

## NORTH LANARKSHIRE COUNCIL

## REPORT

AGENDA ITEM No. 11

TO: Social Work Committee	Subject:
FROM: Jim Dickie Director of Social Work	<b>NORTH LANARKSHIRE COUNCIL REGISTRATION AND INSPECTION UNIT</b>
DATE OF COMMITTEE: 22 August 2000	<b>ANNUAL REPORT</b>
REPORT AUTHOR: Dennis O'Donnell	<b>1 APRIL 1999 - 31 MARCH 2000</b>

**1 CONTENT AND PURPOSE OF REPORT**

- 1.1 The Annual Report for the year 1999 - 2000 mainly outlines findings from inspection activity undertaken in relation residential and day services across all provider sectors. The report highlights reduction in registered services and changing trends in service provision. Concerns are raised about levels of double room provision throughout North Lanarkshire. Inspection initiatives, pending changes to regulatory arrangements and findings from inspection are included. The report highlights that overall levels of compliance with standards is good, but slightly poorer than the previous year. Weakest performances were found in relation to local authority day services, local authority residential services for children and private sector services for older people. These findings arose despite increased frequency of inspection.
- 1.2 The Annual Report is attached as Appendix One for consideration by members.

**2 BACKGROUND**

- 2.1 Scottish Office Guidance sets out the requirement for an Annual Report on the inspection function of the Department to be prepared and presented to the relevant local authority committee. Guidance indicates that the report should be published and circulated widely.

**3 SUMMARY OF MAIN FINDINGS**

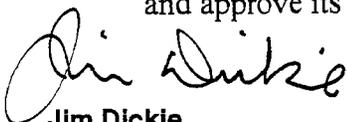
- 3.1 A summary of main findings from the report is provided in the Executive Summary of the report.
- 3.2 Members attention is drawn to:
- ◆ the Council's current responsibilities for regulation of registration and inspection being transferred to a Scottish Commission for the Regulation of Care as from April 2002.
  - ◆ the pattern of year on year reduction in closure or de-registration of residential services, and that a subsequent reduction in places has continued.

- ◆ effective inspection initiatives over the past year including the use of lay persons; innovative inspection approaches and joint inspection work with Lanarkshire Health Board.
- ◆ an increase in inspection workload in the past year, through undertaking inspection of local authority day services for the first time.
- ◆ the target of two inspections annually being exceeded for the third consecutive year.
- ◆ findings from inspection illustrating that overall levels of compliance with standards is poorer across all sectors than in previous years, this despite increased frequency of inspection.
- ◆ compliance being poorest in local authority day services for adults (72%) and services for children (79%). This contrasts with residential services for older people (85%) and for other adult groups (89%).
- ◆ increased regulatory activity in the form of close monitoring was undertaken in 4 private sector services for older people, due to poor compliance with standards.
- ◆ increasing levels of concerns about property standards in local authority services for children and for older people.
- ◆ a clear need, across all sectors and types of provision, to devise procedures to better address the management of challenging behaviors.
- ◆ general improvements across all residential sectors in care management recording.
- ◆ unacceptably continued high incidence of shared bedroom accommodation with 236 (26.5%) of the 877 places available being shared.
- ◆ internal measures to provide support, information and advice to unit and service managers being established by inspection staff.
- ◆ the units failure to achieve internal targets to distribute inspection reports within 20 days of inspection (achieved with 68% of reports).
- ◆ staffs' commitment to develop and maintain standards at a time of significant change.

3.3 Members are asked to note that issues relevant to future standards in local authority residential services are currently under the consideration of an Officer/ Member Group looking at homes for the future. The findings from that exercise will be subject to a separate report to Committee.

#### 4 RECOMMENDATION

4.1 Members are asked to endorse the findings and actions set out in the Annual Report, and approve its wider circulation.



**Jim Dickie**  
**Director of Social Work**  
**10 August 2000**

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DRAFT

**NORTH LANARKSHIRE COUNCIL**

**SOCIAL WORK DEPARTMENT**

**REGISTRATION AND INSPECTION UNIT**

**1999 - 2000**

**ANNUAL REPORT ON INSPECTION**

## **North Lanarkshire Council - Annual Report on Inspection**

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## ANNUAL REPORT ON INSPECTION

### 1. Introduction

This is the fourth Annual Report on the inspection work carried out by the Social Work Department's Registration and Inspection Unit.

