

## Minutes

- Meeting:** Policy Committee
- Date:** 11 November 2015
- Time:** 10.30 am
- Venue:** Room 0.24, Compass House
- Present:** Paul Edie, Chair (Convener of Committee)  
Mike Cairns  
Anne Haddow  
Anne Houston  
David Wiseman
- In Attendance:** Karen Reid, Chief Executive  
Rami Okasha, Acting Director of Strategic Development  
Robert Peat, Executive Adviser to the Board  
Kenny McClure, Head of Legal Services  
Ranald Mair, Chief Executive, Scottish Care (for item 6)  
Becca Gatherum, Policy and Communications Officer, Scottish Care (for item 6)  
Henry Mathias, National Care Standards Strategic Lead (Observer and for item 8)  
Rachel Hinds, Policy and Research Analyst (Observer)  
Anne Forsyth, Directorate Support Officer
- Apologies:** Kevin Mitchell, Acting Director of Inspection  
Gordon Weir, Director of Corporate Services

<b>Item</b>	<b>Action</b>
The Chair welcomed everyone to the meeting and in particular, Ranald Mair and Becca Gatherum from Scottish Care, Henry Mathias and Rachel Hinds.	

### 1.0 APOLOGIES FOR ABSENCE

Apologies for absence, as listed above, were noted.

## 2.0 DECLARATION OF INTEREST

There was no declaration of interest.

## 3.0 MINUTE OF PREVIOUS MEETING HELD ON 25 AUGUST 2015

The minute of the meeting held on 25 August 2015 was submitted and approved as a correct record.

DSO

## 4.0 ACTION RECORD OF MEETING HELD ON 25 AUGUST 2015

The action record of the meeting held on 25 August 2015 was noted and updated.

DSO

## 5.0 MATTERS ARISING

There were no matters arising.

## 6.0 TOWARDS A PARTNERSHIP FOR IMPROVEMENT – PRESENTATION BY SCOTTISH CARE

Scottish Care introduced and presented their report 'Towards a Partnership for Improvement: Independent Sector Providers' Experiences of Regulation and Inspection by the Care Inspectorate'.

The Committee:

- Thanked Scottish Care for their presentation, noting that it was always helpful to hear the views of care providers.
- Noted that both Scottish Care and the Care Inspectorate were committed to partnership working and had a shared commitment to move the sector forward for improved services and outcomes for those who use services and their carers.

The Chair wished Ranald Mair all the very best for his upcoming retirement and thanked him personally for the positive and constructive role he had played in relation to the Care Inspectorate..

## STANDING ITEMS

### 7.0 POLICY/PARLIAMENTARY TRACKER: AUGUST-OCTOBER 2015 REPORT NO: P-20-2015

The Acting Director of Strategic Development presented the report which provided the Committee with an update on policy and parliamentary developments. The following points in particular were noted:

- That the Local Government and Communities Committee had continued to take evidence on complaints under health and social care integration. The draft order was out for consultation until December 2015.
- That the Health and Sport Committee had continued its inquiry into palliative care in Scotland and that there were a number of proposed actions that referred to the Care Inspectorate within the draft position paper submitted by the Scottish Partnership for Palliative Care.
- That Glasgow University had published a research report to inform the Health and Sport Committee's inquiry into palliative care.
- That Scottish Government had published a report updating on progress made over the previous year following the publication of the Brock Report on child protection which had included two recommendations for the Care Inspectorate.
- That the Health and Sport Committee had published its Stage 1 report on the Carers (Scotland) Bill.
- That consideration of the Community Justice (Scotland) Bill was continuing at Stage 1 of the parliamentary process.
- That consideration of the Health (Tobacco, Nicotine etc and Care) (Scotland) Bill was continuing at Stage 1 of the parliamentary process.

The Committee:

- Thanked the Policy Team for the quality of their work which was greatly appreciated by all Board members.
- Noted the content in the report and that this would be forwarded to all Board members.

