



carenews

SHARING YOUR INTEREST IN CARE

AUTUMN 2014



WATER OF LIFE

Swimming project helps
Effie feel young again

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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: 0345 600 9527

Email: getinvolved@careinspectorate.com

Welcome

to the autumn 2014 issue of *Care News*

PROTECTING vulnerable adults and children and sharing new and innovative ways to improve care for everyone who needs it is what we do and why the Care Inspectorate exists.

Our autumn issue includes great examples of good practice which demonstrate how great care really improves people's lives.

Read how My Home Life – a leadership programme promoting the quality of life for those living, experiencing end-of-life care, working in and visiting care homes – has helped 140 care managers in Scotland better understand what really matters to residents, their families and their own staff.

Find out how a dedicated group of staff residents, relatives and friends make one Ayrshire care home a real home.

We also report on the Go for Gold swimming project, which has transformed the lives of residents from five Perth & Kinross care homes, making participants feel young again. Effie, aged 93, tells her story in 'The Interview'.

And, for the younger generation, Far From Home, the online 3D adventure game made for the Care Inspectorate – to help youngsters in care understand their rights – has won acclaim from the International Serious Play Awards. Find out more about the project on page 11.

Let us know what you think of *Care News*. We're always on the lookout for good stories or if you just want to share your views, email communications team@careinspectorate.com

I hope you enjoy *Care News*.

Sarah Wilkie
Editor



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

Online



CARE INSPECTORATE ONLINE NEWS Preparing for Norovirus season

The winter vomiting bug - Norovirus - season will soon be upon us. NHS has updated its guidance on how to prepare and manage infection control and prevention for Norovirus.

Domperidone (Motilium) can no longer be bought without a prescription

The Medicines and Healthcare Products Regulatory Agency has announced that from 4 September 2014 people taking domperidone to treat nausea and vomiting will only be able to get this medicine on prescription from their doctor.



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

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



The Care Inspectorate

A Citizens Advice Scotland e-learning module

DID YOU KNOW?

Citizens Advice Scotland has 61 bureaux throughout Scotland and helped more than 314,000 people deal with over a 1,000,000 issues in 2012/13

Helping hand is just a click away

New e-tool developed for Citizens Advice Scotland advisers

ADVICE

THE Care Inspectorate and Citizens Advice Scotland have teamed up to ensure more people know how to access help when things go wrong in care services.

The two organisations have developed an e-tool for advisers in Citizens Advice Bureaux (CAB) to understand how the Care Inspectorate investigates complaints and how people can access help.

Paul Edie, Chair of the Care Inspectorate, said: "CAB plays a hugely important role in society and we are very pleased to work with them to help ensure the in-bureau advisers have the latest information about how the Care Inspectorate can help."

"We receive more than 3,000 complaints a year. Sometimes we provide advice to people, and other times we launch formal investigations. People can contact us anonymously if needed. When investigating a complaint, we have the power to carry out unannounced visits, make requirements or recommendations, and even take enforcement action."

Christine Lang, from Citizens Advice Scotland, said: "The Scottish CAB service dealt with 11,355 health and community care issues in the year 2012/13 and as health and social care services integrate, the service is well-placed to support clients who are unhappy with care services."

Joint work on scrutiny

PILOT PROJECT

FOR the first time, inspection teams from the Care Inspectorate and the scrutiny body for healthcare providers, Healthcare Improvement Scotland, are piloting a new joint approach to inspecting health and social care services for older people in Scotland.

Both inspections, carried out over a 24-week period in Moray and Aberdeenshire, looked at a wide range of services, and have made recommendations for improvement.

Annette Bruton, Chief Executive of the Care Inspectorate, said: "These inspections are crucial to ensure services for older people are operating at the high standard people have a right to expect."

"We look at how well different agencies work together and examine if the care of older people living in their own homes is of a high standard, and whether they are getting the right care at the right time and in the right place."

Angiolina Foster, Chief Executive of Healthcare Improvement Scotland, said: "The shift in balance of care to community services has meant a different approach to scrutiny is needed and these pilot joint inspections are in direct response to that. Both reports will be used to improve services."



Annette Bruton

We're breaking down the language barriers

TRANSLATION SERVICES

DID you know that the Care Inspectorate can provide inspection reports and publications in a range of languages and alternative formats?

The Care Inspectorate has signed up to Happy to Translate (HTT), which provides tools to help staff identify a service user's language and enable basic communication. HTT members display the logo to tell those with little or no English their language needs will be met.

Jenny Copland, Senior Communications Adviser, said: "We want our information



to be accessible to people who use the services we inspect and regulate."

Most languages are available and other formats include audio CD, Braille, Easy Read and BSL. The translation process

usually takes two to four weeks from receiving the request to sending it out.

Dawn Abbott, HTT Policy and Operations Officer, said: "We help organisations communicate effectively with service users who have little or no English. Care providers will also find that membership of HTT allows them to engage more successfully with service users who struggle to communicate in English."

For information about translations, email translations@careinspectorate.com or contact Happy to Translate on 0131 444 4997.

JOIN OUR TEAM TO SHARE IN THE CARE

Become an Inspection Volunteer or be part of our Involving People Group

Involving people in the regulation of care services is a core aim of the Care Inspectorate and its Involvement & Equalities Team has made great strides to achieve this.

