



# INVOLVE

January–August 2015

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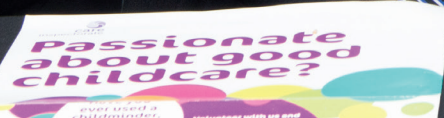
## OUR INVOLVED PEOPLE – WHO ARE WE?



### PASSIONATE ABOUT GOOD

We are  
• people  
• those  
close

Talk to  
getinvolve



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## introduction

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### Welcome to involve!

**I hope you all had a lovely summer despite the typical Scottish weather.**

It has been a while since the last edition so we have a lot of exciting news and stories to share with you. We have had various training sessions running throughout 2015 and these have been well attended by many of you. Inspection Volunteers have been busy speaking to people using services and the IPG have had two busy meetings with action packed agendas!

We also held a joint conference with Health Improvement Scotland in February for our Inspection Volunteers and their Public Partners. It was held at the Beardmore Hotel in Clydebank bringing together volunteers from both organisations to explore common interests and focus on the integration of health and social care services.

In addition, the Involvement Team have been out and about promoting involvement opportunities in the local community and at national events including Edinburgh MELA, Glasgow Pride and the International Family Day Care Organisation conference.

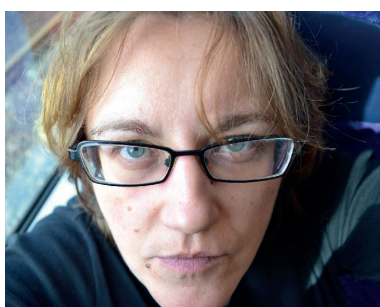
Please continue to keep in touch with us by sharing your interesting news and stories. We love to hear them and share them in our Involve newsletter.

# Care Inspectorate news

The Care Inspectorate welcomed **Karen Reid** (previously Anderson) as their new Chief Executive in June. Many of you will already know Karen in her former role as Depute Chief Executive and Director of Strategic Development. Congratulations to Karen on her new role.



**Jo Phillips**, Involvement Adviser (Adults) who worked with the Inspection Volunteer Scheme left the organisation in September 2015. We wish Jo all the best for the future.



**Penny Veal** is our new administrator along with Patricia Smith for the Involvement and Equalities Team. Penny is a welcome addition to the team and I am sure many of you will get to know her in the coming months. Please feel free to contact Penny directly with any admin queries you have.



## INVESTING IN OUR VOLUNTEERS

The Care Inspectorate has signed up to work towards the 'Investing in Volunteers' accreditation scheme.

The scheme is managed by Volunteer Scotland, the national centre for volunteering in Scotland. Over 100 organisations have achieved the accreditation ranging from local groups and national charities to other regulators including Health Improvement Scotland.

During the next 12 months, we will work on an action plan to meet the standards required by the scheme. Volunteer Scotland will then interview a selection of our staff and involved people and look at our evidence to identify how we are involving people in a meaningful way. By achieving the award, volunteers can be confident that Care Inspectorate can provide an outstanding volunteer experience.

We held a workshop in October to let our volunteers know more about the award and have plans to take forward a steering group to progress the action plan in the new year. More information on Investors in Volunteers is available at <http://iiv.investinginvolunteers.org.uk/> or you can contact Charlene Guild on **01382 207304** or email **Charlene.guild@careinspectorate.com**

# Working together, making improvements

**In February, volunteers who take part in inspections from both the Care Inspectorate and Health Improvement Scotland (HIS) came together for the first ever "Working together, making improvements" conference.**

We already work with Healthcare Improvement Scotland on joint strategic inspections of local authorities and both an Inspection Volunteer and Public Partner are part of the inspection team. We wanted to explore the work that volunteers do in both our organisations and find more ways to work together to improve health and care services.

The conference was held in the Beardmore Hotel and Conference Centre in Clydebank just outside Glasgow and was jointly delivered by both organisations.

It was a successful first joint meeting and was attended by around 30 of our own Inspection Volunteers. Over 87% people who came along to the conference said it was very good or good event.

Speakers on the day included Paul Gray, the Chief Executive of the NHS in Scotland and Director General Health and Social Care as well as Jason Leitch, Clinical Director. There was also opportunities for volunteers from both organisations to discuss ideas and ways we could work together more.

