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SHARING YOUR INTEREST IN CARE

SPRING 2016



GREAT OUTDOORS

New resource to encourage outdoor play

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Welcome

to the spring 2016 issue of *Care News*

The Care Inspectorate is committed to effective regulation, robust inspections and clear evidence-based reporting to ensure people receive the best quality care possible.

That's why we are refining our inspection process so that it can focus on services where we have concerns and can provide support to help them improve. You can read more about this on page 3.

Another Care Inspectorate initiative is the launch of 'My world outdoors' to encourage early years services to explore the benefits of outdoor play. We hope services will download a copy and that the stories will inspire them to develop more outdoor play opportunities.

And talk of inspiring, read about keen photographer Amy Davidson and how her experience of care has encouraged her to be a young ambassador for the Fostering Network to highlight the positives of fostering while dispelling some of the myths.

We also feature another extraordinary person, Arthur Ritchie, who is supported by the Quarriers charity. He has used his extensive knowledge of the charity to write his own history book about Quarriers Village and now takes groups on tours around the historic village.

Let us know what you think about *Care News* by emailing communicationsteam@careinspectorate.com or perhaps suggest some stories that you'd like to see next time.

Sarah Wilkie
Editor



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Online



CARE INSPECTORATE ONLINE NEWS

Joint inspection of services for children and young people in Fife

Services for children and young people in Fife are performing well and are improving the lives of many, inspectors have concluded. It follows a joint inspection of services across the Fife Community Planning Partnership by a team of inspectors led by the Care Inspectorate, with support from Education Scotland, Healthcare Improvement Scotland and Her Majesty's Inspectorate of Constabulary for Scotland.

New case study on The Hub: Dunard Afterschool Care

The service aims to "actively promote opportunities for personal achievement to develop each child's capacity as a successful learner, a confident individual, a responsible citizen and an effective contributor within their own community and to society at large".

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



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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More targeted, focused inspections to support services to improve

The Care Inspectorate is continuing to develop an inspection model that focuses on outcomes for people, and is proportionate, intelligence-led and risk-based. This means the regulator will target resources where it has concerns and which need support to improve.

Linda Kemp, Care Inspectorate Inspection Methodology Lead, explained: "From 1 April, we have changed how we choose which quality themes and statements are inspected for better performing services, to be more proportionate and targeted in our work. Inspectors will choose a minimum of two quality themes and two statements under each theme, based on intelligence known about the service.

"This will apply to services with grades of good, very good or excellent and have no upheld complaints and other issues that would cause us concern. We will want to look more at the quality of practice and outcomes for people, so from 1 July onwards we will only report and grade on the quality themes: individual statements will no longer be assessed. This is the case for all inspection types."

The Care Inspectorate will continue to use follow-up inspections where a service is performing poorly and needs a second inspection in a year. However, these won't award new grades unless there is evidence of significant improvement.

From 1 July, the Care Inspectorate also plans to introduce a new shorter

inspection report for the inspections of better performing services – feedback has indicated that the current reports are too long.

Other initiatives during 2016/17 will include a review of the self-assessment process, and a new Inspection Focus Area about dementia for a sample of 150 care homes for older people, which will contribute to a best practice guide in this area.

Linda added: "Effective regulation, robust inspection and clear evidence-based reporting are key to achieving positive outcomes for people. That's why we're making these changes – to make sure our inspections help support improvement and lead to better outcomes for people so that everyone's experience of care in Scotland is as good as it can be." **CN**

New leaflet and video are available at www.careinspectorate.com

“ We have changed how we choose which quality themes and statements are inspected for better performing services ”

New directors

EXECUTIVE TEAM

Two new Directors have been appointed to the Care Inspectorate's Executive team. Rami Okasha takes up the role of Executive Director of Strategy and Improvement, and Kevin Mitchell as Executive Director of Scrutiny and Assurance.

