

Care Inspectorate 2018/19 Quarter 2 Statistical Report Tables

Worksheets:

Data Definition/Notes

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

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Notes:

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| 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 September 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 30 September 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| Complaints completed are those cases with a completed investigation and does not count any complaints that were withdrawn without an investigation or complaint investigations still in progress.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 30 September 2018

Summary of No. of registered care services at 30 September 2018

Source: Care Inspectorate Service List at 01 October 2018

Number of Registered Services by Care Service Type and Service Sector (as at 30 September 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 | 28 | 0 | 17 | 45 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 4 | 13 | 17 |
| | Blood Borne Virus | 0 | 0 | 0 | 1 | 1 |
| | Children & Young People | 1 | 120 | 118 | 62 | 301 |
| | Learning Disabilities | 1 | 17 | 43 | 95 | 156 |
| | Mental Health Problems | 0 | 0 | 18 | 36 | 54 |
| | Older People | 15 | 108 | 613 | 92 | 828 |
| | Physical and Sensory Impairment | 0 | 2 | 10 | 27 | 39 |
| | Respite Care and Short Breaks | 0 | 6 | 1 | 5 | 12 |
| Child Care Agency | - | 0 | 1 | 14 | 11 | 26 |
| Child Minding | - | 0 | 0 | 5155 | 0 | 5155 |
| Day Care of Children | - | 3 | 1722 | 1105 | 831 | 3661 |
| Fostering Service | - | 0 | 32 | 0 | 28 | 60 |
| Housing Support Service | - | 4 | 181 | 228 | 646 | 1059 |
| Nurse Agency | - | 0 | 0 | 84 | 4 | 88 |
| 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 | 1 | 3 | 5 |
| Support Service | Care at Home | 5 | 122 | 385 | 503 | 1015 |
| | Other than Care at home | 19 | 204 | 54 | 187 | 464 |
| All types of care service | | 48 | 2584 | 7852 | 2607 | 13091 |

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% of Registered Services by Care Service Type and Service Sector (as at 30 September 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% | 62.2% | 0.0% | 37.8% | 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% | 39.9% | 39.2% | 20.6% | 100.0% |
| | Learning Disabilities | 0.6% | 10.9% | 27.6% | 60.9% | 100.0% |
| | Mental Health Problems | 0.0% | 0.0% | 33.3% | 66.7% | 100.0% |
| | Older People | 1.8% | 13.0% | 74.0% | 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% | 50.0% | 8.3% | 41.7% | 100.0% |
| Child Care Agency | - | 0.0% | 3.8% | 53.8% | 42.3% | 100.0% |
| Child Minding | - | 0.0% | 0.0% | 100.0% | 0.0% | 100.0% |
| Day Care of Children | - | 0.1% | 47.0% | 30.2% | 22.7% | 100.0% |
| Fostering Service | - | 0.0% | 53.3% | 0.0% | 46.7% | 100.0% |
| Housing Support Service | - | 0.4% | 17.1% | 21.5% | 61.0% | 100.0% |
| Nurse Agency | - | 0.0% | 0.0% | 95.5% | 4.5% | 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% | 20.0% | 60.0% | 100.0% |
| Support Service | Care at Home | 0.5% | 12.0% | 37.9% | 49.6% | 100.0% |
| | Other than Care at home | 4.1% | 44.0% | 11.6% | 40.3% | 100.0% |
| All types of care service | | 0.4% | 19.7% | 60.0% | 19.9% | 100.0% |

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Service Cancellations and Registrations from 31 March 2018 to 30 September 2018

Summary of service cancellations and registrations by service type and sector at 30 September 2018