Last year, Inspection Volunteers supported more than 500 inspections – the highest number in one year – and spoke with around 5,000 people about what they thought of their care service.

There are other ways people get involved with the Care Inspectorate's work, such as through the Involving People Group. Like Inspection Volunteers, this group either use services or are carers, and meet to discuss issues relating to care and support services and to guide and inform the work of the Care Inspectorate to improve its own activities.

The Involvement & Equalities team was established in 2013 and its work is guided by the Care Inspectorate's Involvement Action Plan. This plan was produced after a review in 2011 with input from the Involving People Group, Inspection

Left to right:
Jo Phillips,
Gemma
Watson,
Clare Egan,
Barbara
Mitchell and
Liz Melville



Volunteers and Care Inspectorate staff. The Plan was developed using an approach known as co-production.

Gemma Watson, Involvement Adviser for Children and Young People, explained: "Co-production is an approach that ensures people who use services and carers work alongside professionals as equal partners to produce or deliver a project. It recognises people as assets with valuable skills and experience, breaks down barriers between service users/carers and professionals, and

promotes decisions based on mutual and reciprocal relationships."

There are currently 66 Inspection Volunteers trained to speak to people using care services, gather their views and bring a unique insight into care. The information they gather is fed directly into the inspection report.

The Care Inspectorate has also set up a Young Inspection Volunteers scheme, aged 18-26, who are involved in Joint Inspections of Children's Services and hold focus groups, meet with established

Formulary gives continence guidance

CONTINENCE

A NUMBER of health boards have developed formularies which will help care services choose the right products for bladder and urinary problems for people in their care, as well as promoting consistent and seamless care for patients across Scotland while ensuring cost-effective prescribing.

NHS Grampian was one of the first to develop its NHS Grampian Community Catheter Formulary and Prescribing Notes document, listing all the products available

List of recommended products available to all care providers

on prescription to care homes for people with continence issues. This was developed in partnership by the Continence Service, Pharmacy and National Procurement.

Wilma Nicolson, Continence

Adviser at Inverurie Hospital, Aberdeenshire, said it applies in all primary care settings.

She said: "For the first time, all products recommended by the NHS are listed in one place, and the formulary not only reflects good clinical practice but also allows services to make savings."

The products listed in the formulary are suitable for the

majority of people in care and should be considered as first line options. Some patients will require alternative products but they should only be prescribed after an appropriate clinical assessment and agreement from the Continence Service or Urology Specialist.

Jacqueline Dennis, Care Inspectorate Professional Adviser, Health, said: "The formulary will give guidance to all care staff across Scotland on what is used universally within a number of Health Boards and this will help to give better consistency of care."

“ The formulary not only reflects good clinical practice but also allow services to make savings too ”

MEET THE OUR INVOLVEMENT TEAM

THE Involvement & Equalities team is part of the Care Inspectorate's Quality and Improvement division and consists of:

- Charlene Guild, Senior Involvement and Equalities Adviser
- Jo Phillips, Involvement Adviser for Adults
- Regional Involvement Co-ordinators Liz Melville, Barbara Mitchell and Clare Egan
- Gemma Watson, Involvement Adviser for Children and Young People
- Patricia Smith, Involvement Administrator.

To find out how to get involved, contact Patricia on 01382 207142 or email us at getinvolved@careinspectorate.com

groups and speak one-to-one with young service users. During 2014-2016, the Care Inspectorate has committed to increasing the number of Young Inspection Volunteers and the number of inspections they are involved in.

Gemma said: "We're recruiting new Inspection Volunteers with experience of using a childcare service for a child they care for. These Inspection Volunteers will be involved with our early years inspections of nurseries, playgroups and out-of-school care."

Faster adults with incapacity applications

CERTIFICATES OF AUTHORITY

THE Care Inspectorate is authorised to process applications from care home managers, and issue Certificates of Authority which allow them to manage the finances of residents who lack the capacity to do so.

It has recently developed a new centralised system to help speed up the processing of applications for Certificate of Authority under Part 4 of the Adults with Incapacity (Scotland) Act 2000. The organisation set up an Adults with Incapacity (AWI) Working Group to look at



processing these applications. This Group – part of the Care Inspectorate's new approach to providing advice – is now an Expert Group with staff from mental health, finance, legal and systems development backgrounds. The AWI Expert Group will act as a central resource to process 'Part 4' applications.

Susan Donnelly, Professional Adviser Mental Health, said: "Some applications are quite complex but the new system will give care services a single point of contact and access to specialists who can deal with their requests in a fast and efficient way."

For information, visit hub.careinspectorate.com. All AWI information can be found under Professionals – AWI. For enquiries email: AWI.enquiries@careinspectorate.com. To submit applications, email: AWI.applications@careinspectorate.com

Fitness declarations for all

APPLICATION FOR REGISTRATION PROCESS

THE Care Inspectorate receives a growing number of enquiries as to whether 'fitness declarations' for each and every director, partner or member of a company, association or other legal entity need to be submitted with every application for registration.

The applicant may already be known to the Care Inspectorate or have 'recently' submitted a previous application for registration and provided such declarations.

Thirza Wilson, National Registration Manager, said: "It is a requirement that the prescribed information be given in every application for registration. Having

this information each time also allows the Care Inspectorate to ensure that our database holds accurate up-to-date information as to the relevant individuals involved in each provider 'organisation'.

