Care Inspectorate 2017/18 Quarter 4 Statistical Report Tables

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Note: figures provided for Services at 31 March 2017 may change as they take into account retrospective cancellations and/or registrations.

Care Inspectorate 2017/18 Quarter 4 Statistical Report Tables

Notes:

The Care Inspectorate use a computer system called the Practice management System (PMS), to hold the registration data we collect about care services. Much of the information we use in this report is taken from PMS via the Care Inspectorate Service List at 31 March 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 Alchohol & Drug Misuse may still accommodate people within the Older People group.
Some Care at Home services may still operate from a premises as well as provide care at home i.e. they may, in addition to care at home, offer a day care service for adults from a premises.
All grades are from inspection reports finalised by 31 March 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Complaints completed are those cases with a completed investigation and does not count any complaints that were withdrawn without an investigation or complaint investigations still in progress.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 arrangments in connection with the adoption of children. This does not include services in which proposed adopter is a relative of the child.
CareService - Adult Placement Service:	A service which consists of, or includes, arranging for the provision of accommodation for an adult (age of eighteen years or over), together with personal care or personal support or counselling, or other help, provided other than as part of a planned programme of care by reason of the person's vulnerability or need, by placing the person with a family or individual; but a service may be excepted from this definition by regulations.
CareService - Care Home Service:	A service which provides accommodation, together with nursing, personal care or personal support, for persons by reason of their vulnerability or need this may include for: alcohol & drug misuse, blood borne virus, children & young people, learning disabilities, mental health problems, older people, physical & sensory impairment or respite care & short breaks.
CareService - Child Care Agency:	A service which consists of or includes supplying, or introducing to persons who use the service, child carers up to the age of 16, wholly of mainly in the home of the child's parents.
CareService - Child Minding:	A person who looks after one or more children up to the age of 16, on domestic premises for reward but not in the parents own premises. A parent, relative or foster carer of the child cannot be regarded as a child minder when looking after that child.
CareService - Day Care of Children:	A service which consists of any form of care on a non-domestic premises, supervised by a responsible person during the day for at least two hours a day on at least six days per year. The service definition includes nursery classes, creches, after school clubs and playgroups but does not include services which are provided as part of a school activity. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.
CareService - Fostering Service:	A service where substitute care is provided by a fostering agency when a child's family is unable to provide care. This may take the form of complimentary care to enable opportunity to a child or allow parents a break.
CareService - Housing Support Service:	A service which provides support, assistance, advice or counselling to a person who has particular needs, with a view to enabling that person to occupy residential accommodation as a sole or main residence.
CareService - Nurse Agency:	A service which consists of supplying or introducing registered nurses, registered midwives or registered health visitors to independent and voluntary sectore healthcare providers and to the NHS in Scotland.
CareService - Offender Accommodation:	A service which consists of giving advice, guidance or assistance to peoplewho have been provided with accommodation under supervision and care due to release from prison, ex-offenders, or those on probation.
CareService - School Care Accommodation Service:	A service which is provided to a pupil by an education authority or the managers of an independent or grant-aided school for the purpose of the pupil being in attendance at a public, independent or grant-aided school; and which consists of the provision, in a place in or outwith the school, of residential accommodation. This may be take the form of mainstream residential accommodation, residential special accommodation or school hostel accomodation.
CareService - Secure Accommodation Service:	A service which provides accommodation for the purpose of restricting the liberty of children in residential premises where care services are provided as with regulations made under section 29(9)(a) of the Regulation of Care (Scotland) Act 2001. This may be to provide protection to the child who may have history of running away and whose health or wellbeing may subseuently be under threat.
CareService - Support Service:	A personal care or personal support service provided by arrarrangment made by a local authority or health body to a vulnerable or person in need. This does not include a care home service, a service providing ovrnight accommodation, adoption service, or fostering service.
Service Sector:	Sector is the type of body which owns and provides a service, where a service may be owned and provided by either a Local Authority, Private firm, Voluntary organisation or Health body.
Quality Grades:	The grades awarded to services at inspections. These describe how well those services are performing against our quality themes and statements. These range from 1 - Unsatisfactory to 6 - Excellent.

