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SHARING YOUR INTEREST IN CARE

SUMMER 2014



NEW CLUB'S HOME WIN

Football Memories team is huge success

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Welcome

to the summer 2014 issue of *Care News*

Our summer issue is full of great stories of involvement and participation. From a new "Lay Assessor" programme in Fife Council, to a "Football Memories Club" that is creating just as much fun as the Saturday afternoon matches.

We take a look at our first Dementia conference which was held in May. The event was well received by everyone that attended and brought a tear to many by the end of the day.

We also report on the Scottish Government's consultation about the National Care Standards. It has been 12 years since the standards were introduced and there have been a lot of changes since then. Everyone is invited to take part in the consultation and you can read how you can have your say in our main feature on page 4/5.

Our main interview is with one of our new inspection volunteers, Evelyn Ralston, who explains her reasons for getting involved with the Care Inspectorate and how her experiences of caring for someone have given her the opportunity to help other people who receive care.

Let us know what you think of *Care News*. You can email communicationsteam@careinspectorate.com to tell us your views or suggest stories that you would like to see in future issues.

I hope you enjoy this issue of *Care News*.

Gillian Kimmet
Guest Editor



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Online



CARE INSPECTORATE ONLINE NEWS

Actress launches video to encourage people to speak out

To highlight World Elder Abuse Awareness Day, actress June Brown launched a new video to encourage people to speak out and talk to the elder abuse hotline (080 8808 8141).

Turning Point Scotland, Perth and Kinross

A housing support service in Perth and Kinross has received top marks from Scotland's social care regulator after an unannounced inspection. Inspectors gave Turning Point Scotland's Perth and Kinross service marks of 'excellent' across the board.

Dementia support conference attracts 200-strong audience keen to hear latest developments

CONFERENCE

There was great demand for places at the Care Inspectorate's 'Shifting Landscapes of Dementia Care' conference as delegates from across Scotland gathered in Dundee in May to hear about the latest developments.

The 200-strong event covered a range of topics that promote wellbeing and person-centred care for people living with dementia, as well as workshops to share experiences of how to keep people at the heart of care plans.

Professor Charlotte Clarke opened the day with a thought-provoking talk about 'Risks, Rights and People Living with Dementia', while Tommy Whitelaw closed with his personal story about looking after his mother with dementia.

Commenting on the conference, Care Inspectorate Dementia Consultant Heather Edwards, said: "In addition to discussing best practice, the conference was a useful forum for the Care Inspectorate to discuss directly with care staff the positive outcomes for people we look for when we carry out inspections. In every workshop we had a representative, so people were able to ask questions for

STAGE SET FOR CARE



clarity on what we look for in a person-centred approach to care.

"Although the Dementia Standards and Promoting Excellence Framework were launched in 2011, some services are not as well developed as others in adopting

best practice, so we were really pleased with the feedback from the Promoting Excellence workshop, which showed that services are really keen to take steps to move forward on it."

The Care Inspectorate wants to develop regional events based on the key themes that came out of the Dundee conference.

Feedback from the event was very positive, with one delegate saying: "I will be using the information from the person-centred care planning workshop in training with my team."

Another commented: "I liked the mixture of academic and personal experience from different speakers. I particularly enjoyed Naomi Breeze and, what with her and Tommy, there wasn't a dry eye in the house."

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.

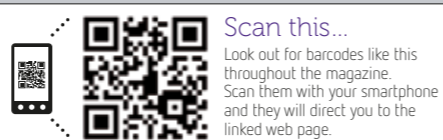
HOW YOU CAN GET INVOLVED

Tel: 0845 600 9527
Email: getinvolved@careinspectorate.com



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

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Update on the National Care Standards consultation

SCOTTISH GOVERNMENT REVIEW

THE Scottish Government's consultation on the National Care Standards sets out its proposed approach to developing new standards to improve care and protect vulnerable people.

The Scottish Government believes this will help people better understand their rights and will mean people working in health and social care conform to core quality values.

The National Care Standards were created in 2002. There are currently 23 different sets of standards. Since then, a great deal has changed in the way services are planned, delivered and scrutinised, leading to this review. Issues the Scottish Government is consulting on include:

- developing new standards using a human rights-based approach
- developing overarching standards that would apply to all health and social care settings



Have your say

CONSULTATION

THE Scottish Government is running a consultation on the National Care Standards and invites the views of everyone with an interest in health and social care for people of all ages.

The consultation sets out the proposed approach to developing new standards that improve the quality of care and protect vulnerable people.

It is open to all via the Scottish Government's website until the beginning of September. Responses can be submitted in writing, via email or the online survey.