Some suggestions for improvement on the day included:

- Changing the patient-v-professional attitude
- Reflect the time and effort taken by volunteers to ensure service user views are an important part of the inspections
- There is too much uncertainty around the future of our health and social care services – volunteers would like to be more regularly informed
- Continue to improve links between our organisations
- Care should not be better in some places than others – quality should be improved for all.

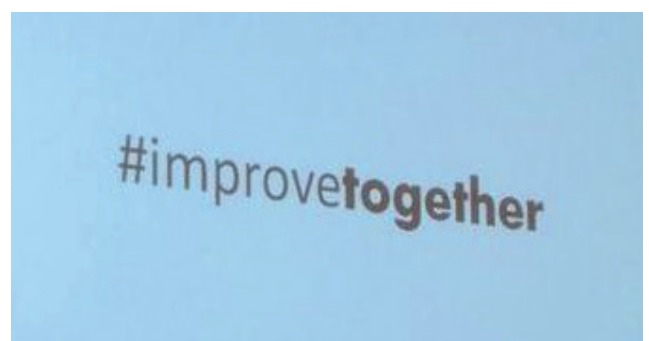
**Thank you to everyone who came along and made it a success.**



Barbara Barnes



Paul Gray, HIS



# National Care Standards Review

## NATIONAL CARE STANDARDS



## REVIEW

The National Care Standards were created under the Regulation of Care (Scotland) Act 2001 and describe what people using a range of care services in Scotland can expect.

There are currently 23 sets of standards covering a wide range of care settings including care homes, housing support services, day services and nurseries. The standards, which are written from the point of view of people who use services, are one of the measures used to assess quality of care.

There has been a significant change in Scotland since the standards were published in 2002 and Scottish Ministers committed to a review to update and improve the standards in line with current expectations of quality care.

A consultation paper in 2014 about the standards agreed that the new standards should take a human rights-based approach. To support the progress of this work, a Development Group with relevant partners including the Care Inspectorate and Health Improvement Scotland was set up.

The Development Group will shortly be publishing a further consultation based around the draft overarching principles that will underpin the new standards. This consultation will be open to the public from 26 October 2015 until January 2016.

We would encourage you to respond to the consultation which will be available on the Scottish Government website at [www.gov.scot](http://www.gov.scot)

# REVIEW

# LGBT Age Awareness seminar

**In July, staff from the Care Inspectorate took part in a workshop looking at issues for older LGBT (Lesbian, Gay, Bisexual, Transgender) people and their concerns about accessing care and support.**

Attitudes towards LGBT (Lesbian, Gay, Bisexual, and Transgender) people have changed a great deal in recent times. The Equality Act (which requires public services to consider the needs of LGBT people and tackle inequality and discrimination) and Equal Marriage represent huge legal landmarks, and discrimination against LGBT people is increasingly unacceptable in society. However, LGBT people still regularly face prejudice, harassment and hate crime. Older LGBT people in particular have dealt with serious discrimination throughout their lives. As a result, many older LGBT people fear or expect prejudice from the people around them – including professionals. This makes accessing services difficult; they are also less likely to access preventative support, getting help only when the situation becomes a crisis – sometimes leading to permanent harm which could have been avoided.

The seminar, delivered by the organisation LGBT Health and Wellbeing, provided an overview of the

issues facing older LGBT people in accessing services and suggested some practical ideas for making services more accessible to LGBT people.

Suggestions included:

- Making sure LGBT people are visibly welcomed in the organisation – in our promotional materials, signpost to LGBT organisations on our website.
- Use open questions and use gender neutral language –eg “do you live with anyone?” instead of “do you live with your husband/ wife?”

Volunteers from LGBT Health and Wellbeing, also provided very poignant testimonies of their experiences of prejudice throughout their lives and highlighted concerns around accessing care services.

A range of resources including ‘10 top tips’ have been developed by LGBT Health and Wellbeing and are now available on the Hub (<http://hub.careinspectorate.com/>)



# Our involved people - Who we are??

**Our Inspection Volunteers and members of the Involving People Group were invited to provide information on their protected characteristics (details about their age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, religion/belief, sex and sexual orientation) via an online survey in March 2015.**

Many thanks to the 48 people who responded to the survey and provided information.

