



carenews

SHARING YOUR INTEREST IN CARE

SPRING 2014



New childminder inspection

FOCUS ON OUTCOMES

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Would you like to help?

INSPECTION VOLUNTEERS

WOULD you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care as inspection volunteers.

Inspection volunteers take part in our inspections of regulated care services by talking with people who use services, their families, carers and friends to get their views. They also make their own observations during inspections.

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

HOW YOU CAN GET INVOLVED

Tel: 0845 600 9527

Email: getinvolved@careinspectorate.com

Welcome

to the spring 2014 issue of *Care News*

PROTECTING and supporting some of society's most vulnerable people continues to be one of our top priorities. The Care Inspectorate recently launched a recruitment drive to attract people with personal experience of care to work with us as Inspection Volunteers. You can read more about this, and how to get involved with us, on page three.

Regulation continues to evolve, and this issue includes a case study on how we work with providers to make sure they get the support and guidance that they need to register or change a care service.

We're also introducing a new way to inspect childminders. Read about the pilot, and what's planned from the view of one of our inspectors, and childminder, Christine Clark.

Promoting and sharing good practice and innovative ways to involve and care for people once again features strongly, with some great stories and examples that others can learn from. We've also just launched a brand new online resource – 'The Hub' where those with an interest in care can find all they need to share good practice and drive up standards across all types of care provision in Scotland. Please let me know what you think about *Care News*. You can email me at communicationsteam@careinspectorate.com if you have a story, or just want to share your views on care.

I hope you enjoy *Care News*.

Sarah Wilkie
Editor



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available at  www.careinspectorate.com

Online news



New board members

The Care Inspectorate welcomed the appointment of three new members to its board. Scottish Ministers have appointed Dr Linda Pollock, Anne Houston and Christine Dunlop to serve on the board for four years.

Scarlet Fever - Letter from NHS Tayside

NHS Tayside has highlighted an increase in the number of cases of scarlet fever occurring within their area. It has issued a letter which contains useful information for those living and working in it's area.



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.

SHARE YOUR CARE SKILLS TO BOOST INSPECTIONS

Call for carers to become inspection volunteers to ensure service users' views are heard

RECRUITMENT

The Care Inspectorate has launched a recruitment drive for inspection volunteers – people who have first-hand experience of care – to help make sure care in Scotland continues to improve.

Inspection volunteers work closely with the organisation's inspection teams and spend time with service users and carers during inspections to ensure their views are reflected accurately in the inspection. This information helps the inspectors to spot where things need to improve and ensures that the rights of people receiving care are respected and their needs met.

Michael Matheson, Scotland's Minister for Public Health, welcomed the drive to recruit more inspection volunteers.

He said: "I am delighted that the Care Inspectorate is involving people who have personal experience of care in inspections, as they are best placed to truly understand it.

"It is essential we have a really rigorous inspection regime that spots problems early and I strongly encourage more people to get involved, sign up and use their experience to help make care for others become truly outstanding."

Annette Bruton, the Care Inspectorate's Chief Executive, said: "We believe we can make care better by working with people who have personal experience of those services. Our inspectors are experts by



Michael Matheson talks to a resident at the launch

professional training and qualifications, but we want experts by experience too. So, if you have used a care service, or cared for someone close who has used a care service, you could be just who we're looking for.

"You don't have to have qualifications – your personal experience gives you a unique insight into care."

Inspection volunteer Linda Riley got involved following her experiences of looking after her mum and dad.

She said: "I am a service user, my dad had vascular dementia and I had to oversee his support and the same

with mum, who had cancer. All of this experience, good and bad, made me want to do something that could make a difference for the very precious people who find themselves in the care of others.

"I will notice the television is on too loud, no one is being spoken to or that people are not dressed in the right way. But, on the other hand I will also see a man beaming all over his face with his family around him. That is the sort of picture I am looking for." **CN**

To find out more about being an inspection volunteer, visit www.careinspectorate.com

Visit The Hub of innovation

RESOURCES

If you're looking for the latest innovations and best practice in care in Scotland, then visit The Hub – an online knowledge resource from the Care Inspectorate for Scotland's care and social work professionals.

The Hub is a one-stop shop for anyone with an interest in care with exclusive good practice videos, links to legislation and policy developments,

event listings and signposting to innovation.

Plus, anyone who has experienced excellent care, or a service provider delivering innovative care, can submit their stories to share good practice.

Launching The Hub, Annette Bruton, the Care Inspectorate's Chief Executive, said: "As well as our rigorous inspection activity, we have a duty to signpost innovative ways to deliver the best possible care. The Hub will help us do exactly that and there is excellent care happening in Scotland today.

"This online resource will also allow our teams of expert inspectors to access information in the field and

help inform our inspections, as we aim to drive standards up for everyone.

"The Hub provides one-stop-shop access to a range of resources aimed at supporting improvement in social care and social work sectors through the use and sharing of intelligence and research-led practice. The majority of services we regulate perform well, and we are determined to ensure that standards continue to rise."

