

# Statutory Inspections during 2019-20

## CARE INSPECTORATE PERFORMANCE GRADINGS 2019-20

### DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)

Organisation	Name of Service	Service Type	Category DHSCP/ Private/Vol	Inspection Date	Quality of Care and Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership	Requirements	Complaints	Enforcements
<b>TENANCY SUPPORT</b>											
Dundee Survival Group		Housing Support	Vol								Last inspected 19.01.18
Dundee Women's Aid		Housing Support	Vol								Last inspected 20.01.19
Hillcrest Homes Tenancy Support		Housing Support	Vol								Last inspected 13.01.17
Positive Steps (East)		Housing Support	Vol								Last inspected 13.12.17
Salvation Army	Burnside Mill	Housing Support	Vol								Last inspected 24.04.18
Salvation Army	Strathmore Lodge	Housing Support	Vol								Last inspected 26.04.18
<b>RESPIRE</b>											
Sense Scotland	Dundee Respite (Fleuchar Street)	Care Home - People with Learning Disabilities	Vol								Last inspected 06.08.18
<b>SUPPORT SERVICES - NOT CARE AT HOME</b>											
Alzheimer Scotland	Alzheimer Scotland – Action on Dementia	Support services – not care at home	Vol								Last inspected 17.03.16
Capability Scotland	Capability Scotland Dundee	Support services – not care at home	Vol								Last inspected 08.10.15



Blackwood Homes and Care	Blackwood North East Care and Support Services	Support services – care at home	Vol	20.05.19	5	n/a	(5)	5	No	Yes	No
British Red Cross	British Red Cross Support at Home	Housing support service – care at home	Vol	21.09.19	4	n/a	(4)	3	No	Yes	No
Call-in Homecare Ltd	Call-In Homecare Care at Home	Care at Home/ Housing Support Service	Private	03.03.20	(5)	n/a	(5)	3 ↓	No	Yes Regraded	No
				10.09.19	5	n/a	5	(5)	No	No	No
Crossroads Caring Scotland	Crossroads Caring Scotland - Dundee	Support services – care at home	Vol	19.12.19	4 ↓	n/a	4	3 ↓	No	Yes	No
Dundee City Council	Homecare Social Care Response Service	Care at Home and Housing Support	DHSCP	18.02.20	5	n/a	(5)	5	No	Yes	No
Dundee City Council	Care at Home City Wide	Care at Home and Housing Support	DHSCP	30.01.20	5	n/a	(5)	5	No	No	No
Elite Care (Scotland) Ltd	Dundee and Angus	Housing Support	Private	30.01.20	New registration on 06.11.18 – not yet inspected				No	No	No
Family Friends		Support Service	Private	Last inspected 14.11.18							
Hillcrest Futures Ltd	Hillcrest Futures Homecare Dundee	Support service – care at home	Vol	10.10.19	4	n/a	(4)	3 ↓	Yes	No	No

The Inclusion Group (Dundee)	The Inclusion Group	Support services – care at home	Vol	13.01.20	(4)	n/a	3	2 ↓	Yes	No	No
				13.06.19	4 ↑	n/a	3 ↑	3 ↑	Yes	No	No
Mochridhe Limited	Mochridhe Dundee and Angus	Care at home/ housing support	Private	26.08.19	5 ↑	n/a	(4)	4	No	No	No
My Homecare (Dundee) Ltd		Support service	Private	03.05.19	4	n/a	4 ↑	4 ↑	No	No	No
Scottish Association for Mental Health	Dundee Specialist Mental Health Outreach	Care at home/ housing support	Vol	08.07.19	4 ↓	n/a	3 ↓	4 ↓	Yes	No	No
TayCare at Home Limited		Support Services – care at home	Private	18.12.19	5	n/a	(5)	5	No	No	No
TLA Neighbourhood Service Limited	TLA Neighbourhood Services	Housing Support Service	Private	28.01.20	4	n/a	(4)	4	No	No	No

