

Care Inspectorate 2018/19 Quarter 3 Statistical Report Tables

Worksheets:

Data Definition/Notes

- 1) Registered Services - Number & % of Registered Services by Service Type and Sector at 31 December 2018
- 2) Cancellations & Registrations - Changes to Number of Registered Services by Service Type and Sector (31st March 2018 to 31 December 2018)
- 3) Grades - Quality of Registered Services by Quality Theme, Service Type and Sector at 31 December 2018
- 4) Complaints - Complaints About Registered Services: Received, Registered and Completed at 31 December 2018
- 5) Enforcements - Enforcement Notices Issued to Registered Services at 31 December 2018

Note: figures provided for Services at 31 March 2018 may change as they take into account retrospective cancellations and/or registrations.

Note: New quality framework inspections

We have started to inspect care homes for older people under a new quality framework - you can read more about the framework at <http://www.careinspectorate.com/index.php/inspections/new-inspections>. This new framework has 5 key questions which can be evaluated at inspection compared to the 4 key quality themes that were previously used. As not all care homes for older people have been inspected under the new framework we have included both gradings carried out under the previous inspection methodology and those under the new framework.

The grades match up as below (new evaluation/old quality theme):

How well do we support people's wellbeing?/Care and Support

How well is our care and support planned?/Care and Support

How good is our setting?/Environment

How good is our staff team?/Staffing

How good is our leadership?/Management and Leadership

All grading summaries are created from the grading using these combined grading columns. If a care home for older people has been inspected under the new framework and has had all themes assessed then the new evaluation grades will be used. If any themes have not been assessed under the new framework the matching grade from the old quality theme will be used in its place. For all services other than care homes for older people the quality theme grades are used - with the care and support grade being used for the evaluation of "How well do we support people's wellbeing?" and "How well is our care and Support planned?". The grade breakdown tables for Theme's 1 to 4 have now been replaced by the combination fields of the new evaluation and the old quality themes.

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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 2018
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 2018. 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 2018

Summary of No. of registered care services at 31 December 2018

Source: Care Inspectorate Service List at 04 January 2019

Number of Registered Services by Care Service Type and Service Sector (as at 31 December 2018)

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	16	45
Care Home Service	Alcohol & Drug Misuse	0	0	4	13	17
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	1	118	121	61	301
	Learning Disabilities	1	17	42	95	155
	Mental Health Problems	0	1	18	36	55
	Older People	15	107	613	91	826
	Physical and Sensory Impairment	0	2	10	25	37
	Respite Care and Short Breaks	0	4	2	4	10
Child Care Agency	-	0	1	13	11	25
Child Minding	-	0	0	5108	0	5108
Day Care of Children	-	3	1723	1100	821	3647
Fostering Service	-	0	32	0	28	60
Housing Support Service	-	4	184	226	640	1054
Nurse Agency	-	0	0	91	3	94
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	19	15	34
	School Hostel	0	7	0	0	7
Secure Accommodation Service	-	0	1	0	4	5
Support Service	Care at Home	5	127	390	505	1027
	Other than Care at home	19	203	51	178	451
All types of care service		48	2589	7808	2577	13022

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% of Registered Services by Care Service Type and Service Sector (as at 31 December 2018)

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%	64.4%	0.0%	35.6%	100.0%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	23.5%	76.5%	100.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	100.0%
	Children & Young People	0.3%	39.2%	40.2%	20.3%	100.0%
	Learning Disabilities	0.6%	11.0%	27.1%	61.3%	100.0%
	Mental Health Problems	0.0%	1.8%	32.7%	65.5%	100.0%
	Older People	1.8%	13.0%	74.2%	11.0%	100.0%
	Physical and Sensory Impairment	0.0%	5.4%	27.0%	67.6%	100.0%
	Respite Care and Short Breaks	0.0%	40.0%	20.0%	40.0%	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%	47.2%	30.2%	22.5%	100.0%
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	100.0%
Housing Support Service	-	0.4%	17.5%	21.4%	60.7%	100.0%
Nurse Agency	-	0.0%	0.0%	96.8%	3.2%	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%	55.9%	44.1%	100.0%
	School Hostel	0.0%	100.0%	0.0%	0.0%	100.0%
Secure Accommodation Service	-	0.0%	20.0%	0.0%	80.0%	100.0%
Support Service	Care at Home	0.5%	12.4%	38.0%	49.2%	100.0%
	Other than Care at home	4.2%	45.0%	11.3%	39.5%	100.0%
All types of care service		0.4%	19.9%	60.0%	19.8%	100.0%

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Service Cancellations and Registrations from 31 March 2018 to 31 December 2018

Summary of service cancellations and registrations by service type and sector at 31 December 2018

Source: Care inspectorate Service List at 04 January 2019

Note: figures provided for Services at 31 March 2018 may change as they take into account retrospective cancellations and/or registrations.