Visit www.scotland.gov.uk/consultations



BE A REALITY CARE STAR

New recruits wanted to use their experiences during inspections of services for children and younger people

YOUNG INSPECTION VOLUNTEERS

The Care Inspectorate is encouraging young people with experience of care services to become Young Inspectors Volunteers and take part in inspections of services for children and young people.

It is working with the Move On charity to support the recruitment, training and support of young people.

The charity supports those affected by homelessness, especially vulnerable people at risk of being homeless, by offering practical and emotional support to give people the confidence and skills to get their lives back on track.

Gemma Watson, Involvement Advisor – Children and Young People, said: "We are creating a culture where the views and opinions of children and young people are taken seriously and, in turn, create a better response to the issues and concerns raised by them."

"Children and young people offer us the voice of experience and no-one has better knowledge or understanding of these services than the young people who use them. We have a responsibility to listen and allow it to influence how we work."

Young Inspection Volunteers have been involved in all joint inspections of children's services since 2012. Currently there are six and the Care Inspectorate plans to raise this to 20 in the next two years.

SIGN UP
If you are interested in becoming a Young Inspector, call Gemma Watson, Involvement Advisor – Children & Young People, on 01698 897800 or email Gemma.Watson@careinspectorate.com



CARE News spoke to two Young Inspectors, James Frame, 18, and Donna Chatterton, 26, about why they got involved and what they get from it.

DONNA CHATTERTON



What motivated you to get involved?

My own experiences of the care system and homelessness, and to be a better role model for my two children.

How did you find your first inspection?

I enjoyed being able to communicate with everyone at all levels. I liked the fact that we were all treated equally and respected.

How did people using the care service relate to you?

All the young people opened up, even those who were shy. We talk to them in a way they understand. I could relate to a lot of their experiences, such as running away, being a young carer and homelessness, which allowed me to help and give good advice.

What do you get personally from being involved in these inspections?

I love giving back and helping to ensure a great service is delivered to young people.

JAMES FRAME

What motivated you to get involved?

I've experienced the Care Inspectorate and

found it helpful to know there was a service like them for people like me.

How did you find your first inspection?

I was nervous to start with but after the first meeting it was fine.

How did people using the care service relate to you?

Very well. My experiences, awareness and my effective communication all helps to bring value to an inspection.

What do you get personally from being involved in these inspections?

I get satisfaction from giving something back and it's a good experience of being in a profession.



Complaints rule changes

NEW PROCEDURES

THE Care Inspectorate has modified its complaints process to meet the requirements of the Scottish Public Services Ombudsman's (SPSO) model complaints handling procedures.

As a result, the Care Inspectorate has published a new procedure for people who wish to bring a complaint about the organisation.

The Care Inspectorate had already adopted many of the SPSO's principles, where the emphasis is on quicker and simpler complaints handling with early resolution by local staff.

Yvonne Littlejohn, National Complaints Team Manager, said: "Our aim is to 'get it right first time', with a focus on resolving complaints at the frontline wherever possible.

There is also an emphasis on valuing complaints, recording them, reporting key information and using lessons learned to improve service delivery."

The SPSO's principals will also be used to revise Care Inspectorate procedures for making a complaint about a care service.

The revised 'Making a complaint about the Care Inspectorate's work' document can be found at www.careinspectorate.com

MAKING A COMPLAINT ABOUT A SERVICE

THE Care Inspectorate has extended the time frame for responding to complaints about a care service from 20 days to 40 days, due to the complexity of cases.

Yvonne said: "The majority of complaints we investigate require a great deal of coordination between multiple agencies so we have to revise the time needed to investigate these complaints thoroughly."

Photo courtesy of Gowrie Care



Inspections ensure the best standards for service users

Homing in on services for people with learning disabilities

KEYS TO LIFE STRATEGY

CARE homes for adults with learning disabilities, as part of their inspection in 2014/15, will be asked about their awareness of two important reports: the Scottish Government's Keys to Life strategy for people with learning disabilities, and recommendations from the report into Winterbourne View Hospital.

The Keys to Life strategy for people with learning disabilities was launched last year, and builds on the principles and successes of 'The same as you?' national strategy, published in 2000. While the focus is on addressing health inequalities, the

strategy also supports people to live as independently as possible in community settings, as well as tackling poverty, lack of employment and training opportunities.

The Keys to Life makes 52 recommendations about the areas on which services should focus to ensure they offer the best possible experience for adults with learning disabilities.

The report into Winterbourne View Hospital highlighted issues of care and support for individuals, making recommendations for immediate action.

