

Care Inspectorate 2017/18 Quarter 3 Statistical Report Tables - Revised

Worksheets:

Data Definition/Notes

- 1) Registered Services - Number & % of Registered Services by Service Type and Sector at 31 December 2017
- 2) Cancellations & Registrations - Changes to Number of Registered Services by Service Type and Sector (31st March 2017 to 31 December 2017)
- 3) Grades - Quality of Registered Services by Quality Theme, Service Type and Sector at 31 December 2017
- 4) Complaints - Complaints About Registered Services: Received, Registered and Completed at 31 December 2017
- 5) Enforcements - Enforcement Notices Issued to Registered Services at 31 December 2017

Note: (1) Figures provided for Services at 31 March 2017 may change as they take into account retrospective cancellations and/or registrations.
(2) Retrospective revisions made on 23/03/18 to the Service Type of 32 Day Care of Children services, 5 Support services and 1 Care Home for Older People service - changing from Private to Voluntary Not for Profit.
Where changes appear these have been highlighted in a side table (greyed out) on each sheet. Health Board, Local Authority and Overall Total number of services (13421) remain unaffected

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Notes:

The Care Inspectorate use a computer system called the Practice management System (PMS), to hold the registration data we collect about care services. Much of the information we use in this report is taken from PMS via the Care Inspectorate Service List at 31 December 2017
Service subtypes are based on the main service provision category provided by that service but may not be mutually exclusive, i.e. a Care Home for Alcohol & Drug Misuse may still accommodate people within the Older People group.
Some Care at Home services may still operate from a premises as well as provide care at home i.e. they may, in addition to care at home, offer a day care service for adults from a premises.
All grades are from inspection reports finalised by 31 December 2017. Services with no grade for that theme are not included.
Complaints completed are those cases with a completed investigation and does not count any complaints that were withdrawn without an investigation or complaint investigations still in progress.
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Data Definition:

Term	Definition
CareService:	This is the type of service being provided and is based on definitions of registered care services (set out in the Regulation of Care (Scotland) Act 2001). Definitions of each of the Care Service types are outlined below:
CareService - Adoption Service:	A service that makes arrangements in connection with the adoption of children. This does not include services in which proposed adopter is a relative of the child.
CareService - Adult Placement Service:	A service which consists of, or includes, arranging for the provision of accommodation for an adult (age of eighteen years or over), together with personal care or personal support or counselling, or other help, provided other than as part of a planned programme of care by reason of the person's vulnerability or need, by placing the person with a family or individual; but a service may be excepted from this definition by regulations.
CareService - Care Home Service:	A service which provides accommodation, together with nursing, personal care or personal support, for persons by reason of their vulnerability or need this may include for: alcohol & drug misuse, blood borne virus, children & young people, learning disabilities, mental health problems, older people, physical & sensory impairment or respite care & short breaks.
CareService - Child Care Agency:	A service which consists of or includes supplying, or introducing to persons who use the service, child carers up to the age of 16, wholly or mainly in the home of the child's parents.
CareService - Child Minding:	A person who looks after one or more children up to the age of 16, on domestic premises for reward but not in the parents own premises. A parent, relative or foster carer of the child cannot be regarded as a child minder when looking after that child.
CareService - Day Care of Children:	A service which consists of any form of care on a non-domestic premises, supervised by a responsible person during the day for at least two hours a day on at least six days per year. The service definition includes nursery classes, creches, after school clubs and playgroups but does not include services which are provided as part of a school activity. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.
CareService - Fostering Service:	A service where substitute care is provided by a fostering agency when a child's family is unable to provide care. This may take the form of complimentary care to enable opportunity to a child or allow parents a break.
CareService - Housing Support Service:	A service which provides support, assistance, advice or counselling to a person who has particular needs, with a view to enabling that person to occupy residential accommodation as a sole or main residence.
CareService - Nurse Agency:	A service which consists of supplying or introducing registered nurses, registered midwives or registered health visitors to independent and voluntary sectore healthcare providers and to the NHS in Scotland.
CareService - Offender Accommodation:	A service which consists of giving advice, guidance or assistance to people who have been provided with accommodation under supervision and care due to release from prison, ex-offenders, or those on probation.
CareService - School Care Accommodation Service:	A service which is provided to a pupil by an education authority or the managers of an independent or grant-aided school for the purpose of the pupil being in attendance at a public, independent or grant-aided school; and which consists of the provision, in a place in or outwith the school, of residential accommodation. This may be take the form of mainstream residential accommodation, residential special accommodation or school hostel accommodation.
CareService - Secure Accommodation Service:	A service which provides accommodation for the purpose of restricting the liberty of children in residential premises where care services are provided as with regulations made under section 29(9)(a) of the Regulation of Care (Scotland) Act 2001. This may be to provide protection to the child who may have history of running away and whose health or wellbeing may subseuently be under threat.
CareService - Support Service:	A personal care or personal support service provided by arrangement made by a local authority or health body to a vulnerable or person in need. This does not include a care home service, a service providing overnight accommodation, adoption service, or fostering service.
Service Sector:	Sector is the type of body which owns and provides a service, where a service may be owned and provided by either a Local Authority, Private firm, Voluntary organisation or Health body.
Quality Grades:	The grades awarded to services at inspections. These describe how well those services are performing against our quality themes and statements. These range from 1 - Unsatisfactory to 6 - Excellent.

