



carenews

SHARING YOUR INTEREST IN CARE

SUMMER 2012



OLYMPIC SPIRIT

Care homes celebrate
their own games

PAGE 6

Also inside

Involvement Plan ● Children's inspections ● Food safety

In this issue

4 Children's inspections

How the new approach will provide a wider picture on the outcomes of children's services.



7 Going for Gold

Care home residents compete in their own 'Olympics' to encourage healthy active living.



8 Final RoCA cohort

Deputy First Minister Nicola Sturgeon praises inspectors and service users.



14 Complaints case study

A 'home alone' investigation results in a childminder losing her registration.



Front page picture: two local Olympic torch bearers joined the Go For Gold event in Perth: Colin Keough, who promotes fitness, and 92-year-old George Stewart who's twice been the world doubles over-85 tennis champion!

Join us and make a difference

STANDARDS OF CARE

THE Involving People Group helps the Care Inspectorate drive up the standards of social work and social care services in Scotland. It's all about sharing information and involving people in our work so that care continues to improve.

If you use a care service or care for someone who does then you can help improve care services in Scotland by giving us your views and getting involved.

You can either come along to the meetings, which are held throughout Scotland, or give us your views by letter, phone or email.

HOW YOU CAN GET INVOLVED

Tel: 0845 600 9527

Email: equality@carecommission.com

Write to: Equalities & Involvement, Care Commission, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Welcome

to the summer 2012 issue of *Care News*

Improving people's lives and putting them at the heart of what we do is crucial to our work. To ensure this happens, we need to get the right balance between regulating and inspecting services and helping them to improve. This year we have developed and piloted a new approach for joint inspections of services for children which looks at how well local authorities, health boards, police and others are working together to improve the lives of children and young people. It will start to be rolled out later this year – and will act as the model for inspecting adult and older people's services next year.

We have modernised our complaints procedure, based on what you've told us. We want to hear from people using care services, their relatives and carers if their care is not how it should be – or if they need our help. We also want staff in services to feel confident that they can always speak to us.

By working together and sharing good practice ideas services can learn from each other. More and more, we are seeing great examples of this – the 'Going for Gold' event is one.

Scottish Government is also conducting a two-phase review of the National Care Standards, established ten years ago, which the Care Inspectorate uses as its benchmark about care quality. Much in the care sector has changed over the last decade – and the Standards need to reflect this.

Make sure you have your say and do take the opportunity to contribute.

I hope you enjoy *Care News*.

Let us know what you think by emailing communicationsteam@careinspectorate.com and tell us

your views, or to suggest stories and topics you'd like to see next time.



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☎ www.careinspectorate.com

Online



CARE INSPECTORATE ONLINE NEWS Scottish Borders scrutiny report

The Care Inspectorate has now published its scrutiny report on the Scottish Borders Council's delivery of social work services.

Fake Digital Thermometers

The Medicines and Healthcare Products Regulatory Agency (MHRA) has advised people not to buy fake digital thermometers from the internet.

Joint inspection of services to protect children and young people – Fife Council area

We have published our joint inspection report on the protection of children and young people in the Fife Council area.



Care News is a quarterly magazine for people who use care services, carers, care providers and all those who share an interest in care provision in Scotland. It carries news, advice, best practice and special features on care sectors and the work of the Care Inspectorate so that readers can be kept up-to-date on issues affecting the care industry in Scotland.

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Look out for barcodes like this throughout the magazine. Scan them with your smartphone and they will direct you to the linked web page.

AMBITIOUS GOAL FOR INVOLVEMENT

New Plan outlines ways to reach out to more care users

BETTER SERVICE

The Care Inspectorate has set itself the ambition of becoming a leader in the social care field for involving people and the benchmark for others to measure themselves against.

Set out as part of the new Involvement Plan – 'Involving People, Improving Services,' this ambitious aim builds upon the organisation's existing commitment to involving people who use care services and family carers in all aspects of its work.

The new Plan was developed using 'co-production', an involvement approach where people who use services, family carers and Care Inspectorate staff were provided with training and participated as equal partners with equally valued opinions and contributions.

Winnie Whyte, Lay Assessor and Involving People Group (IPG) member, said: "I was at first apprehensive about the co-production process but, after the training, I thought the team worked well together... this is the way forward!"



The Involvement Plan sets out why the Care Inspectorate values involvement, how this will be developed over the next three years and the benefits – not only for the organisation but also for those involved. This builds upon the existing activities of the lay assessors, service user/carer inspectors and the Involving People Group, which will be drawn together under a single Involvement Team.

While there are plans to have a single Involvement Team, all staff within the organisation will be expected to support involvement.

As such, a central feature of the plan is the Involvement Charter, which details the Care

Inspectorate's commitment to involving people so that they can influence the organisation's work.

The Charter informs the organisation's values and culture: one that embraces involvement not only in the central role of scrutiny of services, but at all levels across all functions and departments of the Care Inspectorate.

