
Report to Scrutiny Committee

Date of Meeting: 24 June 2010

Subject: Quality Report of the Management Review 2010 for Ludgate Resource Centre and Menstrie House

Report by: Head of Social Policy

1.0 Purpose

- 1.1. To provide the Committee with a report that contains a review of the Quality Management Systems in operation in both Ludgate Resource Centre and Menstrie House Care Home for Older People. This is a requirement of the ISO 9001:2008 standard maintained in both of these provider services.

2.0 Recommendations

- 2.1. The Committee is required to note the achievements and actions for continuous improvement for Ludgate Resource Centre and Menstrie House.

3.0 Considerations

- 3.1. For any organisation to operate efficiently, it has to be committed to ensuring quality standards and have a system for delivering a quality service that is measurable. Ludgate Resource Centre and Menstrie House have together achieved and maintained ISO 9001:2008 accreditation for some 10 years and a vital aspect of this is the regular review of all systems operated within the service to ensure continuous improvement.
- 3.2. The Annual Quality report is produced in consultation with service users, their carers and professional colleagues in order to review the achievements of the service and produce an action plan for future service delivery objectives. Recommendations raised in Care Commission inspections have also been included in this report to ensure their incorporation into the quality system. This is a key process in meeting the ISO 9001:2008 Standards. The Quality Report of the Management Review 2010: Ludgate Resource Centre and Menstrie House (*listed as background papers - appendices 1 - 8*) is available in the Group Room and is available on the member's portal for members information.
- 3.3. The key consideration is the continuous improvement in service delivery when service users are actively consulted in the development of needs led services.

4.0 Sustainability Implications

4.1. There are no sustainability implications.

5.0 Resource Implications

5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing*

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities 2008 - 2011** (Please double click on the check box)

- | | |
|--|-------------------------------------|
| The area has a positive image and attracts people and businesses | <input type="checkbox"/> |
| Our communities are more cohesive and inclusive | <input type="checkbox"/> |
| People are better skilled, trained and ready for learning and employment | <input checked="" type="checkbox"/> |
| Our communities are safer | <input type="checkbox"/> |
| Vulnerable people and families are supported | <input checked="" type="checkbox"/> |
| Substance misuse and its effects are reduced | <input type="checkbox"/> |
| Health is improving and health inequalities are reducing | <input checked="" type="checkbox"/> |
| The environment is protected and enhanced for all | <input type="checkbox"/> |
| The Council is effective, efficient and recognised for excellence | <input checked="" type="checkbox"/> |

(2) **Council Policies** (Please detail)

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes No

9.0 Legality

- 9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

- 10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

None.

11.0 Background Papers

- 11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)
Yes (please list the documents below) No

Appendix 1 - Quality Report of the Management Review 2010 for Ludgate Resource Centre and Menstrie House

Appendix 2 - Service User 2010 Questionnaire for Menstrie House

Appendix 3 - Relative/Carer 2010 Questionnaire for Menstrie House

Appendix 4 - Menstrie Staff Questionnaire 2010

Appendix 5 - Service User 2010 Questionnaire for Ludgate Daycare

Appendix 6 - Relative/Carer 2010 Questionnaire for Ludgate Respite Service

Appendix 7 - Ludgate Staff Questionnaire 2010

Appendix 8 - Stakeholder 2010 Questionnaire for Ludgate House and Menstrie House

Author(s)

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Approved by

NAME	DESIGNATION	SIGNATURE
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