"However, to simplify matters, where you complete your application online, the person – authorised on behalf of the applicant – completing the application can simply provide this information for each director, partner or member, as opposed to each individual completing their own declarations.

"We hope to develop this online facility further so applicants can complete a new application using information submitted in a previous application."

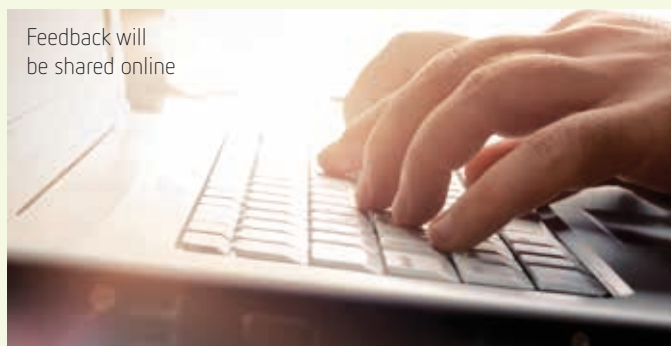
Opinion website is trialled in two areas

FEEDBACK

CARE Opinion is a new website being launched in Scotland in the autumn to let people using adult care services share and compare their experiences.

The one-year pilot, supported by the Scottish Government, will cover adult care providers and be

Feedback will be shared online



trialled in two regions, with a view to rolling it out nationwide.

The independent website will complement the existing Patient Opinion site, currently used by hundreds of people a year to comment on their experiences in

hospitals across the country. Care providers can respond directly to users and use their feedback to make changes to services.

The Care Inspectorate is on the project's steering group and stakeholder advisory board

and supports the project in other ways.

Rami Okasha, Head of Quality and Improvement, said: "We will also act as a public interest body. This means if someone leaves a review on the site, but the provider vetoes its publication, Care Opinion will send that review to us to consider.

"This will help us strengthen the protection of vulnerable people."

Gina Alexander, Director, Patient Opinion, said: "This will be a quick, easy and transparent way to share experiences of care and for capturing constructive comment on social care services, building on the success of the Patient Opinion model."

Sign up to ENRICH the lives of care home residents

RESEARCH

CARE homes are being encouraged to sign up to the Enabling Research in Care Homes (ENRICH) programme to help support scientific research into dementia and other conditions in order to improve the quality of life for care home residents.

Developed by the National Institute for Health Research (NIHR) and the Dementia and Neuro-degenerative Diseases Research Network (DeNDRoN), the programme

draws on work from the NIHR School for Social Care Research (SSCR).

Justine Hudson, Clinical Studies Officer with the Scottish Dementia Clinical Research Network (SDCRN), said: "We'd like to raise awareness of the ENRICH programme and engage with care homes to set up a research-ready network in Scotland to support high quality research into neuro-degenerative conditions. All care homes need to do is sign up and the ENRICH

programme team will contact them when they have a suitable research project."

Heather Edwards, Dementia Consultant with the Care Inspectorate, added: "The ENRICH network will help to develop a larger evidence base to understand the experience of people with dementia living in care home settings."

For more information on ENRICH, visit www.sdcnrn.org.uk/resources/enrich-care-home-research

Leading the way for our care homes

MY HOME LIFE

ONE of the latest events in the My Home Life leadership programme took place in August when around 30 care home managers came together in Glasgow to discuss community development and efforts to enhance the profile of care homes.

My Home Life is designed to promote the quality of life for those 'living, dying, working and visiting care homes'. The UK-wide social movement was established in Scotland 16 months ago and 140 care home managers have already taken part in its leadership programme.

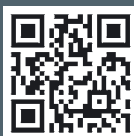
Belinda Dewar, Director of My Home Life Scotland said: "We've worked very closely with Scottish Care, among others, and recruited care home managers to our programme. The community development strand is part of the programme where they seek to enhance partnerships with other organisations covering areas such as health, education, the voluntary sector and so on.

"At the recent Glasgow event managers also discussed raising awareness of the good practice that happens in care homes to counter the negative press they sometimes receive."

My Home Life helps managers understand what really matters to residents, families and staff and gives them confidence and methods to realise these aspirations. And it's not simply a training programme.

Belinda said: "We see My Home Life as a social movement and we want people to stay connected with us."

To get involved, visit: <http://myhomelife.org.uk>



Care staff can now take qualifications in oral care

PLENTY TO SMILE ABOUT

New accredited oral health qualifications for care home staff

CARING FOR SMILES QUALIFICATIONS

The success of the Caring for Smiles programme to promote oral health for people in care homes is being developed further with two accredited qualifications.

This NHS initiative to train staff was introduced in response to the reported poor oral health of residents. Around 46 per cent of people over 75 have retained some natural teeth so it is important that care staff can provide oral care.

NHS Education for Scotland (NES) has worked in partnership with the National Older People's Oral Health Improvement Group on the Caring for Smiles training materials. There will be two Scottish Credit and Qualifications Framework (SCQF) accredited qualifications: Foundation and Intermediate levels.

The qualifications were piloted in Lanarkshire in July with 30 people from care homes over a 10-week period.

Brenda Hedren, from NHS Lanarkshire's

Special Care Oral Health Team, said: "Care staff were interested to learn more about oral health. We also had a few managers on the course who felt it was a good idea to experience the module so they could encourage their staff to take the training.

