



carenews

SHARING YOUR INTEREST IN CARE

WINTER 2011/12



LITTLE CHEFS

Falkland House School:
recipes for success

PAGE 10

WINTER HEALTH

Good advice to
prevent infections

PAGE 15

Also inside

Annual returns ● Child protection ● Skype ● Complaints



HAPPY TO TRANSLATE

In this issue

4 Protecting vulnerable children

A focus on the Child Protection team and how its work will help develop a new inspection model.



7 Video calls bring families together

How a care home is encouraging its residents to keep in touch with loved ones using Skype.



12 The interview Care News talks to outgoing Chief Executive Jacquie Roberts about the achievements of the Care Inspectorate in her tenure.



14 Complaint case study Ensuring the quick and efficient collection of prescription medicines.



Call for lay assessors

RECRUITMENT

Would you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care to act as volunteer lay assessors.

Lay assessors take part in our inspections of regulated care services by talking with people who use services and their family carers and friends to get their views. Lay assessors also make their own observations during inspections.

Full training is given and lay assessors may also have the opportunity to contribute to other aspects of the Care Inspectorate's work.

MORE INFORMATION

If you are interested in learning more about becoming a lay assessor contact

✉ jo.phillips@careinspectorate.com or
☎ 0895 6009527 for an application pack or more information.

Welcome

to the winter 2011-2012 issue of *Care News*

OUR first issue for 2012 is packed with great stories highlighting the many good practice and innovative ways of caring for the very young to the very old across a variety of care settings in Scotland.

Look out for our new Quick Read (QR) codes – simply scan them into your smart phone and they will direct you straight to the relevant website for more information.

The first few months of the Care Inspectorate have been incredibly busy. We are developing new integrated inspection methods to improve the lives of children and young people, introduced a national complaints line, and also worked hard in the wake of the problems of Southern Cross, fast-tracking registration of the new owners of all 97 care homes to protect the care of more than 5000 people affected.

Our top priority remains to protect the most vulnerable children and adults in our society, and to encourage innovative ways of improving care for everyone who needs it.

We say a fond farewell to our interim Chief Executive, Jacquie Roberts – an inspirational leader and great ambassador for the Care Inspectorate, and formerly the Care Commission – and also extend a warm welcome to our new permanent Chief Executive, Annette Bruton, who takes up her post at the beginning of February.

Let us know what you think of *Care News*. You can email communicationsteam@careinspectorate.com to tell us your views, or to suggest stories and topics you'd like to see next time.

I hope you enjoy *Care News*.

Sarah Wilkie
Editor



Main offices

ABERDEEN

Johnstone House
Rose Street
Aberdeen
AB101UD
☎ 01224 793870

MUSSELBURGH

Stuart House
Eskmill
Musselburgh
EH21 7PB
☎ 0131 653 4100

DUNDEE

Quadrant House
11 Riverside Drive
Dundee
DD1 4NY
☎ 01382 207200

OBAN

Boswell House
Argyll Square
Oban PA34 4BD
☎ 01631 564144

GLASGOW

Europa Building
Ground Floor
450 Argyle Street
Glasgow G2 8LG
☎ 0141 242 0391

STIRLING

Springfield House
Laurelhill Business Park
Laurelhill Road
Stirling FK7 9JQ
☎ 01786 406363

Full listings of all our offices are available at
☎ www.careinspectorate.com

Online



CARE INSPECTORATE ONLINE NEWS

Care watchdog urges vigilance to prevent the spread of winter bugs in care homes

The Care Inspectorate has urged people visiting their family and loved ones in care homes to continue to be vigilant against spreading infections, especially during the winter months.

Short Breaks fund for disabled children, young people and their families

The Scottish Government has made a short break fund of £2 million available for short breaks for disabled children and young people and their families and carers. Application deadline: noon, Wednesday 1 February 2012



Scan this...

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

New Chief Executive appointed

PERSONNEL

ANNETTE BRUTON has been appointed as the new Chief Executive of the Care Inspectorate and will take up the position from Interim Chief Executive Jacquie Roberts at the beginning of February.

Annette is currently Director of Education, Culture and Sport with Aberdeen City Council. She started her career as a geography teacher before moving into Learning Support and Special Educational Needs. She joined HM Inspectorate of Education in 2001 and was appointed as Chief Inspector in 2005, where she played a key role in developing the successful multi-agency child protection inspections. She joined Aberdeen City Council in 2009.