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Registered Services at 31 December 2017 - Revised

Retrospective revisions made on 23/03/18 to the Service Type of 32 Day Care of Children services, 5 Support services and 1 Care Home for Older People service - changing from Private to Voluntary Not for Profit. Any subsequent changes appear highlighted in red in greyed table(s) provided. Health Board, Local Authority and Overall Total number of services remain unchanged.

Summary of No. of registered care services at 31 December 2017

Source: Care Inspectorate Service List at 03 January 2018

Number of Registered Services by Care Service Type and Service Sector (as at 31 December 2017)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	32	0	6	38
Adult Placement Service	-	0	29	0	11	40
Care Home Service	Alcohol & Drug Misuse	0	0	3	13	16
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	1	121	113	60	295
	Learning Disabilities	1	17	45	96	159
	Mental Health Problems	0	0	18	37	55
	Older People	15	111	615	101	842
	Physical and Sensory Impairment	0	2	10	28	40
	Respite Care and Short Breaks	0	7	1	6	14
Child Care Agency	-	0	1	13	11	25
Child Minding	-	0	0	5426	0	5426
Day Care of Children	-	3	1724	1138	836	3701
Fostering Service	-	0	32	0	28	60
Housing Support Service	-	4	180	223	661	1068
Nurse Agency	-	0	0	79	4	83
Offender Accommodation Service	-	0	1	0	4	5
School Care Accommodation Service	Mainstream Residential School	0	0	0	20	20
	Residential Special School	0	0	20	17	37
	School Hostel	0	7	0	0	7
Secure Accommodation Service	-	0	1	1	3	5
Support Service	Care at Home	6	123	371	504	1004
	Other than Care at home	20	215	63	182	480
All types of care service		50	2603	8139	2629	13421

(Revision - March 2018)

Private	Voluntary or Not for Profit
0	6
0	11
3	13
0	1
113	60
45	96
18	37
614	102
10	28
1	6
13	11
5426	0
1106	868
0	28
223	661
79	4
0	4
0	20
20	17
0	0
1	3
371	504
58	187
8101	2667

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% of Registered Services by Care Service Type and Service Sector (as at 31 December 2017)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0.0%	84.2%	0.0%	15.8%	100.0%
Adult Placement Service	-	0.0%	72.5%	0.0%	27.5%	100.0%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	18.8%	81.3%	100.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	100.0%
	Children & Young People	0.3%	41.0%	38.3%	20.3%	100.0%
	Learning Disabilities	0.6%	10.7%	28.3%	60.4%	100.0%
	Mental Health Problems	0.0%	0.0%	32.7%	67.3%	100.0%
	Older People	1.8%	13.2%	73.0%	12.0%	100.0%
	Physical and Sensory Impairment	0.0%	5.0%	25.0%	70.0%	100.0%
	Respite Care and Short Breaks	0.0%	50.0%	7.1%	42.9%	100.0%
Child Care Agency	-	0.0%	4.0%	52.0%	44.0%	100.0%
Child Minding	-	0.0%	0.0%	100.0%	0.0%	100.0%
Day Care of Children	-	0.1%	46.6%	30.7%	22.6%	100.0%
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	100.0%
Housing Support Service	-	0.4%	16.9%	20.9%	61.9%	100.0%
Nurse Agency	-	0.0%	0.0%	95.2%	4.8%	100.0%
Offender Accommodation Service	-	0.0%	20.0%	0.0%	80.0%	100.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	100.0%	100.0%
	Residential Special School	0.0%	0.0%	54.1%	45.9%	100.0%
	School Hostel	0.0%	100.0%	0.0%	0.0%	100.0%
Secure Accommodation Service	-	0.0%	20.0%	20.0%	60.0%	100.0%
Support Service	Care at Home	0.6%	12.3%	37.0%	50.2%	100.0%
	Other than Care at home	4.2%	44.8%	13.1%	37.9%	100.0%
All types of care service		0.4%	19.4%	60.6%	19.6%	100.0%