"A lot of the students are now keen to start the Intermediate course."

The Care Inspectorate's Dementia Consultant Heather Edwards and two NES Dementia leads will run autumn workshops on the latest dementia best practice in line with the Government's Promoting Excellence in Dementia Care framework.

Sheila Welsh, Senior Public Health Research Officer/Caring for Smiles Project Manager, said: "We recognise the importance of all our trainers being aware of the challenges care staff have in providing oral care for people with dementia. The Promoting Excellence programme is an excellent opportunity to work in partnership to ensure trainers reach the appropriate level."

For details, email sheila.welsh@aapct.scot.nhs.uk



Special equipment is suitable for people of all ages

Residents swing into action for golf project

CHAN RYDER LEGACY

CARE home residents in Perth and Kinross have been enjoying golf thanks to the local Care Home Activity Network (CHAN) and the desire to create a legacy from the 2014 Ryder Cup, held this month at Gleneagles.

Carolyn Wilson, NHS Falls Service Manager in Perth and Kinross, explained that CHAN is made up of activity leads and others from local care homes who meet every three months to help develop physical and meaningful activity for residents.

This new CHAN initiative, prompted by the area's hosting of the Ryder Cup, is seeing residents take part in golfing

activity that uses ClubGolf equipment. It's robust, colourful, suitable for all ages, can be used outdoors and indoors, and can be done seated and standing.

Carolyn said: "There is also an inter-generational aspect, which is important. Some care homes and schools are already planning home versus school events, with pupils teaching residents ClubGolf, and vice versa."

Edith Macintosh, the Care Inspectorate's Rehabilitation Consultant, said: "Many people in care homes are keen golfers. To get the opportunity to continue to play golf or begin again is excellent and encourages people to be more physically active."

St Joseph's is celebrating its 90th birthday

LEARNING DISABILITIES

THIS year, St Joseph's Services celebrates 90 years of providing care and support to adults with learning disabilities in Midlothian and Edinburgh.

It is now the largest such provider in the area and a model of good practice.

The organisation was founded by the Daughters of Charity of St Vincent De Paul, who continue to own and govern it according to their religious ethos. St Joseph's currently supports 79 people, of whom 71 are in their own tenancies through housing support or care at home services. The other eight live in a care home for older people with learning disabilities.

All four of the organisation's registered services recently received grades of six – excellent – across three themes of Care & Support, Staffing and Management & Leadership. The care home service received grades of six in three out of four themes.

Care Inspector Donald Preston said: "St Joseph's is a model of good practice in the way it supports service users. It has reshaped its service and is now highly regarded in supporting people through a person-centred approach.

"People have their own homes, with their own tenancies in a house or flat, which meets their needs and wishes.

"Training and development of staff is also of a high standard and the support given to individual staff is excellent. This is reflected in the way service users are supported. There are many opportunities for people with different levels of disabilities and their participation influences everything that the organisation undertakes."

Winnie Tuohy, Director, St Joseph's Services, said: "We are committed to responding to the needs, dreams and aspirations of the people we support, ensuring they are at the centre of everything we do."





THE WINTER VOMITING BUG

If you catch it, stay at home for at least 48 hours after your symptoms stop.

Keep it to yourself.

To find out more about the winter vomiting bug (norovirus), visit www.nhsinform.co.uk/norovirus or call 0800 22 44 88.



healthier
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SCOTTISH GOVERNMENT



The stars of 'Celebrating Success'

Barnardo's Celebrating Success

TRANSITION TO INDEPENDENCE

AN innovative Barnardo's unit in Inverness has celebrated the achievements of a quartet of young residents in reaching their goals and grabbing opportunities for the future.

The Northern Lights residential unit, which is a partnership between Barnardo's and the Highland Council, focuses primarily on the transition from youth to independence. It was set up in 2011 to help young people who, for a variety of reasons, had been placed outwith the authority in other areas in Scotland. The resource has been developed to help them return and to be closer to their homes and families.

Residents Emma Edmonds, Amy White, Caitlin Gibson and Sunita Schrijveks were all treated as the stars of a 'Celebrating Success' night at the city's Royal Highland Hotel to mark their achievements.

"The unit has evolved and our residents seem to be getting slightly older, between 15 and 17," said Barry Mackay, Children's Services Manager at Barnardo's Northern Lights. "So we made a lot of tailored independent living plans with them, including lessons in cooking, cleaning, budgeting, menu planning, making appointments and independent travel. It's all part of our staged process to reintegrate our youngsters into their local community."

Sunita Schrijveks told the Highland News Group: "Since arriving at the Barnardo's unit, my overall confidence has improved, my cooking has improved and my budgeting has improved."

Handy helpers at Bonnington

Children helped develop nursery rated "excellent" across the board

Children who spend their days exploring the outdoor play area of Bonnington House Nursery would be forgiven for being quite attached to the space.

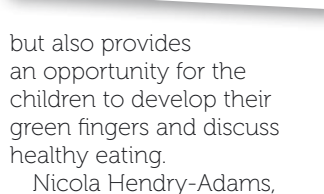
Not only is it a place to have great adventures, but also the children themselves had a hand in developing the area, by deciding what was to go in it, to actually helping create everything from the pond to the fences.

