Care Inspectorate 2019/20 Quarter 1 Statistical Report Tables

Worksheets:

Data Definition/Notes

1) Registered Services - Number & % of Registrered Services by Service Type and Sector at 30 June 2019

2) Cancellations & Registrations - Changes to Number of Registrered Services by Service Type and Sector (31 March 2019 to 30 June 2019)

3) Grades - Quality of Registrered Services by Quality Theme, Service Type and Sector at 30 June 2019

4) Complaints - Complaints About Registered Services: Received, Investigated and Completed at 30 June 2019

5) Enforcements - Enforcement Notices Issued to Registered Services at 30 June 2019

Note: figures provided for Services at 31 March 2019 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 it's 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 The grade breakdown tables for Theme's 1 to 4 have now been replaced by the combination fields of the new evaluation and the old quality themes.

Care Inspectorate 2019/20 Quarter 1 Statistical Report Tables

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 30 June 2019
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 Alchohol & 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 30 June 2019. 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.
All content is available under the Open Government License, unless otherwise stated. More information on this license is available at: https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/

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 arrangments 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 of 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 peoplewho 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 accomodation.
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 arrarrangment 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 ovrnight 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.

Registered Services at 30 June 2019

Summary of No. of registered care services at 30 June 2019
Source: Care Inspectorate Service List at 01 July 2019

Number of Registered Services by Care Service Type and Service Sector (as at 30 June 2019)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	32	0	6	**38**
Adult Placement Service	-	0	31	0	21	**52**
Care Home Service	Alcohol & Drug Misuse	0	0	3	12	**15**
	Blood Borne Virus	0	0	0	1	**1**
	Children & Young People	1	120	128	63	**312**
	Learning Disabilities	1	17	43	94	**155**
	Mental Health Problems	0	1	18	36	**55**
	Older People	15	105	610	91	**821**
	Physical and Sensory Impairment	0	2	10	27	**39**
	Respite Care and Short Breaks	0	4	2	3	**9**
Child Care Agency	-	0	1	13	9	**23**
Child Minding	-	0	0	4929	0	**4929**
Day Care of Children	-	3	1722	1078	811	**3614**
Fostering Service	-	0	32	0	28	**60**
Housing Support Service	-	4	176	230	645	**1055**
Nurse Agency	-	0	0	98	3	**101**
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	16	**35**
	School Hostel	0	7	0	0	**7**
Secure Accommodation Service	-	0	1	0	4	**5**
Support Service	Care at Home	5	131	400	501	**1037**
	Other than Care at home	19	197	49	171	**436**
All types of care service		**48**	**2580**	**7630**	**2566**	**12824**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

% of Registered Services by Care Service Type and Service Sector (as at 30 June 2019)

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%	59.6%	0.0%	40.4%	**100.0%**
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	80.0%	**100.0%**
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	**100.0%**
	Children & Young People	0.3%	38.5%	41.0%	20.2%	**100.0%**
	Learning Disabilities	0.6%	11.0%	27.7%	60.6%	**100.0%**
	Mental Health Problems	0.0%	1.8%	32.7%	65.5%	**100.0%**
	Older People	1.8%	12.8%	74.3%	11.1%	**100.0%**
	Physical and Sensory Impairment	0.0%	5.1%	25.6%	69.2%	**100.0%**
	Respite Care and Short Breaks	0.0%	44.4%	22.2%	33.3%	**100.0%**
Child Care Agency	-	0.0%	4.3%	56.5%	39.1%	**100.0%**
Child Minding	-	0.0%	0.0%	100.0%	0.0%	**100.0%**
Day Care of Children	-	0.1%	47.6%	29.8%	22.4%	**100.0%**
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	**100.0%**
Housing Support Service	-	0.4%	16.7%	21.8%	61.1%	**100.0%**
Nurse Agency	-	0.0%	0.0%	97.0%	3.0%	**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%	54.3%	45.7%	**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%	12.6%	38.6%	48.3%	**100.0%**
	Other than Care at home	4.4%	45.2%	11.2%	39.2%	**100.0%**
All types of care service		**0.4%**	**20.1%**	**59.5%**	**20.0%**	**100.0%**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

Service Cancellations and Registrations from 31 March 2019 to 30 June 2019

Summary of service cancellations and registrations by service type and sector at 30 June 2019
Source: Care inspectorate Service List at 01 July 2019
Note: figures provided for Services at 31 March 2019 may change as they take into account retrospective cancellations and/or registrations.