Commenting on her appointment, she said: "The Care Inspectorate is at the heart of Scotland's drive to improve standards



Annette Bruton

across social care and I am delighted to be appointed to this role.

"This is a crucial time for the organisation as we develop targeted, proportionate and intelligence-led scrutiny and inspections. There are real

challenges and opportunities for us. Care of older people has been identified as a national priority by the Scottish Government, the integration of health and social care is a major strategic change and working with other agencies to improve care has never been more important."

Care Inspectorate Chair, Professor Frank Clark, welcomed her appointment and paid tribute to the work of Jacquie Roberts. He said: "It is difficult to overestimate the number of people across Scotland who have benefited from more personal, higher-quality care as a result of Jacquie's leadership."

Also welcoming the appointment was Cabinet Secretary for Health, Wellbeing and Cities Strategy, Nicola Sturgeon. She said: "I look forward to Annette making a substantial contribution to improving care, social work and child-protection services across Scotland."



Annual returns now net only

EFORMS

ONCE again it's time to submit your annual returns, but this year all services, including childminders, will have to do this electronically. You can complete them any time between 9 January and 20 February 2012, but we recommend that you start as soon as possible after 9 January so you can contact us and sort out any problems.

Completing your annual return is key to helping us plan and carry out our inspections. The information you give us will also help reduce the number of questions other organisations, such as the Scottish Government, may need to ask you in future. Failure to submit a return by 20 February will be reflected in your inspection report and, ultimately, in your grade, as this is a reflection of the service.

MORE INFORMATION

- eForms at: <http://eforms.careinspectorate.com>
- Helpdesk: 0845 603 0890



New Registration Team helps protect care home residents

MARKET CHALLENGES

The Care Inspectorate moved quickly to help find new owners for the services provided by Southern Cross Group after the company's financial collapse last year.

The company had 750 homes across the UK, including 97 homes in Scotland serving 5,200 people. Working in partnership with the Scottish and UK governments, local authorities and others, the Care Inspectorate's newly formed National Registration Team fast-tracked the registration of new owners to both meet the financial deadlines and ensure the regulatory suitability of the new owners.

Henry Mathias, National Registration Manager, explained: "The usual target for completing a care home registration is six months, but we decided to fast-track this to two months in order to ensure the continuity of care to service users.

"After a period of complex commercial negotiations between Southern Cross, landlords and prospective buyers, we received applications from 17 different service providers – some already registered as care providers in Scotland and others new to the Scottish sector."

Henry established a project team specifically to tackle this situation. He said: "We separated the registration and inspection roles to allow inspectors to continue to monitor standards with



Southern Cross services, while the registering team assessed the fitness of the new applications for the care services.

"This demanded close liaison with other Care Inspectorate teams, such as inspectors investigating complaints about Southern Cross services, to ensure that concerns arising from the monitoring or registering process were communicated."

By 14 November all new services were successfully registered within the Care Inspectorate's two-month target, apart from the registration of three homes delayed at the applicants' request, now successfully registered.

Improvements to quality of care have confirmed the essential benefit of carrying out site visits to every care home as part of the registration process.

Registration gives the Care Inspectorate a lever to ensure that the new providers meet previous requirements and would make improvements to premises and staffing for example. The project also confirmed the importance of carrying out a range of robust checks on organisations applying for registration. Henry said: "The collapse of Southern Cross and other corporate care providers has challenged the whole sector to look at the way that the care market operates."

PROTECTING CHILDREN AND FAMILIES

Senior inspectors continue to improve the lives of the most at-risk families all across the country

CHILD PROTECTION

The Care Inspectorate is responsible for leading joint inspections of services to protect children. Senior Inspectors who transferred from HMIE continue to co-ordinate these inspections across Scotland's 32 council areas.

Senior Inspector Emma McWilliam, based in the Glasgow office, explained their role: "Our work is all about providing independent assurance and helping

“Our work is all about providing independent assurance and building capacity for improvement in services”

Emma McWilliam, Senior Inspector

services that care for some of the most vulnerable children and families in Scotland to improve.”

The three-year child protection inspection programme started in 2005, stemming from the Scottish Government child protection reform programme. Findings of the first country-wide round of inspections in 2009 showed improvements were needed in some very important areas.

Members of each inspection team come from professional backgrounds in health, education, police and social work. They bring knowledge and expertise of improving outcomes for children through better-integrated working as well as considerable experience in regulating children's care services.