The nursery, in the Trinity area of Edinburgh, opened just two and half years ago, but has already a two-year waiting list and it was recently awarded sixes across the board in the recent Care Inspectorate inspection.

Older children were asked what they would like, before being given the chance to design the facilities, and then get stuck in to making them.

For example, a request for a swimming pool evolved into the creation of a pond.

Other features in the garden include hammocks strung between trees, a play kitchen made from mud and logs, a sensory garden, and even a fire pit, among much more. And an allotment is not only a source of food,



Children have been involved in designing the outdoor area

develop a love of nature by spending more time outdoors."

Joanne Shaw, Inspector (EarlyYears), said: "The nursery really goes the extra mile to give the children amazing opportunities. The activities gave them a lot of independence, as well as developing physical and cognitive skills. The nursery achieved all sixes in its inspection not just for its outcomes for children, but good practice throughout."

but also provides an opportunity for the children to develop their green fingers and discuss healthy eating.

Nicola Hendry-Adams, Managing Director of the nursery, said: "Our aim is to give children the opportunity to learn through play, both indoors and outdoors. It's important that children

For more information on the nursery, visit www.bonningtonhousenursery.co.uk



The school is a specialist day and residential service

Troup House loves their inspections!

ENHANCING SERVICE

MANY care services recognise the benefits of the Care Inspectorate's inspections, but the Priority Group's Troup House School in Aberdeenshire undergoes their own inspections on a monthly basis as a way to enhance its service.

The school, based in two sites near Banff, is a specialist day and residential service looking after young people with emotional difficulties.

The aim of the service, which looks after up to 12 children between eight and 16 years old, is to re-engage them in education while also supporting their emotional needs through developing positive



Transformation at Camphill Blair Drummond

SOCIAL RENEWAL

CAMPHILL Blair Drummond, next to the Safari Park near Stirling, is part of the international Camphill movement founded over 30 years ago by Anke Weihs, which promotes social renewal through community living for adults with learning disabilities.

At Camphill Blair Drummond people live and work in a unique community where those with severe learning disabilities play an important part in family life, upholding each resident's sense of integrity, dignity and worth. Everyone participates in workshops throughout the week, in areas such as pottery, gardening or

baking, where everyone has something special to offer. Everyone is equal and everyone belongs.

At Blair Drummond, a five-year Capital Development Plan to modernise and develop the accommodation and facilities will provide smaller houses and flats to reduce reliance on accommodation at the former stately home.

"Our transformation over the past five years has been remarkable," says Gerry McKeown, Day Services Manager at Camphill Blair Drummond.

"We have now built two new six-bedroom houses, and another two new houses should be ready for people to move into in January next year. The new homes provide purpose-built and high-quality accommodation for our residents, and by the time we're finished we will have seven houses in our community where 44 people will live.

"We hope the improved physical environment will benefit the general sense of health and wellbeing in our residents, as well as our staff, volunteers and visitors."

The next phase of the Capital Development Plan will be to upgrade facilities with workshops, an activity centre, a café and a new reception area to welcome visitors into the community.

"We encourage the local community to come into Blair Drummond and volunteer to support the residents in their various activities, and even to take some of the mastercraft classes we offer, such as in glass-making or mosaics," says Gerry.



Camphill Blair Drummond offers a unique community

relationships and trust.

School Principal David McNally explained: "The Prioity Compliance Inspector undertakes an inspection in a similar way to the Care Inspectorate.

"He reviews previous actions from the last inspection, looks at our improvement plans and then lets us know what activities he would like to undertake, what information he needs and who he wants to speak to."

This could involve meeting senior management, as well as consulting with staff about issues.

The Prioity inspector consults with an external



Troup House aims to drive up quality

stakeholder such as a family member or social worker and they also spend time with the young people.

At the end of the inspection, the senior management team is given feedback.

David said: "This external process is incredibly helpful to us as we can immediately feed action plans back to our operation teams and roll it out across the service.

"It's not as substantive as the

Care Inspectorate report, but the monthly reports inform our action plans.

"These monthly inspections really help us to drive up quality and we have seen improvements in our Care Inspectorate grades."

International acclaim for online game

FAR FROM HOME

FAR From Home, the online 3D adventure game made for the Care Inspectorate, has received international acclaim from the International Serious Play Awards.

The game was developed to help children in care understand their rights and explores themes of trust, consequence and unfamiliarity in an action-packed and strange alien world.

Students from Abertay University developed the game with the help of young people with experience of being in care from Who Cares? Scotland and the Aberlour Childcare Trust.



The game received a bronze award

Far From Home received a bronze award in the Games for Good category and was on display in Los Angeles at the Serious Play Conference earlier this summer.

