

SBC						SB Cares					
Service	Date	QoCS	QoE	QoS	QoLM	Service	Date	QoCS	QoE	QoS	QoLM
<b>Care Homes for Older Adults</b>						<b>Care Homes for Older Adults</b>					
Deanfield Care Home	2014	4	3	4	4		2017	5	4	4	4
Grove House Care Home	2014	4	3	4	4		2017	4	3	4	3
Saltgreens Care Home	2014	4	4	4	4		2017	4	3	4	4
Waverley Care Home	2014	4	3	4	4		2017	4	3	5	4
St Ronans Care Home	2014	4	4	4	4		2016	5	5	5	5
<b>Older People Day Services</b>						<b>Older People Day Services</b>					
Oakview Day Centre (OP)	2014	4	3	4	4		2016	4	3	4	4
Deanfield Day Service (OP)	2014	4	3	4	4	Teviot Day Centre (OP)	2016	4	4	4	4
Saltgreens Day Centre (OP)	2013	4	4	4	4		2017	5	4	4	4

Tweeddale Day Centre (OP)	2013	4	4	4	4	2016	4	4	4	4	
Cheviot Day Service (OP)	2014	4	3	4	4	2017	5	3	4	4	
Berwickshire Dementia Day Service (OP)	2014	3	2	2	2	2017	4	3	4	4	
<b>Learning Disability/Physical Disability Day Services</b>						<b>Learning Disability/Physical Disability Day Services</b>					
Lanark Lodge Day Centre (LD)	2014	5	3	5	5	2016	5	5	5	5	
Ability Centre (PD)	2014	4	4	4	4	2016	5	5	5	4	
Katharine Elliot Day Centre (LD)	2013	5	5	5	4	2016	5	5	5	4	
Victoria Park Day Centre (LD)	2013	5	6	5	5	2016	5	5	5	5	
<b>Learning Disability 24 Community Support (HCSS)</b>						<b>Learning Disability 24 Community Support (HCSS)</b>					
Hawick Community Support Service	2014	4	N/A	4	4	2017	5	N/A	N/A	5	
<b>Home Care</b>						<b>Home Care</b>					
Home Care Galashiels	2014	4	N/A	4	4	Home Care West	2017	4	N/A	3	4
						Home Care East	2017	4	N/A	3	4

	Home Care South	2017	3	N/A	3	3
<b>Key</b> Increased Grades 21 Reduced Grades 5 QoCS - Quality of Care & Support						