The Council's Registration and Inspection Unit was established through the implementation of the National Health Service and Community Care Act 1990. The unit's main regulatory responsibilities are to register and inspect residential and day services for older people, other vulnerable adults and children and young people being looked after. Oversight of the Social Work Department's Complaints procedure and investigation of complaints about registered residential and day services are amongst the unit's secondary functions. Responsibility for Under 8's services lies with the Education Department.

Publication of this report coincides with major changes being formulated for the implementation of a Scottish Commission for the Regulation of Care.

By April 2002 it is envisaged that the local authority residential and day care services, will themselves be subject to registration, and their inspection functions transferred to the new Commission.

North Lanarkshire Council Social Work Department welcomes the Scottish Executive's proposals to reform regulatory arrangements. Registration and inspection staff are already involved in preparatory activity for these changes through joint inspection work with health board colleagues and regulation of domiciliary services.

Alongside these initiatives which will influence and help shape future regulatory arrangements, inspection staff continue to provide a high standard of service which informs providers about expected standards and measures to improve upon these. This report illustrates that service developments and improvements continue despite the uncertainties of forthcoming changes.

## **2. Aims and Objectives of Inspection**

### **Key Objective**

- To promote maintain and develop good quality of care through inspection, registration and complaints handling.

### **Key Aims of the service**

- ◆ to safeguard the interests of service users;
- ◆ to provide clear information to providers about expected standards;
- inspect residential and day services at least twice annually;
- ◆ investigate, act upon and report on the outcome of complaints;
- take enforcement and remedial action where standards have been significantly compromised.

## **3. Locus of the Inspection Unit**

The unit operates at arms length from the operations of the Social Work Department. This helps ensure objectivity and an even-handedness in approach, particularly critical as the unit's remit includes inspecting of local authority homes and day services for older people other adults and children.

## **4. Staffing**

Apart from one long-standing administrative vacancy staffing arrangements in the unit have remained stable over the past year.

In preparation for the Commission staffs' workload balance has substantially diversified. In particular fuller assessment of the Social Work Department's services for future registration, regulation of home care, assessment and monitoring of contracted services and joint inspection activities with health board colleagues have become elements of staffs' routine duties. This alteration within staffs' core workload has been achieved without cost to the quality of inspection and registration work.

Staffs' development has continued to rely heavily on in-house inputs. Anticipated opportunities at national level for officers to further develop their regulatory skills have not materialised. Staff have been represented at several conferences and workshops run by the National Association for Inspection and Registration Officers (NAIRO).

## **5. Inspection Initiatives**

### Lay Persons

In early 1999 Social Work Committee approval was given to appoint lay persons to participate on inspections, as part of a pilot project to be evaluated by the Nuffield Research Unit at Glasgow University.

Specific criteria were agreed for the use and conduct of lay persons and for reporting purposes. Lay Persons have participated in 43 residential inspections, where their main focus has been in trying to obtain a perspective of residential services from a users viewpoint.

Research findings into the use of lay persons have been positive. The decision has been taken that, with minor modification, this scheme continues for a further year. A summary of the research findings is included as Appendix one.

### Joint Inspection with Lanarkshire Health Board

Officers worked with colleagues from the Health Board on 14 joint inspections. These included inspections of jointly registered homes, residential and nursing homes. Joint inspection activity is considered to have broadened the scope of Inspectors' experience and, from the views of service providers, to have improved the scope of the inspection processes. It is intended that joint inspection activity will continue in the coming year, albeit on a reduced scale. Joint inspections will be targeted towards establishments where specific health and social care concerns have been identified.

### Composite Inspections

An initiative to test alternative methods of inspection was undertaken over a two night period whereby all residential establishments for older people were subject to simultaneous, brief unannounced inspections. This allowed specific comparisons to be drawn between similar services, across all provider sectors at a specific moment in time, and for comparative

findings to be widely shared and acted upon. This exercised required a structured approach to be taken in both the inspection and reporting processes.

The exercise was considered effective in terms of use of inspectors time and as a means of targeting and assessing specific areas of practice in residential services. Repetition of this exercise, across other client sectors, will be considered in the coming year.

### Report Styles and Distribution

Work has been ongoing during the past year to develop report styles which better meet the needs of the wide readership, and which are more evaluative, concise and easily understood.