People who use services and their carers have high expectations of the Care Inspectorate. **CN**

For further information on the Involvement Plan or how to be involved, visit our website or call 0845 600 9527.

Public body complaints model adopted

PROCEDURE

Following a wide-ranging consultation with stakeholders and the public, the Care Inspectorate Board has approved changes to its complaints procedure that will bring the process in line with other public bodies.

The main changes involve reducing the time limit from 12 months to six months from when a complaint is accepted

after the incident that triggered the complaint, and reducing the time to formally investigate a complaint from 28 working days to 20.

Yvonne Littlejohn, National Complaint Manager: "The changes are aimed at standardising and simplifying our complaints handling process. This will make accessing and using our complaints process easier for people using regulated services and their carers."

The Care Inspectorate has also introduced a new three-stage process to help streamline and speed up the

complaints process, and from now on all complaints will be either 'upheld' or 'not upheld' – there will be no more 'partially upheld' complaints.



National Care Standards review

CONSULTATION

The Scottish Government will undertake a two-phase consultation to review the National Care Standards (NCS) which the Care Inspectorate uses as the basis for inspecting care services.

The first phase will look at the wider principles to inform the review and ask how the Standards should look. Phase two will look at the detailed content of the Standards.

The Health and Sport Committee believes that the NCS, which were established ten years ago, should address changes in the care environment, such as the move towards a greater integration of health and social care, the rise in the number of older people with dementia and the issue of widespread prescription of psychoactive medications to care-home residents.

It also believes that equality and human rights should be embedded in the delivery of care services for older people.

Committee Convener Duncan McNeil MSP said: "We need to ensure that Scotland maintains its lead in the regulation of the social-care workforce."

There are 23 sets of care standards covering 15 different types of care services.

Scotland's first Dementia Awards launch in September

SCOTLAND'S Dementia Awards will take place this September to celebrate the work of professionals and community groups who are committed to helping people with dementia and their families.

The awards are a partnership between Alzheimer Scotland, NHS Education for Scotland, NHS Health Scotland and the Scottish Social Services Council.

The categories for the first ever event include Best Acute Care Initiative, Best Innovation in Continuing Care and Best Community Support Initiative. The ceremony will also be in celebration of the Best Dementia Friendly Community Initiative, Best Educational Initiative and Most Innovative Partnership.

The award scheme is intended to help showcase the creativity, innovation and dedication by individuals and groups that are making a difference to the lives of those with dementia and their families.

The nominees will be short-listed and the final three that are successful in each category will be notified by 20 August.

The official day, time and location of the ceremony are yet to be revealed however it can be confirmed that the closing date for purchasing tickets to the event is 5pm on 7 September.

Further information, visit <http://dementiascotland.org/scotlands-dementia-awards>



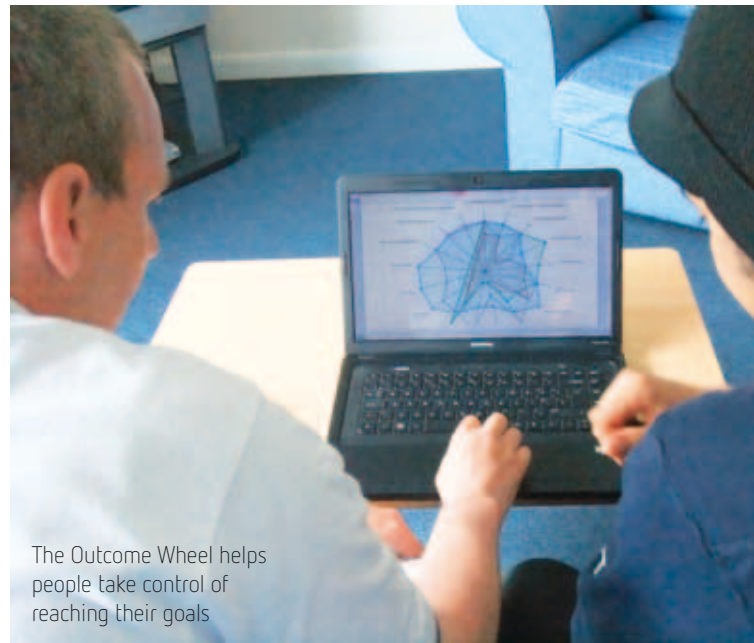
THE GOAL BETTER FU

A framework is helping service users to better control their lives

THE Better Futures Housing Support Outcomes Framework, developed by the Housing Support Enabling Unit, is helping to give people who use services a clear view of how they have progressed from support to more independence, giving them the confidence to set more stretching goals for themselves.

The system provides an 'Outcomes Wheel' for each individual, which gives a graphical representation of the progress they have made against targets agreed with their support worker.

The framework is organised around five goals: accommodation, health, safety and security, social and economic wellbeing, and employment: and within these are another 20 other



The Outcome Wheel helps people take control of reaching their goals

aspects of life which a person may need support with. Each one can be scored in terms of targets agreed as part of a support plan and the actual situation achieved at reviews.

The system has proved popular with housing support providers, with 30 using the online system.