Emma said: "Fieldwork for inspections is carried out over two weeks. We look at services provided by health, police, councils and children's reporters.

"We also look at services provided by voluntary and independent organisations. Our report describes how good they are at protecting children and meeting



their needs. To find this out, we read a sample of children's records held by these services.

"We talk to children, their parents and carers to listen to their views on the services they receive.

"We also speak to staff in these services who work with children, parents and carers and also to senior managers and

Recognition for Perth & Kinross

REPORT

CHILD protection services in the Perth and Kinross area are the best in Scotland, according to a recent inspection report from the Care Inspectorate's Child Protection team.

The team looked at the quality of the joint services to protect children and young people provided by Perth & Kinross Council, NHS Tayside, Tayside Police and many voluntary

organisations – and concluded that they were "outstanding".

It highlighted the "exceptional and ground-breaking" partnership work going on to help young people, as well as strong leadership, trusting relationships and the high quality of support available, particularly at evenings and weekends. John Fyffe, Executive Director, Education & Children's Services for Perth & Kinross

Council, said: "We will use the findings to build on our work in the future."

One of the services highlighted in the report is @Scott Street, a one-stop shop that offers a wide range of services, advice and information for young people, mainly aged between 16-25 years. Services include career and job-seeking support, health information and advice sessions and parenting help and advice for teenagers.



Jennifer McGregor, Amy Fenton, Scott Moffat and Nicole Keddie attend @Scott Street with youth services worker Sandy Davidson

Child Protection Team: (back row from left) Emma McWilliam, Helen Happer, Jacquie Pepper and Kevin Mitchell. (Front row): Jacqui Rennie, Fiona McManus and Joan Lafferty



chief officers who are responsible for these staff and the services they provide.

"It is satisfying to see progress being made in helping children who need protection. Some examples of excellence and good practice are emerging."

Senior Inspectors will be kept busy in 2012 as they finish off the last of this cycle of inspections and collate their

findings to produce a second national report on key messages for protecting children in Scotland.

The Care Inspectorate is drawing on the experience and learning arising from multi-agency inspections of services to protect children as it leads on the future development of a new model for scrutiny and improvement of children's services. **CN**

New approach to children's services under discussion

INSPECTION MODEL

SCOTTISH Ministers have asked the Care Inspectorate to lead inspections into how well services are improving the lives of children and young people.

Senior Inspector Jacquie Pepper explained: "We will build on the success of joint inspections of child protection services and take a multi-agency approach to services which are provided

through integrated children's services plans. The aim is to report on the effectiveness of integrated working to improve outcomes for our most vulnerable children."

The inspections will cover children from pre-birth to adulthood, looking at how well services support all aspects of children's well being, in line with the Scottish Government's Getting It Right For Every Child approach.

Karen Anderson, Director

responsible for leading this crucial development, said: "We will be looking at the contribution of a wide range of services within health, police and social work, as well as independent and voluntary services, to making a positive difference to children's lives in the longer term."

The new model is being developed in partnership with other stakeholders and will be ready for piloting in 2012/13.

New team dedicated to complaints

CONSULTATION

A NEW national team has been established to focus exclusively on complaints received by the Care Inspectorate and, as a result, has conducted a public consultation regarding proposed changes to its procedures.

Yvonne Littlejohn, National Complaints & Quality Assurance Manager, explained: "Before, inspectors had to juggle the investigations of complaints with their normal inspection work, but the new dedicated national team will enable us to focus resources on improving the efficiency, consistency and quality of complaints handling."

On average, the Care Inspectorate receives 2,500 complaints about services a year, of which it formally investigated 1,351 in 2010.

Complaints are now dealt with by five dedicated complaints teams covering four geographical areas across Scotland. The teams have received additional training in complaints handling and improvements have already been made in reducing the time it takes to complete a complaint.

The consultation includes proposals to improve the complaints process further such as the establishment of three, rather than four, complaint stages: informal resolution; formal investigation; and complaint review. Informal resolution will be conducted within five days and formal investigation carried out within 21 working days, rather than 28 days. There is also a proposal to reduce the time limit to bring a complaint from the current 12 months to six months, to encourage people to raise issues sooner.

The consultation ends in January and the results will be published in the spring.

Yvonne said: "Following analysis of the consultation responses we will prepare a business case and implementation plan for the new procedure."

GET INVOLVED

To contribute to this debate, visit getinvolved@careinspectorate.com



Sandy with the First Minister

Sandy lives out dream in Holyrood

SPECIAL ACTIVITIES

A CARE home in Buchan has made a wish come true for one of its residents by sending him on a visit to the Scottish Parliament.