#### HOUSING WITH CARE SERVICES (SUPPORT SERVICES WITH CARE AT HOME)

Field Housing & Care	Dundee Housing with Care/ Housing Support Dundee	Support services – care at home	Vol	17.12.19	5	n/a	(5)	5	No	No	No
Hillcrest Futures Ltd	Hillcrest Futures Dundee Housing with Care Service	Support services – care at home	Vol	New Registration - 14.02.20							

**CARE AT HOME / HOUSING SUPPORT (COMBINED) - 24 HOUR SERVICES**

Balfield Properties t/a Westlands	Westlands	Care at Home/ Housing Support	Private	10.05.19	6	n/a	(5)	6	No	No	No
Caalcare Limited	Rose Lodge	Care at Home/ Housing Support	Private	23.04.19	6	n/a	(6)	6	No	No	No
Capability Scotland	Dundee Housing Support Service	Housing Support Service	Vol	New Registration - 14.02.20							
Carr Gomm	Support Services 2	Care at Home/ Housing Support	Vol	31.07.19	4	n/a	5 ↑	5 ↑	No	No	No
Cornerstone	Dundee and Angus Services	Care at Home/ Housing Support	Vol	12.12.19	4	n/a	4	4 ↑	No	No	No
Dudhope Villa	Dundee and Angus Services	Dundee and Angus Services	Private	28.08.19	4	n/a	4	3 ↑	Yes	No	No
				23.05.19	(4)	n/a	(4)	2 ↓	No	Yes Regraded	No
Dundee City Council	Dundee Community Living	Care at Home/ Housing Support	DHSCP	13.09.19	6	n/a	6	(6)	No	No	No
Dundee City Council	Supported Living Team	Care at Home/ Housing Support	DHSCP	01.10.19	6 ↑	n/a	6	(5)	No	No	No
Dundee City Council	Weavers Burn	Care at Home/ Housing Support	DHSCP	23.07.19	5	n/a	(5)	5	No	No	No

Hillcrest Futures Ltd	Hillbank/ Alexander Street	Care at Home/ Housing Support	Vol	08.11.19	6 ↑	n/a	5	(6)	No	No	No
Hillcrest Futures Ltd	Birkdale/Pitkerro	Care at Home/ Housing Support	Vol	07.06.19	6	n/a	5 ↓	(5)	No	No	No
Hillcrest Futures Ltd	Canning Place/ Millview/Milton St	Care at Home/ Housing Support	Vol	28.08.19	5	n/a	5 ↓	(5)	No	No	No
Hillcrest Futures Ltd	David StMartingale/ Tullideph	Care at Home/ Housing Support	Vol	16.04.19	4 ↓	n/a	(5)	4	No	No	No
Hillcrest Futures Ltd	North Grimsby / Priority Court	Care at Home/ Housing Support	Vol	25.04.19	4 ↓	n/a	4 ↓	3 ↓	Yes	No	No
Hillcrest Futures Ltd	Doocot Park/ Lousen Park/ River Street/ Riverview	Care at Home/ Housing Support	Vol	09.10.19	5	n/a	(5)	(5)	No	No	No
The Inclusion Group (Dundee)	The Inclusion Group	Housing Support Service	Vol	13.01.20	3	n/a	3	2	Yes	No	No
Priority Care Limited	Magdalen House	Care at Home/ Housing Support	Private	24.10.19	4 ↑	n/a	4 ↑	4	No	No	No
The Richmond Fellowship Scotland Ltd	Dundee Services	Care at Home/ Housing Support	Vol	23.08.19	6	n/a	(5)	5	No	No	No
Sense Scotland	Supported Living: Dundee 1 & surrounding areas	Care at Home/ Housing Support	Vol	Last Inspected – 06.09.18							