One of the many who have found the framework beneficial for both the people they support and their staff is Peter Millar, Chief Executive of Aspire, the Glasgow-based housing and personal development organisation which supports vulnerable adults, families and children.

New joint inspections of services for children

The formation of the Care Inspectorate last year put Scotland on the road to a new approach to the inspection of child services.

Inspections of individual services will continue and the Care Inspectorate will publish the grades each service achieves. The new approach, however, goes further by

looking at how children's services are designed and delivered by local authorities, health boards and police.

Building on the inspections of social work departments and six years of inspecting child protection services, the aim is to improve the lives of the most vulnerable children in Scotland by focusing on how successful services are at working together.

The focus will be on the impact being made on children's lives. It will look at how services ensure that children and young people are safe, healthy,

achieving, nurtured, respected, responsible, active and included.

And, where the previous child protection inspections only looked at some children and the social work inspections only looked at council social work services, now all children up to eight years old and all services, no matter which organisation delivers them, will be part of the programme.

To ensure the needs of the most vulnerable are met, the Care Inspectorate will include children over eight years old in certain categories such as

IS A TURE

Peter explained: "As the name implies, Better Futures provides a sense of hope that changes can be made for the better by focusing on making improvements in the future.

"We particularly like its ability to provide visual feedback based on an individual's own baseline assessments and at their reviews: where they are at the present moment, and their progress in pursuing their desired outcomes – it shows the 'distance travelled'. This makes it more tangible and real for individuals and empowers them to take more responsibility for self-directing their lives.

"The majority of people like the Outcomes Wheel saying that it gave them a better sense of control over their own lives at present – and an even greater sense of control over where their lives could go in the future."

Peter added: "It is also important to note that benefits experienced by supported individuals are mirrored in the benefits experienced by our

staff: they are more future-orientated and outcomes-focused, and the quality of inter-personal relationships with individuals is further enhanced.

"As an added bonus, paperwork has been reduced by about 40 per cent, which is also much welcomed!"

Commenting on the system, Heather Dall, Development Officer with the Care Inspectorate, said: "Care providers are expected to evidence how their services make a difference to people's lives and Better Futures is a useful tool that helps housing support and care at home providers to record, review and report on outcomes.

"It also provides visual records for people to evaluate their progress, which are more engaging than reports, and it supports people to devise their own goals." **CN**

For further information, contact Yvette Burgess, Director, Housing Support Enabling Unit, T: 0131 475 2676 or email Yvette.Burgess@ccpscotland.org

“ The model takes a multidisciplinary approach because services are not delivered in isolation ”

those who have experienced neglect, substance abuse, homelessness, or are young carers.

This 'whole system' approach will give Scotland a clear picture of how well the lives of children and young people are improving and how well services are working together.

Karen Anderson, Director of

Operations, explained: "The model takes a multidisciplinary approach because services are not delivered in isolation – they generally involve a mixture of inputs from health, social work, education and youth justice services as well as the police."

The Care Inspectorate will undertake a two-level inspection process: the first at a strategic

Bill to give people more control of their lives

NEW legislation is set to give people greater choice and flexibility in the way their care is delivered.

The draft Social Care (Self-directed Support) (Scotland) Bill is currently being discussed by the Scottish Parliament's Health and Sport Committee, which has included taking evidence from the Care Inspectorate, in partnership with Healthcare Improvement Scotland (HIS).

The Bill is aimed at giving people and their carers more choice and control in the community care services and support they receive. While these options are already available, the Bill will ensure that people have more access to self-directed support (SDS) by placing a specific duty on local authorities to offer the different options together with other responsibilities, such as providing advice and support to help people make the best choice for them.

The four options for receiving support set out in the Bill are:

- Option 1: direct payment – where the individual receives a direct payment to arrange their own support
- Option 2: the person directs the available support and the local authority arranges this on their behalf
- Option 3: the local authority selects appropriate

support to meet the person's needs

■ Option 4: a mix of the above.

David Cumming, the Care Inspectorate's Director of Operations (Programming, Co-operation & Registration), said: "We are supportive of the principles of the Bill which will give greater choice, flexibility and person-centred care. We see it as very much a step along the way to ultimate integration of health and social care.

"The Care Inspectorate will play an important role in highlighting whether local authorities are delivering good standards of self-directed support, highlighting good practice that we find and identifying those areas that are falling short of the mark.

"Whatever option an individual chooses, there will be a duty of care ongoing in local authorities – with an active reviewing mechanism to ensure people using services and their carers continue to have the best possible outcomes."

The Committee has now finished taking evidence on the Bill and will be producing a report at the end of June. A Parliament debate is set to take place in the autumn.

For more information, visit www.selfdirectedsupportscotland.org.uk

level looking at what all the partners – health, education, social work and police – are doing in the Community Planning Partnership (CPP) groups to improve the quality of outcomes for children and young people; and the second at a tactical level inspecting a sample of care services to evidence how they contribute to improving outcomes.