Gill Pritchard, Head of Inspection: Adult Services, is part of the national steering group for the Keys to Life

strategy. She said: "In order to support the recommendations of these two reports, we first need to assess levels of awareness in services of the reports and their recommendations, and encourage dialogue with services to promote best practice in working with individuals with a learning disability."

"This will also involve discussions with service managers about their action plans to meet these recommendations."

For 2014/15, inspections by the Care Inspectorate will survey the 200 or so homes for adults with learning disabilities.

Gill added: "These reports highlighted the need for services to take a balanced, proportionate and risk-enablement approach, while working from a human rights-based perspective."

"The information we gather will enable the Care Inspectorate to develop a more detailed inspection focus area for our 2015/16 inspections."

DID YOU KNOW?
16,000 schoolchildren and young people, and 26,000 adults in Scotland have learning disabilities and need support (source: Scottish Government)

Have your say on nurse code

NMC STANDARDS

THE Nursing and Midwifery Council (NMC), the professional regulator of nurses and midwives, is consulting on a draft new code and revalidation.

The code sets out how nurses, including those working in care homes, should conduct themselves in every area of their practice and applies to everyone on the NMC's register.

Revalidation will be the process by which all nurses are required to demonstrate to the NMC that they continue to follow requirements in the code, and are fit to practice.

"Registered nurses working in care homes have a professional duty to maintain their fitness to practice by following the standards set out in the code," said Katerina Kolyva, Director of Continued Practice at the NMC.

Nurses and midwives will need to revalidate every three years from the end of 2015. This will include declaring that they:

- Are fit to practise in accordance with the NMC Code
- Have obtained third-party feedback which has informed reflection on their practice
- Have met the requirements for practice hours and continuing professional development (CPD).

Have your say by completing the online survey before 11 August at www.nmc-uk.org/code-survey



Living Well project is fit for a princess



Edith Macintosh talks to Princess Anne

CARE HOMES SUMMIT

The Living Well programme received the royal seal of approval when Princess Anne opened the Improving Activity in Care Homes summit at the College of Occupational Therapists (COT) in London.

The Princess Royal is Patron of COT and the event was held to highlight the benefits of its free 'Living Well Through Activity in Care Homes Toolkit'.

Edith Macintosh, Rehabilitation Consultant with the Care Inspectorate, was part of the group that developed the toolkit.

She said: "COT has argued that regular, person-centred activity should be mandatory in all care homes. The toolkit has had a positive effect on residents' moods, activity levels and social interaction. It has reduced the need for medication in some cases."

One of the care homes already using the toolkit is Muirton House Nursing Home in Blairgowrie.

Manager Catherine Russell said: "We have found this resource extremely useful to encourage staff to personalise the activities they offer residents as we know this will be more enjoyable and meaningful for both."

"The toolkit has useful sections for staff training to promote activity for enjoyment and physical and mental wellbeing."

The toolkit includes new material on adapting the care home environment.

For more information, visit www.cot.co.uk/living-well-care-homes



Staff and residents at Carlingwark Care Home

HOME'S WORK BREAKS DOWN THE BARRIERS

New continence support trainer transforms residents' lives

CONTINENCE SUPPORT

Shirley McTeir is on a mission – to get people talking about continence. She is Manager of Carlingwark Care Home in Castle Douglas and has made a breakthrough in delivering exceptional continence support to residents, using a holistic approach that promotes independence and wellbeing.

By embracing the latest training and environmental research, the home has reduced the prevalence of continence issues among residents to just 33 per cent, which is lower than most care homes for older people across Scotland.

The home is run by Community Integrated Care, one of the UK's largest health and social care charities. Regional Manager Julie Cowen is keen to roll out this approach across all their care homes.

Julie said: "Incontinence has a major affect on physical and mental health. By promoting continence, you also promote respect and dignity, and allow people to remain as independent as possible."

"In the past, it was assumed older people, particularly with dementia, would need support to remain continent. Our approach is to identify the barriers to promoting continence and work to remove them."

"A designated Continence Champion helped staff take a holistic view of the resident by understanding their normal bowel and bladder habits, their mobility, what medication they were on, etc. That gave us the information we needed to

develop support strategies to help residents use toilet facilities."

Julie praised the guidance and training provided by the local NHS Continence team, Care Inspectorate and research from the NHS IDEAS team on ways of changing the environment of care homes to make them more dementia friendly.

Julie said: "The NHS continence team was instrumental in getting us to question our approach to continence support. We looked at where people sat in the home and when they required support."

"In our en-suite bedrooms, we made sure all beds face the toilet, as some people did not realise there were facilities in the room as they could not see them. We've changed signage, with photographs of a toilet on the door so people with dementia understand what is behind the door. We also changed the colours of toilet seats so people can differentiate between them."