Sense Scotland	Supported Living Dundee 2 & surrounding areas	Care at Home/ Housing Support	Vol	11.07.19	4 ↓	n/a	4 ↓	3 ↓	No	No	No
Sense Scotland	Supported Living Dundee 3 & surrounding areas	Care at Home/ Housing Support	Vol	18.06.19	5	n/a	5 ↑	5	No	No	No
Scottish Autism	Tayside Housing Support & Outreach Service	Support Services – Care at Home	Vol	23.01.20	5	n/a	(5)	5	No	No	No
Transform Community Development		Housing Support Service	Vol	04.06.19	2 ↓	n/a	(4)	2 ↓	Yes	No	No
Turning Point Scotland	Dundee	Support Services – Care at Home	Vol	05.11.19	5	n/a	5	(6)	No	No	No

## NEW FORMAT INSPECTIONS UNDERTAKEN DURING 2019-2020

Organisation	Name of Service	Service Type	Category DHSCP/ Private/Vol	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care and Support Planning	Requirements	Complaints	Enforcement
<b>RESPIRE</b>												
Dundee City Council	Mackinnon Centre	Respite Unit for People with a Physical Disability	DHSCP	06.12.19	5	n/a	n/a	n/a	4 ↓	No	No	No
Dundee City Council	White Top Centre	Respite for People with a Learning Disability	DHSCP	31.07.19	6	n/a	n/a	n/a	5	No	No	No

SUPPORT SERVICE – NOT CARE AT HOME												
Dundee City Council	Mackinnon Skills Centre	Support service - not care at home	DHSCP	22.07.19	5	n/a	n/a	n/a	4	No	No	No
Dundee City Council	White Top Centre	Support service - not care at home	DHSCP	31.07.19	6	n/a	n/a	n/a	5	No	No	No

SUPPORT SERVICE – WITH CARE AT HOME												
Dundee City Council	Home Care Enablement and Support & Community MH Older People Team	Care at Home and Housing Support	DHSCP	31.01.20	5	5	n/a	n/a	n/a	No	No	No
My Care Tayside	White Top Centre	Housing support service care at home	Private	13.12.19	5	5	n/a	n/a	n/a	No	No	No

6	Excellent
5	Very Good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

this signifies that the theme was not inspected therefore grade brought forward from previous inspection.

↑ Signifies that the grade has improved since the previous inspection

↓ Signifies that the grade has fallen since the previous inspection

No arrow signifies that the grade has stayed the same

( ) where there is no grade this signifies that the theme was not inspected



**SUMMARY OF CARE INSPECTORATE GRADINGS FOR CARE HOMES IN DUNDEE –  
1 April 2019 to 31 March 2020**

	Category LA/ Private/Vol	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care & Support Planning	Requirements	Complaints
<b>Balcarres</b> HC-One Oval Limited	P	11.11.19	5 ↓	n/a	n/a	n/a	5	No	No
<b>Balhousesie Clement Park</b> Balhousesie Care Limited	P	27.08.19	3 ↓	n/a	n/a	n/a	3 ↓	Yes	No
<b>Balhousesie St Ronan's</b> Balhousesie Care Limited	P	19.07.19	5 ↑	n/a	n/a	n/a	4	No	No
<b>Ballumbie Court</b> HC-One Limited	P	31.05.19	3 ↑	4 ↑	4 ↑	4	4 ↑	Yes	Yes
<b>Benvie</b> Duncare Ltd	P	13.01.20	5	n/a	n/a	n/a	4	No	No
<b>Bridge View House</b> Sanctuary Care	P	30.04.19	3 ↓	3 ↓	3 ↓	3 ↓	4	Yes	No
<b>Carmichael House</b> Kennedy Care Group	P	11.12.19	4	n/a	n/a	n/a	4	No	No
<b>Craigie House</b> Dundee City Council	LA	12.12.19	5	n/a	n/a	n/a	5	No	No
<b>Elder Lea Manor</b> Enhance Healthcare Ltd	P	17.04.19	4	4	4 ↓	4	4	No	No
<b>Ellen Mhor</b> Cygnet Healthcare	P	21.06.19	3 ↓	4	4	4	4	Yes	No
<b>Forebank</b> Forebank Ltd	P	28.01.19	2 ↓	n/a	n/a	n/a	4	Yes	No
<b>Harestane</b> Priority Care Group Ltd	P	16.04.19	5	n/a	n/a	n/a	5	No	No
<b>Janet Brougham House</b> Dundee City Council	LA	08.11.19	5	n/a	n/a	n/a	4	No	No