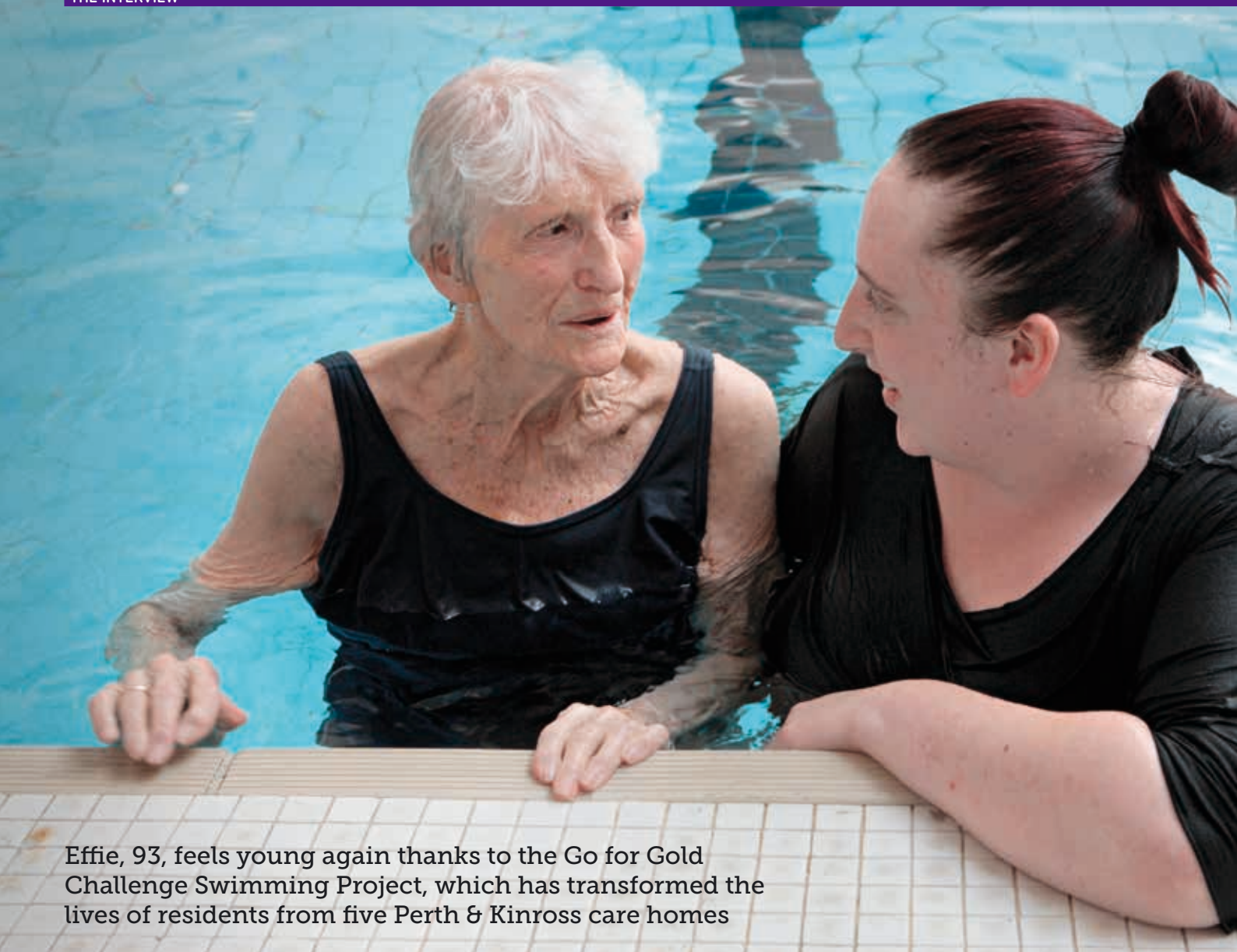
Paul Edie, Chair of the Care Inspectorate, said: "The game raises really important issues for young people in care about knowing their rights, exploring trust and making good choices.

"Our Meet Sid website has key information for young people in care, with this game and videos where young people in care describe their own experiences."

Professor Louis Natanson, Head of the School of Arts, Media and Computer Games at Abertay University, said: "Games can allow people to uncover a whole world of different experiences, either as art, entertainment or to help them understand challenges and problems in their own lives."

For more information about the project, and to play the game, visit <http://meetsid.co.uk>





Effie, 93, feels young again thanks to the Go for Gold Challenge Swimming Project, which has transformed the lives of residents from five Perth & Kinross care homes

MAKING A SPLASH

Euphemia Morrison, known as Effie, said she could swim from the age of three...and 90 years later she is still able to, thanks to the Go for Gold Challenge Swimming Project.

She was involved in the pilot project last November to look at the feasibility of offering activities at Perth Leisure Pool to local care home residents. Organisers were amazed when the frail 93-year-old took to the pool like a proverbial fish to water.

Effie said: "My father taught me to swim when I was very young and I've always loved it. When I got older and had to be looked after in a home, I thought that was the end of it, so that's why I was so excited when they started the swimming programme."

She may be frail and need a walking frame to help her get around but once Effie's in the water there is no stopping her – she regularly completes five to six lengths during the 30-minute session and

emerges from the water reinvigorated with a wonderful grin. She's not the only one to enjoy the swimming programme that initially started as a five-week pilot and involved eight residents from five Perth & Kinross care homes.

One disabled resident, who can't walk, said: "When I'm in the water I feel like I am flying – I can move around freely, its exhilarating".

Another lady, who was recently registered blind and was very low in mood, was unsettled at first when entering the pool, but commented afterwards on how relaxed she felt in the water. The care home reported that they noticed a significant improvement in her mood, outlook on life and her mobility – and she talks non-stop about swimming.

Carolyn Wilson, Falls Service Manager with NHS Tayside, co-ordinates a lot of activities aimed at getting residents more active across care homes, and was initially sceptical about the swimming project.