Changes to registered services by service type from 31 March 2018 to 31 December 2018

CareService	Subtype	Services at 31 March 2018	Registrations	Cancellations	Services at 31 December 2018	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	39	8	2	45	15.4%
Care Home Service	Alcohol & Drug Misuse	17	0	0	17	0.0%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	294	13	6	301	2.4%
	Learning Disabilities	158	1	4	155	-1.9%
	Mental Health Problems	55	0	0	55	0.0%
	Older People	840	36	50	826	-1.7%
	Physical and Sensory Impairment	40	0	3	37	-7.5%
	Respite Care and Short Breaks	11	1	2	10	-9.1%
Child Care Agency	-	26	0	1	25	-3.8%
Child Minding	-	5319	307	518	5108	-4.0%
Day Care of Children	-	3655	93	101	3647	-0.2%
Fostering Service	-	60	1	1	60	0.0%
Housing Support Service	-	1052	50	48	1054	0.2%
Nurse Agency	-	81	16	3	94	16.0%
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	35	1	2	34	-2.9%
	School Hostel	7	0	0	7	0.0%
Secure Accommodation Service	-	5	0	0	5	0.0%
Support Service	Care at Home	1004	72	49	1027	2.3%
	Other than Care at home	465	6	20	451	-3.0%
All types of care service		13227	605	810	13022	-1.5%

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Changes to registered services by service sector from 31 March 2018 to 31 December 2018

CareService	Services at 31 March 2018	Registrations	Cancellations	Services at 31 December 2018	% change
Health Board	50	0	2	48	-4.0%
Local Authority	2586	32	29	2589	0.1%
Private	7950	502	644	7808	-1.8%
Voluntary or Not for Profit	2641	71	135	2577	-2.4%
All Service Sectors	13227	605	810	13022	-1.5%

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Quality of Registered Services at 31 December 2018

Summary of grades by service type at 31 December 2018

Source: Care Inspectorate Service List at 04 January 2019

Quality of Care and Support/How well do we support people's wellbeing? - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	7.9%	31.6%	50.0%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	30.6%	47.2%	22.2%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	6.7%	66.7%	13.3%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	0.7%	3.9%	26.1%	62.0%	7.4%
	Learning Disabilities	0.0%	2.0%	6.7%	22.0%	58.7%	10.7%
	Mental Health Problems	0.0%	0.0%	3.6%	34.5%	52.7%	9.1%
	Older People	0.4%	2.7%	19.3%	37.4%	35.5%	4.7%
	Physical and Sensory Impairment	0.0%	2.9%	5.7%	31.4%	48.6%	11.4%
Respite Care and Short Breaks	0.0%	0.0%	11.1%	11.1%	77.8%	0.0%	
Child Care Agency	-	0.0%	4.5%	4.5%	45.5%	36.4%	9.1%
Child Minding	-	0.0%	0.2%	2.2%	29.6%	61.8%	6.2%
Day Care of Children	-	0.2%	0.7%	5.0%	31.4%	55.5%	7.2%
Fostering Service	-	0.0%	0.0%	5.2%	27.6%	60.3%	6.9%
Housing Support Service	-	0.0%	1.0%	4.6%	21.2%	60.9%	12.3%
Nurse Agency	-	0.0%	0.0%	11.5%	47.5%	34.4%	6.6%
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%	10.0%	70.0%	20.0%
	Residential Special School	0.0%	3.0%	3.0%	15.2%	63.6%	15.2%
	School Hostel	0.0%	0.0%	0.0%	57.1%	42.9%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	40.0%	40.0%
Support Service	Care at Home	0.1%	1.2%	6.5%	25.9%	56.1%	10.3%
	Other than Care at home	0.0%	0.0%	0.9%	22.5%	60.8%	15.8%
All types of care service		0.1%	0.7%	4.8%	29.3%	57.3%	7.8%

