

Care Inspectorate 2016/17 Quarter 4 Statistical Report Tables

Worksheets:

Data Definition/Notes

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- 2) Cancellations & Registrations - Changes to Number of Registered Services by Service Type and Sector (31st March 2016 to 31st March 2017)
- 3) Grades - Quality of Registered Services by Quality Theme, Service Type and Sector at 31st March 2017
- 4) Complaints - Complaints About Registered Services: Received, Registered and Completed at 31st March 2017
- 5) Enforcements - Enforcement Notices Issued to Registered Services at 31st March 2017

Note: Since our original publication there have been a small number of retrospective cancellations (12) amongst some service types. These are outlined in the report. However, the official total no. of services is 13,542 as declared in the Care Inspectorate Annual Report and Datastore.

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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 01 April 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 March 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Complaints completed are those cases with a completed investigation and does not count any complaints that were withdrawn without an investigation or complaint investigations still in progress.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 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 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 31st March 2017

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

Source: Care Inspectorate Service List at 01 April 2017

Note: Since our original publication there have been a small number of retrospective cancellations (12) amongst some service types. Alternative figures are outlined in the report.

However, the official total no. of services is 13,542 as declared in the Care Inspectorate Annual Report and Datastore.

Number of Registered Services by Care Service Type and Service Sector (as at 31 Mar 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	28	0	12	40
Care Home Service	Alcohol & Drug Misuse	0	0	2	14	16
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	1	119	107	57	284
	Learning Disabilities	3	18	45	100	166
	Mental Health Problems	0	0	19	42	61
	Older People	15	115	619	100	849
	Physical and Sensory Impairment	0	2	8	28	38
	Respite Care and Short Breaks	0	7	1	6	14
Child Care Agency	-	0	1	12	12	25
Child Minding	-	0	0	5556	0	5556
Day Care of Children	-	3	1725	1146	852	3726
Fostering Service	-	0	32	0	28	60
Housing Support Service	-	5	177	224	658	1064
Nurse Agency	-	0	0	68	4	72
Offender Accommodation Service	-	0	1	0	4	5
School Care Accommodation Service	Mainstream Residential School	0	0	2	19	21
	Residential Special School	0	0	19	18	37
	School Hostel	0	7	0	0	7
Secure Accommodation Service	-	0	1	1	3	5
Support Service	Care at Home	6	117	348	500	971
	Other than Care at home	20	222	64	180	486
All types of care service		53	2604	8241	2644	13542

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% of Registered Services by Care Service Type and Service Sector (as at 31 Mar 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%	70.0%	0.0%	30.0%	100.0%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	12.5%	87.5%	100.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	100.0%
	Children & Young People	0.4%	41.9%	37.7%	20.1%	100.0%
	Learning Disabilities	1.8%	10.8%	27.1%	60.2%	100.0%
	Mental Health Problems	0.0%	0.0%	31.1%	68.9%	100.0%
	Older People	1.8%	13.5%	72.9%	11.8%	100.0%
	Physical and Sensory Impairment	0.0%	5.3%	21.1%	73.7%	100.0%
	Respite Care and Short Breaks	0.0%	50.0%	7.1%	42.9%	100.0%
Child Care Agency	-	0.0%	4.0%	48.0%	48.0%	100.0%
Child Minding	-	0.0%	0.0%	100.0%	0.0%	100.0%
Day Care of Children	-	0.1%	46.3%	30.8%	22.9%	100.0%
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	100.0%
Housing Support Service	-	0.5%	16.6%	21.1%	61.8%	100.0%
Nurse Agency	-	0.0%	0.0%	94.4%	5.6%	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%	9.5%	90.5%	100.0%
	Residential Special School	0.0%	0.0%	51.4%	48.6%	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%	12.0%	35.8%	51.5%	100.0%
	Other than Care at home	4.1%	45.7%	13.2%	37.0%	100.0%
All types of care service		0.4%	19.2%	60.9%	19.5%	100.0%