For more information, visit www.hub.careinspectorate.com



THE HUB

Palliative care scheme expanded

PALLIATIVE CARE

A SPECIAL programme involving NHS Ayrshire and Arran, Macmillan Cancer support, The Ayrshire Hospice and the University of the West of Scotland is helping staff in care homes increase their skills and knowledge of palliative care.

The programme began two years ago and was originally aimed at NHS staff, but it has since been broadened and the last opportunities to participate in the programme will be available in September, and February next year.

Josaleen Connolly is the Project Manager. She said: "The modules cover five main areas: current issues and challenges in palliative care provision; pain management; assessment and management of other common symptoms; bereavement support; and five-day clinical placement with different members within specialist palliative care teams."

Initially, the aim was to help general nurses manage people in need of palliative care and support for longer in their care settings. Opening up the programme has allowed others to take advantage of the learnings, and the most recent cohort included five care home staff.

"Those who take part will be the link person for palliative care when they go back to their workplace," said Josaleen. "They will continually update their skills and knowledge so that they can continue to improve the palliative care and support for individuals and their families."

Emma Harris, a Staff Nurse at Cregganbahn Court, a care home in Ayr, is about to complete the programme. She said: "I volunteered because most of my experience has been working with elderly people and palliation is a huge part of their care.

"It is interesting to have a different perspective and, in particular, I enjoyed the placement at Ayrshire Hospice. Since being on the course I've discussed several new ideas with my manager and it has definitely whetted my appetite for more learning."

Josaleen concluded: "It's all about helping staff gain the confidence, knowledge and skills to support people in their care. Ultimately, we want to give people the chance to be cared for where they wish."



Children enjoying facilities at Cosmic Coppers

PROVIDING GUIDANCE

The Care Inspectorate is working with providers to make sure they receive the appropriate support and guidance

POSITIVE CHANGE

For many care providers, the process of registering their service – or applying for a variation once it is up and running – can be an intimidating process.

But the Care Inspectorate has been making progress in working closely with providers to make sure they understand the specifications and receive the appropriate support and guidance in order to satisfy up-to-date legal requirements.

Ross Keenan runs Cosmic Coppers childcare in Glasgow, along with his wife Deborah. Together, they now have two nurseries and two after-school services, and he has seen a positive change in the process since they registered their first nursery 10 years ago.

"The process has improved from our perspective because there's now a direct point of contact for us at the Care Inspectorate," says Ross. "We can be sure to incorporate whatever the registration

team requires from us at an early stage, and make sure it's consistent.

"I think a lot of people might be wary of the Care Inspectorate, and that could be an issue from the outset. But if you're confident in dealing with them and have a good relationship with them, it makes a huge difference, as it has done for us."

The Keenans also have experience in dealing with the variation process, with the expansion of one of their existing nurseries, but Ross says being able to deal directly with the Care Inspectorate has helped with that process.

"I know I can pick up the phone at any time and ask a question," he says. "We've spoken about the smallest details, which might seem trivial – but providers will understand how important those details are to comply with all the rules and regulations, and make sure you're providing the best possible outcomes for the children. We've found that what previously could have been a daunting process is now much more open."

A holiday with sparkle

ASSISTED BREAKS

Sparkle Leisure, a service within Crossreach's Eskmills Project, offers the opportunity for people with special needs around Britain to take a holiday.

Sparkle operates like a travel agency and promotes a cheaper respite service, as opposed to care home breaks for adults with special needs.

The team produces holiday brochures which include a number of destinations both in Britain and abroad.

Project Co-ordinator Emma Fleming said: "Our brochures help service users choose a holiday, which effectively costs less money for those paying for support or respite services.

"We tailor support to peoples' individual needs. This way they're also getting the personalisation they require. People have the option to have one-to-one support if they feel they need it and other options are discussed with our guests, their carers and families on consultation."

Sparkle Leisure holds a review meeting at the end of each year, to which anyone involved with the service is invited. At the meeting people can suggest changes to destinations, support or processes.

Katrina Merrilees has used Sparkle to holiday in Oban, Blackpool and Dublin. She said: "Going on holiday gives me and



A Sparkle group on holiday in Dublin

my mum and dad a break from each other. It's better than going to respite. It's good to meet new people. Sometimes I plan holidays with friends I've met.

"My favourite place to go was Dublin, we learned about its history and listened to live music in the pubs."

On Sparkle's future, Emma added: "We would like to develop into a service big enough to have its own staff base and provide supported holidays on a wider scale."

Care Inspector Mary Moncur said: "On my visit the people who'd been on holiday, were enthusiastic about



where they'd been. Their families were very appreciative that they could relax knowing their family member was safe and having a good time."

For more information, contact 0131 454 4331.

Community is top of the class

SHARED LIVING

A SMALL Aberdeen community built around adults with learning disabilities to give them stability, security and independence has received top grades on inspection.

Newton Dee Camphill Community was founded in 1960, and has since developed into a shared living community of 36 houses, including its own biodynamic farm.

Trustee Director Alan Brown explained: "The support we offer varies according to individual needs. We have 87 adults with learning disabilities who live here. We also provide work opportunities for 32 day placements.