Culsh House Care Home, at New Deer near Turriff, set up its "Wish Upon a Star" programme two years ago. Senior carer Gwen Duncan proposed a wishing well where any of the home's 23 residents could drop in a note that spelled out their wish.

Culsh House manager Alison Matthew said: "As long as the wish is achievable we'll try our hardest to see it through, and we encourage the residents who are able to, to use it."

That was how Sandy Michie, who celebrated his 67th birthday recently, found his wish answered. Sandy, who has a keen interest in politics, and enjoys watching the debates in Parliament on television, wanted to travel to Edinburgh to see it for himself. And the home happily obliged – even managing to help get Sandy into First Minister Alex Salmond's office for a chat.

“As long as the wish is achievable we'll try our hardest to see it through”

Alison Matthew,
Culsh House Manager

Diary scheme has positive impact

DEMENTIA

STAFF in a small Glasgow care home use life stories to help staff and visitors see the resident as someone with a life rather than a person who has dementia.

There are just eight residents in Bield Housing Association's Carntyne Care House in the City's east end. All have some level of dementia, yet they are encouraged to be as independent as possible, with each staying in their own flat.

Carntyne Depute Manager, Myla Gapay said: "People bring a lifetime of experiences to their new home. When they first arrive, we involve them and their family in creating their home. Family pictures, furniture from home, furniture

arrangement, colour scheme and personal items all give information about a person."

Carntyne's 16 staff, as well as volunteers, encourage the residents to be involved with their home life in such things as simple housework, folding their own laundry, and even home baking.

Another successful initiative was the key working approach on researching something the tenant has mentioned about their past. This might be anything from a former job as a lorry driver to a passion for bowls. Staff compile photos on that topic to prompt further discussion and more memories.

Care Inspector Linda Kemp said: "The staff at Carntyne House really do make an impact on their residents' quality of life, with a very strong person-centred approach."

Dancing psychotherapy proves its worth in homes



Shaking it: Class in action

PHYSICAL ACTIVITY

DANCE movement psychotherapy students from Queen Margaret University have been on practice placement in care homes in Edinburgh using the principles of dance movement psychotherapy to help improve the psychological and physical health of residents.

The idea for the pilot project came from work that was ongoing to develop Allied Health Professional (AHP) practice placements in the care sector. Occupational Therapy students from Glasgow Caledonian University and Robert Gordon University, Aberdeen, had previously gone into the care homes and used their skills to improve the residents' quality of life.

Rehabilitation consultant, Edith Macintosh, said: "The plan was that after piloting

Pilot sees students from various universities visit homes in order to help improve residents' health

students in care homes the project would develop to include other groups of AHPs."

Staff at the participating care homes said that those who received the sessions interacted more with others, seemed happier and felt much more at ease.

The pilot programme ran from 2010 to early 2011 and the experiences for everyone were so positive that further dance movement psychotherapy students are on placement in care homes.

The work to develop student practice placements in care homes is being done in collaboration with NHS Education Scotland.



From left: Lisa Watt, Marion Bruce, Marilyn Paterson and Rona Tayler

Internet-based software Skype is being put to effective use by one Aberdeen home

VIDEO CALLS BRING FAMILIES TOGETHER

TECHNOLOGY

Keeping residents in touch with their families overseas has become easier at an Aberdeen nursing home with the development of new technology.

Skype is a software application that allows users to make free voice and video calls and chat over the Internet.

Now, residents at the Hawkhill Nursing Home are using Skype to call their families in Australia, Africa, Canada, America and Norway, as well as in other parts of the UK.

Matron Kristin Jackson-Brown said: "We were using email to send photographs and answer queries about residents from their relatives overseas. Then we introduced Skype and it's been very successful."

Skype has allowed Hawkhill, a 48-bed unit with en-suite single rooms and three

double rooms for couples, to develop other initiatives too.

Kristin added: "Not only can residents keep in touch with their relatives, but our six-monthly care reviews can now be held with the family in attendance via the Internet.

"We have had psychiatrists, community psychiatric nurses, a welfare power of

attorney, the resident's named nurse and the care nurse in the same room, with the resident's son on the screen from Australia. It has made such a difference to that family's understanding of their mum's level of needs, and has put them at ease about her condition."