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Number of Registered Services by Care Service Type and Service Sector (as at 31 Mar 2017 - INCLUDING RETROSPECTIVE CANCELLATIONS)

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	32	0	6	38
Adult Placement Service	-	0	28	0	12	40
Care Home Service	Alcohol & Drug Misuse	0	0	2	14	16
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	1	119	107	57	284
	Learning Disabilities	3	18	45	100	166
	Mental Health Problems	0	0	19	42	61
	Older People	15	115	619	100	849
	Physical and Sensory Impairment	0	2	8	28	38
	Respite Care and Short Breaks	0	7	1	6	14
Child Care Agency	-	0	1	12	11	24
Child Minding	-	0	0	5549	0	5549
Day Care of Children	-	3	1725	1144	852	3724
Fostering Service	-	0	32	0	28	60
Housing Support Service	-	5	177	223	658	1063
Nurse Agency	-	0	0	68	4	72
Offender Accommodation Service	-	0	1	0	4	5
School Care Accommodation Service	Mainstream Residential School	0	0	2	19	21
	Residential Special School	0	0	19	18	37
	School Hostel	0	7	0	0	7
Secure Accommodation Service	-	0	1	1	3	5
Support Service	Care at Home	6	117	348	499	970
	Other than Care at home	20	222	64	180	486
All types of care service		53	2604	8231	2642	13530

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% of Registered Services by Care Service Type and Service Sector (as at 31 Mar 2017 - INCLUDING RETROSPECTIVE CANCELLATIONS)

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%	70.0%	0.0%	30.0%	100.0%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	12.5%	87.5%	100.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	100.0%	100.0%
	Children & Young People	0.4%	41.9%	37.7%	20.1%	100.0%
	Learning Disabilities	1.8%	10.8%	27.1%	60.2%	100.0%
	Mental Health Problems	0.0%	0.0%	31.1%	68.9%	100.0%
	Older People	1.8%	13.5%	72.9%	11.8%	100.0%
	Physical and Sensory Impairment	0.0%	5.3%	21.1%	73.7%	100.0%
	Respite Care and Short Breaks	0.0%	50.0%	7.1%	42.9%	100.0%
Child Care Agency	-	0.0%	4.2%	50.0%	45.8%	100.0%
Child Minding	-	0.0%	0.0%	100.0%	0.0%	100.0%
Day Care of Children	-	0.1%	46.3%	30.7%	22.9%	100.0%
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	100.0%
Housing Support Service	-	0.5%	16.7%	21.0%	61.9%	100.0%
Nurse Agency	-	0.0%	0.0%	94.4%	5.6%	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%	9.5%	90.5%	100.0%
	Residential Special School	0.0%	0.0%	51.4%	48.6%	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%	12.1%	35.9%	51.4%	100.0%
	Other than Care at home	4.1%	45.7%	13.2%	37.0%	100.0%
All types of care service		0.4%	19.2%	60.8%	19.5%	100.0%

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Service Cancellations and Registrations from 31st March 2016 to 31st March 2017

Summary of service cancellations and registrations by service type and sector at 31 March 2017

Source: Care inspectorate Service List at 01 April 2017

Note: Since our original publication there have been a small number of retrospective cancellations (12) amongst some service types which are outlined in the report. However, the official total no. of services is 13,542 as declared in the Care Inspectorate Annual Report and Datastore.

Changes to registered services by service type from 31st March 2016 to 31st March 2017