"Accommodation ranges from bed-sits, for people with a high level of independence, to groups of residents living together without a co-worker, to houses where the co-worker's family and adults with learning disabilities live together."



Residents have had a significant input into the development of Newton Dee and have worked together with staff to open and run a cafe, bakery, toyshop, joinery, gardens and a biodynamic farm, where food is produced for the community's households, cafe and store.

Alan has lived in Newton Dee for 36 years. He lives with his wife, family and four adults with learning disabilities.

Care Inspector Linda Murray said: Residents are very happy with their lives and the high quality of care and support at Newton Dee."



Charity status

RE-REGISTRATION

CARE services that have changed their legal status to become a Scottish Charitable Incorporated Organisation (SCIO), by registering with Office of Scottish Charities Regulator (OSCR), must apply to register under their new entity.

Thirza Wilson, National Registration Manager, said: "Becoming a SCIO may be of advantage to some providers, however, it is important for them to be aware what it means for the current registration of the service they provide with the Care Inspectorate. As it changes the legal status of their organisation, these services need to contact the Care Inspectorate to apply to cancel their existing registration and submit a new application to register the new legal entity."

A SCIO is a corporate body which is a legal entity able to enter into contracts, employ staff, incur debts, own property, sue and be sued.

For more information on SCIOs, visit www.oscr.org.uk or contact the registration team via the national enquiry line.

Befrienders improve life at Gowanlea

VOLUNTEER SCHEME

LIFE is always better with friends – and that's the thinking behind a special scheme introduced at Gowanlea Care Home in Bannockburn.

For the past few years, the home has been matching up volunteer befrienders with residents based on, for example, any interests that they share.

Befrienders enhance the lives of residents, as a source of company, someone to share a particular passion with, either inside or outside the home. For example, one lady is interested in the Royal family and will pull out books to pore through with the befriender. Another lady, who is in her nineties, was once a keen horse rider, so her befriender takes her out to local stables and organises carriage rides for her. Alternatively, an outing could simply be a visit to a local coffee shop for a change of scenery and a chat.

"The befrienders help residents to hold on to their interests and make them feel special, helping them to keep their identity," explained Care Home Manager Judith Harford-Brown.

Judith also has advice for other care homes interested in introducing a befriender scheme.

She said: "It's important to best match a befriender with a resident and, if the match isn't working, to see if the volunteer would like to befriend someone else.

"It's important not to tie a befriender down to any particular set arrangements. It should be flexible – to see the resident when they can."

Befrienders also receive basic moving and handling training, for their own health and safety.

As well as helping individual residents, the scheme has wider benefits.

Judith added: "The befriender can often be found chatting to the other residents and getting to know families.

"They really add to the warm and friendly atmosphere of the home."



New resource pack promotes importance of daily physical activity

GO FOR GOLD

The Care Inspectorate is building on the success of its Go for Gold Challenge programme by launching a new resource pack to support care homes for older people in promoting daily physical activity.

The 'Care... about physical activity' good practice resource pack was launched by Care Inspectorate Chair Paul Edie at Kincarrathie House Care Home, Perthshire, on 25 March.

Edith Macintosh, the Care Inspectorate's Rehabilitation Consultant, said: "Our goal for this new resource is to give care home staff guidance and lots of ideas as to how they can make physical activity a daily occurrence for their residents and support them to move more often every day."

Edith has been working with Bob Laventure from the British Heart Foundation National Centre for Physical Activity and Health, which is part of the School of Sport, Exercise and Health Sciences at Loughborough University, to develop the

resource along with valuable input from a national working group.

It is based on three key principles: physical activity participation; care home culture and commitment; and community connections and partnerships.

Every care home for older people in Scotland will receive the comprehensive resource pack, which includes a guidance booklet and suggestions on how to make improvements.

"We also have a self-assessment tool for physical activity which care homes can use to identify what they are doing well and where to make improvements" said Edith. An exciting addition to the resource is the development of a mobile application, developed in partnership with the SSSC.

"The app supports staff in implementing the resource, and provides learning through lots of hints and tips about what they can do to encourage older people to be active every day by seeing the opportunities to do that in daily life," added Edith. **CN**

Therapy joy

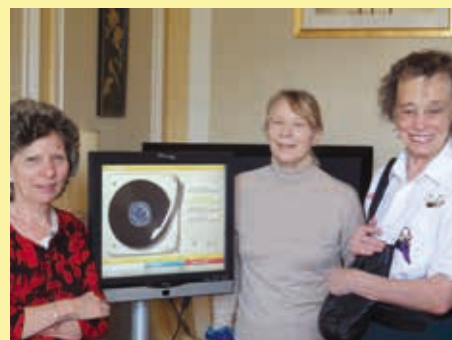
WHEN care worker Shona Arbuckle started using cognitive stimulation therapy (CST) with residents in the Tigh-na-Muirm Care Home in Monifieth, she noticed the benefits immediately.

CST sessions stimulate and engage people with dementia. Shona used devices such as songs, photographs and musical instruments.

"It's been amazing," she says. "Even the quietest person has benefited."