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Quality of Care and Support/How well is out care and support planned? - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	7.9%	31.6%	50.0%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	30.6%	47.2%	22.2%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	6.7%	66.7%	13.3%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	0.7%	3.9%	26.1%	62.0%	7.4%
	Learning Disabilities	0.0%	2.0%	6.7%	22.0%	58.7%	10.7%
	Mental Health Problems	0.0%	0.0%	3.6%	34.5%	54.5%	7.3%
	Older People	0.3%	2.5%	18.5%	40.3%	34.3%	4.1%
	Physical and Sensory Impairment	0.0%	2.9%	5.7%	31.4%	48.6%	11.4%
	Respite Care and Short Breaks	0.0%	0.0%	11.1%	11.1%	77.8%	0.0%
Child Care Agency	-	0.0%	4.5%	4.5%	45.5%	36.4%	9.1%
Child Minding	-	0.0%	0.2%	2.2%	29.6%	61.8%	6.2%
Day Care of Children	-	0.2%	0.7%	5.0%	31.4%	55.5%	7.2%
Fostering Service	-	0.0%	0.0%	5.2%	27.6%	60.3%	6.9%
Housing Support Service	-	0.0%	1.0%	4.6%	21.2%	60.9%	12.3%
Nurse Agency	-	0.0%	0.0%	11.5%	47.5%	34.4%	6.6%
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%	10.0%	70.0%	20.0%
	Residential Special School	0.0%	3.0%	3.0%	15.2%	63.6%	15.2%
	School Hostel	0.0%	0.0%	0.0%	57.1%	42.9%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	40.0%	40.0%
Support Service	Care at Home	0.1%	1.2%	6.5%	25.9%	56.1%	10.3%
	Other than Care at home	0.0%	0.0%	0.9%	22.5%	60.8%	15.8%
All types of care service		0.1%	0.7%	4.7%	29.4%	57.3%	7.8%

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Quality of Environment/How good is our setting? - % 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%	6.7%	20.0%	66.7%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.0%	4.2%	28.9%	62.3%	4.6%
	Learning Disabilities	0.0%	0.7%	6.7%	30.7%	52.0%	10.0%
	Mental Health Problems	0.0%	0.0%	9.1%	21.8%	60.0%	9.1%
	Older People	0.4%	1.6%	13.9%	44.6%	35.8%	3.8%
	Physical and Sensory Impairment	0.0%	0.0%	5.7%	22.9%	57.1%	14.3%
Respite Care and Short Breaks	0.0%	0.0%	11.1%	33.3%	55.6%	0.0%	
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.0%	2.2%	30.9%	62.7%	4.1%
Day Care of Children	-	0.1%	0.4%	4.2%	38.5%	52.3%	4.5%
Fostering Service	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing Support Service	-	0.0%	0.0%	0.0%	33.3%	33.3%	33.3%
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%	10.0%	20.0%	55.0%	15.0%
	Residential Special School	0.0%	0.0%	6.1%	33.3%	54.5%	6.1%
	School Hostel	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	80.0%	0.0%
Support Service	Care at Home	0.0%	4.0%	8.0%	36.0%	32.0%	20.0%
	Other than Care at home	0.0%	0.2%	2.4%	31.2%	54.6%	11.6%
All types of care service		0.1%	0.3%	4.1%	34.5%	56.3%	4.8%