From the information received, we know that of our Inspection Volunteers and members of the Involving People Group:

- 44% are aged 65 or over
- 80% are female
- 33% have a disability
- 100% are White (including White Scottish, White Irish, White British, White Other)
- 69% are Christian
- 50% are married
- 93% are heterosexual/straight.

This information has been really useful and we are now looking at how we can encourage people from a range of different backgrounds to apply to become an inspection volunteer or member of our Involving People Group.

If you would like more information on the results please contact Linda McKenna on **01698 897859** or email **[linda.mckenna@careinspectorate.com](mailto:linda.mckenna@careinspectorate.com)**

## Involving People Group

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# Promoting our work at Glasgow Mela

LINDA MCKENNA, EQUALITIES AND ENGAGEMENT ADVISER AND LINDA KEMP, PROJECT LEAD METHODOLOGIES, HOSTED A CARE INSPECTORATE STALL AT THE GLASGOW MELA, SCOTLAND'S BIGGEST MULTICULTURAL FESTIVAL WHICH WAS HELD IN KELVINGROVE PARK ON SUNDAY 14 JUNE

They spoke to lots of people from different communities about the work of the Care Inspectorate and how to get involved in our work by applying to become an Inspection Volunteer or member of the Involving People Group.

The Care Inspectorate also hosted a stall at the Glasgow Pride Festival over the weekend of 22 and 23 August, and Edinburgh MELA on 29 and 30 August.

If you would like to suggest any other events where we could promote the work of the Care Inspectorate and our involvement opportunities please contact

**Penny Veal on 01382 207128**

or by email at

**[Penelope.veal@careinspectorate.com](mailto:Penelope.veal@careinspectorate.com)**



Linda McKenna and Linda Kemp



# Getting to know you

ANN MCGOWAN HAS BEEN AN INSPECTION VOLUNTEER SINCE FEBRUARY 2015. BELOW SHE TELLS US MORE ABOUT WHY SHE GOT INVOLVED AND HER WORK SO FAR.

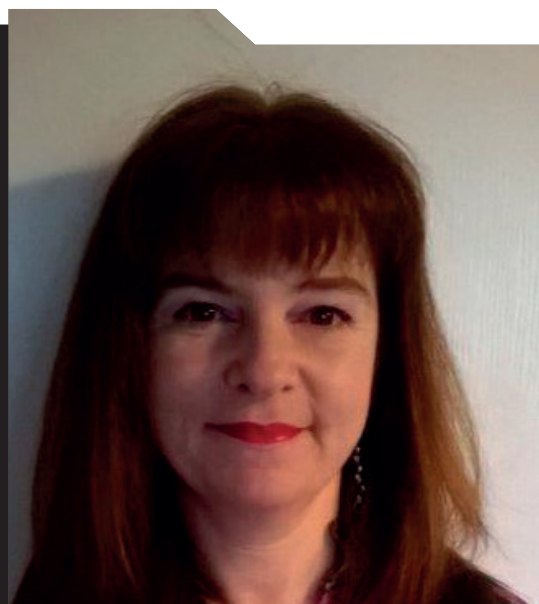
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"I am passionate about the care received by residents in nursing homes. My experience is based on over fifteen years visiting my Mother in nursing homes. I've seen more staff and managers pass through those doors than any of the current staff. What drives me to volunteering for the Care Inspectorate is that I can make a valuable contribution and find opportunities to improve the services for all residents; after all I may be a resident in the future, so it is an investment in my future too.

Although I was nervous at first, I find the inspection visit quite a positive experience. The residents I have met, even for just a few minutes, seem to appreciate a different face taking an interest in them. I feel so comfortable during these inspections, as if I was indeed visiting my own Mother. For me, it is all about

common sense, would I like cold tea given to me? How long does the buzzer ring before it is answered? – all common sense, but sometimes people need someone else to speak up for them.