Registered Services at 31 March 2018

Summary of No. of registered care services at 31 March 2018
Source: Care Inspectorate Service List at 03 April 2018

Number of Registered Services by Care Service Type and Service Sector (as at 31 March 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	29	0	11	**40**
Care Home Service	Alcohol & Drug Misuse	0	0	4	13	**17**
	Blood Borne Virus	0	0	0	1	**1**
	Children & Young People	1	120	114	60	**295**
	Learning Disabilities	1	17	44	97	**159**
	Mental Health Problems	0	0	18	36	**54**
	Older People	15	110	614	103	**842**
	Physical and Sensory Impairment	0	2	10	28	**40**
	Respite Care and Short Breaks	0	6	1	6	**13**
Child Care Agency	-	0	1	14	11	**26**
Child Minding	-	0	0	5334	0	**5334**
Day Care of Children	-	3	1720	1096	844	**3663**
Fostering Service	-	0	32	0	28	**60**
Housing Support Service	-	5	179	227	653	**1064**
Nurse Agency	-	0	0	78	4	**82**
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	6	121	371	501	**999**
	Other than Care at home	20	213	55	186	**474**
All types of care service		**51**	**2591**	**8000**	**2631**	**13273**

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% of Registered Services by Care Service Type and Service Sector (as at 31 March 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%	72.5%	0.0%	27.5%	**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%	40.7%	38.6%	20.3%	**100.0%**
	Learning Disabilities	0.6%	10.7%	27.7%	61.0%	**100.0%**
	Mental Health Problems	0.0%	0.0%	33.3%	66.7%	**100.0%**
	Older People	1.8%	13.1%	72.9%	12.2%	**100.0%**
	Physical and Sensory Impairment	0.0%	5.0%	25.0%	70.0%	**100.0%**
	Respite Care and Short Breaks	0.0%	46.2%	7.7%	46.2%	**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%	29.9%	23.0%	**100.0%**
Fostering Service	-	0.0%	53.3%	0.0%	46.7%	**100.0%**
Housing Support Service	-	0.5%	16.8%	21.3%	61.4%	**100.0%**
Nurse Agency	-	0.0%	0.0%	95.1%	4.9%	**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	0.6%	12.1%	37.1%	50.2%	**100.0%**
	Other than Care at home	4.2%	44.9%	11.6%	39.2%	**100.0%**
All types of care service		**0.4%**	**19.5%**	**60.3%**	**19.8%**	**100.0%**

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Service Cancellations and Registrations from 31 March 2017 to 31 March 2018

Summary of service cancellations and registrations by service type and sector at 31 March 2018
Source: Care inspectorate Service List at 03 April 2018
Note: figures provided for Services at 31 March 2017 may change as they take into account retrospective cancellations and/or registrations.

Changes to registered services by service type from 31 March 2017 to 31 March 2018

CareService	Subtype	Services at 31 March 2017	Registrations	Cancellations	Services at 31 March 2018	% change
Adoption Service	-	38	0	0	38	0.0%
Adult Placement Service	-	40	1	1	40	0.0%
Care Home Service	Alcohol & Drug Misuse	16	2	1	17	6.3%
	Blood Borne Virus	1	0	0	1	0.0%
	Children & Young People	284	17	6	295	3.9%
	Learning Disabilities	166	5	12	159	-4.2%
	Mental Health Problems	61	0	7	54	-11.5%
	Older People	849	56	63	842	-0.8%
	Physical and Sensory Impairment	38	3	1	40	5.3%
	Respite Care and Short Breaks	14	0	1	13	-7.1%
Child Care Agency	-	24	3	1	26	8.3%
Child Minding	-	5535	457	658	5334	-3.6%
Day Care of Children	-	3722	39	151	3663	-1.6%
Fostering Service	-	60	53	0	60	0.0%
Housing Support Service	-	1062	61	59	1064	0.2%
Nurse Agency	-	72	17	7	82	13.9%
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	38	1	4	35	-7.9%
	School Hostel	7	0	0	7	0.0%
Secure Accommodation Service	-	5	0	0	5	0.0%
Support Service	Care at Home	968	81	50	999	3.2%
	Other than Care at home	487	12	25	474	-2.7%
All types of care service		**13512**	**808**	**1047**	**13273**	**-1.8%**

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Changes to registered services by service sector from 31 March 2017 to 31 March 2018

CareService	Services at 31 March 2017	Registrations	Cancellations	Services at 31 March 2018	% change
Health Board	53	1	3	51	-3.8%
Local Authority	2603	37	49	2591	-0.5%
Private	8183	681	864	8000	-2.2%
Voluntary or Not for Profit	2673	89	131	2631	-1.6%
All Service Sectors	**13512**	**808**	**1047**	**13273**	**-1.8%**