(Revision - March 2018)

Private	Voluntary or Not for Profit
0.0%	15.8%
0.0%	27.5%
18.8%	81.3%
0.0%	100.0%
38.3%	20.3%
28.3%	60.4%
32.7%	67.3%
72.9%	12.1%
25.0%	70.0%
7.1%	42.9%
52.0%	44.0%
100.0%	0.0%
29.9%	23.5%
0.0%	46.7%
20.9%	61.9%
95.2%	4.8%
0.0%	80.0%
0.0%	100.0%
54.1%	45.9%
0.0%	0.0%
20.0%	60.0%
37.0%	50.2%
12.1%	39.0%
60.4%	19.9%

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Service Cancellations and Registrations from 31 March 2017 to 31 December 2017 - Revised

Summary of service cancellations and registrations by service type and sector at 31 December 2017 (Revised)

Source: Care inspectorate Service List at 03 January 2018

Note: Figures provided for Services at 31 March 2017 may change as they take into account retrospective cancellations and/or registrations.

Retrospective revisions made on 23/03/18 to the Service Type of 32 Day Care of Children services, 5 Support services and 1 Care Home for Older People service - changing from Private to Voluntary Not for Profit. Any subsequent changes appear highlighted in red in greyed table(s) provided. Health Board, Local Authority and Overall Total number of services remain unchanged.

Changes to registered services by service type from 31 March 2017 to 31 December 2017

CareService	Subtype	Services at 31 March 2017	Registrations	Cancellations	Services at 31 December 2017	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	40	1	1	40	0.0%
Care Home Service	Alcohol & Drug Misuse	16	1	1	16	0.0%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	284	13	2	295	3.9%
	Learning Disabilities	166	3	10	159	-4.2%
	Mental Health Problems	61	0	6	55	-9.8%
	Older People	849	43	50	842	-0.8%
	Physical and Sensory Impairment	38	3	1	40	5.3%
	Respite Care and Short Breaks	14	0	0	14	0.0%
Child Care Agency	-	24	1	0	25	4.2%
Child Minding	-	5537	358	469	5426	-2.0%
Day Care of Children	-	3724	81	104	3701	-0.6%
Fostering Service	-	60	0	0	60	0.0%
Housing Support Service	-	1063	41	36	1068	0.5%
Nurse Agency	-	72	14	3	83	15.3%
Offender Accommodation Service	-	5	0	0	5	0.0%
School Care Accommodation Service	Mainstream Residential School	20	0	0	20	0.0%
	Residential Special School	38	1	2	37	-2.6%
	School Hostel	7	0	0	7	0.0%
Secure Accommodation Service	-	5	0	0	5	0.0%
Support Service	Care at Home	968	66	30	1004	3.7%
	Other than Care at home	488	11	19	480	-1.6%
All types of care service		13518	637	734	13421	-0.7%

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Changes to registered services by service sector from 31 March 2017 to 31 December 2017

CareService	Services at 31 March 2017	Registrations	Cancellations	Services at 31 December 2017	% change
Health Board	53	0	3	50	-5.7%
Local Authority	2604	36	37	2603	0.0%
Private	8197	542	600	8139	-0.7%
Voluntary or Not for Profit	2664	59	94	2629	-1.3%
All Service Sectors	13518	637	734	13421	-0.7%

(Revision - March 2018)

Services at 31 March 2017	Registrations	Cancellations	Services at 31 December 2017	% change
53	0	3	50	-5.7%
2604	36	37	2603	0.0%
8168	532	599	8101	-0.8%
2693	69	95	2667	-1.0%
13518	637	734	13421	-0.7%

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Quality of Registered Services at 31 December 2017 - Revised

Retrospective revisions made on 23/03/18 to the Service Type of 32 Day Care of Children services, 5 Support services and 1 Care Home for Older People service - changing from Private to Voluntary Not for Profit.

Any subsequent changes appear highlighted in red in greyed table(s) provided. Health Board, Local Authority and Overall Totals remain unchanged.