The home's work has been recognised in local and national awards, including the prestigious National Dementia Awards.

Shirley and Julie have been invited to talk at the Scottish Dementia Congress Conference and the Care Inspectorate's Shifting Landscapes in Dementia Care conference (see page 3).

Jacqueline Dennis, Care Inspectorate's Professional Adviser, Health, said: "This is a great example of taking a person-centred approach and how small changes can have a big affect on improving the overall quality of care."

Lay assessors in Fife are awarded top grades

SOCIAL WORK ADULT SERVICES

THE Care Inspectorate has given a positive report to Accommodation with Care and Housing Support (Fife) for an innovative approach to improving quality.

Parents and family carers have been invited to be "lay assessors", going into the 34 group homes across Fife to listen to and record feedback from service users and their families. The lay assessors receive training before being able to visit the homes, which range from single tenancies to those with six inhabitants.

The assessors pair up with a social

work lead officer to carry out a Quality Assurance visit. To make sure the quality check is objective, any visit takes place in the home of a service user who is not a relative of the lay assessor.

"The lay assessors are an extra set of eyes and ears for service users and their relatives," said Gail Crawford, Service Manager for Accommodation with Care and HS (Fife). We were delighted to get such positive feedback from the Care Inspectorate report."

Amanda Welch, Inspector, Care Inspectorate, said the introduction of

family members and relatives as lay assessors was a great success.

"Their service evaluated as excellent across all themes and statements inspected this year, as I found a wide range of innovative practice," she said.

"In particular, the project to use family members or relatives of service users as lay assessors within the Quality Assurance process was well thought out, with consultation with relatives throughout the implementation process. The project has been very successful and well received by staff, managers and service users."

Scottish Makar Liz Lochhead giving a guest reading for delighted residents at one of the Living Voices sessions



Storytelling gives residents a voice

LIVING VOICES PROJECT

OVER the past few years, poets and storytellers from the Living Voices project have visited care homes across Scotland to engage residents in conversation, creative activity and share life stories. Care staff are also being trained in the art.

A recent report to assess the benefits of the Living Voices project, which is run by the Scottish Poetry Library and Scottish Storytelling Centre, showed the sessions encourage residents to share their memories and helped to calm them, particularly those with dementia.

Emma Faragher, Project Manager for Living Voices, said: "We are piloting the training of 16 staff from eight care homes in Perth & Kinross through the Care Home Activity Network."

"It involves basic poetry and storytelling skills and techniques to help staff apply their own experiences and that of their residents."

Jane Ward, Activity Co-ordinator

at Muirton House Nursing Home in Blairgowrie, completed the training.

She said: "It was fantastic. I've used poetry in the past and know it is a powerful medium to engage people. I recited the 'Owl and the Pussycat' in one session and you could see their faces change as they remembered the poem and tried to sing along – these are people that normally could not string a few words together."

Jane uses props to engage people. Recently she used spring as a theme.

She said: "The hymn 'All things bright and beautiful' got a great reaction and helped people reminisce. It takes a lot of work to organise the sessions. I'm often at car boot sales or charity shops at the weekend looking for props, but it is worth it when you see how it brings back memories and helps people to talk about things – it creates a nice sense of togetherness."

For more information, visit: www.scottishpoetrylibrary.org.uk/learn/carers

Animal magic gives residents a fun day in

ACTIVITIES

AN inspector from Inverurie had a creepy experience while on inspection at Badenschoth care home for older people.

Residents and staff were enjoying a visit from ZooLab, an animal-handling hire company and they had the chance to handle creepy crawlies, such as millipedes, large cockroaches, snails and snakes.

Service Manager Judith Munro said: "This is the second time we've had them out to visit residents. The enthusiasm the animal handlers bring with them is really infectious."

Judith has seen the positive effect that these visits with the creepy crawlies and reptiles have on residents. She said: "The reaction of our residents is amazing to watch. Even those with profound dementia have been known to react to photographs of the event."

Inspector Linda Murray said: "What a fabulous room of excitement, from both staff and residents in anticipation of seeing and holding the beasts."

The ZooLab offers an educational element to its visit and the people presenting the events keep the animals as their own pets.

Judith added: "The guys were great and this seemed to be a very therapeutic event for our residents."



What **you** need to **know!**

Everyone is entitled to safe, high quality, compassionate care that meets their needs.

Do you know who we are or what to do if you are unhappy about the service that you receive?

Read our leaflets to find out more about the Care Inspectorate and how we can help if you are not receiving the quality of care you have a right to expect.

