Summary of Care Inspectorate Inspections

Falkirk Council

Title: Summary of Care Inspectorate Inspections
Meeting: Education Executive
Date: 4 September 2018
Submitted By: Director of Children's Services

1. Purpose of Report

- 1.1 This report provides an overview of the performance of the regulated services within Children & Families Social Work division which were inspected by the Care Inspectorate between January 2017 and June 2018 and details changes to the inspection framework from 1 April 2018.

2. Recommendations

2.1 The Education Executive is asked to:

- (i) note the evaluation of each registered service (Appendix 1); and
- (ii) agree that an overview report on Care Inspectorate inspections is presented to the Education Executive on an annual basis.

3. Background

- 3.1 The Care Inspectorate regulates care services for people of all ages in Scotland. It's 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 - <http://www.careinspectorate.com/index.php/type-of-care>

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

- vulnerable people are safe;
- the quality of these services improves;
- people know the standards they have a 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.

- 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.

The service must meet the National Care Standards, which set out standards of care that people should expect. If a service is not meeting these standards, the Act gives the Care Inspectorate powers to make the service improve.

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.

3.3 The National Care Standards

The National Care Standards are produced by the Scottish Government and they set out the standards of care people should expect. Care services should meet these standards so that everyone receives high quality care. Each type of care service has its own set of National Care Standards. All registered services noted in this report have been inspected against the previous Care Standards; new ones have now been introduced and are known as the Health and Social Care Standards.

3.4 Health and Social Care Standards – New Inspection Approach

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.

3.5 The Scottish Government published the Health and Social Care Standards: My Support, My Life in June 2017. The Care Inspectorate and Healthcare Improvement Scotland led a development group that co-produced the new Standards, working alongside people using services, providers and other agencies.

3.6 Since the 1 April 2018 implementation date, the new standards are referred to in all Care Inspectorate scrutiny and improvement work. Inspection frameworks and models are being modified to reflect the commitment of the new 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. There is a growing focus on self-evaluation, and this will be a priority for our regulated services and for planning for joint inspections in the future.

3.8 The new 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 Standards are underpinned by 5 principles: dignity and respect; compassion; be included; responsive care; and support and wellbeing.
- 3.10 The Standards are based on 5 headline outcomes:
- 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 organisation providing my care and support; and
 - I experience a high quality environment if the organisation provides the premises.

4. Considerations

4.1 Readiness for Inspection

Managers were provided with a briefing from the Workforce Development Team to deliver during their team meeting and use the links provided to access an overview presentation. Managers facilitated discussions with their staff on how they anticipated translating the new standards into day-to-day practice.

- 4.2 Inspection processes are an important indication of quality and service improvement. Good grades are celebrated and areas for learning are captured and addressed in action plans.

4.3 Fostering and Adoption

The Fostering and Adoption Service have continued to demonstrate positive performance over a three year period having continually been evaluated as good in relation to care and support with improved performance over the last two inspections in relation to management and leadership.

Residential Care Services

All five Residential Care Services have demonstrated consistently high standards of care and support, leadership and management over the past three years.

Housing Support Service

The Housing Support Service for Care Leavers has also sustained very good and excellent feedback from the Care Inspectorate.

5. Consultation

- 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. Readiness for inspection is essential to ensure we maximise the benefits of this process. As we move forward, Children's Services will be developing its approach to self-evaluation and building skills and experience relating to the new Health & Social Care standards.

Director of Children's Services

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Date: 9 August 2018

Appendix

Appendix 1 Children's Houses and Family Placement Services

List of Background Papers:

None.

Appendix 1

**Care Inspectorate
Children's Houses and Family Placement Services**

Service	Date of Inspection	Care and Support	Environment	Staffing	Management and Leadership
Wallace Crescent Children's House (Brightons) (unannounced)	01/12/2017	Very Good	-	-	Good
Adoption Service, Oxgang Road (Grangemouth) (announced)	18/05/2017	Very Good	-	-	Good
Fostering Service Oxgang Road, (Grangemouth) (announced)	18/05/2017	Good	-	-	Good
Westside Children's House, (Avonbridge) (unannounced)	29/03/2017	Adequate	-	Good	-
	31/01/2018	Very Good	-	Very Good	-
Oswald Street Children's Home FTS, (Falkirk) (unannounced)	04/08/2017	Very Good	-	-	Good
Elmbank Street Children's Home (Denny) (unannounced)	11/06/2017	Very Good	-	-	Good
	04/08/2017	Very Good	-	-	Good
Tremanna Children's House, (Slamannan) (unannounced)	19/10/2017	Very Good	-	Very Good	-
Leaving Care Service Housing Support Service, (Falkirk) (unannounced)	03/05/2018	Very Good	-	-	Excellent