Shona took a course with the Angus Dementia Liaison Team (DLT), who hold CST group sessions in different care homes. DLT team leader Heidi Cathro said: "CST sessions are being used in a number of care homes in Angus, with more getting involved all the time."

Heather Edwards, Dementia Consultant



CST sessions stimulate people with dementia

with the Care Inspectorate, add: "These sessions are great for enhancing quality of life and staff enjoy them as well."

For more information on cognitive stimulation therapy, visit www.cstdementia.com



STRATEGY OF SUCCESS

DEMENTIA CARE

A dementia strategy developed at Kincaid House care home, in Greenock, has had major positive effects, helping to improve the health and wellbeing of residents and reduce the amount of medication being administered.

Kincaid House is a 90-bed care home where some residents have significant dementia care needs. Although the home's practice was already good, staff decided on a new approach.

Deputy manager Barbara Lawson explained: "We first developed our new strategy in May 2013 and it was launched in July. It was built on feedback we received from residents' relatives and research into current best practice."

The new approach brought lots of changes, including the introduction of 'destination stations' in corridors – seated areas where residents can stop and gather. Coat racks with assortments of bags and scarves were added, while handrails were painted to make them more prominent. All of these changes have helped encourage mobility and interaction, and reduce the risk of falls.

Snack boxes have been introduced for residents who don't wish to sit down for regular meals, helping those with low BMIs to either maintain or increase their weight. Similarly, highly coloured trays and cups of fluid have been placed around the home, encouraging residents to drink more. The results



The Dementia strategy at Kincaid House is improving the wellbeing of residents

are increased levels of hydration and fewer infections.

"We went through a 50-point checklist which led to a change of staff uniform," said Barbara. "Instead of white tunics, staff now wear polo shirts. This has helped reduce agitation levels and has created a sense of togetherness between residents and staff."

Specific staff have been trained to become dementia ambassadors – people with advanced knowledge of the condition and its treatment.

Artwork has been changed so

that images are more familiar and meaningful to residents. Empathy dolls have been introduced, which have helped soothe several residents and reduce medication intake. And families are being considered, with plans in place to establish support networks.

As Care Inspector Isabel Purdue said, Kincaid House is out to do its best to look after the needs of people with dementia.

She said: "Many of the changes are simple and straightforward, but they have had a tremendous impact on the quality of care residents receive." **CN**

Strachan House hits right note

THE rhythmic beat of a drum, the clash of cymbals and the tinkle of piano keys are not noises you'd usually expect to emanate from your average care home, never mind for the musicians to be residents with dementia.

But for two days a week that is exactly what you'll hear at Strachan House care home in Edinburgh, and you're likely to see the faces of residents light up with a sense of satisfaction.

"This is more than a singalong, which also has its value," explained Heather Edwards, Dementia Consultant at the Care Inspectorate. "It is led by a music therapist who is trained to use music in a way that encourages participation and enhances quality of life."

The music therapist at the home is Fiona Crow, one of a number of professionals (members of the allied health professions,

which includes physiotherapists) employed throughout Barchester – the group that owns the home. The company has formed a partnership with music therapy charity Nordoff-Robbins to help facilitate these posts.

Fiona said: "I use music to facilitate conversation and get people involved. It's not just about people passively listening to music.

"If I'm doing my job right, then it's going to sound good and the person will feel good about what they've accomplished. I match instruments to the person. If someone has no experience of playing, they may be better with something like a drum that's easy to play. I'll also choose and arrange the music



in a way that's better suited to the circumstances and I change the pitch of keys, so participants are not straining to hit high notes.

"Music therapy often helps to decrease anxiety, particularly when residents are new to the home and unfamiliar with their surroundings. While they may feel disorientated, they will often recognise the music and that will put them at ease.

"Music also gives people a sense of purpose and meaning, as they feel they will have accomplished something. Participation in group work gives them a sense of attachment and inclusion, identified as core psychological needs for people with dementia in person-centred care. While they may have trouble communicating verbally, music gives them a chance to connect, socially and emotionally with others in the group."

This care home is committed to make every move count!

All physical activity makes a difference – not just planned exercise. There are simple, easy ways to support the people you care for to be more active in their daily life. The ‘Care... about physical activity’ resource pack shows you how.

Support me to move...

**...giving
purpose and
meaning to**

**...more often
and be
more active
every day**

my day

...regularly
and
frequently

...safely with
confidence

Get to know
me, what
motivates me,
and support me
to move with
purpose

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NEW CHILDMINDER PILOT INSPECTIONS

NEW APPROACH

The Care Inspectorate is introducing a new way of inspecting childminders following a successful pilot with a number of services. This new approach gives more focus on the outcomes for the children being cared for and is based on the SHANARRI health and wellbeing indicators, which are used across all child care and social care settings in Scotland.

The SHANARRI indicators are used to show how the childminder ensures children in their care are safe, healthy, achieving, nurtured, active, respected, responsible and included.

Inspector Irene Porte was involved in the pilots and felt the new approach was beneficial for both childminders and inspectors.

She said: "The focus of the inspection is on outcomes for children and less on policies the service has in place.

"In the new self assessment, childminders have to describe how their care is built around SHANARRI indicators and provide evidence of how they support children.