Effie and her carer Billy enjoy the pool together

“My father taught me to swim when I was very young and I’ve always loved it... that’s why I was so excited when they started the swimming programme... I feel young again!”

the physical and mental health benefits from exercise and the stimulation of interacting with others, plus the joy of having fun.

Effie was the swimming star of the pilot project, but she gave organisers a scare when she did not turn up for swimming sessions after the pilot. She had developed a throat problem that affected her eating and had to be transferred to a nursing home to get support. She has since recovered and is now a regular member of the weekly swimming programme, which meets every Tuesday from 1.30-2.30pm.

Commenting on being well enough to swim after her recovery, Effie said: “I am just so happy. I now know I can go into the water and swim. I feel young again!”

A number of the care homes are run by the Balhousie Group, which has a dedicated Participation Partner, Cheryl Banks. She has also been involved in the pilot and subsequent swimming programme.

Cheryl said: “We learnt a lot from the pilot last year, so we know the pitfalls, but it just shows what is possible when everyone works together. As a care service, we have found this is a great activity for our residents, but it has also helped our carers too.

“They have not only built stronger relationships with the residents but also gained a lot of confidence as a result. It’s great at the end of the session when everyone goes for lunch at the café, because it’s a nice social event – even

the pool staff come along to congratulate the residents on their efforts.”

The project would not be possible without the commitment of Karen Steel, Senior Activity Instructor, and her team at Perth Leisure Pool. Even though the facility is busy with school groups during the week, they have put aside an hour in the training pool for the swimming programme, supplying two swim assistants and two lifeguards, who operate the chair hoist to lower and lift the residents from the pool.

Karen, who also trained the carers to support the residents in the water, said: “It’s really exciting to be involved in this partnership and to develop our services for residents of care homes so they can enjoy these swimming activities.

“While they are in the water, the carers can also give residents gentle exercises to help with problems such as knees, hips or legs.

“We simply asked all the residents what they wanted to achieve from the activity and many of them just said they wanted to just feel what it was like to be in the water again... while Effie definitely wants to swim!”

And after a good half-hour of swimming, Effie’s eyes are sparkling and she said through a beaming grin: “That was really smashing – I feel so fit again!” **CN**

For more information on the Swimming Programme, contact Carolyn Wilson, email: carolynwilson@nhs.net or tel: 01738 473146.

She said: “At first, I thought the logistics would be too much: organising transport from the care homes, training carers, getting a suitable time slot in the training pool, providing support if required to help dressing and undressing the residents, as well as all the health and safety issues about getting them in and out of the pool – it sounded like a nightmare!”

However, Carolyn was not alone in wanting to make the project a success. The council and care homes were keen to get involved and the Perth Leisure Pool wanted to make it work too.

Carolyn said: “It’s a great example of social care, health care and leisure services all coming together in a joined-up way and it shows what you can achieve with a multi-partner project.”

The project ticks many social care and health care boxes. Residents have the opportunity to take part in a meaningful activity which they previously enjoyed and can socialise with others in a community environment. Then there’s



Effie and Carolyn are all smiles after swim



• AVAILABLE ONLINE AT
WWW.CAREINSPECTORATE.COM

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.

Complaint upheld following suspicious withdrawals from a vulnerable resident's account

HOME'S CASH CARD FAILURE

CASE STUDY

Providers of care homes have a duty to ensure that vulnerable residents' money and valuables are kept safe and secure. This case study shows where the provider failed badly in this duty of care.

As well as a history of ill health, the resident concerned also had a cognitive impairment, making her susceptible to suggestion and therefore very vulnerable.

When she died and arrangements were being made for the funeral, a relative advised that the resident's mother hoped to receive her daughter's possessions. They could not be found as the care home kept no record of how they had been disposed of, but the family member did pick up the deceased's personal bank statements. These told a worrying tale, as on one of the days when two withdrawals were recorded from a cash machine, the former resident was in hospital.

The family told the Care Inspectorate that the service had not taken proper care of the resident's money and valuables.

A Care Inspectorate investigation found it was recorded on the former resident's care plan that she would willingly give money away if asked, but there was no evidence of the service having carried out any risk management to safeguard the resident from financial abuse.

A care assistant said the resident kept her bank card and purse in a tin to which staff held the key, and care staff used a notebook in her flat to record transactions. The investigator noted that purchases included cigarettes and CDs. During



Resident's bank card was used while she was in hospital

discussion with police, the investigator also established that the service was aware the resident would tell anyone her PIN.

The investigator found that on 85 separate occasions during the year there were no daily recordings or evidence of who was supporting the resident.

The investigator was therefore able to establish that, despite the service knowing

the vulnerability of the resident and that there was a high risk of potential abuse of her finances, they took few – if any – measures to put proper safeguards in place to protect her.

The complaint was upheld and four separate requirements were issued to the service. The service's grading is also under consideration as a result. **CN**

Lessons learned

- Keep daily staffing records.
- Implement and manage financial procedures and controls to safeguard the property of service users.
- Keep records of residents'

- account activity.
- Audit personal support plans regularly to ensure accurate inventories of possessions/monies.
- Personal support plans

should detail agreed financial procedures and include assessment and management of risk. Care staff should understand the importance of this.

Are you aware of new rules?

Under new rules, services must flag up allergens in their food

FROM 13 December there will be big changes in the information that a food business must give to their consumers about allergenic ingredients in food they provide.

