

**Who we are and what we do**

# **How we make sure people in Scotland get good care and support**



**Easy read**



## Who we are

We are called the **Care Inspectorate**.

## What we do



We work in Scotland.

We make sure people get good care and support.

Care and support can be lots of things like



- homes for people who need a lot of care and support



- care for children



- help with doing things at home.

# How we make sure people get good care and support



## 1. Checking care and support

Anyone who wants to give people care and support has to ask us first.



We check to make sure they are good enough.



We keep checking care and support to make sure it is good enough.



We also check local councils to make sure their care and support work is good enough.



There are some rules that care and support people need to follow.

We check they are following the rules.



We give care and support some scores to show if it is good or bad.



We write a report about this.

You can see this information.



It is on our website at  
**[www.careinspectorate.com](http://www.careinspectorate.com)**

Or you can get in touch with us to find out more.  
Go to page 8 to find out how.

## 2. Doing something about care and support that isn't good enough

We look into complaints that people make.



This is when people tell us they are not happy with their care and support.

We look at the problem.



We can do something about care and support that isn't good enough.

We can tell the care and support people they have to get better.



Or we can tell them they have to stop giving people care and support.

### 3. Listening to people who get care and support



It is important to listen to people who get care and support and their families and carers.

They can say what is good and what needs to change.



They can help make care and support better.



We check to make sure people are listened to and can have a say.



## How you can have a say



You can help us with our work and help make care and support better.

You can do things like

- help us make decisions about our work
- join a group of people that helps us make care and support better
- help us check care and support.



You can tell us if you are not happy with your care and support or the work we do.



We have a leaflet about how to tell us.  
It is on our website at  
**[www.careinspectorate.com](http://www.careinspectorate.com)**

Or ask us for a copy.

## How to get in touch with us



Phone us on **0845 600 9527**



Email **[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**



Go to our website at  
**[www.careinspectorate.com](http://www.careinspectorate.com)**



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