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Quality of Staffing/How good is our staff team? - % services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	2.6%	28.9%	57.9%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	27.8%	52.8%	19.4%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	20.0%	46.7%	20.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	6.3%	28.9%	59.9%	4.6%
	Learning Disabilities	0.0%	0.7%	5.3%	30.7%	52.7%	10.7%
	Mental Health Problems	0.0%	1.8%	5.5%	30.9%	52.7%	9.1%
	Older People	0.1%	1.7%	16.0%	39.0%	41.0%	2.2%
	Physical and Sensory Impairment	0.0%	2.9%	5.7%	25.7%	51.4%	14.3%
	Respite Care and Short Breaks	0.0%	0.0%	11.1%	11.1%	66.7%	11.1%
Child Care Agency	-	0.0%	0.0%	4.5%	40.9%	45.5%	9.1%
Child Minding	-	0.2%	0.5%	5.4%	49.1%	40.4%	4.5%
Day Care of Children	-	0.2%	0.9%	5.3%	34.7%	54.3%	4.7%
Fostering Service	-	0.0%	0.0%	1.7%	19.0%	69.0%	10.3%
Housing Support Service	-	0.0%	0.6%	4.7%	28.5%	56.6%	9.6%
Nurse Agency	-	0.0%	1.6%	13.1%	45.9%	36.1%	3.3%
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%	3.0%	6.1%	18.2%	66.7%	6.1%
	School Hostel	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	40.0%	20.0%	40.0%
Support Service	Care at Home	0.0%	0.8%	7.8%	33.6%	49.7%	8.1%
	Other than Care at home	0.0%	0.0%	1.6%	31.2%	56.9%	10.3%
All types of care service		0.1%	0.8%	6.4%	34.2%	52.4%	6.2%

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Quality of Management and Leadership/How good is our leadership? - % of services with each grade

CareService	Subtype	Unsatisfactory	Weak	Adequate	Good	Very good	Excellent
Adoption Service	-	0.0%	0.0%	7.9%	42.1%	44.7%	5.3%
Adult Placement Service	-	0.0%	0.0%	5.6%	38.9%	41.7%	13.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	13.3%	33.3%	46.7%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	8.1%	33.5%	51.4%	6.7%
	Learning Disabilities	0.0%	2.7%	6.7%	28.7%	52.0%	10.0%
	Mental Health Problems	0.0%	0.0%	5.5%	43.6%	36.4%	14.5%
	Older People	0.4%	3.2%	16.1%	38.7%	37.1%	4.5%
	Physical and Sensory Impairment	0.0%	2.9%	8.6%	22.9%	60.0%	5.7%
	Respite Care and Short Breaks	0.0%	0.0%	22.2%	0.0%	77.8%	0.0%
Child Care Agency	-	0.0%	4.5%	13.6%	45.5%	22.7%	13.6%
Child Minding	-	0.0%	0.6%	6.9%	43.4%	45.5%	3.6%
Day Care of Children	-	0.2%	1.5%	7.7%	40.3%	46.3%	3.9%
Fostering Service	-	0.0%	0.0%	8.6%	41.4%	50.0%	0.0%
Housing Support Service	-	0.1%	1.6%	8.1%	29.7%	51.9%	8.5%
Nurse Agency	-	0.0%	4.9%	18.0%	42.6%	29.5%	4.9%
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%	5.0%	5.0%	70.0%	20.0%
	Residential Special School	0.0%	6.1%	6.1%	21.2%	51.5%	15.2%
	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%	40.0%	40.0%
Support Service	Care at Home	0.2%	2.3%	11.0%	33.1%	47.3%	6.1%
	Other than Care at home	0.0%	0.2%	2.8%	38.6%	50.3%	8.0%
All types of care service		0.1%	1.3%	8.1%	39.4%	46.3%	4.8%

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%	8.3%	91.7%
Local Authority	0.1%	1.5%	7.2%	91.2%
Private	0.2%	1.7%	11.5%	86.6%
Voluntary or Not for Profit	0.1%	1.2%	9.3%	89.4%
All Service Sectors	0.2%	1.5%	10.1%	88.2%

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Complaints about registered services at 31 December 2018

Summary of complaints received, registered and completed about registered services (31 March 2018 - 31 December 2018)

Source: PMS at 07 January 2019

Complaints received about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	1	0	0	1
Adult Placement Service	-	0	2	0	1	3
Care Home Service	Alcohol & Drug Misuse	0	0	3	3	6
	Blood Borne Virus	0	16	34	9	59
	Children & Young People	0	2	56	25	83
	Learning Disabilities	0	0	41	5	46
	Mental Health Problems	1	79	1417	92	1589
	Older People	0	2	20	13	35
	Physical and Sensory Impairment	0	2	0	1	3
	Respite Care and Short Breaks	1	101	1571	148	1821
Child Care Agency	-	0	0	158	0	158
Child Minding	-	0	89	368	82	539
Day Care of Children	-	0	4	0	5	9
Fostering Service	-	0	149	387	284	820
Housing Support Service	-	0	0	11	0	11
Nurse Agency	-	0	0	0	1	1
Offender Accommodation Service	-	0	0	0	3	3
School Care Accommodation Service	Mainstream Residential School	0	0	15	25	40
	Residential Special School	0	0	15	28	43
	School Hostel	0	0	0	6	6
Secure Accommodation Service	-	4	14	279	58	355
Support Service	Care at Home	0	3	14	15	32
	Other than Care at home	4	17	293	73	387
All types of care service		5	363	2803	628	3799