I've learnt a few tips during my brief time as an Inspection Volunteer, and during a recent Dementia Training event for Involved people who volunteer with the Care Inspectorate, I heard about One Page Profiles, so I've prepared a "What matters to me" poster for my Mother so that staff, at a glance can see her likes and dislikes. I have also seen a few other ideas that I will discuss and try to have implemented in mum's home. I've volunteered for several causes and I can honestly say that this is definitely the most fulfilling".



Ann McGowan

**Remember, we are always looking for new people to get involved with our work. You will see that we have included a pull out poster in the centrefold of this edition of Involve. Please take this poster out and put it somewhere you are familiar with where people may like to hear about the work we do. For example, you could display the poster on notice boards in your own care service, local community centres, places of worship, carers groups etc.**





# Do you, a relative or close friends use care services in Scotland?

**Would you like to tell us your experiences and work with us to improve care?**

Get involved with us and:

- join our Involving People Group
- become an inspection volunteer
- become a young inspector
- have your say at local events.





To find out more:

**t: 0345 600 9527**

**e: [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)**

**w: [www.careinspectorate.com](http://www.careinspectorate.com)**

# People like us - staff conference



People like us

OUR STAFF CONFERENCE WAS HELD ON TUESDAY 8 SEPTEMBER 2015 AT THE CORN EXCHANGE IN EDINBURGH.

The conference theme this year was 'People like us' and was introduced by Karen Reid, Chief Executive. The day focused on how we can change and improve our culture through collective leadership, healthy living and nutrition in care services and personal resilience.

We were delighted that Callum Finlay and Dawn Stewart, Young Inspection Volunteers and Paddy Young, Inspection Volunteer were able to join us on the day at our "Involving People" stand to speak to our staff about their experiences of getting involved.

In addition, we had some guest speakers. Jenny Bulbulia from Trinity College, Dublin spoke to us about resilience and professional wellbeing in social services. We also had Shona Robison, Cabinet Secretary for Health, Wellbeing and Sport speaking to us directly about the impact and importance of the work of the Care Inspectorate. In the afternoon, we had the opportunity to attend some interesting workshops looking at different areas of our work. These included mental health resilience from the Scottish Association for Mental Health (SAMH) and leadership at all levels from Scottish Social Services Council (SSSC). Feedback from all involved was really positive!

There was a 'marketplace' filled with stalls and staff and volunteers had an opportunity to speak to staff from Volunteer Scotland, Education Scotland and the Scottish Childminding Association.

There was also an opportunity for fun and laughter on the day and we have the photos to prove it!



# IPG NEWS

WE HAVE HAD TWO BUSY AND EXCITING IPG MEETINGS IN THE FIRST HALD OF 2015. IT WAS GREAT TO SEE SO MANY FAMILIAR FACES, ALOMG WITH SOME NEW ONES

## Involving People Group March

Our March meeting was held in Jury's Hotel in Aberdeen which is the furthest north we have all travelled in a long time! For those members who live nearby it was much appreciated as they normally make very long journeys to attend our meetings.

Heather Dall, Development Officer started the meeting off by giving us all an update on the review of the National Care Standards project and will continue to keep us updated on future developments in this area. The Scottish Government have now asked the Care Inspectorate and Health Improvement

Scotland to work jointly on the review which makes a lot of sense as these are the organisations that will inspect to the new standards.

After lunch, we had a lot of discussion, comments and feedback on our new involvement strategy, particularly the creation of some outcomes for the work we do. You said we needed to take the following points into consideration in the new strategy and action plan:

- Be clear about the purpose of involvement from the outset
- Gather profiles on all of the involved people so you can match our skills and experience to involvement
- Set up a buddy system for new members to the

IPG

- Have more regular development with the Board and the IPG
- More opportunities for certificated training events
- Produce a guidance for care services on involvement using what we do as examples of good practice
- Give us feedback on involvement work that is going on
- More communication outwith meetings would be good
- Spread the good news stories in Involve and Care News
- Have more online recruitment with application form and information etc
- Make sure that there are examples of what is meant by each outcome

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It was great to get such constructive feedback and suggestions and these have been taken forward into the action plan. Get ready to start working on plans for some of these bright ideas!

## **Involving people Group June 2015**

The IPG in June was very well attended with 25 people coming along. We met in Discovery Quay in Dundee and had lots to discuss and work on. Thank you to everyone who made such an interesting meeting!