Source: Care inspectorate Service List at 01 October 2018

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 30 September 2018

| CareService | Subtype | Services at 31 March 2018 | Registrations | Cancellations | Services at 30 September 2018 | % change |
|-----------------------------------|---------------------------------|---------------------------|---------------|---------------|-------------------------------|--------------|
| Adoption Service | - | 38 | 0 | 0 | 38 | 0.0% |
| Adult Placement Service | - | 39 | 6 | 0 | 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 | 10 | 3 | 301 | 2.4% |
| | Learning Disabilities | 159 | 0 | 3 | 156 | -1.9% |
| | Mental Health Problems | 54 | 0 | 0 | 54 | 0.0% |
| | Older People | 838 | 22 | 32 | 828 | -1.2% |
| | Physical and Sensory Impairment | 40 | 0 | 1 | 39 | -2.5% |
| | Respite Care and Short Breaks | 13 | 0 | 1 | 12 | -7.7% |
| Child Care Agency | - | 26 | 0 | 0 | 26 | 0.0% |
| Child Minding | - | 5319 | 207 | 371 | 5155 | -3.1% |
| Day Care of Children | - | 3656 | 70 | 65 | 3661 | 0.1% |
| Fostering Service | - | 60 | 1 | 1 | 60 | 0.0% |
| Housing Support Service | - | 1052 | 30 | 23 | 1059 | 0.7% |
| Nurse Agency | - | 81 | 10 | 3 | 88 | 8.6% |
| 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 | 1 | 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 | 996 | 42 | 23 | 1015 | 1.9% |
| | Other than Care at home | 474 | 4 | 14 | 464 | -2.1% |
| All types of care service | | 13229 | 403 | 541 | 13091 | -1.0% |

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Changes to registered services by service sector from 31 March 2018 to 30 September 2018

| CareService | Services at 31 March 2018 | Registrations | Cancellations | Services at 30 September 2018 | % change |
|-----------------------------|---------------------------|---------------|---------------|-------------------------------|--------------|
| Health Board | 50 | 0 | 2 | 48 | -4.0% |
| Local Authority | 2585 | 16 | 17 | 2584 | 0.0% |
| Private | 7951 | 332 | 431 | 7852 | -1.2% |
| Voluntary or Not for Profit | 2643 | 55 | 91 | 2607 | -1.4% |
| All Service Sectors | 13229 | 403 | 541 | 13091 | -1.0% |

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Quality of Registered Services at 30 September 2018

Summary of grades by service type at 30 September 2018

Source: Care Inspectorate Service List at 01 October 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% | 31.6% | 52.6% | 10.5% |
| Adult Placement Service | - | 0.0% | 0.0% | 0.0% | 31.6% | 44.7% | 23.7% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 13.3% | 6.7% | 73.3% | 6.7% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% |
| | Children & Young People | 0.0% | 1.4% | 4.6% | 25.6% | 61.2% | 7.1% |
| | Learning Disabilities | 0.0% | 0.7% | 7.9% | 22.4% | 57.2% | 11.8% |
| | Mental Health Problems | 0.0% | 0.0% | 5.6% | 31.5% | 53.7% | 9.3% |
| | Older People | 0.3% | 2.8% | 15.0% | 38.8% | 38.1% | 5.1% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 10.8% | 32.4% | 45.9% | 10.8% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 8.3% | 8.3% | 83.3% | 0.0% |
| Child Care Agency | - | 0.0% | 4.3% | 4.3% | 43.5% | 39.1% | 8.7% |
| Child Minding | - | 0.0% | 0.2% | 2.2% | 29.2% | 62.1% | 6.4% |
| Day Care of Children | - | 0.1% | 0.6% | 5.2% | 30.8% | 56.0% | 7.4% |
| Fostering Service | - | 0.0% | 0.0% | 3.4% | 27.6% | 62.1% | 6.9% |
| Housing Support Service | - | 0.0% | 1.0% | 4.7% | 20.7% | 60.7% | 12.9% |
| Nurse Agency | - | 0.0% | 0.0% | 11.9% | 45.8% | 35.6% | 6.8% |
| Offender Accommodation Service | - | 0.0% | 0.0% | 0.0% | 0.0% | 40.0% | 60.0% |
| 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% | 5.9% | 20.6% | 61.8% | 11.8% |
| | School Hostel | 0.0% | 0.0% | 14.3% | 42.9% | 42.9% | 0.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 20.0% | 60.0% | 20.0% |
| Support Service | Care at Home | 0.0% | 1.2% | 6.7% | 26.0% | 55.4% | 10.8% |
| | Other than Care at home | 0.0% | 0.0% | 1.1% | 22.5% | 61.2% | 15.1% |
| All types of care service | | 0.1% | 0.6% | 4.6% | 28.9% | 57.7% | 8.0% |