Changes to registered services by service type from 31 March 2019 to 30 June 2019

CareService	Subtype	Services at 31 March 2019	Registrations	Cancellations	Services at 30 June 2019	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	47	6	1	52	10.6%
Care Home Service	Alcohol & Drug Misuse	17	0	2	15	-11.8%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	304	8	0	312	2.6%
	Learning Disabilities	155	1	1	155	0.0%
	Mental Health Problems	55	0	0	55	0.0%
	Older People	825	4	8	821	-0.5%
	Physical and Sensory Impairment	39	0	0	39	0.0%
	Respite Care and Short Breaks	9	0	0	9	0.0%
Child Care Agency	-	24	0	1	23	-4.2%
Child Minding	-	4965	84	120	4929	-0.7%
Day Care of Children	-	3623	21	30	3614	-0.2%
Fostering Service	-	60	0	0	60	0.0%
Housing Support Service	-	1058	17	20	1055	-0.3%
Nurse Agency	-	101	9	9	101	0.0%
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	0	0	35	0.0%
	School Hostel	7	0	0	7	0.0%
Secure Accommodation Service	-	5	0	0	5	0.0%
Support Service	Care at Home	1030	23	16	1037	0.7%
	Other than Care at home	440	3	7	436	-0.9%
All types of care service		**12863**	**176**	**215**	**12824**	**-0.3%**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

Changes to registered services by service sector from 31 March 2019 to 30 June 2019

CareService	Services at 31 March 2019	Registrations	Cancellations	Services at 30 June 2019	% change
Health Board	48	0	0	48	0.0%
Local Authority	2582	14	16	2580	-0.1%
Private	7661	139	170	7630	-0.4%
Voluntary or Not for Profit	2572	23	29	2566	-0.2%
All Service Sectors	**12863**	**176**	**215**	**12824**	**-0.3%**

Quality of Registered Services at 30 June 2019

Summary of grades by service type at 30 June 2019
Source: Care Inspectorate Service List at 01 July 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%	28.9%	50.0%	13.2%
Adult Placement Service	-	0.0%	0.0%	0.0%	34.3%	42.9%	22.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	6.7%	13.3%	13.3%	60.0%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	0.3%	3.5%	26.1%	63.1%	7.0%
	Learning Disabilities	0.0%	2.0%	6.0%	23.2%	60.3%	8.6%
	Mental Health Problems	0.0%	0.0%	1.8%	34.5%	52.7%	10.9%
	Older People	0.3%	3.6%	23.0%	37.2%	31.6%	4.5%
	Physical and Sensory Impairment	0.0%	5.4%	2.7%	35.1%	45.9%	10.8%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	37.5%	62.5%	0.0%
Child Care Agency	-	0.0%	0.0%	4.8%	57.1%	33.3%	4.8%
Child Minding	-	0.0%	0.2%	2.3%	29.6%	61.8%	6.0%
Day Care of Children	-	0.1%	0.7%	5.0%	33.2%	54.1%	7.0%
Fostering Service	-	0.0%	0.0%	1.7%	28.3%	61.7%	8.3%
Housing Support Service	-	0.2%	1.0%	5.2%	21.5%	60.9%	11.2%
Nurse Agency	-	0.0%	0.0%	9.8%	47.1%	37.3%	5.9%
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%	65.0%	25.0%
	Residential Special School	0.0%	3.0%	6.1%	12.1%	63.6%	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%	0.0%	80.0%	20.0%
Support Service	Care at Home	0.2%	1.4%	7.5%	26.3%	55.7%	8.9%
	Other than Care at home	0.0%	0.0%	0.7%	22.3%	60.6%	16.4%
All types of care service		**0.1%**	**0.8%**	**5.2%**	**29.9%**	**56.6%**	**7.5%**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

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%	28.9%	50.0%	13.2%
Adult Placement Service	-	0.0%	0.0%	0.0%	34.3%	42.9%	22.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	13.3%	60.0%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	0.3%	3.5%	26.5%	62.7%	7.0%
	Learning Disabilities	0.0%	2.0%	6.0%	23.8%	59.6%	8.6%
	Mental Health Problems	0.0%	0.0%	0.0%	35.2%	57.4%	7.4%
	Older People	0.1%	2.9%	21.1%	44.7%	28.6%	2.6%
	Physical and Sensory Impairment	0.0%	2.7%	5.4%	35.1%	45.9%	10.8%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	37.5%	62.5%	0.0%
Child Care Agency	-	0.0%	0.0%	4.8%	57.1%	33.3%	4.8%
Child Minding	-	0.0%	0.2%	2.3%	29.6%	61.8%	6.0%
Day Care of Children	-	0.1%	0.7%	5.0%	33.2%	54.1%	7.0%
Fostering Service	-	0.0%	0.0%	1.7%	28.3%	61.7%	8.3%
Housing Support Service	-	0.2%	1.0%	5.2%	21.5%	60.9%	11.2%
Nurse Agency	-	0.0%	0.0%	9.8%	47.1%	37.3%	5.9%
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%	65.0%	25.0%
	Residential Special School	0.0%	3.0%	6.1%	12.1%	63.6%	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%	0.0%	80.0%	20.0%
Support Service	Care at Home	0.2%	1.4%	7.5%	26.3%	55.7%	8.9%
	Other than Care at home	0.0%	0.0%	0.7%	22.3%	60.6%	16.4%
All types of care service		**0.1%**	**0.7%**	**5.1%**	**30.4%**	**56.4%**	**7.3%**