	Category LA/ Private/Vol	Inspection Date	People's Wellbeing	Leadership	Staff Team	Setting	Care & Support Planning	Requirements	Complaints
<b>Linlathen Neurodisability Centre</b> Living Ambitions Ltd	P	Closed 14.12.19							
<b>Lochleven Care Home</b> Thistle Healthcare Limited	P	13.06.19	5	5	5	5	5	No	No
<b>Menziesshill House</b> Dundee City Council	LA	18.09.19	5 ↑	n/a	n/a	n/a	5 ↑	No	No
<b>McGonagall House</b> Rosebank (Dundee) Limited	P	18.06.19	4 ↑	4 ↑	5 ↑	4	4 ↑	No	No
<b>Moyness Nursing Home</b> Balhousie Care Limited	P	23.10.19	4	n/a	n/a	n/a	4	No	No
<b>Orchar Nursing Home</b> Orchar Care Ltd	P	03.04.19	5	n/a	n/a	n/a	5	No	No
<b>Pitkerro Care Centre</b> Hudson Healthcare Ltd	P	28.01.20	3 ↑	n/a	n/a	n/a	(3)	No	No
	P	08.08.19	2 ↓	n/a	n/a	n/a	3	Yes	No
<b>Redwood House</b> Kennedy Care Group	P	09.05.19	3 ↓	n/a	n/a	n/a	3 ↓	No	No
<b>Riverside View</b> HC-One Limited	P	21.06.19	3 ↓	n/a	n/a	n/a	4	No	Yes
<b>Rose House</b> Kennedy Care Group	P	17.01.20	3 ↑	3 ↑	n/a	3 ↑	3 ↑	No	No
	P	07.06.19	2 ↓	2 ↓	n/a	1 ↓	3 ↓	Yes	Yes
<b>St Columba's Care Home</b> Priority Care Group Limited	P	22.10.19	5 ↑	n/a	n/a	n/a	5 ↑	No	No

<b>St Margaret's Home – Dundee</b> Trustees of St Margaret's Home	<b>V</b>	02.10.19	4	4	4	3	3	<b>Yes</b>	<b>No</b>
<b>Thistle Care Home</b> Cygnet Healthcare	<b>P</b>	06.06.19	3 ↓	3 ↓	3 ↓	4	3 ↓	<b>Yes</b>	<b>No</b>
<b>Turriff House</b> Dundee City Council	<b>LA</b>	25.11.19	4	n/a	n/a	n/a	4	<b>No</b>	<b>No</b>

<b>6</b>	Excellent
<b>5</b>	Very Good
<b>4</b>	Good
<b>3</b>	Adequate
<b>2</b>	Weak
<b>1</b>	Unsatisfactory

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## DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP – CARE HOME SERVICES