Quality of Registered Services at 31 March 2018

Summary of grades by service type at 31 March 2018
Source: Care Inspectorate Service List at 03 April 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%	28.9%	55.3%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	31.6%	42.1%	26.3%
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%	2.5%	5.1%	23.8%	61.4%	7.2%
	Learning Disabilities	0.0%	0.6%	7.8%	18.2%	61.7%	11.7%
	Mental Health Problems	0.0%	0.0%	9.3%	20.4%	55.6%	14.8%
	Older People	0.4%	2.9%	14.6%	38.3%	38.6%	5.2%
	Physical and Sensory Impairment	0.0%	2.7%	10.8%	24.3%	48.6%	13.5%
	Respite Care and Short Breaks	0.0%	0.0%	7.7%	0.0%	84.6%	7.7%
Child Care Agency	-	0.0%	4.5%	9.1%	36.4%	36.4%	13.6%
Child Minding	-	0.0%	0.2%	2.4%	28.7%	62.1%	6.6%
Day Care of Children	-	0.1%	0.6%	4.4%	31.1%	56.6%	7.2%
Fostering Service	-	0.0%	0.0%	1.7%	27.1%	64.4%	6.8%
Housing Support Service	-	0.0%	0.7%	3.8%	22.5%	58.8%	14.2%
Nurse Agency	-	0.0%	0.0%	15.8%	40.4%	35.1%	8.8%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	60.0%	40.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	5.0%	75.0%	20.0%
	Residential Special School	0.0%	0.0%	2.9%	17.6%	64.7%	14.7%
	School Hostel	0.0%	0.0%	14.3%	14.3%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	1.1%	5.9%	27.8%	52.8%	12.5%
	Other than Care at home	0.0%	0.2%	1.3%	23.7%	60.2%	14.6%
All types of care service		**0.0%**	**0.7%**	**4.4%**	**28.9%**	**57.7%**	**8.3%**

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%	0.7%	3.2%	30.0%	61.4%	4.7%
	Learning Disabilities	0.0%	0.6%	8.4%	27.9%	51.9%	11.0%
	Mental Health Problems	0.0%	0.0%	9.3%	25.9%	53.7%	11.1%
	Older People	0.5%	2.0%	12.3%	44.6%	36.3%	4.3%
	Physical and Sensory Impairment	0.0%	2.7%	8.1%	21.6%	54.1%	13.5%
	Respite Care and Short Breaks	0.0%	7.7%	0.0%	30.8%	46.2%	15.4%
Child Care Agency	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Child Minding	-	0.0%	0.2%	2.2%	29.8%	63.5%	4.4%
Day Care of Children	-	0.0%	0.4%	4.0%	38.3%	53.1%	4.1%
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%	5.0%	25.0%	55.0%	15.0%
	Residential Special School	0.0%	0.0%	5.9%	26.5%	55.9%	11.8%
	School Hostel	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	60.0%	20.0%	20.0%
Support Service	Care at Home	0.0%	0.0%	11.1%	33.3%	27.8%	27.8%
	Other than Care at home	0.0%	0.2%	2.7%	31.7%	54.1%	11.2%
All types of care service		**0.0%**	**0.5%**	**3.8%**	**33.8%**	**57.0%**	**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%	2.6%	31.6%	55.3%	10.5%
Adult Placement Service	-	0.0%	0.0%	0.0%	28.9%	55.3%	15.8%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	6.7%	33.3%	40.0%	20.0%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	2.5%	5.1%	28.2%	59.6%	4.7%
	Learning Disabilities	0.0%	0.6%	7.1%	25.3%	56.5%	10.4%
	Mental Health Problems	0.0%	0.0%	13.0%	20.4%	55.6%	11.1%
	Older People	0.3%	2.0%	13.8%	41.6%	39.5%	2.8%
	Physical and Sensory Impairment	0.0%	2.7%	16.2%	21.6%	43.2%	16.2%
	Respite Care and Short Breaks	0.0%	7.7%	0.0%	38.5%	38.5%	15.4%
Child Care Agency	-	0.0%	0.0%	9.1%	31.8%	45.5%	13.6%
Child Minding	-	0.2%	0.5%	5.6%	47.3%	41.3%	5.1%
Day Care of Children	-	0.0%	0.9%	5.1%	33.8%	55.6%	4.7%
Fostering Service	-	0.0%	0.0%	0.0%	22.0%	69.5%	8.5%
Housing Support Service	-	0.0%	0.6%	4.3%	28.5%	56.4%	10.2%
Nurse Agency	-	0.0%	1.8%	14.0%	40.4%	38.6%	5.3%
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%	0.0%	10.0%	80.0%	10.0%
	Residential Special School	0.0%	0.0%	5.9%	14.7%	70.6%	8.8%
	School Hostel	0.0%	0.0%	14.3%	28.6%	57.1%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	1.1%	7.8%	34.6%	47.3%	9.3%
	Other than Care at home	0.0%	0.0%	2.4%	30.8%	56.9%	10.0%
All types of care service		**0.0%**	**1.0%**	**6.2%**	**33.8%**	**52.6%**	**6.4%**