Rami leads the Care Inspectorate's delivery

on methodology, risk, intelligence, business planning, corporate reporting, quality improvement, involvement, communications, parliamentary engagement and national policy, and organisational development.

He previously worked in public affairs, policy development, and joined the Care Inspectorate in 2013, becoming the Head of Quality and Improvement and the acting director in 2014.

Kevin is responsible for all the regulated care

service inspections and strategic inspections, including those for children's services and adults/older people, as well as complaints and registration.

Kevin worked for Her Majesty's Inspectorate of Education and joined the Care Inspectorate in 2011. He was appointed Acting Depute Director of Inspection (Children's Services & Criminal Justice) in 2015.

They join Karen Reid, Chief Executive, and Gordon Weir, Director of Corporate Services.



Are your details up to date?

TAX-FREE CHILDCARE

IN advance of the launch of new tax-free childcare scheme by Her Majesty's Revenue and Customs (HMRC) in 2017, the Care Inspectorate is writing to all child care providers in Scotland to ask them to ensure that their contact details are up to date and to let them know of the arrangements to share their contact details with HMRC. This is to ensure all services receive details of the scheme from HMRC when information packs are ready for distribution.

HMRC will be running a media campaign to highlight the new scheme and will also be contacting child care providers later in the year with information, and a following up communication providing them with a special code which they need to join the scheme.

Thirza Wilson, National Registration Manager, said: "Our message to child care providers is to ensure that their contact details are up to date as HMCR will be using our database to contact all services. It also gives services the opportunity to contact us if they have any questions."

Beware bogus inspectors

IN the interest of security, it's important that care services always ask for proof of identity when Care Inspectorate inspectors visit their premises.

Every one of our inspectors carries an ID card with their photograph and job title. You should always ask to see this and check the details. Our inspectors also carry official letters of authorisation.

If you are not sure if the person who has called or visited your service is genuine, you should call us on 0345 600 9527 to verify their identity, or check their details on the eForms system.

If you believe you have been called or visited by a bogus inspector, you should contact the police straight away.

Teamwork pays off for children



EARLY YEARS PROVISION

Close co-operation between the Care Inspectorate's Registration team and East Ayrshire's Community Support staff has helped make the authority's expansion of early years services a smooth and well-co-ordinated process.

Janie Allen, Senior Manager (Early Learning & Childcare) at East Ayrshire, explained: "We're significantly expanding our early years provision. There are 11 projects on the go right now, which includes extensions to existing early childhood centres (nurseries), and new builds – primary schools with early childhood centres, and two large campuses made up of secondary, primary and early years.

"The preparation stage has involved early discussions with the registration team, in particular Karen Quinn who has met me and our architects to discuss the plans."

It's very much a two-way process, with Karen able to pass on ideas about practice the Registration team has seen in other areas, while initiatives developed in East Ayrshire can be shared more widely.

And, as Karen explained, she is involved throughout the build. "I've been able to visit sites and make recommendations for improvements, for example, where nappy changing facilities didn't reflect the most up-to-date guidance. That allows the builders to change things before buildings are

“ We're significantly expanding our early years provision. There are 11 projects on the go now ”

completed, rather than having a finished project where items have to be ripped out and reinstalled.

"Importantly, we have been able to discuss at an early stage exactly how East Ayrshire proposes to deliver good quality outcomes for younger children."

Both agree that having a link person who sees each project through from beginning to end is extremely useful.

"You develop a relationship and rapport, and they understand the needs of the community you're serving," said Janie. "Plus, there's a consistency in approach and you don't have to constantly induct new people into your way of thinking."

She believes these types of relationships will become more critical as 2020 approaches. That's when the Scottish Government's commitment that three, four and vulnerable two-year-olds will be entitled to 1,140 hours of childcare a year is due to come into effect.

"By discussing where we want to build, how big it's going to be, how many children we will accommodate, what age groups and so on, we're able to provide the best service we can." **CN**

Draft care standards due in autumn

NATIONAL CARE STANDARDS

THE overarching principles for the new National Care Standards were signed off by the Cabinet Secretary for Health, Wellbeing and Sport, in February 2016.