### CARE INSPECTORATE REQUIREMENTS 2019-2020

Date of Inspection	Name of Org/Service	Service Type	People's Wellbeing	Leadership	Staff Team	Setting	Care & Support Planning
27.08.19	Balhousesie Clement Park	Care Home – Private	3 ↓	n/a	n/a	n/a	3 ↓
<p><b>Requirements (2)</b></p> <p>In order to ensure the health and wellbeing of people using the service, by 30 October 2019 the provider must ensure that people are protected by improving the assessment, treatment and monitoring of care. This includes, but is not restricted to hydration and wound management.</p> <p>In order to ensure the health and wellbeing of people the provider must by 31 December 2019 ensure that individuals' personal plans clearly set out how their health, welfare and safety needs are to be managed and met. In order to do this the provider must ensure that:</p> <ul style="list-style-type: none"> <li>• Staff are supported to become competent in the use of the electronic planning system.</li> <li>• Personal plans and care records reflect a responsive and person-centred approach.</li> <li>• The quality and accuracy of records detailing the management of healthcare needs are improved. This includes but is not restricted to hydration and wound care.</li> <li>• The management team use their quality audit systems to monitor and improve practices.</li> </ul>							
31.05.19	Ballumbie Court	Care Home – Private	3 ↑	4 ↑	4 ↑	4	4 ↑
<p><b>Requirements (1)</b></p> <p>In order to ensure that all activities support plans are meaningful and person-centred and are used to inform and guidance staff practice, the provider must complete a quality review of all support plans. Planned support delivered by staff should meet the assessed need identified in the activity plans.</p>							

30.04.19	Bridge View House	Care Home – Private	3 ↓	3 ↓	3 ↓	3 ↓	4
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**Requirements (4)**

The provider must demonstrate by 30 June 2019 that there are suitable and sufficient meaningful activities for service users to engage in based on their personal choices and abilities.

The provider must ensure that safe systems are in place and followed for the administration of medications by 16 June 2019.

In order to ensure the service is operating legally, the provider must submit a formal application requesting to vary their conditions of registration by 30 May 2019. This must include reasons for the service variation; age group(s) and category of people who use the service and thereafter consult the Care Inspectorate each time any person is considered for admission that falls out with the scope of registration conditions.

In order to ensure high quality care and support the provider must by 16 June 2019 ensure that appropriate staffing levels, skill mix and deployment of staff are maintained to ensure service users are well supported at all times. This must take into account the complexity of people's needs, the layout of the setting and be linked to quality assurance processes including people's views, outcomes and experiences.

21.06.19	Ellen Mhor	Care Home – Private	3 ↓	4	4	4	4
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**Requirements (1)**

The service should ensure that the recording and administration of medication is monitored and audited to minimise errors and ensure that records are accurate and complete. Staff should have practice observed, at regular intervals, to assist in this process. This requirement has been repeated from the previous inspection and a robust process to address the above issues should be in place by 31 July 2019.

28.11.19	Forebank	Care Home – Private	2 ↓	n/a	n/a	n/a	4
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**Requirements (1)**

In order to ensure that people get the medication they need, the provider must put in place an effective medication management system by 30 January 2019.

08.08.19	Pitkerro Care Centre	Care Home – Private	2 ↓	n/a	n/a	n/a	3 ↓
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**Requirements (2)**

In order to ensure that all care is delivered according to the principles of the Health and Social Care Standards, the provider must ensure that staff are suitably qualified and receive appropriate training to ensure that they can provide care and support to people in a safe, respectful and supportive manner. This is also to ensure that all staff are upholding the Scottish Social Service Council's (SSSC) Codes of Practice. In order to comply the provider should:

- Demonstrate that all staff receive appropriate values-based training to carry out their work.
- Implement an action plan to meet the training needs identified.
- Ensure that there is an effective system to monitor staff practice and provide supervision and guidance when necessary.

In order to ensure that the provision of foods and fluids is adequate to meet people's needs the provider must:

- Ensure that staff practice and knowledge reflects current best practice guidelines for adapted and specialised diets.
- Ensure that adapted foods are presented in a dignified way and in accordance with best practice guidelines.
- Ensure that fresh water and fluids are available at all times and in a way which is accessible to all people living with the home (including those who require assistance or prompting to ensure their fluid needs are met).

08.08.19	Pitkerro Care Centre	Care Home – Private	2 ↓	2 ↓	n/a	1 ↓	3 ↓
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**Requirements (4)**

People should expect to live in an environment that is safe and secure, is well looked after, and is well maintained. The provider must produce and thereafter implement a plan designed to improve the standard of the environment.

The service must ensure that the environment is homely in appearance and decorated and maintained to a standard appropriate for the care service. The provider should revisit the environmental assessment and make the necessary adjustments for people living with dementia or who experience sensory loss.