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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	1	0	0	1
Adult Placement Service	-	0	0	0	0	0
Care Home Service	Alcohol & Drug Misuse	0	0	0	0	0
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	3	9	2	14
	Learning Disabilities	0	0	13	0	13
	Mental Health Problems	0	0	9	1	10
	Older People	0	20	415	23	458
	Physical and Sensory Impairment	0	2	5	2	9
Respite Care and Short Breaks	0	2	0	1	3	
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	83	0	83
Day Care of Children	-	0	20	131	27	178
Fostering Service	-	0	1	0	0	1
Housing Support Service	-	0	27	97	50	174
Nurse Agency	-	0	0	1	0	1
Offender Accommodation Service	-	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	0	0	0
	Residential Special School	0	0	7	4	11
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	5	5
Support Service	Care at Home	2	2	86	9	99
	Other than Care at home	0	0	4	2	6
All types of care service		2	78	860	126	1066

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Complaints completed about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	1	0	0	1
Adult Placement Service	-	0	1	0	0	1
Care Home Service	Alcohol & Drug Misuse	0	0	0	0	0
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	2	9	2	13
	Learning Disabilities	0	0	10	2	12
	Mental Health Problems	0	0	9	1	10
	Older People	0	25	420	28	473
	Physical and Sensory Impairment	0	1	5	2	8
Respite Care and Short Breaks	0	1	0	1	2	
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	78	0	78
Day Care of Children	-	0	20	139	24	183
Fostering Service	-	0	0	0	0	0
Housing Support Service	-	0	27	94	47	168
Nurse Agency	-	0	0	2	0	2
Offender Accommodation Service	-	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	0	0	0
	Residential Special School	0	0	5	5	10
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	5	5
Support Service	Care at Home	1	0	75	8	84
	Other than Care at home	0	0	1	0	1
All types of care service		1	78	847	125	1051

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Enforcement notices issued to registered services at 31 December 2018

Summary of enforcement notices issued to registered services (31 March 2018 - 31 December 2018)

Source: enforcement dataset at 10 January 2019

Number of enforcement notices issued Q3 2018/19

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	S73 (Decision to cancel)	Grand Total
Care Home Service	Older People	8	0	3	0	0	11
Child Minding	-	4	1	0	1	1	7
Day Care of Children	-	5	0	0	0	0	5
Housing Support Service	-	1	0	0	0	0	1
School Care Accommodation Service	Residential Special School	1	0	0	0	0	1
Support Service	Care at Home	2	0	0	0	0	2
All types of care service		21	1	3	1	1	27

Number of services* that had enforcement notices issued to them Q3 2018/19

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	S73 (Decision to Cancel)	Total
Care Home Service	Older People	8	0	3	0	0	11
Child Minding	-	4	1	0	1	1	5
Day Care of Children	-	5	0	0	0	0	5
Housing Support Service	-	1	0	0	0	0	1
School Care Accommodation Service	Residential Special School	1	0	0	0	0	1
Support Service	Care at Home	2	0	0	0	0	2
All types of care service		21	1	3	1	1	25

Number of services* that had enforcement notices issued to them Q3 2018/19, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Older People	0	0	11	0	11
Child Minding	-	0	0	5	0	5
Day Care of Children	-	0	0	3	2	5
Housing Support Service	-	0	0	1	0	1
School Care Accommodation Service	Residential Special School	0	0	0	1	1
Support Service	Care at Home	0	0	2	0	2
All types of care service		0	0	22	3	25

Notes:

*A service may receive more than one type of enforcement - at 31 December 2018, 1 Childminding Service received an S62, S64 and S73.

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.