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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% | 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% | 0.4% | 3.6% | 29.5% | 62.3% | 4.3% |
| | Learning Disabilities | 0.0% | 0.7% | 7.2% | 28.9% | 52.6% | 10.5% |
| | Mental Health Problems | 0.0% | 0.0% | 7.4% | 27.8% | 55.6% | 9.3% |
| | Older People | 0.5% | 1.8% | 12.6% | 44.5% | 36.6% | 4.0% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 10.8% | 24.3% | 51.4% | 13.5% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 8.3% | 41.7% | 50.0% | 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% | 30.7% | 63.0% | 4.2% |
| Day Care of Children | - | 0.1% | 0.3% | 4.6% | 38.0% | 52.7% | 4.3% |
| 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% | 5.0% | 25.0% | 55.0% | 15.0% |
| | Residential Special School | 0.0% | 0.0% | 5.9% | 32.4% | 55.9% | 5.9% |
| | School Hostel | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 40.0% | 40.0% | 20.0% |
| Support Service | Care at Home | 0.0% | 0.0% | 11.8% | 35.3% | 23.5% | 29.4% |
| | Other than Care at home | 0.0% | 0.5% | 2.8% | 31.3% | 54.1% | 11.3% |
| All types of care service | | 0.1% | 0.3% | 4.0% | 34.2% | 56.6% | 4.8% |

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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% | 26.3% | 60.5% | 10.5% |
| Adult Placement Service | - | 0.0% | 0.0% | 0.0% | 26.3% | 55.3% | 18.4% |
| 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% | 0.7% | 5.3% | 29.2% | 60.1% | 4.6% |
| | Learning Disabilities | 0.0% | 0.7% | 5.9% | 29.6% | 53.3% | 10.5% |
| | Mental Health Problems | 0.0% | 0.0% | 11.1% | 24.1% | 55.6% | 9.3% |
| | Older People | 0.1% | 1.7% | 14.6% | 40.0% | 41.1% | 2.4% |
| | Physical and Sensory Impairment | 0.0% | 0.0% | 16.2% | 21.6% | 48.6% | 13.5% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 8.3% | 16.7% | 66.7% | 8.3% |
| Child Care Agency | - | 0.0% | 0.0% | 4.3% | 39.1% | 47.8% | 8.7% |
| Child Minding | - | 0.2% | 0.5% | 5.9% | 48.4% | 40.1% | 4.9% |
| Day Care of Children | - | 0.1% | 0.7% | 5.5% | 34.5% | 54.5% | 4.8% |
| Fostering Service | - | 0.0% | 0.0% | 1.7% | 17.2% | 70.7% | 10.3% |
| Housing Support Service | - | 0.0% | 0.6% | 4.4% | 28.1% | 56.9% | 10.0% |
| Nurse Agency | - | 0.0% | 1.7% | 11.9% | 45.8% | 37.3% | 3.4% |
| 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% | 5.9% | 17.6% | 70.6% | 5.9% |
| | School Hostel | 0.0% | 0.0% | 14.3% | 28.6% | 57.1% | 0.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 40.0% | 40.0% | 20.0% |
| Support Service | Care at Home | 0.1% | 0.5% | 7.2% | 34.4% | 49.1% | 8.6% |
| | Other than Care at home | 0.0% | 0.0% | 2.0% | 31.0% | 56.8% | 10.2% |
| All types of care service | | 0.1% | 0.7% | 6.4% | 34.0% | 52.5% | 6.3% |