CareService	Subtype	Services at 31 March 2016	Registrations	Cancellations	Services at 31 March 2017	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	39	2	1	40	2.6%
Care Home Service	Alcohol & Drug Misuse	17	2	3	16	-5.9%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	268	19	3	284	6.0%
	Learning Disabilities	182	2	18	166	-8.8%
	Mental Health Problems	60	1	0	61	1.7%
	Older People	865	17	33	849	-1.8%
	Physical and Sensory Impairment	37	2	1	38	2.7%
	Respite Care and Short Breaks	14	0	0	14	0.0%
Child Care Agency	-	26	1	2	25	-3.8%
Child Minding	-	5885	539	868	5556	-5.6%
Day Care of Children	-	3758	136	168	3726	-0.9%
Fostering Service	-	60	1	1	60	0.0%
Housing Support Service	-	1074	61	71	1064	-0.9%
Nurse Agency	-	61	19	8	72	18.0%
Offender Accommodation Service	-	6	0	1	5	-16.7%
School Care Accommodation Service	Mainstream Residential School	19	2	0	21	10.5%
	Residential Special School	38	0	1	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	945	92	66	971	2.8%
	Other than Care at home	506	17	37	486	-4.0%
All types of care service		13911	913	1282	13542	-2.7%

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Changes to registered services by service sector from 31st March 2016 to 31st March 2017

CareService	Services at 31 March 2016	Registrations	Cancellations	Services at 31 March 2017	% change
Health Board	53	1	1	53	0.0%
Local Authority	2638	33	67	2604	-1.3%
Private	8532	756	1047	8241	-3.4%
Voluntary or Not for Profit	2688	123	167	2644	-1.6%
All Service Sectors	13911	913	1282	13542	-2.7%

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Changes to registered services by service type from 31st March 2016 to 31st March 2017 (INCLUDING RETROSPECTIVE CANCELLATIONS)

CareService	Subtype	Services at 31 March 2016	Registrations	Cancellations	Services at 31 March 2017	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	39	2	1	40	2.6%
Care Home Service	Alcohol & Drug Misuse	17	2	3	16	-5.9%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	268	19	3	284	6.0%
	Learning Disabilities	182	2	18	166	-8.8%
	Mental Health Problems	60	1	0	61	1.7%
	Older People	865	17	33	849	-1.8%
	Physical and Sensory Impairment	37	2	1	38	2.7%
	Respite Care and Short Breaks	14	0	0	14	0.0%
Child Care Agency	-	26	1	3	24	-7.7%
Child Minding	-	5885	539	875	5549	-5.7%
Day Care of Children	-	3758	136	170	3724	-0.9%
Fostering Service	-	60	1	1	60	0.0%
Housing Support Service	-	1074	61	72	1063	-1.0%
Nurse Agency	-	61	19	8	72	18.0%
Offender Accommodation Service	-	6	0	1	5	-16.7%
School Care Accommodation Service	Mainstream Residential School	19	2	0	21	10.5%
	Residential Special School	38	0	1	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	945	92	67	970	2.6%
	Other than Care at home	506	17	37	486	-4.0%
All types of care service		13911	913	1294	13530	-2.7%

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CareService	Services at 31 March 2016	Registrations	Cancellations	Services at 31 March 2017	% change
Health Board	53	1	1	53	0.0%
Local Authority	2638	33	67	2604	-1.3%
Private	8532	756	1057	8231	-3.5%
Voluntary or Not for Profit	2688	123	169	2642	-1.7%
All Service Sectors	13911	913	1294	13530	-2.7%

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Quality of Registered Services at 31st March 2017