Maintenance checks must be thorough.

The provider must implement a detailed plan of works to improve the standard of the environment.

The provider must ensure that all radiators are fitted with suitable covers in order to prevent burns and scalds and injury to residents. In addition the provider must ensure that the dishwasher is replaced and fully functioning as agreed with the provider following submission of the maintenance action plan.

The provider must ensure that all wardrobes are securely fixed to walls in order to prevent them from toppling over and causing injury to residents. In addition suitable curtains and/or other window coverings must be installed in all bedrooms in order to maintain privacy and ensure the promotion of sleep for residents.

In order to protect residents and staff from harm when carrying out care and support and to reduce the risk of pressure related injuries the provider must demonstrate the following:

- That all beds used by residents are fully functioning and that essential repairs are carried out on beds that are not fully functioning. Where it is not possible to repair a bed so that it is fully functioning, the bed must be replaced.
- That residents and staff can summon help and assistance via the nurse call system from all areas of the home where care and support are carried out.
- That residents can open and close their bedroom windows with ease so that residents can control the ventilation and heating within their own bedroom.

02.10.19	St Margaret's Care Home	Care Home – Private	4	4	4	3	3
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**Requirements (1)**

In order to ensure that the environment meets with the Health and Social Care Standards set by the Scottish Government, the provider must put in place an improvement plan by 31 December 2019. This plan must detail both short and medium term environmental changes and improvements which are realistic, measurable and achievable.

06.06.19	Thistle Care Home	Care Home – Private	3	3	3	4	3
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**Requirements (1)**

In order to ensure that peoples' health benefits from their support, the Provider must ensure that all medications are administered as prescribed by the prescriber and that any discrepancies identified through medication audits are acted upon by 30 June 2019.

6	Excellent
5	Very Good
4	Good
3	Adequate
2	Weak
1	Unsatisfactory

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**DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP**  
**DUNDEE REGISTERED CARE SERVICES FOR ADULTS (EXCLUDING CARE HOMES)**  
**CARE INSPECTORATE REQUIREMENTS 2019-2020**

Date of Inspection	Name of Org/Service	Service Type	Quality of Care & Support	Quality of Environment	Quality of Staffing	Quality of Management & Leadership
10.10.19	Hillcrest Futures Homecare Dundee	Support services – care at home	4	n/a	4	3 ↓
<b>Requirements (1)</b> In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate quality assurance systems in place which include: <ul style="list-style-type: none"> <li>The formal review of care and support plans at least once every six months;</li> <li>Regular audits of care and support plans and risk assessments to help ensure sufficient detail is recorded to inform staff practice.</li> </ul>						

13.01.20	The Inclusion Group (Dundee)	Support services – care at home	(4)	n/a	3	2 ↓
13.06.19			4 ↑	n/a	3 ↑	3 ↑

<b>Requirements (2) - 13.01.20</b> In order to ensure ongoing service improvements, the provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate and robust quality assurance systems in place that are used regularly to help bring about improvements in the service by 28 February 2020. In order to ensure that staff are suitably qualified and receive appropriate training to ensure they can deliver service users' care in a safe, respectful and supportive manner, the provider must: <ul style="list-style-type: none"> <li>Produce a training needs analysis that reflects the training the staff team require.</li> <li>From this, develop a training plan that provides clearer details about the training staff are required to have (mandatory), and service specific (to meet people's individual needs). This should include the frequency of any training that requires to be refreshed or updated eg medication and moving and handling. The training plan should contain the same information in relation to the team leaders.</li> <li>Maintain accurate records that describe the training completed by staff.</li> <li>Ensure that there is an effective system in place to monitor that staff are implementing the care service's policies and procedures and to identify where further training and support is necessary and take the necessary actions to address identified deficits.</li> </ul> This must be implemented by 28 February 2020.						
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**Requirements (2) - 13.06.19**

The provider must take steps to ensure that only staff who are registered with the Scottish Social Services Council (SSSC) or another recognised regulatory body may carry out work in the care service in a post for which such registration is required by 30 June 2019.