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%	39.5%	52.6%	2.6%
Adult Placement Service	-	0.0%	2.6%	2.6%	42.1%	44.7%	7.9%
Care Home Service	Alcohol & Drug Misuse	0.0%	0.0%	20.0%	26.7%	46.7%	6.7%
	Blood Borne Virus	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
	Children & Young People	0.0%	2.2%	7.6%	33.9%	50.5%	5.8%
	Learning Disabilities	0.0%	0.6%	7.8%	34.4%	48.1%	9.1%
	Mental Health Problems	0.0%	0.0%	7.4%	37.0%	42.6%	13.0%
	Older People	0.5%	4.0%	15.0%	38.3%	37.4%	4.7%
	Physical and Sensory Impairment	0.0%	5.4%	8.1%	24.3%	56.8%	5.4%
	Respite Care and Short Breaks	0.0%	0.0%	15.4%	7.7%	69.2%	7.7%
Child Care Agency	-	0.0%	4.5%	13.6%	36.4%	31.8%	13.6%
Child Minding	-	0.0%	0.5%	6.6%	41.4%	47.4%	4.0%
Day Care of Children	-	0.1%	1.4%	7.1%	40.7%	46.9%	3.9%
Fostering Service	-	0.0%	0.0%	5.1%	39.0%	55.9%	0.0%
Housing Support Service	-	0.0%	0.9%	6.3%	33.0%	49.7%	10.1%
Nurse Agency	-	1.8%	7.0%	22.8%	33.3%	28.1%	7.0%
Offender Accommodation Service	-	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
School Care Accommodation Service	Mainstream Residential School	0.0%	0.0%	0.0%	15.0%	65.0%	20.0%
	Residential Special School	0.0%	0.0%	8.8%	14.7%	61.8%	14.7%
	School Hostel	0.0%	0.0%	28.6%	0.0%	71.4%	0.0%
Secure Accommodation Service	-	0.0%	0.0%	0.0%	20.0%	60.0%	20.0%
Support Service	Care at Home	0.0%	2.1%	9.1%	36.8%	44.3%	7.6%
	Other than Care at home	0.0%	0.2%	3.1%	38.6%	49.9%	8.2%
All types of care service		**0.1%**	**1.2%**	**7.4%**	**39.3%**	**46.8%**	**5.1%**

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%	2.0%	8.0%	90.0%
Local Authority	0.0%	1.3%	6.1%	92.7%
Private	0.2%	1.4%	10.4%	88.0%
Voluntary or Not for Profit	0.1%	1.4%	9.7%	88.7%
All Service Sectors	**0.1%**	**1.4%**	**9.4%**	**89.1%**

Complaints about registered services at 31 March 2018

Summary of complaints received, registered and completed about registered services (31 March 2017 - 31 March 2018)
Source: PMS at 03 April 2018