To get copies of 'Who we are and what we do' and 'Unhappy about a care service':

t: 0845 600 9527

e: enquiries@careinspectorate.com

w: www.careinspectorate.com



Group is a big PLUS for people with disabilities

CHARITY SERVICES

A CHARITY in Stirling offers a lifeline for people with disabilities and their families, from birth up to age 35.

PLUS, founded in 1988, allows young people and adults with disabilities to participate in everyday activities with their friends. It also offers much-needed respite for families and carers.

The opinions of families are of huge importance to PLUS and parents and carers are involved in every step.

PLUS Chief Executive Officer Susan Fullerton said: "PLUS was founded by parents, we have them on the board, on our staff team and as volunteers. We respect and value their input."

PLUS offers a variety of services. Play and Chat @ PLUS, a parent and pre-five group, is fun for the children and allows parents to network with others in similar situations.

There is a group for teenagers with Asperger syndrome and an inclusion project supporting children to access mainstream social opportunities such as Guides, Scouts, youth groups and

sports clubs. They also run a monthly Young Person's Committee, offering the opportunity to learn formal skills.

Liaising with young people and their families, PLUS has been able to 'fill the gaps' in service provision.

Adult services focus on supporting young adults to maintain existing friendships and develop new ones. These projects are important for allowing young adults to take part in everyday activities with their peers which others take for granted.

Susan added: "Young adults with disabilities rarely get to do things without their parents. So with the Bank and Twenty Six PLUS, the young people can develop their independence by meeting up with friends, going for lunch or dinner, swimming or ice skating.

"They enjoy going to the Edinburgh Festival and love the Tolbooth, which organises summer ceilidh s. Younger ones visit soft play, orienteering and cycling events, and play days. It's about allowing them to do the same things as their non-disabled peers and our events are always age appropriate."

The Care Inspectorate views PLUS as a unique service.

Inspector Roddy Macinnes said: "The most special thing about PLUS is it involves families in every aspect. It also does ongoing surveys to monitor progress. It doesn't put a label on 'using a service', it does things people actually want to do and spends a lot of time building up trust.

"It is truly a unique experience for every service user."

For a closer look at the very extensive range of PLUS services, visit www.plus-stirling.org.uk



Play safe with online resources

MATERNAL AND EARLY YEARS SERVICES

NEW resources are available on NHS Health Scotland's Maternal and Early Years website to help professionals working in early learning environments and childcare support to improve the wellbeing of the children in their care.

Children's early years experiences are closely related to their quality of care and can have a real impact on how their future development.

Catherine Agnew, Care Inspectorate Head of Inspection – Early Years West, said: "The website offers professionals working with children and families a range of information

that could support best practice in childcare settings or support parents or carers to meet the health needs of their own children.

"It also offers access to e-learning modules including 'Health Behaviour Change – level 1'."

Alison Macdonald, Programme Manager, Early Years, NHS Health Scotland, said: "High-quality childcare, pre-school and school education plays a vital role in the successful implementation of The Early Years Framework."

For more information, visit www.maternal-and-early-years.org.uk



Take new view of adoption or fostering

BAAF

THE British Association for Adoption and Fostering (BAAF) has been finding children families for more than 30 years – but that's not all.

BAAF, which achieved top marks in two consecutive inspections, offers a range of services, including advice for the public on adoption and fostering, training for social workers, conferences for legal and health professionals, workshops and consultancy.

It is continually changing practice to make

sure the needs of Scotland's most vulnerable children are met.

Scotland's Adoption Register Project Leader Sue Brunton said: "We now hold events for adopters to come and see pictures and films of the children we know will wait longest to find a new family – this has been a significant change in practice. We recognise the children available for adoption are mainly coming from care and have often experienced abuse or neglect. By just reading a written profile, it's

difficult to get a sense of them as real people. We hold these events twice a year and, in between, we host webinars which adopters can log into from home to view films about children waiting to be adopted."

The success of this is already evident. Scotland's Adoption Register is run by BAAF and funded by the Scottish Government. It has been operating since 2011 and, in March this year, the 100th child was matched to a new family.

STAFF IN HARMENY WITH ALL PUPILS

HARMENY RESIDENTIAL SCHOOL

Harmeny residential school, for children and young teenagers from all over Scotland with complex social, emotional and behavioural needs, has received top grades in its last three inspections and has been sharing best practice with Turkish authorities.

Delegates from the equivalent of the Care Inspectorate in Turkey visited the school last year to find out more about the service, with a particular focus on how quality assurance is a continual driver for improving therapeutic experiences and outcomes for the children and young people who 'live and learn' at Harmeny.