"Basing my inspection around the Getting it Right for Every Child well-being SHANARRI indicators allowed me to focus on the actual care the childminders provided, rather than spending a lot of time checking policies and processes. I was also able to spend more time talking to and observing the children.

"As an inspector, gathering outcome-focussed evidence gave me more confidence in giving feedback to



Childminder Christine Clark (left), with inspector Irene Porte, parent and children

childminders about the quality of care they are delivering and grading it.

"It's also an excellent way to show how the service involves parents in the children's care - it gives you a much more rounded picture of the care provided."

One of the childminders involved in the pilot was Christine Clark who has been running her service from her Ayrshire home in Kilmaurs since 1999.

Irene said: "It was the first time that I have inspected Christine and the new approach made it much easier to see the full scope of the care she provided for her children. I particularly liked her idea of the 'wow tree' - where the children added a note celebrating their achievements at the childminder's or at home or school. This also allowed Christine to ensure that every child's individual success was

recognised and praised, creating an environment of warmth and affection. It's a great way of helping to celebrate their achievements and involve parents too."

Christine was pleased with the new approach too. She said: "This new form of inspection is much more relaxed than before. Irene was able to go through my self assessment by herself, letting me focus on the children.

"The nice part about the new inspection was that she spent more time with the children, asking them questions about what they liked to do.

"What I really liked was the focus on my interaction with the children and their parents, and this was picked up in the final inspection report I received which I felt better reflected my childminding service overall." **CN**

Involving all

IF anyone doubts the value of involvement they need only look to Newtyle & Eassie Playgroup in Angus where its inclusive policy has achieved strong support amongst parents and helped foster confidence and creativity in its 17-strong class of children.

The playgroup, which has achieved grades of 6, is managed by Pat Small. She said: "Our philosophy is based on strong relationships with parents and children. The ways we involve parents are diverse - there is a rota with a parent present at playgroup every day and we send out regular newsletters, emails and texts, and use apps and DVDs to let them know what their children are up to and how

they can become involved.

"The children are involved in the design of their own environment - that's part of our ethos. The curriculum is designed around them and they have the locus of control. We use divergent assessment, observing the children in their own play and picking up on their interests, rather than presenting them with things to do."

Pat believes this has a big impact on the quality of the care provided, and she received backing from Care Inspector Lynne Nimmo. She said: "I was impressed with the total inclusive approach - participation is a big thing and the staff value everything the children have to say.

"A good example was when the children said they wanted to play with mud. The staff



discussed with the children what they wanted to do and came up with an outside mud kitchen. They went through risk assessment and, with help from adults, the children constructed the mud kitchen themselves using power drills and other tools. Many services think they cannot do things like this because of the risk but it just shows if you approach it properly you can... it was a breath of fresh air."



Catriona discusses the "perfect carer" mind map with children and staff

Tapping in to parent power

WENDY HOUSE NURSERY

The Wendy House nursery has boosted its resources with 'parent power' - all part of its inclusive approach that brings the children, their parents and staff into the decisions that shape care at the Perth-based service.

Catriona Davie, took over the nursery in 2008 and tapped into the potential of the parents of her 54 registered children by setting up a 'Friends of the Wendy House' group.

She said: "We originally set up the group to get help from parents to improve the outdoor garden area and since then it has grown. We now meet quarterly in the evening and attract at least half of the parents to discuss nursery life and gain support for projects."

The group has been a useful forum to discuss new childcare developments and to also draw on the parents' skills and experience to use for the benefit of the nursery.

For example, one parent, who was skilled in group interview techniques, helped with the nursery's recruitment drive.

Catriona said: "She helped me with the format of the interviews and the team assignments for the six applicants to demonstrate their childcare knowledge and team working skills. This helped us draw up a short-list and then it was over to the children to assess them."

With the help of a staff member, the children developed a mind map of what they wanted from a new carer, such as kindness and being able to read good

stories and play games.

"After they had spent time with each applicant we asked the children to see how they measured up to their mind map. They were very critical and honest - and actually their appraisals were spot on and matched what we had picked up ourselves! We learned so much from this experience."

The nursery used the group innovatively to roll out 'restorative practice' with parents. This approach encourages children to take ownership of their own behaviour and recognise the feelings of others.

At the meeting, Catriona explained how staff were implementing restorative practice and how parents could use this approach to help provide consistency between the nursery and the home.

She said: "The children have been very responsive to restorative practice and we are getting lots of positive feedback from parents." **CN**

Listening is key

CATRIONA believes the success to gaining parental involvement is being open and transparent: "If you listen to parent's feedback and act on their suggestions then you reinforce to parents that you value their input and want to do the best for their child.

"It's hard work sustaining parental involvement but it's worth it as parents have a host of skills and experiences that you can tap into to help your service."

Tulliallan is truly novel

INVOLVEMENT

RESPONSIBILITY, choice, confidence and care are all being actively encouraged in novel ways at the nursery at Tulliallan Primary School in Fife.

At a visit to the nursery, care inspector Morag Skinner witnessed several innovative approaches.