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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% | 5.3% | 42.1% | 50.0% | 2.6% |
| Adult Placement Service | - | 0.0% | 0.0% | 5.3% | 36.8% | 47.4% | 10.5% |
| Care Home Service | Alcohol & Drug Misuse | 0.0% | 0.0% | 13.3% | 40.0% | 40.0% | 6.7% |
| | Blood Borne Virus | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% |
| | Children & Young People | 0.0% | 1.1% | 8.5% | 31.3% | 53.0% | 6.0% |
| | Learning Disabilities | 0.0% | 1.3% | 7.9% | 32.2% | 49.3% | 9.2% |
| | Mental Health Problems | 0.0% | 0.0% | 7.4% | 40.7% | 38.9% | 13.0% |
| | Older People | 0.4% | 4.5% | 15.3% | 38.0% | 37.0% | 4.8% |
| | Physical and Sensory Impairment | 0.0% | 2.7% | 13.5% | 21.6% | 56.8% | 5.4% |
| | Respite Care and Short Breaks | 0.0% | 0.0% | 16.7% | 8.3% | 75.0% | 0.0% |
| Child Care Agency | - | 0.0% | 4.3% | 13.0% | 43.5% | 26.1% | 13.0% |
| Child Minding | - | 0.0% | 0.5% | 6.6% | 42.9% | 46.2% | 3.7% |
| Day Care of Children | - | 0.1% | 1.4% | 7.7% | 40.6% | 46.3% | 3.9% |
| Fostering Service | - | 0.0% | 0.0% | 6.9% | 41.4% | 51.7% | 0.0% |
| Housing Support Service | - | 0.1% | 1.3% | 7.6% | 30.8% | 50.9% | 9.3% |
| Nurse Agency | - | 0.0% | 5.1% | 16.9% | 42.4% | 30.5% | 5.1% |
| 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% | 2.9% | 11.8% | 20.6% | 50.0% | 14.7% |
| | School Hostel | 0.0% | 0.0% | 28.6% | 14.3% | 57.1% | 0.0% |
| Secure Accommodation Service | - | 0.0% | 0.0% | 0.0% | 40.0% | 40.0% | 20.0% |
| Support Service | Care at Home | 0.2% | 2.0% | 10.8% | 33.6% | 46.4% | 6.9% |
| | Other than Care at home | 0.0% | 0.2% | 3.1% | 38.6% | 50.2% | 7.8% |
| All types of care service | | 0.1% | 1.2% | 8.0% | 39.4% | 46.4% | 4.9% |

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% | 1.4% | 6.8% | 91.7% |
| Private | 0.2% | 1.5% | 10.9% | 87.4% |
| Voluntary or Not for Profit | 0.1% | 1.3% | 9.8% | 88.9% |
| All Service Sectors | 0.1% | 1.4% | 9.8% | 88.6% |

Care Inspectorate 2018/19 Qtr 2 Statistical Report

Complaints about registered services at 30 September 2018

Summary of complaints received, registered and completed about registered services (31 March 2018 - 30 September 2018)

Source: PMS at 01 October 2018

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 | 0 | 0 | 1 | 1 |
| Care Home Service | Alcohol & Drug Misuse | 0 | 0 | 1 | 1 | 2 |
| | Blood Borne Virus | 0 | 0 | 0 | 0 | 0 |
| | Children & Young People | 0 | 11 | 26 | 7 | 44 |
| | Learning Disabilities | 0 | 3 | 42 | 20 | 65 |
| | Mental Health Problems | 0 | 0 | 29 | 3 | 32 |
| | Older People | 0 | 59 | 993 | 66 | 1118 |
| | Physical and Sensory Impairment | 0 | 2 | 9 | 9 | 20 |
| | Respite Care and Short Breaks | 0 | 2 | 0 | 1 | 3 |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 101 | 0 | 101 |
| Day Care of Children | - | 0 | 60 | 255 | 55 | 370 |
| Fostering Service | - | 0 | 2 | 0 | 1 | 3 |
| Housing Support Service | - | 0 | 87 | 256 | 196 | 539 |
| Nurse Agency | - | 0 | 0 | 7 | 0 | 7 |
| 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 | 14 | 23 |
| | School Hostel | 0 | 0 | 0 | 0 | 0 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 5 | 5 |
| Support Service | Care at Home | 3 | 9 | 177 | 27 | 216 |
| | Other than Care at home | 0 | 1 | 8 | 9 | 18 |
| All types of care service | | 3 | 237 | 1913 | 417 | 2570 |