Head of Care at the service, David Gibson, said: "We presented the challenges we faced and disadvantages, as well as how we overcame these. The delegates were very impressed with the number of staff we had, and how we worked with the youngsters."

Following the trip, David was invited to speak to 400 practitioners and managers in Turkey, and again share how Harmeny's quality assurance philosophy and practice could be applicable within the Turkish social care and educational system.

Back in Scotland, after Harmeny School Care Accommodation received top grades from the care inspections, David reflected: "Here at Harmeny we have a therapeutic theory base. We build on children's strengths, rather than focus on their weaknesses. We are always looking at how to improve our service and setting out goals for our young people."

On last year's inspection, Barbara Miller,



Care Inspector, gave Harmeny excellent evaluations. She said: "I was inspired by the staff and young people. The innovative practice used, encouraging confidence building and following aspirations, is sector leading."

There are 37 children with additional support needs who go to school at Harmeny; 30 of them are residentially based, while seven live locally at home.

David said: "Our main tool is staff, and we need to invest in them."

The school has an advanced staff development process and offers an in-house training programme, which

includes the delivery of SVQ levels 2, 3 and 4, through their own SQA Centre. The organisation is also in the process of developing an innovative leadership training programme, which will include a course on mindfulness.

Reflecting on 'what works', sharing practice and constantly listening to the views of young people, are some of the ways that Harmeny achieves continuous improvement.

David advised: "We are not a perfect service, and strive to improve all the time." **CN**

For more information on the work of Harmeny, visit www.harmeny.org.uk

We build on children's strengths, rather than focus on their weaknesses



Eco toys a hit with nursery

GARDEN MAKEOVER

WHEN the Care Inspectorate visited Musselburgh Private Nursery to view its new extension, the inspectors were impressed to find a revamped outdoor play area using natural resources.

After consulting staff, parents and carers, the nursery replaced plastic toys, sandpits and climbing frames with wooden logs, a water feature, bug house, mud kitchen and music wall.

There are mental development and educational elements to this new way of working in Musselburgh nursery.

Manager Tracey O'Connor said: "The washing line is a great learning resource to encourage concentration and fine motor skills to strengthen the finger muscles for writing skills."

"The water feature allows children to learn about floating, sinking and concepts of full and empty, as well as hand-eye co-ordination skills while pouring and emptying."

Staff told inspectors that the quality of play and children's behaviour had improved since the changes.

Tracey added: "The children seem calmer and concentrate for longer when playing. They get really excited about going out to play."

Tracey is confident the garden space and indoor extension will provide the children with core skills they will need when moving on to school.

EVELYN SHARES HER CARING SIDE

After selflessly looking after her partner Neil for eight years, Evelyn Ralston decided to put her experiences to good use and help others by becoming an inspection volunteer

Evelyn Ralston has become a bit of an expert on dementia – not by studying it at university, but through eight years of caring for her partner Neil, who was first diagnosed with the condition at the relatively early age of 60.

Although she wanted to continue to care for him at their Whitburn home, his condition deteriorated to such an extent that Evelyn had to make the difficult decision to place Neil in a care home earlier this year.

She explained: "Although Neil had a community psychiatric care nurse for all the time I was looking after him, and had respite care every few months and carers helping at home, it was getting much harder to look after Neil myself.

"The last time he was in respite the providers said they did not know how I had managed to look after him. I was advised it would be better for both of us if he went in to a nursing home – everyone was worried about me becoming ill because of the stress I was under."

Placing her partner in a care home was an emotional wrench but, after her recent experiences as an inspection volunteer with the Care Inspectorate, she knows what to look for in a care home and how to work with the service to ensure Neil receives the best quality of care available.

Evelyn was familiar with the Care Inspectorate and, when Neil had to change the respite care provider recently, she used the website to check on the quality of new care homes that were recommended to her.

She said: "Because of my background in IT, I tend to use the internet a lot. When I was looking through the Care Inspectorate site, I came across the 'Get Involved' advert and saw they were looking for inspection volunteers.

"As I have a lot of experiences of



Evelyn visits her partner Neil at his local care home

different services, I thought I could become involved and put my carer's perspective to good use. I felt it would help them get a clearer picture of how a service affects the people who use it, and also the family members who rely on the service to look after their loved ones."

Evelyn's experience of care is not limited to looking after Neil for eight years. She is heavily involved in her local community. In the past she has helped to run a club for isolated elderly people as well as being the facilitator for a monthly dementia café in Whitburn. She has enhanced her knowledge of the condition through studying an HNC in 'Caring for people with dementia' and also gained a National Qualification in 'Psychology and Sociology of Care'.