Summary of grades by service type at 31st March 2017

Source: Care Inspectorate Service List at 01 April 2017

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%	2.6%	34.2%	57.9%	5.3%
Adult Placement Service	-	0.0%	0.0%	2.6%	31.6%	42.1%	23.7%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	0.0%	35.7%	57.1%	7.1%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
	Children & Young People	0.0%	1.1%	4.2%	32.6%	54.9%	7.2%
	Learning Disabilities	0.0%	2.4%	3.7%	26.8%	53.7%	13.4%
	Mental Health Problems	0.0%	1.7%	10.0%	21.7%	48.3%	18.3%
	Older People	0.2%	2.0%	17.4%	39.3%	36.4%	4.6%
	Physical and Sensory Impairment	0.0%	2.8%	13.9%	22.2%	38.9%	22.2%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	21.4%	64.3%	14.3%
Child Care Agency	-	0.0%	4.2%	4.2%	25.0%	54.2%	12.5%
Child Minding	-	0.1%	0.2%	2.6%	30.6%	59.7%	6.8%
Day Care of Children	-	0.0%	1.0%	4.3%	31.7%	56.2%	6.8%
Fostering Service	-	0.0%	0.0%	1.7%	25.4%	72.9%	0.0%
Housing Support Service	-	0.0%	1.0%	5.8%	25.2%	54.0%	14.0%
Nurse Agency	-	0.0%	2.2%	17.4%	34.8%	39.1%	6.5%
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%	5.3%	0.0%	73.7%	21.1%
	Residential Special School	0.0%	0.0%	5.4%	13.5%	64.9%	16.2%
	School Hostel	0.0%	0.0%	0.0%	14.3%	85.7%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	40.0%	20.0%	40.0%
Support Service	Care at Home	0.0%	1.8%	9.0%	29.9%	47.4%	11.9%
	Other than Care at home	0.0%	1.1%	1.1%	30.1%	56.6%	11.2%
All types of care service		0.0%	0.8%	4.9%	30.8%	55.4%	8.1%

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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%	14.3%	14.3%	64.3%	7.1%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	3.8%	35.2%	56.1%	4.5%
	Learning Disabilities	0.0%	0.6%	9.8%	27.4%	51.2%	11.0%
	Mental Health Problems	0.0%	0.0%	8.3%	26.7%	56.7%	8.3%
	Older People	0.2%	1.6%	15.3%	44.0%	34.7%	4.2%
	Physical and Sensory Impairment	0.0%	0.0%	16.7%	16.7%	52.8%	13.9%
	Respite Care and Short Breaks	0.0%	0.0%	0.0%	35.7%	50.0%	14.3%
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.2%	2.3%	31.2%	61.6%	4.7%
Day Care of Children	-	0.0%	0.6%	4.8%	36.8%	54.0%	3.8%
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%	5.3%	26.3%	52.6%	15.8%
	Residential Special School	0.0%	0.0%	2.7%	32.4%	48.6%	16.2%
	School Hostel	0.0%	0.0%	0.0%	14.3%	85.7%	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%	22.2%	44.4%	22.2%
	Other than Care at home	0.2%	0.4%	3.5%	31.0%	55.0%	9.8%
All types of care service		0.1%	0.5%	4.5%	34.0%	56.1%	4.9%

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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%	0.0%	36.8%	60.5%	2.6%
Adult Placement Service	-	0.0%	0.0%	5.3%	26.3%	60.5%	7.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	0.0%	21.4%	71.4%	7.1%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	0.4%	4.9%	31.4%	58.7%	4.5%
	Learning Disabilities	0.0%	1.2%	6.7%	29.9%	51.2%	11.0%
	Mental Health Problems	0.0%	0.0%	10.0%	28.3%	46.7%	15.0%
	Older People	0.1%	1.8%	15.3%	41.0%	38.5%	3.4%
	Physical and Sensory Impairment	0.0%	2.8%	8.3%	27.8%	44.4%	16.7%
Respite Care and Short Breaks	0.0%	0.0%	0.0%	57.1%	28.6%	14.3%	
Child Care Agency	-	0.0%	4.3%	4.3%	30.4%	47.8%	13.0%
Child Minding	-	0.5%	1.0%	7.6%	43.0%	42.7%	5.2%
Day Care of Children	-	0.1%	1.1%	5.0%	32.1%	56.8%	4.9%
Fostering Service	-	0.0%	0.0%	1.7%	22.0%	72.9%	3.4%
Housing Support Service	-	0.0%	0.7%	5.4%	28.8%	55.2%	9.9%
Nurse Agency	-	0.0%	4.3%	19.6%	30.4%	41.3%	4.3%
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%	5.3%	0.0%	84.2%	10.5%
	Residential Special School	0.0%	0.0%	0.0%	24.3%	64.9%	10.8%
	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	0.1%	1.1%	8.9%	35.4%	45.8%	8.8%
	Other than Care at home	0.2%	0.4%	1.7%	32.5%	55.8%	9.3%
All types of care service		0.1%	1.0%	6.5%	33.2%	52.7%	6.4%