"The staff seek the views of the children at every opportunity, and they use pictorial guides to take the children through each stage of a task, for example," she said.

Morag cited the process at snack time when pictures are set out on a table to show the children what they should do, from washing their hands to cleaning their teeth. They can also vote for the snack they'd like next day.

A traffic light system indicates when nursery children can play in the P1 classroom and the P1 children can visit the nursery. This allows P1 children to build on their previous relationships and helps nursery children settle into the primary school so that when they join P1 it's with a sense of anticipation rather than trepidation.

There is a wall chart that helps children determine the jobs they do every day, from checking the plants to looking after the fish. This not only fosters a sense of responsibility, it encourages the children to look after their environment.

"The job chart is very popular," said Jane Turnbull, an Early Years Officer at the school. "When the children come into the nursery they go straight to the chart. They love to choose their jobs and carry them out. At the end of the nursery session they receive a job sticker which they love to share with their parent/carer who collects them. This shows the job they've done in nursery that day.

"We are very child centred and like to involve the children whenever possible. Most of our ideas come up through group discussion."

Morag Skinner reported that not only are parents pleased, but the children are keen to get to nursery every day.



THE INTERVIEW

After a troubled youth David has turned his life around and now helps others in his role with Who Cares? Scotland



DAVID ENJOYS NEW HORIZONS

What 14-year-old David Miller thought was a throwaway line in the heat of a violent argument with his mother – “I’d be better off in care” – soon became a reality.

He had to return to his mother’s home in Glasgow after living with his father in Edinburgh when bullying at school, aggression from his step sisters and a huge blowout with his father saw him thrown out the door and on to the street.

The only person he could turn to was his mother, but it proved to be only a temporary respite as, after a few months, his mother’s partner had enough of David’s behaviour and started being aggressive towards him.

He admits he was a bit of a handful:

“I didn’t help myself as I was coming home drunk. I didn’t know anyone in Glasgow and went out with my cousins and their friends who were a bit wild.

“I forget what the original argument was about but when I shouted at her that I’d be better off in care, she thought that was a good idea and quickly went about organising it.”

David has had a social worker since he was two years old after his mother needed support. When he was a little older he decided to stay with his father and lived quite happily in Edinburgh until the problems started in his early teens.

David was placed in a children’s unit in the Kelvingrove Park area of Glasgow in 2003 – and was appalled at the prospect.

He explained: “The only people I had

known about who were brought up in care were boys who committed terrible crimes. I thought it was only bad kids who went into care.”

However, his initial trepidation was soon overturned when he met the eight youngsters who lived at the children’s unit and, more importantly, encountered the attitude of the staff.

David explained: “I was really surprised as the other kids were all really nice and we got along fine. But I was really impressed with the staff, and particularly my key worker. He was very honest and straightforward with me and didn’t sugar coat anything; he said if you play ball then you will get along and if you don’t then the consequences will be up to you.

“A lot of social workers just want to fill

“When I shouted at her that I’d be better off in care, she thought that was a good idea and quickly went about organising it”

out forms and tick boxes. My key worker actually listened to me and was interested in me, which was a real revelation.”

However, David continued, as he now describes, to “push boundaries” and continued to get into trouble at his new school in Drumchapel.

He explained: “It was over silly things, like not wanting to wear the school uniform, and getting upset by the attitudes of teachers and other kids to me being in care. They all knew my family and relatives and assumed I was just like them.

“I eventually got expelled because of my behaviour. However, my key worker still came to my school board to support me, even though it was his day off. I’ll never forget that – that’s why I am still in touch with him today.”

Being expelled was actually a blessing in disguise for David as he moved to Hyndland Secondary School where no one knew about his background.

He added: “I remember the head teacher saying to me that no one needs to know that I was in care and that it was up to me to make a success of myself. I only told a few people who were my friends and it made a big difference to the way people treated me at school.”

David went on to finish school and enrol in college and at 18 he left the unit in Kelvingrove Park. After a few years at an independent living unit he now has his own flat in Glasgow, and a job with young people’s advocacy organisation, Who Cares? Scotland.

Like his key worker, Who Cares? Scotland has been an important constant in David’s teenage life and has given him opportunities to develop himself and gain confidence.

He first came into contact with Who Cares? Scotland when he moved into the children’s unit.

David said: “One of its young people workers came in to talk to us about setting up a drug and alcohol awareness campaign, and they were keen to involve me as they knew I drank a lot! I was interested and got involved in this peer education group where we went to other units and attended conferences to spread the message.”

That was the start of a long relationship with the organisation which saw David



David joined Who Cares? Scotland on his 25th birthday

join the board of directors, become a trustee and eventually take responsibility as a chairperson. He’s represented the charity at numerous conferences to advocate for young people’s rights all over the UK, and has been as far as Finland, Belarus and Nepal with the charity.

It was ironic that he finally got a job with Who Cares? Scotland on his 25th birthday – when he was technically no longer a ‘young person’.

As a Young Person Participation Assistant, his role is to keep doing what

he’s always done: to involve young people in issues about their care. He said: “I love this job as young people are at the heart of this organisation. It’s so important that we involve them in what we do and give them meaningful opportunities to participate in the work we do.