Rami OKasha, Acting Director or Strategic Development came along and spoke to us about work the Care Inspectorate are currently involved in, including the methodology review. This means that the Care Inspectorate is changing the way we inspect. We will focus more on supporting organisations to improve. Follow up inspections will take place with services needing to improve and Rami told us that there is a role for Inspection Volunteers to be involved.

Rami also spoke about:

- new involvement strategy directing our work from 2015-2018

- the national care standards review

Linda McKenna, Equalities and Engagement Advisor delivered an interactive and interesting training session on equalities. This session included an equalities quiz that really got us thinking about issues faced by different people, especially those using care services.

Charlene Guild, Senior Involvement & Equalities Advisor spoke to us about the development of a one page profile for all staff and involved people. The one page profile will include information about each of us and will help us to get to know each other. It will include information about things that are important to each of us and how best to support us to be involved in the work of the Care Inspectorate.

We also worked in groups to speak about this newsletter and ways to make it better and more interesting. I hope you like some of the suggested changes in this summer edition.

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# **INSPECTION VOLUNTEER NEWS**

Inspection Volunteers up and down the country have been busy this year supported by Clare, Barbara and Liz. We would like to thank all Inspection Volunteers for their hard work.

In the first six months of January to June they were involved in 259 inspections, spoke to 1896 people receiving services and 597 family members and friends.

We welcomed 17 new Inspection Volunteers during this period and would like to give them a warm welcome to the team. We really hope they enjoy volunteering with us.

## **Strategic Inspections**

In March, a small number of Inspection Volunteers received training to be involved in strategic inspections. This included Glen Dawson, Catherine McAvoy, Barbara Barnes, Elizabeth Brown, Katrina McLeod, Judy Hayton, Margaret Nicoletti, Sheila Mulligan, Sue Northrop and

Maralyn Shine. Strategic inspections are larger inspections and cover a whole local authority area over a number of weeks. Maralyn Shine commented on the training "I welcome the extra challenge of possibly being part of the Strategic Inspection team so a preview of the process and footprint of Strategic Inspection is valuable to me. The opportunity to work with professionals within the CI and other agencies would be helpful to extend my skills in my standard regulatory lay inspections and I also really value the opportunity to hear other volunteers describe their various experiences. The learning activity described a very big picture which had a place for and a value of, the CI volunteer which is I found very encouraging".

In June, Katrina McLeod travelled to the Isle of Lewis to take part in a strategic inspection. Katrina commented "A steep learning curve but I really enjoyed being involved and everyone was so welcoming. Richard the lead inspector was very supportive even when faced with my endless list of



Katrina McLeod

acronyms and processes! I have learned such a lot and I would be interested in being included again".

### Early years inspections

Gemma and Liz have been busy increasing involvement of Inspection Volunteers in early years inspections including nurseries and out of school care. Gemma and Liz have been out and about speaking to people about the opportunity and had a stall in the Regent Shopping Centre in Hamilton. It was a great opportunity to let more people know about our Inspection Volunteers.



Gemma Watson

Eight Inspection Volunteers have now received training to be involved in early years inspections. They received their training in February in the Care Inspectorate Hamilton office from Gemma, Liz and early years inspector, Kara Donna. Thanks to all involved and to Kara for supporting the training.



Kara Donnán

The inspectors from Early Years Team 9 were keen to hear about the Involvement Team and the fantastic work of Inspection Volunteers in the Musselburgh office on Wednesday 8th July. Liz met with the team and encouraged them to think about involving an Inspection Volunteer during their early years inspections. Inspectors were keen to find out more and took away some leaflets and posters to put up in services they are inspecting.



Early Years team 9

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# YOUNG INSPECTION VOLUNTEER NEWS

A huge welcome to the new Young Inspection Volunteers joining us this year! They joined us in March and have already been busy with inspections and involved in recruiting a new Strategic Inspector.

As always, Young Inspection Volunteers have been playing an important role in joint inspections of children's services speaking to children and young people and staff to find out how well services are being delivered.

We are recruiting again now so if you know any young people aged 18-26 who may be interested please put them in touch with Gemma.