Hawkhill, owned by Mrs Rona Tayler, is now Aberdeen's only independently owned home, and celebrates its 25th anniversary this year.

Kristin added: "We've installed wi-fi throughout the home, so that residents can use a laptop to make Skype calls to their families. We've also established a relationship with the Seaview Manor Home in Nova Scotia in Canada, and residents keep in touch with each other via the Internet."

Care Inspector Linda Murray said: "Hawkhill offers its residents a very good and progressive service, and has been making excellent use of new technology." **CN**

Hawkhill praised

Hawkhill has just received excellent (6) grades across all themes in its latest inspection by the Care Inspectorate. Inspector Linda Murray said: "The team has worked hard to provide excellent quality care and are continually striving for improvement. The service is aware of the hard work and dedication needed to attain this standard of care."



care
inspectorate

making care **better** together

with the Care Inspectorate





What we do

- **inspect** care services
- **grade** the quality of services
- **report** on what we find
- **take action** to make services improve

You can

- talk to our inspectors when they visit
- read the reports for your service
- find out the grades for your service
- find out about the National Care Standards
- get involved with your service - have your say
- get involved with us - help us improve care for everyone

t: 0845 600 9527

w: www.careinspectorate.com

e: enquiries@careinspectorate.com



New assessment passes test

RELATIONSHIPS

AN independent special school in Kinross-shire has devised an evidence-based approach to documenting the care of its children.

Almost every child who comes to Seamab, based in Rumbling Bridge, has experienced trauma in one form or another and is trying to cope with the effects.

Most of the children have not had enough opportunity to make close and secure attachments to adults.

As a result, they can have a negative view of themselves and, typically, they find it very difficult to trust adults and relate appropriately to them.



Round-table approach: Seamab

This is something care lead Ann Kennedy and her team look to rectify.

"We have introduced an evidence-based integrated assessment, which covers every aspect of a child's life," said Ann.

"Although we've only been running this for 18 months, the

signs are already very encouraging.

"The assessment documents the level at which the child is functioning in relation to their social, emotional and mental wellbeing.

"The assessment itself is an ongoing process and is updated every six months."

An unquenchable thirst for knowledge

TRAINING

A DUNDEE childcare centre manager has been praised for her approach to Child Protection Training.

Rainbow Bright Childcare's Maggie Koervers ensures that her staff are fully up to date with current Child Protection legislation.

Maggie feels it is also very important to attend additional training to ensure that her team's practice and knowledge is completely up to date.

She said: "It is not compulsory

to attend these training sessions, but I am very lucky to have staff who enjoy attending them and who are always eager to attend Child Protection training. This also forms part of their Continuous Professional Development.

"Staff also receive certificates of attendance and the hours attending training sessions also count towards total training hours for SSSC registration.

"By attending external training sessions my staff meet members from other settings and they are able to share their experiences."



Chop to it: Kieran Cruden and Kyle Spence with Falkirk House School chef



FUELLING

Meals designed by two Falkirk pupils could keep the torch of Olympic spirit burning in any athlete

HEALTH

Students from a school for youngsters with additional support needs have been learning about healthy eating and have entered a competition to design a meal fit for Olympic athletes.

Two boys from Falkirk House School in Fife worked with resident chef Adrian Stirling to research, design and make a menu suitable for Olympic athletes. They had to choose a specific Olympic event and tailor their menus to provide the best calorific and nutritional content for the athlete.

Kieran designed a meal suitable for a vegetarian swimmer. He made Isle of Mull egg lasagne. After researching the sport he found this dish to be high in protein and carbohydrates but also low in glycaemic



Olympic Menu Challenge Competition



ISLE OF MULL EGG LASAGNE (KIERAN CRUDEN)

Designed for a vegetarian Olympic swimmer. The egg and cheese are sources of protein and aid muscle repair and growth. The salad selection has a low glycaemic value, which is required by swimmers, and the pasta is a great source of carbohydrate.



KINGDOM OF FIFE SHIN OF BEEF (KYLE SPENCE)

Designed for an Olympic footballer. The potato will provide energy for the body as it is mainly carbohydrate. The protein from the low-fat meat will aid muscle repair and growth. The vegetables with the dish have a high glycaemic value and they add colour to the plate.