The inspections, which will involve children, young people, their carers and families in the design and delivery of the inspections, will begin later this year.



Karen Anderson

Bagatelle residents not content to sit around

CARE HOMES

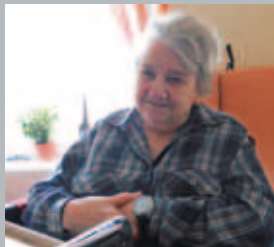
Mrs Evelyn Hughes is registered blind. But she doesn't let that stop her from going to computer classes and visiting friends.

"I'm not in jail," she laughed. "I'm allowed out now and again!"

For the past year, the grandmother of two has lived in the Bagatelle Care Home in Greenock. At the age of 88, she is fiercely independent, and until recently was leader of the local macular group – a condition that affects vision in older people.

She's using her knowledge of macular degeneration to help care staff to understand the condition and how it affects people.

"I was 80 when I was diagnosed with macular degeneration, which means that I can't see much out of the centre of my eyes, although I still have some peripheral vision. When the home staff



discovered my link to the macular group I was asked to talk to them to explain more about the condition."

Deputy Manager Stacia Mizia said: "Care staff learn a lot from books – but we can learn so much more from people like Mrs Hughes who've experienced particular problems. For instance, we've changed the colour of our medicine pots because the small clear pots we used to use were virtually invisible to people with poor eyesight."

Care Inspector Isabel Purdue said: "This is an innovative idea that demonstrates that the home recognises and values the contribution that residents can make."

Constance has skills...

Constance McFarlane laughs when she's called "the bag lady".

The 93-year-old former maths teacher has quite a reputation at the Bagatelle Care Home in Greenock as the person to see if you need a cloth container to keep things in.

From care staff to fellow

residents, she's quite the authority on bags – for wheelchairs, zimmer frames, and to help busy staff carry small items around.

Mrs McFarlane said: "I've been living here for six years, and in the early days I got roped into making pompoms for a lady who made woollen dolls. Then it was dolls' aprons, and then someone asked me if I could make her a bag to sit on her zimmer frame.

"Since then I've made bags for other residents and members of staff and I enjoy it. I've been sewing for 80 years, since I made my first gym slip."



GOING

Care homes take inspiration from the forthcoming Olympic Games to stage their own active competitions

The Olympic torch relay involving hundreds of runners across Scotland has let us know that the 2012 Games are but a few weeks away.

But some of our more elderly residents couldn't wait that long. So they got in shape for their own unique championships, held in May and June.

Care homes and some care and daycare services across Perth and Kinross, West Lothian and Aberdeen competed in their own versions of the games.

Held at the Aberdeen Sports

Village and other venues, the city's Golden Games was a free sports festival for over-65s, which offered introductions to activities including tennis, angling, dancing (Zumba), table tennis, golf and exercise.

It also included a special event – the Team Pentathlon – for care home residents.

Principal Planning Officer Julie Thomson said: "Nineteen teams took part. They did five activities – don't drop the ball, bean-bag toss, balance challenge, weight lifting and shoot and score.

"The residents were encouraged to build team spirit and get physically active by practising before the event, and we handed out trophies and medals to the winners."

The Go for Gold event in Perth and Kinross (pictured) attracted more than 60 participants, and included a range of games such as indoor kurling (with wheeled curling stones), bucket basketball, memory games and home task challenges!

The event in Perth and Kinross was organised by the Care Home Activity Network in partnership with the local Council, NHS, Live Active Leisure

Edith Macintosh presented medals to the contestants



Tissue viability service on call in Grampian

SKIN WOUNDS

Care homes in the Grampian have their own tissue viability specialists on call – thanks to the telehealth system set up by the Department of

Tissue Viability, NHS Grampian based at the Aberdeen Royal Infirmary.

Instead of waiting to get a GP appointment to organise a referral to a specialist in hospital, care homes across Grampian, Orkney and the Shetland Islands can simply email a question about the condition of their resident's skin wounds or send a photo of the wound to the team in Aberdeen and will get advice

FOR GOLD



and care homes from all sectors. The network helps put care homes in touch with each other to encourage and plan joint events and share good practice as well as resources to encourage older people to be more active and live healthier lives, have more independence and enjoy a good quality of life.

Rehabilitation consultant Edith Macintosh told Care News: "The Go for Gold initiative is a UK wide project which is part of the NAPA (National Association for the Providers of Activity) 2012 challenge. This year NAPA issued a Scottish challenge and June's events have shown the fantastic energy and enthusiasm older

Care homes stage their own Olympic games, with activities such as indoor curling, and get medals for their achievements

people using care services and those working in and around care services have had for this challenge.

"It was a tremendous success, promoting the importance of keeping physically and mentally active on a daily basis while having fun. Great excitement." for everyone. **CN**

within 24 hours.

Professor David Gray, Clinical Nurse Specialist in the Department of Tissue Viability, who set up the award-winning service five years ago, said: "Using the system and discussing the case with the healthcare staff looking after the patient, we decide whether a patient can be cared for where they are, or whether they need to be reviewed in a clinic or

admitted to hospital.