## HMICS inspection

Callum Finlay supported HMICS, the police inspection agency with speaking to young people in Aberdeen. He visited two services and was a valuable addition to the inspection. Well done, Callum!

## Strategic Inspector interviews

Dawn Stewart and Hazell Jenkins were involved in interviewing candidates for the post of Strategic Inspector. Well done to both for giving up their Sunday to travel to Dundee and spend the evening preparing for interviews on the Monday. Their input was very much appreciated. Jane Kelly and Janice Brown were appointed following the interviews.

## What makes a great corporate parent?

Young Inspection Volunteers recently received corporate parenting training to develop their understanding while out on strategic inspection. Who Cares? Scotland delivered a half day session on the issue and encouraged our young inspection volunteers to think about what makes a great corporate parent. They told us that corporate parenting is "the formal partnership needed between all local authority departments, services and associated agencies responsible for meeting the needs of looked after children and young people".



Gemma Watson and Callum Finlay



Corporate parenting training



# Other news



Hazell, Young Inspection Volunteer

## IFDCO

Scotland welcomed the Internal Family Daycare Organisation Conference to Edinburgh for four days in July. It was a chance for the team to spread the word about the wonderful work of Inspection Volunteers in early years inspections and encourage more people to get involved.



IFDCO

## Involvement Strategy 2015–18

Thanks to all of you who have contributed to our new Involvement Strategy 2015–18. We held a number of consultation events as well as sending out an online questionnaire to everyone. Our new Involvement Strategy and Action Plan for 2015 – 18 was approved by our Board on Friday 26 June 2015. Winnie Whyte and Catherine McAvoy accompanied Charlene to represent the IPG and Inspection Volunteer Scheme. They both spoke at the Board meeting about the work they are involved in and how this benefits the organisation. This was a great success and the Board really enjoyed meeting Winnie and Catherine and hearing about their experiences and the variety of projects they have undertaken. We will soon be publishing the strategy and plan as a short, colourful leaflet based on the feedback we received from the consultations. We hope to launch this in the next few months.

## Carer Information Service

Hazell Jenkins, young inspection volunteer appeared in the Sunday Mail on 12th July. She was interviewed to give her thoughts on the new NHS website aimed at helping carers. Carer Information Scotland was launched a few months ago and Hazell was involved in road testing the website! She told the Sunday Mail "I hope the site will help young carers identify themselves quickly and get the

help and support they need". More information on the website is available here [www.careinfoscotland.scot](http://www.careinfoscotland.scot)

## Follow up Dementia Awareness sessions

We hope you had the opportunity to attend one of our advanced dementia sessions about "Person Centred Care, Citizenship and Participation" with Heather Edwards, Dementia Consultant this year. We have had great feedback from these and there were a number of constructive discussions about ways in which we could implement some of the ideas. Some of the key elements we discussed were around:

- **Valuing people** with dementia and those who care for them and promoting their rights and entitlements regardless of age or cognitive ability.
- **Treating the person with dementia as an individual**; appreciate that the person has a unique history, personality and life experience that will affect their response to dementia.
- **Taking the perspective of the person with dementia**; recognise that it is from this perspective that the person acts.
- **Supporting the person's social environment**; recognising the importance of relationships and a positive social environment to support psychological wellbeing.

- One of the areas that Heather highlighted at the training was the One Page Profile and we have decided that this would be a great idea for all of our involved people.

## One Page Profiles

Over the next few months, we are hoping that all of our involved people will agree to complete a one page profile, like the one below. This gives you the opportunity to let us know a bit about you and how we can support you to get involved. These should be especially helpful for our Inspection Volunteers as we will ensure that Inspectors have read your profile before

working with you for the first time. For anyone who would like help, assistance or just some advice on completing the profile, please get in contact with Barbara Mitchell on **01382 207217** or by email on **Barbara.mitchell@careinspectorate.com**

## Support Worker Guidance

After many months of consultation, we have finalised the Guidance for Support Workers (including personal assistants, key workers, care workers) who assist our Inspection Volunteers, Young Inspection Volunteers and IPG members to get involved.