Childcare facts & figures

The Care Inspectorate has published its first detailed set of childcare statistics. For more information, visit www.careinspectorate.com



Playtime: Choice for children

How to build a wonderland for children

PARTNERSHIP

A FIFE childminder has been demonstrating how a bit of imagination and a partnership approach can be a recipe for success. Pauline Russell, based in Newburgh, was awarded sixes across the board at her last care inspection. Children and families are involved in all aspects of Pauline's service delivery, and she has developed the space in her home to provide a child-friendly and fun place for children of all ages. "Listening to what the children, their parents and the Care

Inspectorate have to say really helps me tailor my service to be the best it can be," she said. "It's a real partnership approach. "Each child has what I call a Learning Story," she added. "It's a folder that contains information all about me, the child, ages and stages of learning and development, planning and activities. "Everybody has an input into it and it can be then used as a memento when the child grows up." Pauline's inspector, Lisa Kirkbride, said: "At the last inspection, I was particularly impressed by the way she had picked up on ideas that I'd shared with her. "She really takes them on board and uses them to deliver improved outcomes. "She even has something akin to a children's wonderland in her back garden."

THE FIRE

value – all of which are important for swimmers. Kyle's meal of Kingdom of Fife shin of beef was designed with an Olympic footballer in mind. The potato would provide energy for the body, while the protein from the low-fat meat would aid muscle repair and growth. The school has had a long-standing commitment to promoting not just healthy eating, but also physical exercise and emotional wellbeing. It has won awards such as the Health-Promoting School Award and the Healthy Living award for their continued efforts. Social work manager Sheena Murray said: "There are close links between all departments in the school such as care, teaching, kitchen and ancillary staff. All teams work jointly with the chef promoting food tasters, quizzes and other fun activities to help pupils develop a deeper understanding of the importance of maintaining a healthy lifestyle. "We want to encourage the pupils to think in a broader way about food so that they will be able to have a healthier lifestyle when they go on to independent living." **CN**

TAKING A BREAK FROM A CAREER IN CARE

Jacque Roberts, Interim Chief Executive of the Care Inspectorate, is leaving the organisation after 10 years of leading the formation and development of Scotland's care services regulator

FACE TO FACE

Jacque Roberts is looking forward to taking her first "gap year". After 40 years of full time work – starting as a Welfare Assistant in a geriatric hospital in 1971 to nine years as Chief Executive of the Care Commission, and now a year in the Care Inspectorate – she's looking forward to taking her foot off the career accelerator and coasting to stop for a year while she contemplates her next move.

Looking back on her time with the Care Commission, Jacque admits she was initially daunted by the decision to leave her previous job as Director of Social Work at Dundee City Council in 2001 to take on the huge challenge of Chief Executive and lead a new nationwide independent regulator, but it was a cause close to her heart.

She explained: "One of the reasons I wanted to do this was that I have always been aware that some of the most vulnerable people in our society need to be protected because they have no friends or family to fight on their behalf. To create a new regulatory body that would not only protect them, but also help raise standards of care throughout Scotland, was a wonderful opportunity for me.

"It was a massive challenge, integrating the 44 existing agencies involved in the regulation of care services; as well as expanding the inspection remit to bring on new services like Care at Home, which had never been regulated before.

"However, the philosophy was simple – that inspections of care services should drive up standards of care – and I can see the results of this in the services I visit.

One aspect of the Care Commission's work Jacque is particularly proud of is the "superb professionalisation" of Scotland's childminding services. She said: "This has been achieved through our inspections and our excellent relationship with the Scottish Childminding Association. Together, we've raised the expectations of childminders and standards are much higher now."

5 THINGS ABOUT ME

What did you want to do when you grew up?
A ballet dancer

First job offer:
Proofing Latin and Greek texts for Oxford University Press – "decided it was not for me"

First job:
Welfare Assistant

Passions:
Film - particularly Italian neo-realists of the 1950s – and Opera: she recently saw Faust and Madame Butterfly at NY Met



Biggest wish
To become a grandmother!

When Jacque mentions other areas she is proud of, it's always in the context of achievements made by working closely with other agencies: such as integrating inspections of early years services with HMIE; the close relationship developed with the SSSC to help create a high quality workforce to deliver care services; and working with the Scottish Government to help shape the care agenda for the country.

And this joint working will become an even more important part of the organisation's work as Jacque explained: "I leave the Care Inspectorate at the beginning of a really important journey. The focus is going to be much more on how we get agencies to work together to provide better services.

"We are going to build on the multi-agency model used in Child Protection and we plan to pilot a new model of children inspections this year and eventually roll this out to adult and older people services too.

"It's very clear that you cannot get good services for people without having health, care and other services joined up effectively."