"Currently, about nine out of 10 telehealth patients have a diagnosis which allows them to be treated in the community and we always request an update via the system for as long as required.

"Care homes are being asked to look after increasingly frail people with complex problems and, particularly in our region due to the geography,

they can feel isolated from mainstream healthcare.

"Our system of remote consultation helps to bridge that gap and provides care homes with a responsive healthcare service so they can feel that their resident is a patient of our department.

"It's all about developing a collaborative approach with care homes and opening access to the medical resources available in NHS Grampian."

Joyce O'Hare, the Care Inspectorate's Professional Advisor, Tissue Viability, said the telehealth service was an excellent way of both advising care staff about tissue viability issues and preventing admissions to hospital. She said: "It's a great model of technology-led healthcare which helps to give care home residents the equality of service that is available to patients in hospitals."

**Do you, a relative
or close friend use
care services in
Scotland?**

**Would you like to tell
us your experiences
and work with us
to improve social**



care and social work services?

You can get involved with us by:

- joining our Involving People Group
- becoming a Lay Assessor
- having your say at local events.



To find out more call **0845 600 9527** or email
getinvolved@careinspectorate.com

or visit

www.careinspectorate.com



Get involved

Get into Care

Twelve young people have been given a taste of a career in care as part of a new programme.

The intensive six-week Get into Care course is run by The Prince's Trust Scotland in partnership with Balhousie Care Group. Not only did the course teach young people all about care standards, placements at a Balhousie Care homes also provided them with practical experience.

The young people on the very first course graduated on 31 May.

One of the graduates, Katie Begg, 20, from Dundee, was offered a job with the Balhousie Group after completing the course.

She said: "I was interested in working with the elderly and wasn't sure how to get started. When I heard about Get into Care, I knew it was the opportunity I needed. I really enjoyed the programme and the mix of classroom-based work and hands-on training in the care home was great. The placements were really valuable and the staff at the Balhousie Care Homes were fantastic at teaching us and showing us what to do.

"I can't wait to start my new job. I knew from my second placement that this was the career for me. If I hadn't completed the programme, I think it would have been so much harder to have found a job and I'm now in a position where I can look forward to training and developing."



Charter is a success

"The Charter is a great tool for those on the inclusion journey". This was just one of the comments made in the evaluation report on the Charter for Involvement, which was published in June by National Involvement Network and charity ARC Scotland.

The charter was launched in 2009 and developed by people with learning difficulties who use services to encourage service providers to make involvement better.

James Fletcher, Director of ARC Scotland, said: "The results show that the Charter has helped people who get support to be more involved in the care services that support them."

For more information, visit www.arcuk.org.uk/scotland



The last set of graduates to receive care award before it is



It was all smiles at the ceremony held in the Apex Hotel in Dundee

Final group of inspectors take

QUALIFICATIONS

AN EVENT on 24 April saw some of the final group of inspectors officially receive the Regulation of Care Award (RoCA). And two people, Angela Whyte and Mary Black who use regulated care services, joined them at the ceremony. They picked up certificates for their role in enhancing the learning experience.

The ceremony at the Apex Hotel in Dundee, heard from Nicola Sturgeon, Deputy First Minister and Cabinet Secretary for Health, Wellbeing and Cities Strategy. She praised the inspectors "who are so directly involved in ensuring that our most vulnerable citizens receive quality care and support" and added that she was "delighted that ...we also have two certificates of thanks

to give to two of the service users who have helped make the learning experience of RoCA clearly focused on improving outcomes of care".

One of the recent RoCA graduates was Helen Pilkington, Inspector in the National Complaints Team. She said of Mary and Angela's contribution: "It was an effective way to remind us of the impact and influence we have. That the job we do matters."

Alongside 14 more students who are expected to receive their award in December, the 40 graduates will be the last to undergo this award. A review of the award will lead to a qualification that covers the extended remit of the Care Inspectorate, which now includes scrutiny of social work, child protection and regulation of care services.

Jôe McGhee, RoCA Co-ordinator, said: "Like RoCA, the new award is expected to be influenced by people using services and have a focus on improving care for them."

As a first at a RoCA ceremony, Angela who uses a variety of services and Mary, an



Nicola Sturgeon praised Angela for her work

s replaced do so with pride



of RoCA e a bow

advocate for her husband who is a resident in a care home, were recognised for their help in sharing their experiences of inspections and complaints.

Angela said: "I was attending training sessions to give service user input into how it feels to have the care inspectors come and visit. I also know by comments given to me that the inspectors found it very useful having service user input."

Mary added: "They listened to us and wanted to know about things that mattered and how they might find out about these things. It's about observation, looking at things in depth, focusing on people not policies. But learning is a two-way process, because I've learnt from them too!"

Service designed by the users

A support service for young people who are looked after by the local authority has turned to the very people it cares for in a bid to make itself more accessible.