In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have appropriate and robust quality assurance systems in place that are used regularly to help bring about improvements in the service by 31 July 2019.

08.07.19	Scottish Association for Mental Health	Support services – care at home	4 ↓	n/a	3 ↓	4 ↓
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**Requirements (1)**

The provider must ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

28.08.19	Dudhope Villa and Sister Properties	Care at Home/ Housing Support Service	4	n/a	4	3 ↑
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**Requirements (2)**

The provider must develop robust systems to ensure service users' funds are fully safeguarded at all times. In order to achieve this the provider must:

- Maintain clear, accurate and detailed accounting records for all individual service users' funds.
- Ensure that for all transactions there is a clear audit trail supported, where appropriate, for that service user by invoices, bank statements, receipts, etc.
- Ensure each service user has a clear plan of support which details the financial support they require.
- Carry out and record regular audits which takes account of general bookkeeping, presence of receipts or invoices and reconciles bank withdrawals with deposits.

In order to ensure the health, wellbeing and safety of service users, the provider must ensure that the Care Inspectorate are notified of specific events as per publication 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'. This relates (but is not limited to):- deaths in the home – incidents – allegations of abuse and to ensure that requests for updates on events from the Care Inspectorate are responded to promptly.

25.04.19	Hillcrest Futures – North Grimsby/ Priory Court	Care at Home/ Housing Support Service	4 ↓	n/a	4 ↓	3 ↓
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**Requirements (1)**

In order to ensure ongoing service improvements, the Provider must make proper provision for the health and welfare of service users by ensuring that they have robust quality assurance systems in place that are effective at identifying areas for improvement and the action required to address these areas. The manager should ensure that these systems are used regularly to ensure progressed is ongoing.

13.01.20	The Inclusion Group (Dundee)	Housing Support Service – not care at home	3	n/a	3	2
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**Requirements (2)**

See above – The Inclusion Group (Dundee) Support Service – Care at Home.

The requirements are the same although included in a separate report.

04.06.19	Transform Community Development	Care at Home/ Housing Support Service	2	n/a	4	2
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**Requirements (4)**

To safeguard the health and wellbeing of service users, the provider must ensure that medication is administered safely and in line with good practice. To achieve this the provider must:

- Ensure that medication is administered to service users according to prescriber instructions.
- That if a regular medication is not given or taken that staff record the reason why along with any further action that was taken and the outcome of this action.
- That staff understand their responsibility to keep accurate and current records of administered medication.
- That staff have access to and adhere to good practice guidance relating to the safe administration and record keeping of medication.
- That a robust audit of medication is undertaken immediately and at regular intervals by a senior member of staff.

To ensure the health and wellbeing of service users the provider must ensure that appropriate financial safeguards are in place.

In order to achieve this the provider must:

- Carry out a full review of all financial policies, procedures and processes.
- Ensure that, where appropriate, accurate financial risk assessments are in place for service users and reviewed regularly.
- Ensure that steps are taken to obtain appropriate financial safeguards for each service user.
- Ensure regular audits are carried out on the funds held for service users. This must include a system to reconcile bank withdrawals and deposits.

To ensure the safeguarding and protection of service users the provider must ensure that:

- Concerns raised by service users are fully investigated and the outcome recorded;
- Where appropriate, concerns are escalated in line with adult support and protection legislation;
- Staff receive training in complaint handling and reporting responsibilities.

To safeguard service users the provider must ensure that staff are recruited in a way which demonstrates their fitness to undertake regulated work.

<b>1</b> Unsatisfactory	<b>2</b> Weak	<b>3</b> Adequate
<b>4</b> Good	<b>5</b> Very Good	<b>6</b> Excellent

**( )** This signifies that the theme was not assessed at this inspection therefore grade brought forward from previous inspection