The biggest aspect that Jacque said she will miss will be working with the people who make up the Care Inspectorate. "I've enjoyed working with the Board, particularly the support I've had from the Chair, Frank Clark, and the input from the non-executives who have helped shape strategy from their own experiences of care.

"But most of all it will be our staff that I'll miss. I've visited offices across the whole of the country and you cannot help but be impressed with the commitment of our people to continue to improve care – it's inspiring!"

At the end of January, Jacque will hand over the reins to Annette Bruton and say goodbye to Compass House.

She said: "I'm really looking forward to my year off as I've been working non stop for 40 years. My career has always been important to me and part of my identity – it will be good to shed this skin and just be me for a while!"

However, her commitment to care will always stay with her – and that's why Jacque is looking forward to her gap year which will allow her to spend more time with her mother in Manchester. **CN**



“

One of the reasons I wanted to do this was that I have always been aware that some of the most vulnerable people in our society need to be protected because they have no friends or family to fight on their behalf

”

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.



FOR COPIES CALL
0845 600 9527

OBTAINING AND ADMINISTERING MEDICATION



CASE STUDY

Make sure your service is adequately prepared for an emergency situation regarding access to prescriptions

Whenever any of us becomes unwell, effective use of medication can be an important factor in helping recovery – and in a care service that means quick access to medicines at the earliest opportunity and administered in line with the prescribers's instructions.

The complaint featured here concerns a care home which has an arrangement with a pharmacy to dispense medicine for its residents, but it is 30 miles away.

The complainant informed us of her concern that there were inappropriate systems in place for the home to obtain medication quickly and that this was resulting in delays in residents having medication administered to them.

THE INVESTIGATION

Our inspectors visited the service on an unannounced basis and spoke to the manager and staff, examined policies and procedures on medications and checked the service's medication documentation.

They were told that acute prescriptions written for

residents had to be faxed to the pharmacy, which then dispensed the medicine and produced a corresponding Medication Administration Record (MAR) chart for the care staff to record the administration of the medicine.

However, this meant there was a delay in service users receiving their medications as they had to wait for delivery of the medicine and the newly printed MAR.

On the day of the visit, the inspectors found that two residents were waiting for their medicines: one who was waiting for a liquid antibiotic after seeing the doctor three days previously, who first prescribed a tablet that she could not swallow.

Another had seen his GP on the previous day and was still waiting for the prescription to be delivered.

The inspectors found there was no guidance in the service's medications policies and procedures for staff about how to get prescriptions dispensed urgently and how to record this information on the MAR chart.

The manager was clear that prescriptions should not be transcribed from the prescription written by the GP to the MAR chart and that a new MAR was to be obtained from the pharmacy. However, examination of the MAR charts showed at least one MAR with a hand-written entry for an acute prescription.

In both cases the delay in the administration of the prescribed medication had been caused by the failure of the home to have effective procedures in place. This could have had severe repercussions on the health and wellbeing of the residents concerned.

LESSONS LEARNED FROM THIS COMPLAINT

■ NHS prescriptions can be dispensed at any community pharmacy,

so even when a care home has an arrangement to have their repeat medication dispensed at a distant pharmacy, they should use a local pharmacy to dispense items needed urgently or out of normal working hours. ■ All care homes must have information in their medicines management procedures about how to obtain medication urgently or out with normal working hours.

There will always be changes to medicines, so the care service needs to have guidance for their staff about how to handle these situations. Care workers can make hand-written entries on MAR charts but these must always be dated, clearly written and identify who has made the change, including their designation. **CN**

“ There will always be changes to medicines, so the care service needs to have guidance for their staff about how to handle these situations ”

Taking a few simple steps will go a long way to making sure you and your family avoid catching a cold-weather ailment

KEEP WINTER BUGS AT BAY



GERMS

The Care Inspectorate is urging people visiting their family and loved ones in care homes to continue to be vigilant against spreading infections, especially during the winter months.

Infections such as norovirus (vomiting bug) can be present in the community and can spread rapidly between residents, visitors and staff in care homes.

Margaret Tannahill, the Care Inspectorate's Consultant Nurse for Infection Control, said: "During the winter months, the spread of certain infections and diseases can be a big challenge for those in care homes where many people are vulnerable to infection, and this can also apply to visitors such as older people or young children."