These principles apply to all health and social care services in Scotland. They were developed following significant engagement over the past two years with people who use, provide and work in health and social care services.

The next phase of the National Care Standards Review Development Group's work is to develop a set of general and specialist standards linked to the principles. The draft standards will be published in autumn 2016, followed by a 12-week period of consultation.

In line with the findings of the 2014 consultation, the new standards will be developed using a human rights and wellbeing approach, which recognises that people are entitled to the same high standards of care and support in a way that reflects their needs and circumstances.

These standards will be used by all services regulated by the Care Inspectorate and Healthcare Improvement Scotland. Further discussions will be had regarding their applicability to non-regulated services.

Rami Okasha, Co-Chair of the National Care Standards Review Development Group, said: "The final standards will be rolled out from April 2017, ahead of implementation and their use in inspections thereafter.

"We hope that the overarching principles published now will help services, commissioners, and scrutiny bodies in planning and designing services. The Care Inspectorate and Healthcare Improvement Scotland will use them now to inform our current reviews of inspection methodology." **CN**

For more information, visit www.newcarestandards.scot

Rami Okasha,
Co-Chair,
National Care
Standards
Review
Development
Group



Map of the future

DEMENTIA

The use of dementia care mapping by the Perth-based Balhousie Care Group is helping to transform the experience of residents in its homes and give them a greater sense of wellbeing.

Dementia care mapping is an observational tool used to record the viewpoint of the person with dementia.

It helps measure their mood and engagement with others within their environment. The information gathered helps to provide a greater understanding of the individual needs of each resident.

This information can then be used by providers to promote person-centred care.

Louise Barnett, of Balhousie Care, explained: "Around a year ago, we changed our quality assurance system to put dementia mapping at the centre and create more of an outcomes focus for service users."

The new approach was taken on by each of the group's homes across the north-east. At one, Willowbank in Camoustie, subsequent mapping reports showed how effectively staff were engaging with residents.

"The mapping reports we received revealed that person-centred care really does improve the outcomes for people," said Louise. "Staff were taking the time and effort to know about residents and what was important to them. Changes included doing away with a set breakfast

time – people came back and forward as they liked. Residents were able to go out to buy their own newspapers and gardening equipment was put out for them to use. Activities became spontaneous rather than planned and were based solely on residents' wishes. And this all came from mapping."

Care Inspectorate inspector Margaret Hughes said that her experience of Willowbank suggests it is a place others could learn from. "It reflects a lot of what we would be signposting staff and services to do – active engagement and activities that allow people to have a meaningful and stimulating day."

According to Louise, what has been achieved so far is just the start. Among other things, she and her colleagues are now considering the introduction of dementia ambassadors. "Dementia care mapping has been key, but now we are really looking at person-centred care and outcomes." **CN**



Your legal duty of disclosure

DISCLOSURE CERTIFICATES

OBTAINING a disclosure certificate from a new employee is an important part of the recruitment process for many employers, but there's more to Protecting Vulnerable Groups (Scotland) Act 2007 (PVG Act) than checking criminal history information.

The PVG Act says that, in certain circumstances, employers must refer individuals to Disclosure Scotland so that it can consider whether those individuals are unsuitable to do regulated work.

Therefore, if an employer dismisses someone from their job or moves them permanently from regulated work – or think they would have removed them had they not resigned or left their job – because of the following incidents, then employers are under a legal duty to refer the

individual to Disclosure Scotland within three months of your decision:

- harmed a child or protected adult
- placed a child or protected adult at risk of harm
- engaged in inappropriate conduct involving pornography
- engaged in inappropriate conduct of a sexual nature involving a child or protected adult
- gave inappropriate medical treatment to a child or protected adult.

Failure to make a referral is a criminal offence punishable by fine or imprisonment.