DSO

## 8.0 NATIONAL CARE STANDARDS – CONSULTATION ON DRAFT PRINCIPLES REPORT NO: P-21-2015

The National Care Standards Strategic Lead presented the report which was to inform and consult the Committee on the draft overarching Principles for the new National Care Standards. Following full and detailed discussion:

The Committee:

- Considered the consultation on the draft Principles.
- Provided a steer for the joint Care Inspectorate and Healthcare Improvement Scotland response to the consultation.
- Agreed that the Chief Executive would raise with Scottish Government the absence of representation from organisations directly representing and controlled by people who use care services or carers.

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- Noted that financial costings were being considered in relation to the Care Inspectorate's contribution.

## 9.0 SCHEDULE OF COMMITTEE BUSINESS

The Committee noted and updated the Schedule of Committee Business.

DSO

### BUSINESS

## 10.0 REVIEW OF THE YEAR: IMPROVING CARE IN SCOTLAND REPORT NO: P-22-2015

The Acting Director of Strategic Development presented the report which advised the Committee of the draft Review of the Year. The following point was noted:

- That this was the third iteration of the publication which was a review of the work the Care Inspectorate had carried out in the previous year and it sat alongside the Annual Report and Accounts.

The Committee:

- Noted the publication and agreed to its publication.

## 11.0 UPDATE ON THE IMPLEMENTATION OF THE QUALITY IMPROVEMENT STRATEGY 2014/18 REPORT NO: P-23-2015

The Acting Director of Strategic Development presented the report which provided an update on the implementation of the Quality Improvement Strategy 2014/18. The following points in particular were noted:

- That the Board had agreed the Quality Improvement Strategy at its meeting in March 2015.
- That the quality ambitions focussed on:
  - People
  - Partnership
  - Performance
- That significant progress had been made across the Care Inspectorate to take forward the improvement-focussed deliverables within the strategy and the dynamic action plan.
- That there had been broad organisational changes which had affected the strategy and that many of the deliverables detailed in the action plan were not aligned to existing change programmes.

- That each Directorate was producing a Directorate Plan evidencing how each of the functions contributed to achieving the objectives detailed within the Corporate Plan, which linked to the transformational plan.

The Committee:

- Considered the content of the report and the updated action plan which reflected the progress achieved.
- Commented on the proposed actions to take forward the further development of the Care Inspectorate's quality management and improvement practices.
- Agreed that the resources section and some language usage were amended, particularly in relation to Key Performance Indicators and Quality Indicators. ADoSD

## 12.0 DEVELOPING AN IMPROVEMENT STRATEGY FOR THE CARE INSPECTORATE REPORT NO: P-24-2015

The Acting Director of Strategic Development presented the report which put forward a case for, and roadmap to, the development of a Care Inspectorate Improvement Strategy. The following points were noted:

- That whilst the Care Inspectorate had undertaken significant improvement activity there was no single document which set out the Care Inspectorate's improvement approach or strategy within the care sector.
- That the proposed strategy set out what the Care Inspectorate's contribution to improvement would be, what it aspired to be, how it intended to realise this, and how it could collaborate with others.
- That the current scrutiny landscape in Scotland had been informed by the 2007 Crerar review.
- That the discussion the Board had at its Strategic Event on 30 October 2015 had informed the proposed improvement strategy and that resources would be linked appropriately to the budget for 2016/17.
- That consultation to capture the views and perspectives of staff would be concluded by the end of December 2015, followed by development sessions with key staff and that a similar exercise would be undertaken concurrently by the Involving People Group.
- That a public consultation was proposed to commence in January 2016 prior to submission for agreement of the strategy to the March 2016 meeting of the Board.

The Committee:

- Agreed the paper and requested that actions within it were taken forward.
- Noted that discussion about the emerging findings of the consultations would be submitted to its February 2016 meeting.