“I know I pushed the barriers a lot and was a bit wild, but being put into care was probably a good thing for me – and that is largely down to the support I got from my key worker and from Who Cares? Scotland.” **CN**

Publications about care in Scotland

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 to people who

currently use, or are preparing to use, care services as well as to 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.



• AVAILABLE ONLINE AT
WWW.CAREINSPECTORATE.COM

COMPLAINTS INCREASE

More people than ever before are aware of their rights when it comes to complaining about care services – that's the finding of the Care Inspectorate after a study of complaints dating back five years

COMPLAINTS

In the past year, the Care Inspectorate received 3,172 complaints about care, a rise of 28.2% compared to the 2,475 received by its predecessor body in 2008/9. While complaints have risen, the number of services found to be performing well rose over the same period.

The study shows that most complaints are made by friends, relatives or visitors of someone using a care service. The number of complaints made by people using a care service is significantly lower.

Care homes account for almost half of all complaints received, followed by daycare of children and support services. Each time a complaint is made, complaints inspectors log it against a particular category. The largest category is general health and welfare, accounting for a fifth of all complaints, followed by a specific healthcare concern, or concerns about staffing (both 17%), and communication (12%). All other concerns fell into single digits.

Most complaints which are investigated – almost three quarters – are upheld, but the figure varies between different types of services. The services with the highest level of complaints upheld were support services and care homes, followed by housing support services. The numbers upheld amongst childminders and daycare of children were lower.

If a complaint is upheld, and it identifies a systemic rather than particular problem, the inspector may consider regrading it. Over the last five years, 330 services have been regraded following a complaint.

Annette Bruton, the Care Inspectorate's chief executive said: "We know that the



overwhelming majority of the services we regulate perform well. Our specialist inspectors rate more than 80% as good, very good or excellent and we want to see that standard improve further.

"To drive improvement, it is vitally important that people know what to do when they feel the care they or their loved ones receive is below what is acceptable.

"Since 2011, we have seen a rise in the number of complaints about care services, but this does not necessarily mean that care in Scotland is getting worse. Indeed, between March 2011 and March 2013, the percentage of services graded good, very good, or

excellent rose from 82% to 86%."

The Care Inspectorate actively promotes its complaints function so that people who receive care and their loved ones know what to do when care is not as good as it should be, but stresses that complaints are best dealt with at the lowest possible level. We frequently advise people to contact the service manager in the first instance.

Intelligence from complaints is also used by the Care Inspectorate to plan inspections and target scrutiny towards services causing concern. **CN**

For more information, you can view the full report at: <http://cinsp.in/1InVjcf>

Success of Naloxone programme is clear

SAVING LIVES

Since the Highland Homeless Trust (HHT) has been part of the Scottish National Naloxone Programme it's members have been able to save 14 lives from potentially fatal overdose situations at its Inverness-based housing support services.

Naloxone is a "competitive opioid antagonist", which means it can temporarily reverse the effects of opioid, such as heroin, methadone or even tramadol, by removing it from the brain's receptors and helping to restore breathing which can often stop in an overdose situation.

Owing to the safe nature of naloxone and its powerful immediate effects, the government launched a community-based programme in 2011 to supply the life-saving drug to care services that help people with opiate dependency, as well as supply 'home kits' for family members and friends.

HHT was one of the first to sign up to the Naloxone programme in Inverness and it has proved a vital part of its care for vulnerable people that use its services.

HHT Director Dr Paul Monaghan said: "It's a real life saver and can be administered

by non-medical people with very little training.

"We look after people that have reached a crisis in their lives and find themselves homeless. It's often the case that they have developed alcohol or drug dependency and therefore there is a risk of overdose, particularly for people that have come out of prison and go back onto street drugs or those who combine other drugs without realising their opioid content.

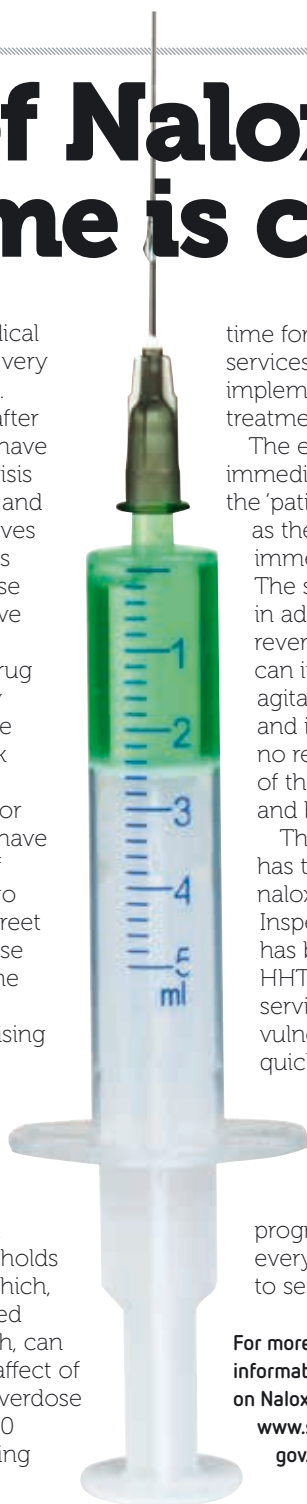
The naloxone pack consists of a syringe that holds five doses which, when injected into the thigh, can reverse the affect of the opioid overdose for around 20 minutes, giving

time for the emergency services to arrive and implement necessary treatment.