Her expertise has been called upon by NHS Lothian to help develop integrated

care pathways for people with dementia and she has been invited onto the Scottish Government's National Dementia Strategy workgroup.

Evelyn said: "When we were first told Neil had dementia, we were given no information and didn't know what support was available. That's why I wanted to know everything about the condition so I could understand how it would develop and prepare myself for looking after him."

Not surprisingly, the Care Inspectorate was glad to have Evelyn's experience and, since her training at the start of the year, she's been on half a dozen inspections.

Evelyn said: "I enjoy meeting people, and, having been a carer myself, I am often familiar with the situations people find themselves in.

"However, the work isn't just about listening to people – it's about observing



When Evelyn is not looking after other people, she cares for her two dogs

The work isn't just about listening to people – it's about observing too. It's not always about what is said, but about how staff and people using care services interact

too. It's not always about what is said, but about how staff and people using care services interact. This gives you valuable clues about the quality of care provided. "For example, a lady whose dementia that was not too far advanced described her carer in the home to me as her 'best friend'. I could see this was true as her face lit up when the member of staff came to see her – there was obviously a great rapport between the two and it's nice to see people like this being involved in each other's lives."

Evelyn is keen that services do not see her role in a negative light. She said: "I like being an inspection volunteer as it gives me the opportunity to help improve the care people receive. I hope care services don't see my input as purely criticism, but as a way of using my insights to point out ways in which they can improve their

services even more for the benefit of the people using them."

However, the work is not always easy for Evelyn. She said: "It can be emotionally challenging, particularly when I come across people with similar symptoms to Neil, but I remind myself why I am doing this: to help improve the care people receive and, from what I have seen, I believe the Care Inspectorate and its inspection volunteers are achieving this."

Evelyn takes this training with her when she goes to visit Neil in his nursing home, but she knows he's in good hands.

She added: "Although Neil's dementia is very advanced, I know that he likes his carers as he already has a couple of nicknames for them. He used to give some of his home carers wee nicknames if he liked them. And he smiles, which is always a good sign." **CN**



Publications about care in Scotland

THE Care Inspectorate produces a range of publications which 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

KEY TO SUCCESS

Care Inspectorate praised for listening to and resolving a complaint made by a service user let down by an assisted accommodation facility

CASE STUDY

Although a complaint can be seen as a strong criticism of the standard of care provided by a service, in a large majority of cases, it only takes a small change to correct the situation to make a big improvement in the quality of care enjoyed by a person using the service – and great relief and thanks from the carers, relatives and friends.

One such complaint concerns a care service providing assisted accommodation with on-site care and support services which failed to provide accurate information to the service user and their representative prior to moving into the service.

The service informed the service user and their representative that it would provide care and support on arrival, however, this was not provided satisfactorily.

The complainant informed the Care Inspectorate that the expected care and support package was not in place prior to moving into the service and, after investigation, the complaint was upheld and a requirement made.

Rick O'Dowd, Complaints Co-ordinator, said that the care provider was keen to rectify the situation and it resulted in the complainant writing to the Care Inspectorate to thank them for their intervention.

He said: "It is a good example of where a service has responded positively to an upheld complaint and this has led to a recognisable improvement for



those making the complaint. It shows that complaints can be positive for all concerned even though initially there may be some discomfort for both the complainant and the complained against."

Rick said it was nice to hear that the complainant was happy with the investigation and the positive response from the care provider.

He added: "In her letter, the complainant – who had some professional experience in social care – recognised the challenges the Care Inspectorate faced in undertaking its duties. Reflecting on past experiences, the complainant made

very positive comments about the way in which her concerns had been listened to and the direct action taken towards a positive resolution."



Lessons learned

The provider must ensure that potential service users are provided with accurate and detailed information in relation to the care and support to be provided.



Care homes and controlled drugs

REGULATION UPDATE

CARE home managers and their staff should be aware of their responsibilities under the Controlled Drugs (Supervision of Management and Use) Regulations 2013.

Under the legislation, the manager or person responsible for running a care home in Scotland, and their workers who manage and administer controlled drugs, are now "relevant persons" to the NHS Health Board in whose area they are located. This means their activities can be monitored by the NHS Board's Controlled Drugs Accountable Officer (CDAO).

To assist health boards in Scotland with this increased role, the Care Inspectorate has been appointed as a "responsible body" and can share information about medicine management with the CDAO and, where relevant, other bodies such as the police and regulatory bodies.

The Care Inspectorate has been given powers to ask for self-declarations about how care homes manage and use controlled drugs and undertake inspections relating to the management of controlled drugs in the services it regulates.

