

Report

Report to:	Social Work Resources Committee
Date of Meeting:	20 September 2006
Report by:	Executive Director (Social Work Resources)

Subject:	Quality and Performance Report for In-House, Care Home, Day Care and Support Services
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Advise Committee of the quality of care home, day care and support services provided by the Council in the year 2005/06 benchmarked against the previous years 2003/04 and 2004/05.

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the performance of in-house, care home, day care and support services, with respect to the indicators outlined in the report is noted.

3. Background

3.1. This report looks at progress on the performance indicators undernoted.

- Meeting service users and carers needs
- Staffing
- Physical standards
- Health and Safety
- Commendations and complaints.

3.2. These areas were considered essential indicators for the quality of service experienced by our service users and are consistent with National Care Standards in relation to the following:

- Using the service or leading your life
- Management and staffing
- Environment
- Informing and deciding.

3.3. Over the period from April 2005 to March 2006, these indicators have been measured across the Council's service provision for Adults, Older People and Children and Families.

3.4. The volume of services delivered by Social Work Resources is outlined below

Care Group	Service Category	Number of Places
Adults	Care Home	22 (1 Hostel)
	Support Services – Day Care	369
	Care at Home	45
Children & Families	Care Home	65 (8 Homes)
Older People	Care Home	264 (8 homes)
	Support Services – Day Care	298

4. Key Findings

- 4.1. The performance of the care home, day care and support services during 2005/6 with regard to the key indicators highlighted at 3.1 above is outlined in Appendix 1.

5. Conclusion

- 5.1. Targets continue to be met in the key areas of completing care plans and risk assessments for all service users.
- 5.2. The nature of the social care employment market with high levels of turnover and low qualification rates makes the training target a challenge. However, it is significant that all managers in the service have achieved or are achieving registration requirements and there is progress towards meeting the target through planned training programmes.
- 5.3. Across all care groups there is an increase in positive statements about the services provided from service users.

6. Employee Implications

- 6.1. Planned training programmes are in place to address qualification issues.

7. Financial Implications

- 7.1. The cost of the development of the quality assurance process for these services has been contained within present budgets.

8. Other Implications

- 8.1. None

9. Consultation

- 9.1. None

Harry Stevenson
Executive Director (Social Work Resources)

11 August 2006

Link(s) to Council Objectives

- Supporting our Communities
- Living in the Community
- Delivering the Most Modern Services

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Key Findings

Appendix 1

Quality indicator	Measurement	Impact on Service User Outcomes	Care Group	2003/4 figure	2004/5 figure	2005/6 figure	Increase/ Decrease from 04/05	Comments
Meeting Service user and carers needs	Care plans in place – Target 100% complete	Appropriate services at the right time	Children	100%	100%	100%	No change	This indicator continues to be consistently met. across all Care Groups.
			Adults	100%	100%	100%	No change	
			Older	95%	100%	100%	No change	
Staffing*	No of qualified staff – Target 50% by 2005	Quality of care provided	Children	56%	23%	37.6%	+14.6%	Residential child care staff are making steady progress with clear teaching, assessment and support systems in place using Training and In-house resources.
			Adults	48%	29%	40%	+11%	Significantly, all Adult Services Unit Managers now meet registration requirements although the overall target has not yet been met due to ongoing recruitment of largely unqualified workers to the care and support team. SVQ II and III programmes are in place.
			Older	24%	53.5%	40.2%	-13.3%	All Care Home and Day Care Managers have achieved their Registered Managers Award. The reduction in figures is due to turnover and over-reporting on the figure for day care (support services) in the previous year. 73 staff are currently undergoing training which is due to complete this year. Successful completion will bring the service back on target.
Physical Standards	SLC standards -achievement	Environments which support wellbeing	Children	71%	85%	93.8%	+8.8%	It is of significant note that there was only 1 Requirement during the whole year's annual inspections of all residential child care homes.
			Adults	88%	72%	86%	+14%	Laburnum Hostel failed a Care Commission Requirement with regard to premises. This was in relation to the new fire safety requirements. A full risk assessment is in place. With only one remaining resident requiring a housing solution, it is anticipated that the hostel will close by the end of 2006.
			Older	87%	96%	96%	No change	There has been a significant reduction in

Quality indicator	Measurement	Impact on Service User Outcomes	Care Group	2003/4 figure	2004/5 figure	2005/6 figure	Increase/ Decrease from 04/05	Comments
								requirements both in care homes and support services – day care. All new builds exceed the minimum standards and reflect the high quality of environment for older people set by the Council
Health and Safety	Completed risk Assessments – Target 100%	People feel safe but empowered	Children	100%	100%	100%	No change	This indicator continues to be consistently met across all Care Groups.
			Adults	100%	100%	100%	No change	
			Older	95%	100%	100%	No change	
Complaints and compliments	Formal complaints/ compliments	Overall service user satisfaction and robustness of complaints system	Children Complaints	14	21	2	-19	There has been a significant reduction in complaints this year due to the work undertaken by Unit Managers and their staff to promote good social role modelling supported by the Children's Rights Team and Who Cares (Scotland).
			Children Compliments	0	0	1	+1	
			Adults Complaints	14	5	6	+1	There was a slight increase from 5 to 6 formal complaints in support services within this reporting year. These have all been resolved. There has also been a 25% increase in compliments and positive statements about the services provided.
			Adults Compliments	0	15	20	+5	
			Older Complaints	54	27	21	-6	The new care homes and day care centres have resulted in a huge increase in positive communications from service users and carers. The new respite wings in East Kilbride Care Homes have brought significant positive comments.
			Older Compliments	107	206	262	+56	