Our team are always willing to provide support and information to help people using care services and their carers to get involved with us, but there are some things that we cannot directly help people with or that our involved people would prefer to be carried out by someone more familiar to them. The guidance will make the role of Support Workers attending our involvement events or assisting IVs to carry out inspection work clear.

We will be distributing the guidance at our meetings over the next few months but if you would like to request a hard copy in the meantime, please contact Penny and she can send this on to you.

## Volunteer Complaints and Concerns Process

Our executive team have just approved our Volunteer Complaints & Concerns process. This will allow any of our involved people to let us know formally when any problems have arisen about the actions of the Care Inspectorate. For example, if we do not follow our own involvement processes and policies or if you feel our standard of service is an issue.

Again we will distribute copies of the policy at Involving People Group and Inspection Volunteer meetings and also at training for new volunteers.

### CHARLENE GUILD

Senior Involvement & Equalities Adviser



T: 01382 207304 / 07789617145

E: charlene.guild@careinspectorate.com

#### WHAT OTHERS LIKE AND ADMIRE ABOUT ME

- Enthusiastic, passionate and inventive about involving people in our work
- I can rise to a challenge – I love to solve problems!
- Open minded and willing to listen and act upon others views and ideas
- Chatty, approachable and fun

#### WHATS IMPORTANT TO ME

- Demonstrating our corporate values in how we involve people. Making sure anyone who volunteers with us enjoys the experience and is not bogged down in internal issues.
- Having time to recharge my batteries - I prefer to work to tight deadlines and under a bit of pressure – which could be as simple as a quick (non-work related!) chat to colleagues in the office or even better holidays with my family
- Having time to speak to my colleagues and team to get to know them, find out what makes them tick and sharing some cake with them
- Being able to work on new projects and ideas and having the freedom to put these into practice
- Protecting my precious and precarious work / life balance – remembering to switch off my blackberry and enjoy my time with family and friends

#### HOW BEST TO SUPPORT ME

- Send an email – I normally respond to these quickly as I'm on the move a lot and it means I have a reminder of any "to do's"
- Be honest and upfront in your communication with me – I prefer to hear it straight and can get frustrated if I need to try and read between the lines!

# Involvement Conference - save the date

OUR FIRST ANNUAL CONFERENCE BRINGS TOGETHER OUR INSPECTION VOLUNTEERS, YOUNG INSPECTION VOLUNTEERS AND MEMBERS OF OUR INVOLVING PEOPLE GROUP FOR THE FIRST TIME.

The event is being held on Thursday 5 November in Hallmark (was Menzies) Hotel, Washington Street, Glasgow and will start at 10.00am (refreshments from 9.30am) and will close no later than 4pm. Almost 85 involved people are registered to attend and we really look forward to seeing you all there!

We have an exciting programme planned including guest speakers and workshops from organisations such as Police Scotland, Children and Young People's Commissioner Scotland and some of our own Inspectors at the Care Inspectorate.

We hope you have a great day and take the opportunity to really get to know each other and the different roles of involved people at the Care Inspectorate.

## GET INVOLVED WITH US

FINALLY, PLEASE REMEMBER THAT WE ARE ALWAYS LOOKING FOR NEW PEOPLE TO GET INVOLVED WITH US.

Finally, please remember that we are always looking for new people to get involved with us. If you are a member of any group or organisation that you think might be interested in hearing from us about the work we do, or getting involved as an Inspection Volunteer or member of the IPG, let us know the details and we can arrange to send out some leaflets or even come and deliver a presentation about the Care Inspectorate's work.

In addition, you will see that we have included a poster in the centre of this edition of Involve to promote our involvement activities. It would be great if everyone who receives a copy of this magazine could help us by putting the poster up in a public place where it might encourage more people to get involved with us.

## 2015–16 dates for your diary

Date	Meeting	Where and when
10 November 2015	IV group meeting	Aberdeen office
24 November 2015	IV group meeting	Hamilton office
8 December 2015	IV group meeting	Paisley office
15 December 2015	IV group meeting	Musselburgh office
25 February 2016	Involving People Group	TBC
12 May 2016	Involving People Group	TBC
22 September 2016	Involving People Group	TBC
8 December 2016	Involving People Group	TBC