A report style has evolved which is a combination of text and evaluation and better identifies whether standards in specific areas are satisfactory or not. Responses to the amended format has been mixed, but there is consensus that the current report format now more clearly identifies areas where service providers need to focus their attentions.

### The Intranet

In order that inspection reports can be used to influence standards these are copied to each inspected establishment and therein made available to staff, service users and their families. In addition copies of all inspection reports are available at Social Work Department Area Teams and main hospitals for access by social workers, clients or their families to assist in making placement decisions.

Initial measures have been taken to place all current inspection reports on the web-site of North Lanarkshire Council's intranet service, so ensuring a wider and more convenient access in a range of public buildings. It is anticipated that this service will be fully operational in the coming year.

## **6. Inspectable Services in North Lanarkshire.**

### Day services

During the past year local authority day services were inspected for the first time. This created an additional workload of 14 inspectable day services. In total there are 18 day services subject to inspection providing a total of 839 places.

### Residential services

The number of residential services subject to inspection has reduced but patterns of service provision remain comparatively static. The local authority and the private sector share a fairly even spread of Homes for older people, but the local authority provides more than twice the number of places; the voluntary sector is the major provider in services to vulnerable adults, and the local authority the main provider of residential childcare.

On 31 March 2000 there were 50 inspectable residential services in North Lanarkshire. In the past year one residential service for adults with learning disabilities and another for older people have closed. Three others, two for vulnerable young people and adults with mental health problems, have fallen outwith the scope of inspection due to changes in the ways in which these services are provided. This has led to an overall reduction of 30 residential places in the past year.

Table 1a illustrates the pattern of decrease in residential establishments across all provider sectors over the past 3 years. As patterns of service delivery move away from residential and institutional care it is envisaged that this trend of closure or deregistration will continue.

**Table 1a Residential Provision in North Lanarkshire 1997-2000 by Provider Sector**

	1997/1998	1998/1999	1999/2000
<b>Local Authority</b>	20	19	18
<b>Voluntary</b>	26	25	22
<b>Private</b>	14	11	10
<b>Total</b>	60	55	50

Table 1b illustrates the spread in type of provider and client residential services currently subject to inspection.

**Table 1b Current Residential Provision in North Lanarkshire by Client Sector**

Type	Older People	Adults	Children	Total
<b>Local Authority</b>	10	3	5	<b>18</b>
<b>Private</b>	8	2	0	<b>10</b>
<b>Voluntary</b>	1	20	1	<b>22</b>
<b>Total</b>	<b>19</b>	<b>25</b>	<b>6</b>	<b>50</b>

### Inspectable places

The continuing trend of reduction in residential service is also reflected in the reduction in places. It is notable that 140 residential places have been lost over three years. On a positive note this net loss of residential places in part reflects positive measures taken across services to improve the ratio of single to double bedrooms.

Table 2a reflects a total of 42 places lost in past year. A fairly even pattern of loss of places across all three provider sectors over the past 3 years is represented. Reductions in the past year are lower than previously found, this reflecting the small scale of those services which have closed or deregistered.

**Table 2a Residential Places in North Lanarkshire 1997 -2000 by Provider Sector**

	1997/1998	1998/1999	1999/2000
<b>Local Authority</b>	512	471	464
<b>Voluntary</b>	291	269	241
<b>Private</b>	214	179	172
<b>Total</b>	1,017	919	877

Table 2b illustrates that proportionately the highest shift in placement availability has been in adult care services and through reconfiguration of services to unregistered models of care in the areas of mental health services and services for vulnerable young people.

**Table 2b Residential Places in North Lanarkshire by Client Sector**

Type	Older People	Adults	Children	Total
<b>Local Authority</b>	387	25	52	<b>464</b>
<b>Private</b>	160	12	0	<b>172</b>
<b>Voluntary</b>	14	189	38	<b>241</b>
<b>Total 1999/00</b>	<b>561</b>	<b>226</b>	<b>90</b>	<b>877</b>
<b>Total 1998/99</b>	<b>568</b>	<b>261</b>	<b>89</b>	<b>918</b>
<b>Total 1997/98</b>	<b>623</b>	<b>297</b>	<b>97</b>	<b>1,017</b>
<b>Loss over 3 years</b>	<b>62</b>	<b>71</b>	<b>7</b>	<b>140</b>

### Future Trends in Residential Provision

There has been a clear downward trend in the number of inspectable residential services and available places over the past 3 years. This is likely to continue into the next year as policy influences increasingly support the development of smaller, unregistered, supported living

services for vulnerable adults, which are likely to fall outwith the statutory requirements for inspection by the local authority.