Child medication daycare update

MEDICATION GUIDANCE

THE Care Inspectorate has updated its guidance about the management of medication in daycare of children and childminding services (publication code HCR-0514-087).

It includes information on policies and procedures, storing medication, consent to treatment; parental responsibility, staff training, record keeping, fever management, and administering non-prescribed paracetamol and ibuprofen.

For further information, visit www.careinspectorate.com

Health of information for care staff

Update days offer valuable guidance on a wide range of issues and let providers know what care inspectors expect

HEALTH UPDATE DAYS

Four Season Healthcare, the UK's largest independent health and social care provider, is the latest organisation to host a Care Inspectorate Health and Wellbeing update day for its staff to learn about new developments and best practice in health.

The update day is a forum for Care Inspectorate advisers and consultants to update a care provider's staff, such as those involved in quality improvement and development, as well as care managers, on a wide range of health-related areas, from caring for people with dementia or managing continence to discussing issues about nutrition, medication and palliative care.

The concept was first trialled in Dundee for local authority and independent care providers in 2012 and since then has evolved to meet the health-related care information needs of larger care providers such as BUPA, Balhousie Care Group, Thistle Healthcare as well as East and Midlothian Council together with NHS staff.

Joyce O'Hare, Senior Professional Adviser/Professional Adviser Tissue Viability, said the focus of the health update day is on improvement: "Using our national networks, we are able to bring knowledge on best practice, and through this forum are also able to share this with providers, giving them a taster of current best practice and how this can influence care and support, as well as signposting to new guidance, policies and practices.

"In addition to providing a general update on health and care issues, we also look at any issues brought up by recent inspection reports and customise the content of the day on areas perhaps where the care provider is not strong on so they can learn from best practice.

"It lets care providers

see what we will be looking for when inspectors come out on inspection, what the Care Inspectorate expects to see in place that supports and promotes good practice and improves outcomes for people using the service."

Victor Dewson, Regional Manager with Four Seasons Healthcare, said feedback from managers was very positive: "I know our people got a lot out of the day and all went back to their services with actions plans to implement."

Providers can access guidance through the Care Inspectorate website and on the new HUB, which has links to others sources of best practice such as the NHS, NES and other external bodies to help with education and training.

Joyce added: "The health update days are a good way for us to support care providers to get on board with health and care issues by giving them access to best practice thinking, as well as highlighting what aspects our inspectors look for during an inspection."





WINNING TEAM

FOOTBALL MEMORIES CLUB

Harestane Care Home in Dundee is in the grip of football fever – and not just because of the World Cup. The home has established a Football Memories club, in conjunction with Alzheimer Scotland, to help residents ignite their lifelong interest in the beautiful game, particularly as a few of them actually played professional football in the past.

With the help of staff, the group – calling themselves the Harestane Hotshots – meets every two weeks to watch old Scottish international and English league matches from the 1960-70s and enjoy a half-time cup of

A shared love of football is helping residents with dementia at Harestane Care Home in Dundee to remember precious memories and reignite their passion for the beautiful game

Bovril and a pie. They even have their own navy blue kit.

After the match, staff use photos to encourage recollections and discussion on who should make up the Scotland dream team. This helps to stimulate the memories of its members, who suffer from varying degrees of dementia, and has reinvigorated them.

Harestane Manager Maggie Brand said: "We are several months into the group and they still have not decided on the best team. However, it generates heated discussions among the clients, who all have their personal favourite players.

"The sessions make residents much more animated and it gives them a sense of self-worth and purpose, as they feel they can discuss topics that they know about and that are very real to them. However, it also raises some arguments among them... just like after a Saturday match!"

Maggie and her staff got the idea from an Alzheimer Scotland project which used football memories to stimulate reminiscences in people with dementia. When she asked residents about setting up the group, she found two had actually played professionally

for Everton and Tottenham Hotspur.

Maggie said: "Alzheimer Scotland gave us all the information we needed and we also built up a collection of laminated photographs of past players and teams from the internet, as well as old match programmes and football books, to help people remember. We also had a collection of old football DVDs that clients remember and some were even present at the matches, which was both emotional and thought-provoking.

"Alzheimer Scotland came to our first meeting and said it was one of the best examples of participation they had seen from clients with dementia."

The clients also enjoy live matches at Dundee Utd's Tannadice Park. The club offered the home a free box for all home games after hearing about the group.

Maggie said: "Traditionally, it's difficult to engage male clients in activities, so this level of interest has been remarkable. One gentleman cries throughout the session but tells me he is not upset, it's 'happy tears' because he enjoys the group so much.

"This has been an excellent opportunity for the clients and staff to take part in such a meaningful and worthwhile activity." **CN**