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%	26.7%	60.0%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.0%	5.2%	26.9%	63.3%	4.5%
	Learning Disabilities	0.0%	1.5%	8.9%	33.3%	49.6%	6.7%
	Mental Health Problems	0.0%	0.0%	6.1%	26.5%	61.2%	6.1%
	Older People	0.7%	2.2%	28.9%	45.6%	21.4%	1.0%
	Physical and Sensory Impairment	0.0%	2.8%	2.8%	19.4%	61.1%	13.9%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.1%	2.1%	31.2%	62.6%	4.0%
Day Care of Children	-	0.1%	0.4%	4.4%	39.3%	51.4%	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%	25.0%	50.0%	15.0%
	Residential Special School	0.0%	0.0%	6.1%	39.4%	45.5%	9.1%
	School Hostel	0.0%	0.0%	0.0%	28.6%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Support Service	Care at Home	0.0%	4.3%	4.3%	39.1%	30.4%	21.7%
	Other than Care at home	0.0%	0.0%	2.2%	31.7%	54.8%	11.3%
All types of care service		**0.1%**	**0.3%**	**4.4%**	**34.7%**	**56.0%**	**4.6%**

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%	5.3%	23.7%	60.5%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	28.6%	54.3%	17.1%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	26.7%	40.0%	13.3%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	0.0%	5.6%	28.7%	62.6%	3.1%
	Learning Disabilities	0.0%	1.5%	5.9%	33.3%	51.9%	7.4%
	Mental Health Problems	0.0%	0.0%	2.0%	30.6%	61.2%	6.1%
	Older People	0.2%	5.6%	31.1%	36.4%	25.7%	1.0%
	Physical and Sensory Impairment	0.0%	5.6%	2.8%	27.8%	50.0%	13.9%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	16.7%	66.7%	16.7%
Child Care Agency	-	0.0%	0.0%	4.8%	52.4%	38.1%	4.8%
Child Minding	-	0.2%	0.5%	4.3%	49.1%	41.8%	4.1%
Day Care of Children	-	0.1%	0.8%	5.1%	35.6%	53.7%	4.7%
Fostering Service	-	0.0%	0.0%	3.3%	16.7%	70.0%	10.0%
Housing Support Service	-	0.0%	0.5%	5.3%	29.0%	56.6%	8.6%
Nurse Agency	-	0.0%	0.0%	13.7%	43.1%	39.2%	3.9%
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%	0.0%	15.0%	75.0%	10.0%
	Residential Special School	0.0%	3.0%	9.1%	12.1%	69.7%	6.1%
	School Hostel	0.0%	0.0%	0.0%	28.6%	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%	8.5%	32.7%	50.9%	7.0%
	Other than Care at home	0.0%	0.0%	1.2%	30.6%	57.7%	10.5%
All types of care service		**0.1%**	**1.0%**	**6.8%**	**34.2%**	**52.2%**	**5.8%**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

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%	39.5%	47.4%	5.3%
Adult Placement Service	-	0.0%	0.0%	5.7%	42.9%	34.3%	17.1%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	33.3%	20.0%	46.7%	0.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.7%	7.3%	35.3%	50.0%	6.6%
	Learning Disabilities	0.0%	3.0%	7.4%	25.2%	59.3%	5.2%
	Mental Health Problems	0.0%	0.0%	2.0%	44.9%	42.9%	10.2%
	Older People	0.2%	5.4%	32.6%	38.5%	21.6%	1.7%
	Physical and Sensory Impairment	0.0%	5.6%	5.6%	27.8%	52.8%	8.3%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	16.7%	83.3%	0.0%
Child Care Agency	-	0.0%	0.0%	0.0%	61.9%	33.3%	4.8%
Child Minding	-	0.0%	0.7%	6.9%	44.1%	44.9%	3.4%
Day Care of Children	-	0.2%	1.7%	7.4%	41.3%	45.6%	3.8%
Fostering Service	-	0.0%	0.0%	8.3%	41.7%	48.3%	1.7%
Housing Support Service	-	0.3%	1.8%	8.1%	28.9%	53.3%	7.5%
Nurse Agency	-	0.0%	0.0%	21.6%	43.1%	31.4%	3.9%
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%	3.0%	9.1%	15.2%	57.6%	15.2%
	School Hostel	0.0%	0.0%	14.3%	42.9%	42.9%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	80.0%	20.0%
Support Service	Care at Home	0.3%	2.5%	11.8%	32.1%	47.7%	5.6%
	Other than Care at home	0.0%	0.0%	2.9%	37.6%	51.4%	8.1%
All types of care service		**0.1%**	**1.4%**	**8.4%**	**39.8%**	**45.8%**	**4.4%**