## **7. Findings from Inspection**

### Residential Services for Older People

Nineteen establishments accommodate 561 service users in residential services for older people. Overall levels of compliance with standards remains high, albeit have reduced slightly from 89% to 85% of the total standards against which services are measured. This reduction in compliance levels is despite an increase in inspection frequency. The need for some modification of specific standards, such as those in relation to promoting independence, to reflect an increasingly frail and dependent client group, has been identified.

In this client sector, moreso than others, levels of compliance with standards is most variable. This appears to be linked to the frequency of management changes and higher staff turnover which is prominent in several establishments. Arising from low levels of compliance, evidenced through complaints investigation or inspection, four private sector establishments have been subject to additional monitoring.

Good attention to staff development through induction, training and supervision is consistently applied across local authority services and those private homes where there is low staff turnover. Moderate improvements have been noted, particularly in relation to care management recording, in reporting and communication and, with regard to the private sector, accommodation standards. Adequate attention is given to personal care standards across the board, but wide variations are still evidenced in attention given to social care, activities and relationships. Levels of shared bedroom accommodation adversely influence the quality of life for residents, particularly in services for older people. Poor design features and the need for investment in building fabric have become more prominent concerns across local authority homes for older people services in the past year.

The most commonly unmet standards related to:

- contracts outlining terms and conditions (mainly local authority)
- absence of policies for managing challenging behaviours (all sectors)
- arrangements for safety of personal belongings (private sector)

- privacy (building standards) (all sectors)

### Residential Services for other Adult Groups

Twenty seven residential units accommodate 226 adults; mainly with learning disabilities or mental health problems. Compliance against standards was slightly lower than in the preceding year at 89% compared to 95%.

Voluntary organisations are the main providers in this sector. Three providers run 11 from the total 27 units for vulnerable adults. These units tend to be small in scale and as a result services are more individualised.

Levels of compliance within this sector continue to be fairly high and in the past year there has been no necessity for enforcement action to be taken. The past year has seen several providers make inroads into reassessing whether residential services continue to provide an appropriate model of care for service users. Several organisations are considering whether supported tenancies provide a more relevant service model.

As, throughout North Lanarkshire, many of residential units for adult groups are based in ordinary housing stock, problems in complying with residential building standards frequently arise. Whilst in general service users are unconcerned at the scale and design of their accommodation, inspectors often assess this as cramped and lacking in privacy. Slow progress is being made in considering alternative accommodation for adult groupings. It is envisaged future changes in regulation and housing benefit funding criteria will speed up progress in this sector.

Commonly unmet standards relate to:

- absence of policies on managing challenging behaviours (all sectors).
- accommodation space standards (voluntary sectors).
- focusing attention towards independence (all sectors).

### Services for Children

This sector comprises of five local authority residential units and one independent sector residential school, together accommodating and looking after 90 children and young people. Levels of compliance against standards has dropped from 82% to 79% in this sector, around 10% lower than in services for older people and other adults. Poor building maintenance, management changes and gaps, over-reliance on temporary staff and weaknesses in supervision are contributory factors to the reduction in performance against standards in this client sector.

More positively there were examples of well managed services and of circumstances which gave due focus to the needs of young people and which effectively address their personal, social and educational needs in innovative ways. There appears to be few opportunities for unit managers to share elements of good practice.

Inspections identified increasing difficulties, both in childrens units and the residential school, in providing safe environments necessary to effectively address the care and support needs of troubled young people. Training initiatives in managing challenging behaviour are more highly developed in this sector than in others, but alongside the level of incidents is much higher than in other sectors.

It is of concern, particularly in local authority services, that previously identified poor accommodation standards have worsened, and that deficiencies in care management systems and in developing internal arrangements towards preparing young people for independent living have not been substantially progressed. Cyclical difficulties appear to arise in several units and peer group influences can quickly lead to escalation of difficulties in residential settings.

Commonly unmet standards relate to :

- Design and Accommodation standards
- Opportunities for independence
- Care planning

### Day Services

Standards in day services have been assessed through inspection for the first time. This sector is a mixture of services for older people and for other adult groupings. Levels of compliance in day services for older people was high, with 85% of all standards achieved; in services for other adult groups compliance drops to 72%.