The Food Information for Consumers Regulation will apply to all food (not just sold) that is pre-packed, sold loose or served to consumers across all care services.

There are 14 major allergens which must now be identified – cereals containing gluten, crustaceans, eggs, fish, peanuts, soybeans, milk, nuts, celery, mustard, sesame, sulphur dioxide, lupin and molluscs.

The Care Inspectorate signposts services to catering Best Practice Guidance which advises that services should have standard recipes for the dishes they are producing.

Care Inspectorate Professional Adviser-Nutrition Marjory Thomson said: "We expect services to have recipes in place already, because it is good practice as they help with quality control of nutrition and taste as well as helping with the budget.

This information could also be used to check for allergen advice because the services will know exactly what goes in to each dish. If any of their dishes have pre-packaged food, it

will be labelled with the details."

Keeping hard copy recipes and making sure all cooks follow them is the only way you can be sure what is in each dish.

Services will have to supply information for every item on the menu, including snacks and drinks that contain any of the 14 allergens as ingredients. Details of these allergens will have to be listed clearly in an obvious place, such as a menu, wipe board or information pack.

Where advice relating to the 14 allergens cannot be provided upfront, services will need to signpost to where it can be obtained.

A poster or even a chalkboard which directs consumers to ask a member of staff is acceptable. Staff must be aware of procedures for allergens information.

The Food Standards Agency (FSA) has communicated this new information via their website and a consultation process has taken place.

All local authorities were advised of the new regulations on 23 June.

For more information, visit <http://bit.ly/1qECqY2>

A leaflet containing all the relevant information can be found at <http://bit.ly/1r22354>

Help with infection prevention

GOOD infection prevention and control standards can help to reduce the spread of winter bugs such as norovirus – also known as the 'winter vomiting bug' – and this is particularly important in care services that look after people vulnerable to infections, such as older people. Norovirus can also affect children and staff in childcare settings as well.

The trouble with norovirus is that it is very infectious and easily spread, so vigilance is required, particularly for people entering care services such as staff and visitors.

Margaret Tannahill, Consultant Nurse Infection Prevention with the Care Inspectorate, recommends the following tips:

- wash your hands regularly with soap and water, especially after using the toilet
- everyone, including residents who have been on outings, should use the hand hygiene facilities in the care home on entering and leaving
- don't visit a resident in a care home if you are feeling unwell or have an infection such as flu or a heavy cold, or if you or a member of your household are suffering from diarrhoea or vomiting
- if you have vomiting or diarrhoea you should not visit a resident in a care home or patient in a hospital until 48 hours after your symptoms have stopped.

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

RESOURCES:

FULL guidance from Health Protection Scotland on preparing to deal with norovirus, visit www.documents.hps.scot.nhs.uk/hai/infection-control/norovirus/norovirus-guidance-carehomes-2014-09.pdf

For downloadable posters and leaflets, visit www.healthscotland.com



The allergen rules apply across all services





Friends of Hillcrest help keep a minibus on the road for residents to get out and about

WE'RE ONE BIG HAPPY FAMILY

Dedicated committee of relatives, friends, staff and residents make Hillcrest a home

HILLCREST RESIDENTIAL CARE HOME

A SMALL South Ayrshire care home has received big results following a recent inspection by the Care Inspectorate.

Hillcrest Residential Care Home in Girvan has a very dedicated committee, Friends of Hillcrest who, along with staff, work hard to improve the lives of the residents.

The 20-strong group is made up of friends, family members and residents.

Dennis Reid is the Chairman of the committee, which has been in operation for more than 30 years.

He said: "The council is very good and supplies as much as it can, but it can't supply everything. That's where we come in. We do all sorts of fundraising and we manage to keep a good minibus on the road. We have lots of events like race nights and bingo and the residents come too. It makes them feel like part of the community and the minibus gives them their independence because they can go to the shops and still get out and about.

"We even provide carers to go on the minibus. We do everything we can to make their lives better."

And it's non-stop for the residents

who are constantly engaged in various activities. The Friends of Hillcrest host an annual Burns Supper and even raised £2,500 for the home when they took over a charity shop for a fortnight.

It's this effort combined with attention to detail that makes Hillcrest a very happy care home, said Mala Thomson, the Care Inspectorate Inspector who carried out the last two inspections.

She said: "This is one of the few care homes I've come across where they actually befriend people. They really go the extra mile and make residents feel like they're still part of the community by taking them out and about to community groups and social events.

"One example of the attention to detail caught my eye during the first

“ They treat people with dignity and respect...they have maintained their high grade and have earned the sixes ”

inspection. They had a lady at end of life and I watched how people dealt with her. She was never alone for more than five minutes, people were offering her drinks, chatting to her, they had her favourite music playing and had even moved her bed round so she could see out of the window. She was treated with respect and dignity at all times."

Hillcrest also involves the service users in everything that's going on. They were even given a say in the type of table cloths that were purchased. This inclusion adds another personal level to the care, Mala said.

She added: "There's inclusiveness about the care home. Everyone genuinely knows the residents really well. Things like knowing how people like their tea and coffee really makes a difference. The staff all know the histories of the people and really understand good dementia care.

"They treat people with dignity and respect and it's a very happy care home, which can contribute to the health and wellbeing of people. They have maintained their high grade and have earned the sixes I gave them." **CN**