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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%	0.0%	44.7%	50.0%	5.3%
Adult Placement Service	-	0.0%	0.0%	7.9%	28.9%	57.9%	5.3%
Care Home Service	Alcohol & Drug Misuse	0.0%	7.1%	0.0%	35.7%	57.1%	0.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	1.9%	7.2%	37.5%	48.9%	4.5%
	Learning Disabilities	0.0%	3.0%	6.1%	36.0%	47.0%	7.9%
	Mental Health Problems	0.0%	1.7%	8.3%	28.3%	50.0%	11.7%
	Older People	0.6%	3.5%	16.0%	40.5%	34.6%	4.8%
	Physical and Sensory Impairment	0.0%	5.6%	8.3%	30.6%	50.0%	5.6%
Respite Care and Short Breaks	0.0%	0.0%	7.1%	28.6%	50.0%	14.3%	
Child Care Agency	-	4.3%	0.0%	4.3%	30.4%	47.8%	13.0%
Child Minding	-	0.2%	0.6%	6.7%	39.2%	48.7%	4.6%
Day Care of Children	-	0.2%	1.7%	8.2%	39.0%	46.9%	4.0%
Fostering Service	-	0.0%	0.0%	1.7%	47.5%	49.2%	1.7%
Housing Support Service	-	0.0%	1.7%	7.1%	35.1%	47.4%	8.8%
Nurse Agency	-	2.2%	4.3%	26.1%	26.1%	32.6%	8.7%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	5.3%	0.0%	5.3%	63.2%	26.3%
	Residential Special School	0.0%	2.7%	5.4%	29.7%	51.4%	10.8%
	School Hostel	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	20.0%	20.0%	40.0%	20.0%
Support Service	Care at Home	0.0%	2.6%	12.0%	38.3%	40.2%	6.9%
	Other than Care at home	0.4%	1.1%	3.9%	39.7%	47.6%	7.3%
All types of care service		0.2%	1.5%	8.1%	38.5%	46.5%	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%	5.8%	11.5%	82.7%
Local Authority	0.1%	1.2%	6.6%	92.2%
Private	0.4%	1.8%	10.9%	86.9%
Voluntary or Not for Profit	0.2%	2.1%	9.3%	88.4%
All Service Sectors	0.3%	1.8%	9.7%	88.3%

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Complaints about registered services at 31st March 2017

Summary of complaints received, registered and completed about registered services (31st March 2016 - 31st March 2017)

Source: PMS at 01 April 2017

Complaints received about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	2	0	2	4
Adult Placement Service	-	0	1	0	0	1
Care Home Service	Alcohol & Drug Misuse	0	0	1	4	5
	Blood Borne Virus	0	0	0	1	1
	Children & Young People	0	18	34	4	56
	Learning Disabilities	1	3	77	20	101
	Mental Health Problems	0	0	22	7	29
	Older People	2	113	1600	95	1810
	Physical and Sensory Impairment	0	0	1	17	18
	Respite Care and Short Breaks	0	2	2	1	5
Child Care Agency	-	0	0	1	1	2
Child Minding	-	0	0	229	0	229
Day Care of Children	-	0	132	420	95	647
Fostering Service	-	0	8	0	10	18
Housing Support Service	-	0	133	326	321	780
Nurse Agency	-	0	0	6	1	7
Offender Accommodation Service	-	0	0	0	2	2
School Care Accommodation Service	Mainstream Residential School	0	0	1	6	7
	Residential Special School	0	0	9	18	27
	School Hostel	0	1	0	0	1
Secure Accommodation Service	-	0	1	1	0	2
Support Service	Care at Home	0	48	337	83	468
	Other than Care at home	0	11	6	23	40
All types of care service		3	473	3073	711	4260