In both client sectors issues of accommodation suitability were uppermost. In relation to day services for adults with learning disabilities this first phase of inspection has identified a series of fundamental concerns about service purpose and its relevance for users; levels of service use; care management measures; staff development and management of challenging behaviour.

A major review of day services for people with learning disabilities is currently being undertaken by the local authority and should provide a starting point to addressing the concerns raised through inspection.

### Summary of findings across all provider sectors

It is notable that despite an increase in inspection activity lower level of compliance with standards have been identified. Whilst inspection aims to assist in the raising of standards, it does not do so in isolation and greater responsibility lies with providers, managers and staff.

Given the downward trend in compliance levels over the past 2 years an inspection strategy is being devised in the coming year to target:

- establishing causing most concerns;
- specific areas where standards are repeatedly unmet;
- focus on safeguards for service users in respect of staff competence, personal care and financial arrangements.

## **8. Performance Indicators**

The Scottish Executive sets out two indicators against which inspection performance is measured: inspection frequency of two inspections annually, and year on year reduction in the proportion of shared rooms within residential accommodation.

### Inspection Frequency

For the second consecutive year inspection targets have been met and, in the case of local authority and private sector establishments, exceeded. This performance is a major achievement given the context of 14 additional day services being included in the unit's workload for the first time.

### Shared accommodation

Quantifying levels of shared accommodation provides one of the firmest indicators of whether privacy standards are achieved. In period 98/99 there were 256 shared places in double bedrooms, ie 27.9% of the total places available. In the year 99/2000 from the total of 877 places available there were 236 shared places, ie 26.9% total places available. This modest percentage reduction, has been adversely influenced by the loss of single room accommodation where homes have closed in the past year.

Whilst year on year there has been decrease in the percentage of double rooms, the continued high levels of shared bed spaces is unacceptably high across North Lanarkshire. This is particularly so in local authority and private sector homes for older people.

In local authority homes the level of shared bedrooms has remained constant at 44 double bedrooms. Across eight private sector homes there are 41 double rooms. Despite major inroads by private providers in the past 3 years to extend or adapt to provide single room accommodation, the majority of double rooms have been retained. As the trend in the private sector has been to charge an additional premium for single rooms, user demand for double rooms has continued, despite the implication for users privacy.

Levels of double bedroom use are less prominent in services for other adults, albeit there are four specific services for adults with learning disabilities where the balance of shared accommodation is undesirably high. In childrens services there are two shared bedrooms within the residential school, none in local authority units..

It is expected that the Scottish Commission for Regulation will address this shared bedrooms issue through specifying national standards and target setting.

## 9. Registration

Registration is the statutory process whereby services in the private and voluntary sectors are licensed to operate by the local authority and thereafter regulated. In North Lanarkshire there are currently 36 registered residential services and 4 registered day services.

Officers main registration duties relate to monitoring and annual registration visits which relate to continued compliance with registration standards in respect of:

- management and staffing;
- premises, and
- care practice.

Where establishments are causing concern monitoring visits are undertaken as frequently as once to twice weekly. In the past year four establishments have been subject to such routines and this placed considerable demands on staffs' time.

Routine registration work relates to variations to registration conditions, usually to capacity, or changes to premises, and to changes in management or ownership arrangements. Each episode results in careful reappraisal of the registration position prior to changes being approved.

**Table 3** illustrates the registration workload undertaken in the past year. There have been no new registrations and an overall reduction in registered services through closures or enforcement actions.

### **Registration Workload 1999/2000 (Table 3)**

Current No. of Registered Establishments	New Registration 1999/00	Closures 1999/00	Variations Processed (Category /Nos)	Changes to Organisations Processed	Changes of Manager Processed	Enforcement Action Taken
36	0	4	3	5	4	4

## 10. Complaints

The unit has a responsibility for investigating or ensuring the proper investigation of complaints in all registered establishments. Minor complaints are generally investigated by providers.

The level of serious complaint subject to investigation by officers reduced from fourteen in 98/99 to 9 in the current year. Of the 9 complaints investigated 7 were either upheld or partially upheld.

Types of complaints investigated included: - aggressive conduct between residents; poor personal care standards; inattention to laundry; theft and weak fire procedures. Where complaints were partially or fully upheld the service proprietor or manager were required to submit an action plan outlining measures to be taken to remedy concerns.

