



Good Practice Sharing and The Hub

Report to: Strategy and Performance Committee

Date: 5 March 2013

Report by: Claire Neary, Policy Analyst

Report No: SP-09-2013

Agenda Item: 12

PURPOSE OF REPORT

To advise members of the development of the policy/research hub, and in particular how this will fit in with the move towards inspections carried out by subject specialists and the organisation's role in signposting innovation and improvement.

RECOMMENDATIONS

That the Strategy and Performance Committee:

1. Notes the report.

Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
1.0	Senior Management	K Anderson	Consultation with ET members.	14/02/13
	Legal Services			
	Resources Directorate			
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			

Equality Impact Assessment

To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.

Policy Title:

Date of Initial Assessment:

EIA Carried Out

YES

NO

If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy.

If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required.

Name:

Position:

Authorised by Director

Name: K Anderson

Date: 22 February 2013

1.0 BACKGROUND

The Care Inspectorate is currently undergoing a restructure. As a result of this, teams of inspectors will work in their subject specialist areas across all our scrutiny and improvement activities. This will mean that the professional qualifications, skills and experiences of inspection staff will be more closely matched to the type of care service they are inspecting.

Essential to ensuring a specialist led organisation that is information literate and supports evidence informed practice is a trusted source of relevant information that is easily accessible. This forms a key part of the Care Inspectorate's Strategic Intelligence Framework.

Alongside scrutiny, the Care Inspectorate is committed to helping services improve by acting as a catalyst for change and innovation, by supporting improvement and by signposting good practice. In order to ensure that this good practice approach can be further developed, a multi-disciplinary team of specialists will have responsibility for drawing together 'leading edge' material and information, and for capturing the most up to date evidence and information on good practice.

2.0 THE HUB

2.1 Purpose

To assist with meeting these objectives, an online policy/research hub is currently in development and due to be launched later in 2013. This is being led by the policy team in collaboration with communications, the healthcare team and professional consultants. Input has also been received from both inspection staff and senior inspectors.

Accessible both to internal staff and external stakeholders, 'The Hub' will provide access to a library of good practice guidance and key Care Inspectorate publications; multi-media case studies demonstrating innovative practice; policy papers and briefings sourced or provided by the policy team; and tools and guidance that will allow users to carry out their own research more effectively. Designed to be user-friendly and accessible to all, the hub will also help to raise awareness among users of services and their carers of what good quality and innovative care looks like.

The Hub will support our organisational objectives by:

- promoting intelligence and research-led practice, therefore putting inspection staff in a better position to make well-informed judgements and recommendations
- providing improved access to good practice and increase the efficiency with which staff search for appropriate materials

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- promoting the sharing of good practice within the organisation and with external stakeholders.

The hub will also support the Scottish Government's strategy for embedding knowledge into practice in Scotland's Social Services, helping to ensure practice is underpinned by the use of evidence and effectively applied knowledge.

2.2 OVERVIEW

The Hub will be broken down into three key areas for users to navigate, namely:

- **Knowledge** (Online library, news and research resources)
- **Innovation** (Library of good practice case studies)
- **Improvement** (Educational resources and research guidance)

2.3 KNOWLEDGE

The 'Knowledge' area of the website is designed to provide a 'one-stop-shop' of good practice endorsed by the Care Inspectorate, useful publications, policy briefings and papers, news and research resources.

2.4 INNOVATION

This section of the website will feature good practice examples/case studies, covering a number of different service types. These will be presented using video, audio, images, text and quotes, designed to create an appealing multi-media experience for users. Initially, the case studies will be nominated by Care Inspectorate staff, however once the site is live, visitors to the site will be encouraged to suggest good practice examples for inclusion.

Good practice publications, training resources or events that relate to, or support, the case study in question will be signposted here for easy access.

2.5 IMPROVEMENT

The third section of the hub will feature resources to assist users, both internal and external, in learning and basic research skills. It will also direct users to free training resources identified by Care Inspectorate staff.

2.6 OTHER FEATURES

The site will include a number of additional features including a calendar of events and conferences where the Care Inspectorate has exhibited or presented, retrospectively including conference presentations and papers where possible.

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A useful links section will allow us to signpost users to useful organisations: training and development; professional, vocational and voluntary; and official and regulatory bodies.

It will also be possible for specialist teams to sign up to targeted updates of content in their speciality area. This may be by targeted email update or RSS feed.

2.7 JOINT WORKING

The Care Inspectorate has had input into the project from key external partners including Social Services Knowledge Scotland (SSKS) and the Institute for Research and Innovation in Social Services (IRISS).

The Hub will include an embedded search facility for SSKS, which will give users access to the extensive SSKS library of articles, journals and books. We will also make available training videos produced by SSKS.

In addition, the site will link to a number of IRISS tools. It will include an embedded search facility for the IRISS Learning Exchange, which will give visitors to the site access to thousands of learning resources specifically for social services education and training. Other features provided by, or linked to, IRISS include a number of how-to guides on basic research skills and a RSS feed to social services news.

The site will also signpost access to NHS Education for Scotland's Knowledge Network, the national knowledge management platform for health and social care. The values of the Network align with our own priorities, including embedding knowledge in practice and culture, as well as promoting the sharing of knowledge.

The policy team are also considering how best to link to resources held by other scrutiny partners including the Scottish Social Services Council (SSSC) Continuous Learning Framework and Healthcare Improvement Scotland (HIS) Quality Improvement Hub.

3.0 APPROVAL AND MODERATION

Our intention is for content on the hub to be signposted by health and social work professionals within the organisation, based on their specialist knowledge. We anticipate the need for a system of approval and moderation to ensure that website content, both internal and external, meets the expectations of our audience, is appropriate for endorsement and reflects the Care Inspectorate's vision and values. The establishment of an 'editorial panel' is a possible solution for this purpose, although the practicalities and makeup of such a group would require further discussion.

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4.0 RESOURCE IMPLICATIONS

There are no resource implications.

5.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

The hub will help to promote intelligence and research-led practice, therefore putting inspection staff in a better position to make well-informed judgements and recommendations. It will also promote the sharing of good practice within the organisation and with external stakeholders. This should in turn provide assurance for people who use services and their carers in the quality of service they are receiving. The hub will also help to raise awareness among users of services and their carers of what good quality and innovative care looks like.

6.0 CONCLUSION

The Hub will help the organisation to fulfil its commitment to helping services improve by acting as a catalyst for change and innovation, by supporting improvement and by signposting good practice. It will also support the move towards a specialist led organisation.