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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	0	0
	Blood Borne Virus	0	0	0	0	0
	Children & Young People	0	8	11	2	21
	Learning Disabilities	0	0	20	1	21
	Mental Health Problems	0	0	10	0	10
	Older People	2	41	640	34	717
	Physical and Sensory Impairment	0	0	1	4	5
Respite Care and Short Breaks	0	0	0	0	0	
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	138	0	138
Day Care of Children	-	0	60	252	53	365
Fostering Service	-	0	0	0	3	3
Housing Support Service	-	0	49	100	66	215
Nurse Agency	-	0	0	0	0	0
Offender Accommodation Service	-	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	1	1	2
	Residential Special School	0	0	3	3	6
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	0	0
Support Service	Care at Home	1	20	129	22	172
	Other than Care at home	0	3	4	4	11
All types of care service		3	181	1309	193	1686

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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	0	0	0	0
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	7	13	1	21
	Learning Disabilities	0	0	15	2	17
	Mental Health Problems	0	0	7	0	7
	Older People	2	45	636	33	716
	Physical and Sensory Impairment	0	0	1	3	4
Respite Care and Short Breaks	0	0	0	0	0	
Child Care Agency	-	0	0	0	0	0
Child Minding	-	0	0	132	0	132
Day Care of Children	-	0	59	255	51	365
Fostering Service	-	0	0	0	4	4
Housing Support Service	-	0	43	82	64	189
Nurse Agency	-	0	0	0	0	0
Offender Accommodation Service	-	0	0	0	0	0
School Care Accommodation Service	Mainstream Residential School	0	0	1	1	2
	Residential Special School	0	0	3	4	7
	School Hostel	0	0	0	0	0
Secure Accommodation Service	-	0	0	0	0	0
Support Service	Care at Home	1	27	126	28	182
	Other than Care at home	0	4	4	5	13
All types of care service		3	185	1275	196	1659

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Enforcement notices issued to registered services at 31st March 2017

Summary of enforcement notices issued to registered services (31st March 2016 - 31st March 2017)

Source: enforcement dataset at 01 April 2017

Number of enforcement notices issued 2016/17

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S66 (Proposal to impose/vary/remove conditions)	S67 (Emergency condition notice)	S73 (Decision to cancel)	S73 (Decision to impose/vary/remove conditions)	Total
Care Home Service	Older People	5	0	1	0	0	0	0	6
Child Minding	-	2	1	2	0	2	1	0	8
Day Care of Children	-	3	0	0	0	0	0	0	3
Housing Support Service	-	0	0	0	1	0	0	1	2
Support Service	-	3	0	0	0	0	0	0	3
All types of care service		13	1	3	1	2	1	1	22

Number of services* that had enforcement notices issued to them 2016/17

CareService	Subtype	S62 (Improvement Notice)	S64 (Proposal to cancel)	S65 (Emergency cancellation)	S66 (Proposal to impose/vary/remove conditions)	S67 (Emergency condition notice)	S73 (Decision to cancel)	S73 (Decision to impose/vary/remove conditions)	Total
Care Home Service	Older People	5	0	1	0	0	0	0	5
Child Minding	-	2	1	2	0	2	1	0	5
Day Care of Children	-	3	0	0	0	0	0	0	3
Housing Support Service	-	0	0	0	1	0	0	1	1
Support Service	-	3	0	0	0	0	0	0	3
All types of care service		13	1	3	1	2	1	1	17

Number of services* that had enforcement notices issued to them 2016/17, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Older People	0	0	5	0	5
Child Minding	-	0	0	5	0	5
Day Care of Children	-	0	0	3	0	3
Housing Support Service	-	0	0	0	1	1
Support Service	-	0	0	2	1	3
All types of care service		0	0	15	2	17

Notes:

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.

They also do not include notices relating to outstanding Protecting Vulnerable Group scheme (PVG) checks issued to childminders (of which there were 43).

* Some services will have had more than one notice issued, for example 8 notices were issued to 5 different Child Minding services.