Complaints received about registered services

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Adoption Service	-	0	0	0	0	**0**
Adult Placement Service	-	0	1	0	0	**1**
Care Home Service	Alcohol & Drug Misuse	0	0	1	1	**2**
	Blood Borne Virus	0	0	0	0	**0**
	Children & Young People	0	38	57	8	**103**
	Learning Disabilities	1	5	72	25	**103**
	Mental Health Problems	0	0	27	9	**36**
	Older People	6	110	1694	117	**1927**
	Physical and Sensory Impairment	0	1	8	12	**21**
	Respite Care and Short Breaks	0	4	1	2	**7**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	215	0	**215**
Day Care of Children	-	0	119	542	99	**760**
Fostering Service	-	0	9	0	7	**16**
Housing Support Service	-	0	138	471	333	**942**
Nurse Agency	-	0	0	12	0	**12**
Offender Accommodation Service	-	0	0	0	0	**0**
School Care Accommodation Service	Mainstream Residential School	0	0	0	6	**6**
	Residential Special School	0	0	15	33	**48**
	School Hostel	0	0	0	0	**0**
Secure Accommodation Service	-	0	0	1	4	**5**
Support Service	Care at Home	4	34	337	64	**439**
	Other than Care at home	1	19	8	25	**53**
All types of care service		**12**	**478**	**3461**	**745**	**4696**

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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	1	0	0	**1**
Care Home Service	Alcohol & Drug Misuse	0	0	0	1	**1**
	Blood Borne Virus	0	0	0	0	**0**
	Children & Young People	0	9	21	0	**30**
	Learning Disabilities	0	0	7	8	**15**
	Mental Health Problems	0	0	9	3	**12**
	Older People	3	42	527	36	**608**
	Physical and Sensory Impairment	0	0	3	2	**5**
	Respite Care and Short Breaks	0	0	0	1	**1**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	129	0	**129**
Day Care of Children	-	0	35	233	45	**313**
Fostering Service	-	0	3	0	2	**5**
Housing Support Service	-	0	23	133	75	**231**
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	1	**1**
	Residential Special School	0	0	7	14	**21**
	School Hostel	0	0	0	0	**0**
Secure Accommodation Service	-	0	0	0	1	**1**
Support Service	Care at Home	1	10	114	21	**146**
	Other than Care at home	0	2	2	8	**12**
All types of care service		**4**	**125**	**1186**	**218**	**1533**

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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	1	**1**
	Blood Borne Virus	0	0	0	0	**0**
	Children & Young People	0	10	18	1	**29**
	Learning Disabilities	0	0	12	7	**19**
	Mental Health Problems	0	0	9	3	**12**
	Older People	3	39	491	35	**568**
	Physical and Sensory Impairment	0	0	2	3	**5**
	Respite Care and Short Breaks	0	0	0	1	**1**
Child Care Agency	-	0	0	0	0	**0**
Child Minding	-	0	0	126	0	**126**
Day Care of Children	-	0	33	214	47	**294**
Fostering Service	-	0	3	0	2	**5**
Housing Support Service	-	0	26	116	65	**207**
Nurse Agency	-	0	0	0	0	**0**
Offender Accommodation Service	-	0	0	0	0	**0**
School Care Accommodation Service	Mainstream Residential School	0	0	0	1	**1**
	Residential Special School	0	0	6	11	**17**
	School Hostel	0	0	0	0	**0**
Secure Accommodation Service	-	0	0	0	1	**1**
Support Service	Care at Home	1	8	107	21	**137**
	Other than Care at home	0	2	2	8	**12**
All types of care service		**4**	**121**	**1103**	**207**	**1435**

Enforcement notices issued to registered services at 31 March 2018

Summary of enforcement notices issued to registered services (31 March 2017 - 31 March 2018)
Source: enforcement dataset at 08 April 2018

Number of enforcement notices issued Q4 2017/18

CareService	Subtype	S62 (Improvement Notice)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	11	2	0	13
Child Minding	-	0	1	1	2
Day Care of Children	-	4	0	0	4
All types of care service		**15**	**3**	**1**	**19**

Number of services* that had enforcement notices issued to them Q4 2017/18

CareService	Subtype	S62 (Improvement Notice)	S65 (Emergency cancellation)	S67 (Emergency condition notice)	Total
Care Home Service	Older People	11	2	0	12
Child Minding	-	0	1	1	2
Day Care of Children	-	4	0	0	4
All types of care service		**15**	**3**	**1**	**18**

Number of services* that had enforcement notices issued to them Q4 2017/18, by sector

CareService	Subtype	Health Board	Local Authority	Private	Voluntary or Not for Profit	Total
Care Home Service	Older People	0	0	12	0	12
Child Minding	-	0	0	2	0	2
Day Care of Children	-	0	0	3	1	4
All types of care service		**0**	**0**	**17**	**1**	**18**

Notes:

*A service may receive more than one type of enforcement - at 31 March 2018, 1 Care Home for Older People received an S62 and S65

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.