Summary of grades by service type at 31 December 2017

Source: Care Inspectorate Service List at 03 January 2018

Theme 1: Quality of Care and Support - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	5.3%	26.3%	57.9%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	31.6%	42.1%	26.3%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	7.7%	15.4%	76.9%	0.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	1.5%	5.5%	24.8%	59.5%	8.8%
	Learning Disabilities	0.0%	0.0%	6.4%	19.2%	59.6%	14.7%
	Mental Health Problems	0.0%	1.9%	3.7%	18.5%	57.4%	18.5%
	Older People	0.4%	2.5%	14.8%	36.9%	40.1%	5.4%
	Physical and Sensory Impairment	0.0%	5.4%	8.1%	24.3%	48.6%	13.5%
	Respite Care and Short Breaks	0.0%	0.0%	7.1%	7.1%	78.6%	7.1%
Child Care Agency	-	0.0%	4.3%	13.0%	26.1%	43.5%	13.0%
Child Minding	-	0.0%	0.1%	2.4%	29.0%	61.9%	6.6%
Day Care of Children	-	0.1%	0.6%	4.6%	30.9%	56.7%	7.2%
Fostering Service	-	0.0%	0.0%	3.4%	22.0%	67.8%	6.8%
Housing Support Service	-	0.0%	0.8%	4.3%	22.1%	58.5%	14.3%
Nurse Agency	-	0.0%	0.0%	11.3%	43.4%	35.8%	9.4%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	5.0%	75.0%	20.0%
	Residential Special School	0.0%	0.0%	5.6%	16.7%	63.9%	13.9%
	School Hostel	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	1.0%	7.2%	27.1%	52.2%	12.6%
	Other than Care at home	0.0%	0.2%	0.9%	25.0%	59.9%	14.0%
All types of care service		0.0%	0.6%	4.5%	28.8%	57.7%	8.4%

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Theme 2: Quality of Environment - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Adult Placement Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	0.0%	23.1%	69.2%	7.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	3.3%	30.3%	61.3%	4.7%
	Learning Disabilities	0.0%	0.0%	8.3%	28.2%	51.9%	11.5%
	Mental Health Problems	0.0%	0.0%	7.4%	24.1%	57.4%	11.1%
	Older People	0.3%	1.9%	12.4%	44.5%	36.6%	4.4%
	Physical and Sensory Impairment	0.0%	8.1%	2.7%	18.9%	56.8%	13.5%
	Respite Care and Short Breaks	0.0%	7.1%	0.0%	28.6%	50.0%	14.3%
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.1%	2.2%	29.9%	63.2%	4.5%
Day Care of Children	-	0.1%	0.5%	4.1%	37.7%	53.4%	4.2%
Fostering Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing Support Service	-	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%
Nurse Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	75.0%	25.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	5.0%	25.0%	55.0%	15.0%
	Residential Special School	0.0%	0.0%	5.6%	30.6%	50.0%	13.9%
	School Hostel	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	20.0%	40.0%	0.0%	40.0%
Support Service	Care at Home	0.0%	0.0%	11.1%	33.3%	27.8%	27.8%
	Other than Care at home	0.0%	0.2%	3.2%	31.0%	54.8%	10.9%
All types of care service		0.0%	0.4%	3.9%	33.7%	57.0%	5.0%

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Theme 3: Quality of Staffing - % services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	2.6%	31.6%	55.3%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	28.9%	55.3%	15.8%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	0.0%	30.8%	53.8%	15.4%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	1.8%	4.0%	29.6%	59.9%	4.7%
	Learning Disabilities	0.0%	0.6%	7.1%	26.9%	53.8%	11.5%
	Mental Health Problems	0.0%	1.9%	7.4%	20.4%	57.4%	13.0%
	Older People	0.3%	2.0%	13.2%	40.9%	40.7%	3.0%
	Physical and Sensory Impairment	0.0%	8.1%	5.4%	21.6%	51.4%	13.5%
	Respite Care and Short Breaks	0.0%	7.1%	0.0%	42.9%	35.7%	14.3%
Child Care Agency	-	0.0%	0.0%	4.3%	34.8%	47.8%	13.0%
Child Minding	-	0.5%	0.5%	5.3%	46.3%	42.1%	5.3%
Day Care of Children	-	0.0%	0.9%	5.1%	33.5%	55.8%	4.8%
Fostering Service	-	0.0%	0.0%	0.0%	22.0%	69.5%	8.5%
Housing Support Service	-	0.0%	1.1%	4.7%	27.7%	56.2%	10.3%
Nurse Agency	-	0.0%	0.0%	13.2%	43.4%	37.7%	5.7%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	10.0%	80.0%	10.0%
	Residential Special School	0.0%	0.0%	2.8%	19.4%	69.4%	8.3%
	School Hostel	0.0%	0.0%	14.3%	28.6%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	1.7%	8.7%	33.8%	46.5%	9.3%
	Other than Care at home	0.0%	0.0%	2.2%	30.5%	57.5%	9.9%
All types of care service		0.1%	1.1%	6.0%	33.5%	52.8%	6.6%