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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 | 2 | 6 | 2 | 10 |
| | Learning Disabilities | 0 | 1 | 6 | 0 | 7 |
| | Mental Health Problems | 0 | 0 | 4 | 1 | 5 |
| | Older People | 0 | 18 | 268 | 19 | 305 |
| | Physical and Sensory Impairment | 0 | 2 | 2 | 2 | 6 |
| Respite Care and Short Breaks | 0 | 2 | 0 | 0 | 2 | |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 53 | 0 | 53 |
| Day Care of Children | - | 0 | 16 | 94 | 16 | 126 |
| Fostering Service | - | 0 | 0 | 0 | 0 | 0 |
| Housing Support Service | - | 0 | 14 | 63 | 25 | 102 |
| 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 | 5 | 1 | 6 |
| | School Hostel | 0 | 0 | 0 | 0 | 0 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 4 | 4 |
| Support Service | Care at Home | 1 | 1 | 56 | 3 | 61 |
| | Other than Care at home | 0 | 0 | 0 | 1 | 1 |
| All types of care service | | 1 | 57 | 558 | 74 | 690 |

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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 | 5 | 2 | 9 |
| | Learning Disabilities | 0 | 1 | 7 | 2 | 10 |
| | Mental Health Problems | 0 | 0 | 6 | 1 | 7 |
| | Older People | 0 | 19 | 260 | 22 | 301 |
| | Physical and Sensory Impairment | 0 | 1 | 2 | 2 | 5 |
| Respite Care and Short Breaks | 0 | 1 | 0 | 0 | 1 | |
| Child Care Agency | - | 0 | 0 | 0 | 0 | 0 |
| Child Minding | - | 0 | 0 | 48 | 0 | 48 |
| Day Care of Children | - | 0 | 14 | 100 | 12 | 126 |
| Fostering Service | - | 0 | 0 | 0 | 0 | 0 |
| Housing Support Service | - | 0 | 15 | 57 | 28 | 100 |
| 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 | 1 | 3 | 4 |
| | School Hostel | 0 | 0 | 0 | 0 | 0 |
| Secure Accommodation Service | - | 0 | 0 | 0 | 1 | 1 |
| Support Service | Care at Home | 0 | 1 | 46 | 4 | 51 |
| | Other than Care at home | 0 | 0 | 0 | 0 | 0 |
| All types of care service | | 0 | 56 | 534 | 77 | 667 |

Care Inspectorate 2018/19 Qtr 2 Statistical Report

Enforcement notices issued to registered services at 30 September 2018

Summary of enforcement notices issued to registered services (31 March 2018 - 30 September 2018)

Source: enforcement dataset at 02 October 2018

Number of enforcement notices issued Q2 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 | - | 2 | 1 | 0 | 1 | 1 | 5 |
| Day Care of Children | - | 2 | 0 | 0 | 0 | 0 | 2 |
| Housing Support Service | - | 1 | 0 | 0 | 0 | 0 | 1 |
| Support Service | Care at Home | 1 | 0 | 0 | 0 | 0 | 1 |
| All types of care service | | 14 | 1 | 3 | 1 | 1 | 20 |

Number of services* that had enforcement notices issued to them Q2 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 | - | 2 | 1 | 0 | 1 | 1 | 3 |
| Day Care of Children | - | 2 | 0 | 0 | 0 | 0 | 2 |
| Housing Support Service | - | 1 | 0 | 0 | 0 | 0 | 1 |
| Support Service | Care at Home | 1 | 0 | 0 | 0 | 0 | 1 |
| All types of care service | | 14 | 1 | 3 | 1 | 1 | 18 |

Number of services* that had enforcement notices issued to them Q2 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 | 3 | 0 | 3 |
| Day Care of Children | - | 0 | 0 | 2 | 0 | 2 |
| Housing Support Service | - | 0 | 0 | 1 | 0 | 1 |
| Support Service | Care at Home | 0 | 0 | 1 | 0 | 1 |
| All types of care service | | 0 | 0 | 18 | 0 | 18 |

Notes:

*A service may receive more than one type of enforcement - at 30 September 2018, 1 Childminding Service received an S62 and S64 and 1 Care Home Service had received an S62, S64 and S74.

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.