HERE ARE SOME TIPS TO HELP PREVENT INFECTIONS

Make sure your hands are clean
This is the most important way to stop infections spreading. Wash your hands

regularly with soap and water, especially after going to the toilet. Everyone, including residents who have been on outings, should use the hand-hygiene facilities in the care home on entering and leaving.

Don't visit if you are feeling unwell

If you are feeling unwell or have an infection such as flu or a heavy cold, it is best to get better before you visit.

If you have vomiting or diarrhoea, you should not visit until 48 hours after your symptoms have stopped.

Speak to the care team if you have any concerns

You should feel free to speak to any staff member about whether they have cleaned their hands. You should also talk to the person in charge if you have any concerns about hygiene in the care home.

Margaret added: "By following these simple tips, people visiting care homes during the winter months will ensure that they limit the chances of infections being spread." **CN**



Preventing infection in care

EDUCATION

"PREVENTING Infection in Care" is a new, free educational resource launched by Care Inspectorate and NHS Education for Scotland to improve the knowledge and skills of carers in infection prevention and control. The resource, on DVD and CD, includes full educational and induction programmes with workbook and trainer notes.

Although aimed at carers working in care homes for older people and the home environment, the generic infection prevention principles can apply across all care settings.

Margaret Tannahill, Consultant Nurse for Infection Control at the Care Inspectorate, said: "We are working in partnership with six volunteer services and with Scottish Care to uncover the best ways of implementing this new educational resource."

The information gained from the six early implementer sites will be shared with providers in March 2012.

Handwashing helps keep clean bill of health

INFECTION CONTROL

INFECTION prevention and control in all care services in an appropriate way is essential for service users, their families, visitors and staff.

Audrey Mackenzie, Professional Adviser Infection Prevention and Control, explained: "For service

providers, an outbreak of infection not only disrupts their normal service but can be costly in terms of time, money and damage to their reputation. For service users and their families, infection can cause illness, upset and distress".

■ Infection control in Adult Care Homes: Final Standards 2005

(Scottish Executive) is still to be used, although parts of the document are outdated. Plans to update or replace the document are under consideration

■ "Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011 (Health Protection Scotland), with

amendments published in October can be downloaded from www.hps.scot.nhs.uk

Remember to advise parents to keep unwell children away and that the most effective method of infection prevention and control is hand washing.





Representatives from both the Hub and Prestonpans Playschemes, including children, staff and volunteers

AWARD FOR EAST LOTHIAN SPECIAL NEEDS PLAY SCHEME

A playscheme in East Lothian has secured Royal recognition for its fantastic work with children

A playscheme for children with special needs in East Lothian has been awarded The Queen's Award for Voluntary Service, the MBE for volunteer groups.

East Lothian Special Needs Playschemes (ELSNP) has been running since 1982, providing playschemes for children aged 5-16 with special needs in East Lothian during the school holidays. The children are supported by volunteers who provide one-to-one care for children with a wide range of special needs, ensuring they can enjoy a range of activities from arts and crafts to swimming and even archery. The charity also runs a youth club for teenagers with special needs on a Tuesday evening during school term times.

Operating during the Easter, summer and October holidays across three sites, the playschemes provide places for 45 children at North Berwick Community Centre, 18 at The Hub, Sandersons Wynd Primary School in Tranent and 35 at Prestonpans Primary School.

The official presentation of the Award took place at the Hub Playscheme in Tranent on 19 July 2011. The Queen's representative in East Lothian, Lord Lieutenant Sir Garth Morrison, along with East Lothian Council Chief Executive Alan Blackie,

Kirsty Wood and Lord Lieutenant Sir Garth Morrison with the crystal commemorative piece

made the formal presentation of a certificate and commemorative crystal piece to ELSNP Co-ordinator Kirsty Wood during the open afternoon.

As part of the award, representatives from the playscheme were invited to attend the Royal Garden Party at the Palace of Holyrood House in Edinburgh on 5 July.

Kirsty Wood said: "It was a great honour for us to be part of the prestigious garden party. It was particularly lovely for the award handover to take place during our open day afternoon, where parents, funders and families could share in the occasion with the volunteers."

Sandra Wright, Inspector at the Care Inspectorate, said: "The scheme has had a consistency of care over a number of years. It has got all its processes right to have happy young people and an inclusive atmosphere."

MORE INFORMATION ON THE SCHEME

www.elsnp.co.uk



“ The scheme has had a consistency of care over a number of years. It has got all its processes right to have happy young people and an inclusive atmosphere ”

Sandra Wright, Care Inspectorate Inspector