To do this, Dundee City Council Throughcare and Aftercare team has used a system called 'co-production' – an independently managed approach to partnership working with both service users and partner agencies, such as Skills Development Scotland, housing departments and local voluntary organisations.

Inspector Linda Paterson explained: "They developed an action plan based on the ideas generated – including the views from the young people and what they said would be helpful to them."

The support service itself works with young people who are about to leave care and make their transition into the adult world. It aims to work out what support



The service developed a plan based on the ideas generated

they will need in terms of accommodation, employment and education.

The three ideas that were agreed, and are currently at different stages of development, are:

- an overhaul of the initial referral process
- establishing a twice-yearly 'Information Fair'
- developing a 'peer mentoring' service.

Young inspectors

The Care Inspectorate has enlisted the help of young people who have experienced social work and care services – to carry out inspections!

The move builds on a pilot project that began in 2007 with the Social Work Inspection Agency (SWIA), where two young people who had been looked after and accommodated were involved as inspectors in two performance inspections of social work services.

The young people were identified and supported by Move On, a voluntary project offering peer education and advice.

Young people involved in the focus groups spoke positively about their experience. They said the lay inspectors had put them at ease and were clear and approachable. They described them as "sound" and felt they knew the score about the problems they faced.

The first two young inspectors involved described their experience as "challenging and pushed us... it raised our confidence and self-esteem".

They also reported that the fact they have "helped shape and change things for the better for other young people was amazing and really rewarding and huge".

Last year, we worked with Move On again to recruit, train and support five young people who have had contact with social work services.

Senior inspector Judith Tait said: "The idea is that they would work with us to gather evidence for a practice guide on involving and consulting young people in improving social work services."

Judith further explained that, along with an inspector, these 'youth ambassadors' visited eight local authorities and ran focus groups and interviews of young people, staff, senior managers and elected members.

She said: "We have another group of new recruits who are involved as young inspectors and we are looking forward to developing a role for them in the new joint inspections of children's services. We also hope to involve our youth ambassadors on the forthcoming involvement website."

Awards for unsung heroes of care

21-YEAR-OLD Ami Blair who works for Aspire Housing & Personal Development Services, was awarded the 'Care at Home Services Carer of the Year' accolade at a recent Care Scotland awards ceremony – one of 14 category award winners being recognised for their excellent service in the independent care at home and housing support services in Scotland.

The awards followed Care Scotland's conference for the

care at home and housing support sector. In addition to keynote speaker Nicola Sturgeon, Annette Bruton, Chief Executive of the Care Inspectorate also addressed the audience.

Ranald Mair, Chief Executive of Scottish Care, added: "Care workers are the unsung heroes of our society and they should be applauded."

For a full list of winners, visit www.scottishcare.org



FACE TO FACE

IT'S TIME TO MOVE ONWARD

Chief Executive Annette Bruton feels her role is a vocation and now she wants to use it to take the Care Inspectorate forward

ANNETTE Bruton says fate played a major part in her applying for the top job at the Care Inspectorate.

She was perfectly happy as Director of Education, Culture and Sport at Aberdeen Council, where she had helped turn around the authority's ailing education department, but the job specification for Chief Executive at the Care Inspectorate fitted her experience like a glove.

She explained: "My career in regulation, my focus on vulnerable people and experience of working in a multi-agency environment matched the job advert so closely that I thought it was fate!"

Throughout her career, Annette has been involved in many key innovations in education and social care, such as the development of Access qualifications for young people needing support as well as helping to create one of the first multi-agency Children's Services in Scotland at Stirling Council in 1999. Her work at HMIE during 2001-2009 involved setting up its Community Learning Development programme and then overseeing the Child Protection Service as Assistant Chief Inspector.

Something that can be easily inferred from her career path is a passion for supporting the vulnerable and disadvantaged: this began when she was four years old when she made her mind up to be a teacher!

5 THINGS ABOUT ME

What did you want to be when you grew up?
A teacher (from the age of four!)

First job:
Mucking out pigs at the local market garden during the summer

Passions:
Textile and mixed media artwork – making quilts and textile designs

Best experience:
Having the privilege of visiting Europe, South America and China through my work: particularly visiting the port of Valparaiso in Chile (pictured right) which I had taught about to students for many years and never ever seen!

Biggest wish:
For my three sons to finish university.



However, when she finally got into the classroom she quickly realised she was drawn to a different vocation.

"Although I started life as a geography teacher, I realised that I was just teaching a subject rather than teaching children," said Annette. "That's why I moved into teaching vulnerable and difficult children, which I realised was what I'd always wanted to do."

Her passion for education, and later social work, came from the values she developed growing up in a small working class community in East Lothian. She said: "People either worked in the coal mines or agriculture and most had left school early so did not have the advantages of an education. It was the 1960s and I grew up in a time where there was a driving force for social justice."

So now she's firmly back in a regulatory role, how does she see the Care Inspectorate developing?

"I believe we have taken a huge step to bring the Care Commission, SWIA and HMIE together as the Care Inspectorate and it is now time to push onward to the next part of our journey.