Complaints investigation continues to be an effective means of closely evaluating operational concerns in registered establishments and so is an important regulatory tool.

### **11. Summary of Unit Performance Against In House Targets 1998/1999**

The Annual report from 1998/1999 identified a series of internal indicators against which the units performance over the past year could be measured. Performance is summarised as follows:

**a. Achieve Inspection target of 2 inspections annually. ACHIEVED.**

Target met for all inspectable day services and exceeded in relation to residential services.

**b. Increase proportion of announced inspections to residential services to 40 %.  
ACHIEVED**

Level of announced inspections has substantially increased to 48% of all residential inspections, this largely due to policy of all inspections involving lay persons being announced.

**c. Achieve 90% target in distribution of proposed report with 20 days of inspection being concluded. UNMET.**

20 day target only met in distribution of 68% of all reports. Improved performance in this area is perceived as critical. In part delays can be attributed to individual staff performance.

**d. Achieve 70% satisfaction rate from post inspection questionnaire returns.**

**ACHIEVED.**

83% of returns were satisfactory but return rate lower than previous year, at just below 50% of all inspections.

**e. Include lay persons in 40% of residential inspections. ACHIEVED.**

Lay Persons included on 44 % of inspections.

**f. Timing of 40% of inspections included irregular hours working. UNMET.**

38% of residential inspections included a component of irregular working. This percentage increases when taking officers other investigatory and monitoring duties into account.

**g. Seminars with unit managers to take place three times annually. ACHIEVED.**

Pattern of separate meetings now established for managers from services for older people, services for other adult groups and childrens' services.

**h. Training to be provided to address persistently unmet standard. ACHIEVED**

Training and guidance material provided on care management recording.

## **12. Advisory Committee on Inspection**

This Committee continues to meet on a quarterly basis.

In the past 12 months the Committee has made contributions to the work of the unit in relation to:

- the use of lay persons
- reporting formats
- standards across client groups

The Committee is currently reconsidering ways in which service users views can be more effectively communicated through inclusion on Committee, attendance at Committees, or programmes of visitation to residential units.

## Advisory Committee Comments on the Annual Report

The Advisory Committee considered this Annual Report on 10 August 2000.

In noting and accepting the report's content members expressed concerns at the high levels of shared bedroom accommodation (26.5% of total) in residential services throughout North Lanarkshire. In acknowledging that there will always be circumstances where client choice will dictate that shared accommodation be an option, and that major financial and viability implications arise from providing single occupancy rooms, Committee considered current levels to be unreasonably high. Members fully endorse any proposals by the Council to address and improve upon this situation.

### **13. Conclusion**

Registration and inspection staffing has remained stable over the past year. Whilst inspection workload has increased, registration workload decreased.

The planned transfer of regulation from local authorities to a Scottish Commission is creating both challenge and uncertainty for staff involved in the regulatory activity.

For the second year, inspection targets set by the Scottish Executive have been exceeded, this despite additional workload generated by the twice yearly inspection of day services for the first time and officers participation in a number of joint inspections of nursing homes.

Inspectable residential provision has continued to decrease year on year, due to a combination of a difficult financial climate for providers, and alterations in the delivery of certain services, which brings them outwith the scope of statutory inspection.

Initiatives in the inspection process over the past year, in particular the inclusion of lay persons and composite inspection have proved successful. In house performance measures have largely been achieved, although scope for improvements in achieving prescribed reporting time-scales is noted.

It is disappointing that levels of compliance with standards have fallen across all sectors. These were particularly marked in local authority residential services for children and day services for people with learning disabilities and in private sector homes for older people. However, overall levels of compliance remain high in the majority of services.

Initiatives to target specific services and establishments causing concern for more vigorous inspection and to address key issues about standards through managers meetings and training, are recent initiatives to address these downward trends in compliance.

The level of shared bedroom accommodation in residential services in North Lanarkshire remains high and so directly impinges on the quality of services provided. Improvement will require a firmer commitment from providers towards reducing double occupancy and reconsideration of registration and purchasing strategies. Concerns at high levels of shared accommodation was the focus of comments from the Advisory Committee on Inspection when considering this Annual Report.

North Lanarkshire Council continues to give due regard to meeting its statutory obligations to inspect residential and day services and will continue to do so pending the transfer of these to the Scottish Commission for the Regulation of Care.