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Theme 4: Quality of Management and Leadership - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	2.6%	36.8%	55.3%	5.3%
Adult Placement Service	-	0.0%	2.6%	2.6%	36.8%	50.0%	7.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	15.4%	30.8%	53.8%	0.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	1.5%	6.9%	34.7%	51.1%	5.8%
	Learning Disabilities	0.0%	0.6%	7.1%	34.0%	48.1%	10.3%
	Mental Health Problems	0.0%	1.9%	3.7%	35.2%	46.3%	13.0%
	Older People	0.5%	3.1%	15.3%	37.4%	38.9%	4.8%
	Physical and Sensory Impairment	0.0%	8.1%	2.7%	29.7%	54.1%	5.4%
	Respite Care and Short Breaks	0.0%	0.0%	14.3%	14.3%	64.3%	7.1%
Child Care Agency	-	0.0%	4.3%	13.0%	30.4%	39.1%	13.0%
Child Minding	-	0.0%	0.4%	6.9%	40.9%	47.6%	4.1%
Day Care of Children	-	0.1%	1.5%	7.7%	40.0%	46.9%	3.9%
Fostering Service	-	0.0%	0.0%	1.7%	40.7%	55.9%	1.7%
Housing Support Service	-	0.0%	1.2%	6.3%	32.7%	50.2%	9.7%
Nurse Agency	-	1.9%	3.8%	22.6%	32.1%	32.1%	7.5%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	15.0%	65.0%	20.0%
	Residential Special School	0.0%	0.0%	8.3%	16.7%	61.1%	13.9%
	School Hostel	0.0%	0.0%	28.6%	0.0%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	2.5%	9.6%	35.3%	44.8%	7.7%
	Other than Care at home	0.0%	0.7%	3.1%	38.8%	49.3%	8.1%
All types of care service		0.1%	1.2%	7.7%	38.7%	47.1%	5.2%

All Themes: Quality of Registered Services by Service Sector - % of services with each grade

CareService	Unsatisfactory	Weak	Adequate	Good, Very Good or Excellent
Health Board	0.0%	0.0%	6.0%	94.0%
Local Authority	0.0%	1.1%	6.5%	92.4%
Private	0.2%	1.6%	10.7%	87.6%
Voluntary or Not for Profit	0.1%	1.7%	9.0%	89.2%
All Service Sectors	0.1%	1.5%	9.4%	88.9%

(Revision - March 2018)

Unsatisfactory	Weak	Adequate	Good, Very Good or Excellent
0.0%	0.0%	6.0%	94.0%
0.0%	1.1%	6.5%	92.4%
0.2%	1.6%	10.7%	87.6%
0.1%	1.8%	9.0%	89.1%
0.1%	1.5%	9.4%	88.9%

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Complaints about registered services at 31 December 2017 - Revised

Retrospective revisions made on 23/03/18 to the Service Type of 32 Day Care of Children services, 5 Support services and 1 Care Home for Older People service - changing from Private to Voluntary Not for Profit. Any subsequent changes appear highlighted in red in greyed table(s) provided. Health Board, Local Authority and Overall Total remain unchanged.

Summary of complaints received, registered and completed about registered services (31 March 2017 - 31 December 2017)