"It's not just me who thinks this – I'm hearing it from our staff and stakeholders – and the next step is not only about raising our expectations but also delivering on better public value."

To achieve this, the Care Inspectorate will focus on a number



of issues as Annette explained: "There's a major piece of work we have to do around quality assurance and consistency to reassure people that, no matter where they are in the country, they will get the same quality of inspection.

"Alongside this, we will be streamlining our processes to make it easier to do business with us and to promote the quality of professionalism in the Care Inspectorate so people realise they are being inspected by recognised experts.

"And we are also keen to take our user focus to a new level, using the views of service users in our



“ We are keen to take our user focus to a new level, using the views of service users in our inspections to shape how we do our business ”

inspections to shape how we do our business.”

Annette said the big difference between the work of the three former organisations that have come to make up the current Care Inspectorate, is that the new

organisation has a duty, under the 2010 Act, to not just provide regulation and assurance but also to support improvement.

“That’s not to say that the three organisations did not promote improvement before – but now it’s legislation and it is key to our work.

“So, the issue for us is to get the balance right between regulation, inspection, assurance and improvement. We have to work in different ways and we have already developed a multi-agency approach to the joint inspection of services for children which will act as the model for adult and older people’s services next year.

“We will also need to work more in partnership with care providers to support improvement, while at the same time develop a more risk-based and proportionate inspection strategy – not necessarily doing more inspections, but being more thorough where we widen the areas of care we look at.

“But in the end it is all about improving outcomes for people using care services. I believe if we proceed down this route we will not only improve the capability of the Care Inspectorate but also improve the quality of care for people in Scotland.” **CN**

Free books and DVDs

THE Care Inspectorate produces a range of publications and DVDs that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information for people

who currently use, or are preparing to use, care services as well as for their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



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A childminder loses her certificate of registration over two extremely serious issues

VULNERABLE WHEN ALONE

COMPLAINT CASE STUDY

It may be the subject for an amusing Hollywood comedy, but "home alone" is a serious misdemeanour which, in this particular case, left our Care Inspectorate staff both surprised and shocked.

The complaint was made in relation to two young children who were cared for by the same childminder.

The older child was regularly taken by the childminder to attend another activity elsewhere. One evening the older child told her mother that she was upset because the younger child was being left at the childminder's home alone while she was taken out.

The next day a relative of both children saw the childminder in the street with the older child. As the younger child was not with her, the relative drove to the childminder's home to see who was looking after the younger child. As there was no reply to his knocking on the door he then looked through a window and saw the younger child unsupervised in a buggy.

The relative confronted the

childminder when she returned and removed the younger child from her care.

The Care Inspectorate then received a complaint that the childminder had not only left the child alone and unsupervised at her home but she had also allowed the child to be removed from her care without first verifying whether the relative had any proof of identity or authorisation to take the child.

When the investigators interviewed the childminder, she stated that another adult member of her household had been present in the home while she was taking other children out. She said that it was her normal practice to alert the parents to this prior to it happening, but that she had not done so on this occasion. The adult member of the household was not named on the certificate of registration as an assistant and therefore minded children should not have been left in that person's care at any time.

When our investigators interviewed the adult member of the childminder's household, he stated that he had been



present but had not heard anyone knocking at the door. The adult also confirmed that he had cared for children before in the childminder's absence.

When asked about handing the child over to a relative without confirming that person's identity, she stated that she had phoned the child's mother after the child had left her care.

The Care Inspectorate was faced with two extremely serious matters. The complaint was upheld and the childminder also decided to voluntarily cancel her registration. **CN**



Lesson learned

1. There are some very clear lessons from this complaint. Childminders have an enormous amount of trust

placed in them by parents and they must do their absolute utmost to ensure the safety of children at all times.

2. Minded children should never be left unattended or placed in the care of unauthorised persons.
3. Agreed security checks

should be in place with parents concerning the collection of children by someone other than the parent of the child.

Care Inspectorate teams up with FSA to promote food safety issues

LEFTOVERS CAN LEAVE BAD TASTE

FOOD SAFETY

FOLLOWING Food Safety Week in June, the Care Inspectorate has joined with the Food Standards Agency (FSA) to promote food safety among care services, and the Scottish Childminding Association (SCMA) is planning a Scotland-wide promotion of food safety in the autumn.

This year's theme was 'food safety on a budget' as new FSA research showed that many people were trying to make better use of leftover food. However, some were ignoring 'use by' dates, or keeping leftovers for longer than the recommended limit of two days in the fridge.

Researchers also found that a third of people were more likely to judge when food is safe to eat by its smell, look or how long it's been stored.

Jacqui McElhiney, a food safety expert at the FSA, said: "Food bugs like E.coli and salmonella don't cause food to smell 'off', so food could look and smell fine but still be harmful. That's why it's very important to stick to the 'use by' date."

The Care Inspectorate is



DID YOU KNOW?