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%	12.5%	87.5%
Local Authority	0.3%	1.1%	7.9%	90.7%
Private	0.2%	1.9%	12.3%	85.6%
Voluntary or Not for Profit	0.1%	1.6%	8.4%	89.8%
All Service Sectors	**0.2%**	**1.7%**	**10.6%**	**87.6%**

Complaints about registered services at 30 June 2019

Summary of complaints received, investigated and completed about registered services (31 March 2019 - 30 June 2019)
Source: PMS at 02 July 2019

Complaints received 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	2	5	**7**
	Blood Borne Virus	0	0	0	0	**0**
	Children & Young People	0	8	12	5	**25**
	Learning Disabilities	0	1	22	3	**26**
	Mental Health Problems	0	0	8	3	**11**
	Older People	2	32	465	32	**531**
	Physical and Sensory Impairment	0	0	22	2	**24**
	Respite Care and Short Breaks	0	2	0	0	**2**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	65	0	**65**
Day Care of Children	-	0	54	107	31	**192**
Fostering Service	-	0	2	0	6	**8**
Housing Support Service	-	1	46	111	122	**280**
Nurse Agency	-	0	0	4	0	**4**
Offender Accommodation Service	-	0	0	0	0	**0**
School Care Accommodation Service	Mainstream Residential School	0	0	0	2	**2**
	Residential Special School	0	0	9	6	**15**
	School Hostel	0	2	0	0	**2**
Secure Accommodation Service	-	0	0	0	2	**2**
Support Service	Care at Home	0	7	124	25	**156**
	Other than Care at home	1	6	0	0	**7**
All types of care service		**4**	**160**	**951**	**244**	**1359**

Care Inspectorate 2019/20 Qtr 1 Statistical Report

Complaints investigated 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	2	1	3	**6**
	Learning Disabilities	0	0	9	2	**11**
	Mental Health Problems	0	0	3	0	**3**
	Older People	2	14	210	14	**240**
	Physical and Sensory Impairment	0	0	6	1	**7**
	Respite Care and Short Breaks	0	0	0	0	**0**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	40	0	**40**
Day Care of Children	-	0	19	35	11	**65**
Fostering Service	-	0	1	0	2	**3**
Housing Support Service	-	0	15	56	35	**106**
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	6	5	**11**
	School Hostel	0	0	0	0	**0**
Secure Accommodation Service	-	0	0	0	1	**1**
Support Service	Care at Home	0	3	68	8	**79**
	Other than Care at home	0	1	0	0	**1**
All types of care service		**2**	**55**	**436**	**83**	**576**

Complaints completed 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	1	0	**1**
	Blood Borne Virus	0	0	0	0	**0**
	Children & Young People	0	3	3	1	**7**
	Learning Disabilities	0	0	4	1	**5**
	Mental Health Problems	0	0	1	0	**1**
	Older People	0	7	128	3	**138**
	Physical and Sensory Impairment	0	0	1	1	**2**
	Respite Care and Short Breaks	0	0	0	0	**0**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	30	0	**30**
Day Care of Children	-	0	12	32	7	**51**
Fostering Service	-	0	0	0	1	**1**
Housing Support Service	-	0	13	49	21	**83**
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	0	**0**
	Residential Special School	0	0	2	4	**6**
	School Hostel	0	0	0	0	**0**
Secure Accommodation Service	-	0	0	0	1	**1**
Support Service	Care at Home	0	2	40	6	**48**
	Other than Care at home	0	1	1	0	**2**
All types of care service		**0**	**38**	**292**	**46**	**376**

Enforcement notices issued to registered services at 30 June 2019

Summary of enforcement notices issued to registered services (31 March 2019 - 30 June 2019)
Source: enforcement dataset at 01 July 2019

Number of enforcement notices issued Q1 2019/20

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	Learning Disabilities	1	0	0	0	0	1
	Older People	3	0	0	0	0	3
All types of care service		**4**	**0**	**0**	**0**	**0**	**4**

Number of services* that had enforcement notices issued to them Q1 2019/20

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	S73 (Decision to Cancel)	Total
Care Home Service	Learning Disabilities	1	0	0	0	0	1
	Older People	3	0	0	0	0	3
All types of care service		**4**	**0**	**0**	**0**	**0**	**4**

Number of services* that had enforcement notices issued to them Q1 2019/20, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Learning Disabilities	0	0	1	0	1
	Older People	0	0	3	0	3
All types of care service		**0**	**0**	**4**	**0**	**4**

Notes:
*A service may receive more than one type of enforcement.
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.