Source: PMS at 03 January 2018

Complaints received about registered services

(Revision - March 2018)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total	Private	Voluntary or Not for Profit
Adoption Service	-	0	0	0	0	0	0	0
Adult Placement Service	-	0	0	0	0	0	0	0
Care Home Service	Alcohol & Drug Misuse	0	0	1	1	2	1	1
	Blood Borne Virus	0	0	0	0	0	0	0
	Children & Young People	0	24	47	3	74	47	3
	Learning Disabilities	1	3	51	17	72	51	17
	Mental Health Problems	0	0	15	6	21	15	6
	Older People	6	81	1247	76	1410	1247	76
	Physical and Sensory Impairment	0	1	7	8	16	7	8
	Respite Care and Short Breaks	0	2	1	1	4	1	1
Child Care Agency	-	0	0	0	0	0	0	0
Child Minding	-	0	0	157	0	157	157	0
Day Care of Children	-	0	84	401	74	559	401	74
Fostering Service	-	0	8	0	5	13	0	5
Housing Support Service	-	0	108	338	261	707	338	261
Nurse Agency	-	0	0	9	0	9	9	0
Offender Accommodation Service	-	0	0	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	0	5	5	0	5
	Residential Special School	0	0	12	24	36	12	24
	School Hostel	0	0	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	3	3	0	3
Support Service	Care at Home	3	27	252	52	334	252	52
	Other than Care at home	1	11	5	19	36	4	20
All types of care service		11	349	2543	555	3458	2542	556

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Complaints registered about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	0	0	0	0
Adult Placement Service	-	0	0	0	0	0
Care Home Service	Alcohol & Drug Misuse	0	0	0	1	1
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	5	17	0	22
	Learning Disabilities	0	0	6	6	12
	Mental Health Problems	0	0	3	1	4
	Older People	3	33	384	23	443
	Physical and Sensory Impairment	0	0	2	2	4
	Respite Care and Short Breaks	0	0	0	1	1
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	109	0	109
Day Care of Children	-	0	28	178	39	245
Fostering Service	-	0	3	0	2	5
Housing Support Service	-	0	20	96	55	171
Nurse Agency	-	0	0	0	0	0
Offender Accommodation Service	-	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	0	1	1
	Residential Special School	0	0	6	10	16
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	1	1
Support Service	Care at Home	1	7	92	18	118
	Other than Care at home	0	1	1	4	6
All types of care service		4	97	894	164	1159

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Complaints completed about registered services

(Revision - March 2018)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total	Private	Voluntary or Not for Profit
Adoption Service	-	0	0	0	0	0	0	0
Adult Placement Service	-	0	0	0	0	0	0	0
Care Home Service	Alcohol & Drug Misuse	0	0	0	0	0	0	0
	Blood Borne Virus	0	0	0	0	0	0	0
	Children & Young People	0	6	17	1	24	17	1
	Learning Disabilities	0	0	10	5	15	10	5
	Mental Health Problems	0	0	4	1	5	4	1
	Older People	3	32	382	24	441	382	24
	Physical and Sensory Impairment	0	0	1	3	4	1	3
Respite Care and Short Breaks	0	0	0	1	1	0	1	
Child Care Agency	-	0	0	0	0	0	0	
Child Minding	-	0	0	106	0	106	106	0
Day Care of Children	-	0	28	166	41	235	165	42
Fostering Service	-	0	3	0	2	5	0	2
Housing Support Service	-	0	23	82	48	153	82	48
Nurse Agency	-	0	0	0	0	0	0	0
Offender Accommodation Service	-	0	0	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	0	1	1	0	1
	Residential Special School	0	0	5	9	14	5	9
	School Hostel	0	0	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	1	1	0	1
Support Service	Care at Home	0	6	84	17	107	84	17
	Other than Care at home	0	1	1	3	5	1	3
All types of care service		3	99	858	157	1117	857	158

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Enforcement notices issued to registered services at 31 December 2017

Summary of enforcement notices issued to registered services (31 March 2017 - 31 December 2017)

Source: enforcement dataset at 08 January 2018

The number of Enforcement notices issued are not affected by the revisions to the Qtr 3 data

Number of enforcement notices issued Q3 2017/18

CareService	Subtype	S62 (Improvement Notice)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	5	1	0	6
Child Minding	-	0	1	1	2
Day Care of Children	-	4	0	0	4
All types of care service		9	2	1	12

Number of services* that had enforcement notices issued to them Q3 2017/18

CareService	Subtype	S62 (Improvement Notice)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	5	1	0	6
Child Minding	-	0	1	1	2
Day Care of Children	-	4	0	0	4
All types of care service		9	2	1	12

Number of services* that had enforcement notices issued to them Q3 2017/18, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Older People	0	0	6	0	6
Child Minding	-	0	0	2	0	2
Day Care of Children	-	0	0	3	1	4
All types of care service		0	0	11	1	12

Notes:

*A service may receive more than one type of enforcement as the year progresses.

These tables do not include enforcement procedures we use to cancel services if we cannot contact them any longer or procedures relating to inactive services.

The section numbers 62, 64, 65, 66, 67, & 73 in the table refer to sections of the Public Services Reform (Scotland) Act 2010.