THERE are around a million cases of food poisoning every year in the UK.

working with the FSA to develop quality standards as Audrey McKenzie, Professional Advisor, Infection Control, explained: "We have worked with the FSA and Environmental Health with regards to food guidance for childminder's registration, and we are now discussing how we can improve consistency of information and regulation for service providers." **CN**

For further information, visit www.food.gov.uk

The FSA's advice:

- Put leftovers in a covered container in the fridge as soon as they are cool, ideally within 90 minutes – then eat within two days.
- Your fridge should be below 5°C.
- Defrost frozen leftovers properly before using them. Use a microwave or defrost them in the fridge overnight.
- Eat leftovers within 24 hours of defrosting and do not refreeze them again.
- Cook leftovers until steaming hot throughout.

New guide looks to aid handling of drugs

BEST PRACTICE

The Accountable Officer's Network (Scotland) has published the first edition of its guidance for management of controlled drugs (CDs) for organisations working in primary care, including care homes, community palliative



care services and substance misuse services. The guide aims to identify robust systems for obtaining, storing, supplying, recording, monitoring and disposing of CDs safely, while helping to ensure appropriate and convenient access for patients who require CDs. It does not advise on the clinical choice and use of CDs.

The guide will help healthcare professionals to

adopt a systematic approach to improvement in the management and control of CDs. This will strengthen patient and public safety while ensuring that there is minimum additional bureaucracy resulting in reluctance to prescribe CDs.

Organisations holding stocks of CDs are legally required to develop and use standard operating procedures (SOPs) as a means of ensuring good practice.

For more information, visit www.knowledge.scot.nhs.uk/accountableofficers/resources.aspx

National infection prevention update

STANDARDS

A recent survey of members of the National Infection Prevention Control Strategic Network for early years services has shown the important role it has played in raising awareness and improving knowledge and understanding of infection prevention and control.

All of the members who took part in the online survey said that they shared the information they receive from the network with their early years services. One network member said: "The network has put infection prevention and control on the agenda and raised awareness of issues nationally."

The network was set up in late 2010 by Margaret Tannahill, the Care Inspectorate's Consultant Nurse Infection Control, in partnership with representatives from Education Scotland, Scottish Childminding Association, Scottish Preschool Play Association and Scottish Out of School Care Network.

Margaret said the network plans to continue to build on its successes over the past year: "We will continue to keep members updated with the latest information on infection prevention and control by distributing guidance and educational programmes, and on the epidemiology of infectious disease relating to early years services. This will include increasing awareness of inspection findings and specific case studies on infection prevention and control to support good practice and learning."

WORKING WITH PARENTS PAYS

Parent involvement is an important part of Shannon Lindsay's childminding service

When Shannon Lindsay returned to Scotland after her husband finished a construction contract in the Caribbean, she found herself at a crossroads. Now that her children had left home, should she return to work in the council... or do what she'd always dreamed of doing and become a childminder?

She took the latter choice and five years later is not only still loving her childminding job from her Edinburgh home, but has also recently received all sixes in her Care Inspectorate inspection.

Shannon explained why she decided on childminding: "I had experience of working in a nursery and in a school administration, but I wanted to provide childcare in a friendly, home environment."

She received her training from the Scottish Childminding Association and registered with the Care Commission in 2006, and now looks after 10 children from seven families.

In her recent care inspection report, Shannon was praised for her work in getting parents involved in her service. She said: "I've always thought it was important to work in partnership with parents.

"I give them questionnaires to provide them with chances to contribute to updating my policies or to suggest new toys or equipment for the children – it's just about including them in my service."

Another way she achieves this involvement is through her welcome board in her hallway.

Shannon said: "My display board tells parents what

children are in the house on that day, with personal details like birthdays. I also take the opportunity to include other information that I think will be relevant to the parents, such as advice on brushing teeth, potty training and even information on the Curriculum for Excellence for when the older children go to primary school.

"Even when I go out anywhere I'm always looking for information on children-friendly activities or good places for families to visit that would interest my parents."

When asked about her advice to other childminders Shannon said to try and keep on top of the paper work! "It's always a big thing but it's so important that you



Shannon recently received all sixes in the inspection of her service

keep up to date.

"For example, I renewed all my policies at the start of the year which was a big job. It's an important document, not only for the Care Inspectorate, but also for parents to keep them informed on how you look after their children. It's such a big document that

I now email it to parents to keep my green footprint down – and everyone thought that it was a good idea."

Despite all her preparations, Shannon still finds inspections daunting, but said this one wasn't as bad as she thought: "It was good because Nikki was really positive and it was nice to hear that I was doing the job right as she went through the inspection process. I felt that she was here to help as well as inspect."

Care Inspectorate Inspector Nikki Cooney said: "Shannon provides a warm, caring and stimulating environment and is very committed to providing an excellent childminding service which focuses on meeting the needs of children and their families.

"It was clear from parent's feedback that they were very happy with the service she provides."

Shannon added: "When the children come into your home they also become part of your life. I wouldn't do anything else because I enjoy it so much. You'd never get the same flexibility in any other care sector job – and it's so much fun!" **CN**



Shannon finds childminding a fun job