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**13.0 SCOTTISH GOVERNMENT CONSULTATION ON DRAFT ORDER TO REVISE THE PROCEDURES FOR COMPLAINTS ABOUT SOCIAL WORK  
REPORT NO: P-25-2015**

The Acting Director of Strategic Development presented the report which advised the Committee of the above Consultation on Draft Order to revise the procedures for complaints about social work. Following full and free discussion:

The Committee:

- Noted the information in the report and consultation document and gave feedback/amendments.
- Considered any policy matters it wished to see incorporated into the Care Inspectorate's response.
- Welcomed early resolution in terms of complaints for people who use services and their carers and Local Authority services; however it would like clarification on a number of points, particularly the implication of how the SPSO would implement.

**14.0 TRIENNIAL REVIEW – FURTHER ACTIONS  
REPORT NO: P-26-2015**

The Acting Director of Strategic Development presented the report which advised the Committee of actions and thinking arising from the Triennial Review. The following points were noted:

- That reflection had been undertaken to determine whether the resources used to develop the review were justified and consideration for the any future publication may require it to be in an altered format.
- The significant length of time between the raw data collection and the publication date.
- That in the long-term, consideration needed to be given to the way data was collected.
- That in the medium-term, there were two areas of improvement, viz:
  - Tracking the subject matter of requirements
  - recording of categories in relation to complaintshowever, both required significant ICT developments.

- That the scrutiny evidence-base in the triennial review was significant.
- That the ability to make effective judgements about participation and about self-evaluation was identified as an important area for reflection.
- That there was an important question about what quality should look like in a changing era of care at home, and what good provision looked like.
- That the review highlighted the difference in scrutiny information the Care Inspectorate had between child protection and adult protection.
- That an important issue was improving practice around the assessment of needs and the review noted that there was room for continued improvement and consistency.
- That the review identified, in a number of areas, the variation around the relative preparedness of partnerships for integration, and the need for partnerships to jointly measure and demonstrate the impact of their work.

The Committee:

- Noted the report and reflected on the issues raised when considering the scrutiny and improvement plan for 2016/17.
- Noted that the Executive Team would in the future make all decisions on IT prioritisation across the organisation and that there had been contact made with the Scottish Government's Digital Transformation department.

## 15.0 CARERS BILL

The Acting Director of Strategic Development updated the Committee on the continuing legislative process on the Carers (Scotland) Bill. The following key points were noted:

- That the Bill was introduced to the Scottish Parliament on 9 March 2015, following a Scottish Government consultation on proposed legislation to support carers, undertaken between January and April 2014.
- That the Health and Sport Committee published its Stage 1 report on the Bill on 21 September 2015.
- That MSPs agreed to the general principles of the Bill following a Stage 1 debate on 5 November 2015.
- That the Bill had returned to the Health and Sport Committee for consideration of amendments at Stage 2.

The Committee:

- Noted the update and that members would receive a full written briefing. **DSO**

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**16.0 EVALUATION OF THE HUB: FEBRUARY 2014 TO SEPTEMBER 2015**  
**REPORT NO: P-27-2015**

The Acting Director of Strategic Development presented the report which advised the Committee of progress and developments to date, and highlighted a number of priority areas for action to be addressed during second phase development. The following points were noted:

- That the Care Inspectorate's knowledge and improvement website, the Hub was launched in February 2014 which was managed by the Policy Team and was broken down into three main sections:
  - Knowledge
  - Innovation
  - Improvement
- That between November 2014 and September 2015, the Policy Team undertook an evaluation of the site and the following in particular was noted:
  - That there had been 20,603 unique users of which 55% were return visitors
  - That 79% of staff found the site useful
  - That 97% of external respondents found the site to be useful
  - That innovative ways of using the Hub had been recorded, for example, as part of staff induction process
- That the second phase development and priority areas for action were underway.
- That further awareness-raising, particularly for service users and carers, of the Hub was underway.

The Committee:

- Noted the content of the report.

**17.0 AOCB**

There was no other competent business.

**18.0 DATE OF NEXT MEETING**

The date of the next meeting was noted as 13 January 2016 at 10.30 am, Compass House, Dundee.

Signed: 

Paul Edie  
Chair (and Convener of the Committee)

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