The effect of naloxone is immediate and, unfortunately the 'patients' can be ungrateful as the drug induces immediate withdrawal. The symptoms of this, in addition to temporary reversal of the overdose, can include significant agitation and confusion, and individuals often have no recollection of their recent condition and brush with death.

The Care Inspectorate has to be notified when naloxone is administered. Inspector Lynn Ellison, has been impressed with HHT's use of the drug: "The service cares for some very vulnerable people but the quick thinking and effective use of naloxone by its employees really saves lives. The benefits of being part of the programme are clear for everyone to see."

For more information on Naloxone, visit www.scotland.gov.uk



SafeMed app launch

PROVIDING GUIDANCE

SAFEMED is a free smartphone app for care home staff to provide on-the-job guidance and learning for the safe administration of medication.

Developed by the Scottish Social Services Council (SSSC), in partnership with the Care Inspectorate, the SafeMed app is also designed to complement learning and development for workers preparing for their Scottish Vocational Qualification (SVQ) in Social Service and Healthcare and the SQA's Professional Development Award (PDA) Health and Social Care: Administration of Medicine.

Safe administration of medication by care home staff is a key area of concern for employers in care and support services across Scotland and this issue comes up frequently in inspections carried out by the Care Inspectorate.

SSSC designed and developed the app from content provided by Care Inspectorate's Pharmacy Advisers, who are experts in this area and have in-depth knowledge of issues that arise in care services.

The free app is available for both iPhone and Android devices from iTunes and GooglePlay by searching for 'Safe Med'.

Take it Right Outside

GOVERNMENT CAMPAIGN

SINCE Scotland's landmark smoking ban in 2006, attitudes to smoking in public have changed. People smoking in bars, pubs and restaurants is a thing of the past, and the harmful health effects of passive smoking are well-known.

While attitudes have changed, many people who smoke aren't aware that the steps they are taking to protect those around them, particularly children, don't go far enough.

A new Scottish Government campaign has launched to make sure people have

the facts, in a bid to help them take their smoking right outside of their home and car. Because 85 per cent of second-hand smoke is invisible and has no smell, it creates a hidden danger most people don't even consider.

After just one cigarette, the harmful chemicals from second-hand smoke linger long after the smoke has disappeared. Smoking out an open window or at the back door, isn't enough to protect others as the chemicals can travel from room to room for up to five hours. And in the car, even with the window open, these chemicals reach dangerous levels in just 60 seconds.

With 9,500 children admitted to hospital every year because of the effects of second-hand smoke, the campaign is

focused on helping people who smoke make small changes which will help protect their kids. Dr James Cant, Head of British Lung Foundation Scotland, said: "Kids who are exposed are at greater risk of diseases from glue ear to asthma, meningitis and cot death. We have to get second-hand smoke right out of our homes and away from children. Every parent wants to do the right thing to protect their kids. This campaign will give them the tools and information to do just that."



For help and advice on how to take smoking right outside, visit www.rightoutside.org



Staff and residents at The Bungalow received a National Care Award in 2013

HEART OF THE HOME

Generous staff and residents make The Bungalow an important part of the local community in Stonehaven



COMMUNITY SPIRIT

The Bungalow, as the name suggests, may be a small residential care home but it has become a big part of the local community in Stonehaven – thanks to the efforts of staff and residents.

Part of CrossReach, the social care arm of the Church of Scotland, the home provides 24-hour care for five adults with profound physical and learning disabilities.

Until recently, this number was only four, but thanks to a generous legacy from a benefactor, the house was able to build an extension and reconfigure the existing space.

This has provided not only an extra bedroom, but also a bigger and improved social area, which gives residents and their families more privacy and access to multimedia equipment, such as a high-definition projector and a drop-down

screen with surround sound. There is also a new sensory garden, and a summer house – a lodge in the garden that can be used in a number of ways, such as a sensory room.

Kathleen Keith, the home's Manager, said: "Improving the residents' wellbeing is at the heart of all the work undertaken at The Bungalow and the improvements to the environment, both the extension and the garden, is seen as a very positive outcome for all involved."

The fact that the home received such

“ The more we do, the more we become known... and the more friends the residents make ”

a contribution shows its standing in the local community.

Kathleen explained how they like to get involved: "We try to get out there in the local community and get involved with things outwith our service, such as participating in the setting up of a cafe-style church service called The Haven that is held on the last Saturday of every month in our local church. And although we go out and fundraise for ourselves, we also help fundraise for others in the community.

"The more we do, the more we become known and become part of the community, and the more friends the residents make."

But the home has not just been recognised by the community. In November 2013, The Bungalow won the Scottish Care National Care Home Award in the Specialist Adult Care Award category for its great work. **CN**