If an individual is not referred or if a referral is delayed, unsuitable individuals could take up regulated work with another organisation.

For more information, visit www.disclosurescotland.co.uk

Sensory tapestry involved island's community



The Tíree group's 'Funshop'

INTERACTIVE TEXTILES

AN island community project set up to create a tapestry for the local hall has become a tool to aid people with late-stage dementia.

After the Tíree Tapestry Group completed its first project, the group was keen to take on another challenge. Chairperson Jane MacDonald was introduced to Professor Cathy Treadaway, who was visiting the island and who is at the forefront of research in designing interactive textiles for people with dementia.

Jane, who works as a part-time Assistant Social Care Worker at Taigh a' Rudha Care Home, invited Cathy and her team from Cardiff Metropolitan University to come back and lead a 'Hand i Pocket Funshop' to make sensory pockets.

Jane said: "The Funshop was open to everyone and included all ages, people with family members or friends with dementia and those without."

Feedback from the project was overwhelmingly positive and it helped raise dementia awareness, with 13 people signing up as 'Dementia Friends' with Alzheimer Scotland. The sensory pockets seem to have already made a difference to people who are relatively immobile, with one carer commenting: "She loves it... it's never out of her hands... strokes and plays with it continuously".

Jane added: "No one is pretending that a sensory pocket – or an apron or a blanket – is going to answer all the challenges faced by someone with late-stage dementia but it can contribute. Sensory textiles, especially personalised for an individual, have the potential to alleviate boredom, provide sensory stimulation and comfort, give pleasure and enhance someone's mental wellbeing. We plan to make some more."

The Funshop was hosted by the Tíree Tapestry Group, who provided sewing machines, cloth and thread, with support from other groups including Taigh a' Rudha, Tíree Tech Wave, Tíree Community Workshop, Cùram and Alzheimer Scotland. It was partially funded by Tíree Windfall Fund and Argyll and Bute Health and Wellbeing fund.

The personal touch in palliative care

HOME SUPPORT SERVICE

An award-winning at-home care service has taken a fresh approach to providing palliative care. The Intensive Home Support Service was introduced in Coatbridge in May 2014 as part of a roll-out across North Lanarkshire and provides a responsive, personalised and flexible service to people who require a significant level of care and support.

"Prior to the development of this support, people with end-of-life care needs often experienced frequent and mostly unnecessary hospital admissions," said John McGeough, Team Leader at the Coatbridge service. "With the introduction of this new service and joint working with our partners, this has now radically changed."

As part of the service redesign it was recognised that intensive services and end-of-life care could be improved with a focus on delivering support that directly helped service users remain at home with their families, rather than institutional care.



The Intensive Home Support team

Kathleen Grace, Senior Home Support Manager, developed bespoke training for the staff and also initiated an integrated approach to the supports and service delivery.

Elaine MacLean, from the Care Inspectorate, said: "The staff are very keen on delivering good palliative and end-of-life care and give as much time as they can in their visits to people in their own homes. It is really important that for people, and their families and carers, living in their own homes with a life-limiting condition that they have access to compassionate care and support."

All hands to the Alastrean pump



Alastrean House is expected to reopen in nine months

CARE HOME BLAZE

A fire in a care home is every service provider's nightmare, but luckily for Alastrean House Care Home in Aberdeenshire the emergency services arrived in time to deal with situation in January. Also on the scene were the care home's employees, not just those working that afternoon but many others but who turned up with their families to help when news of the fire got around the local community.

The fire went on to damage the lounge and bedrooms in the main part of the historic country house. However, all 38 residents were safely evacuated before the fire service arrived, thanks to the training the staff had received from

Maintenance Technician Billy Shields.

Care Inspector Lorraine McDonald had been impressed with Billy's enthusiasm for fire safety when she visited last year. She said: "Although I was not looking specifically at training, Billy was keen to explain to me that all the new employees get training in what to do in the event of a fire during their induction course and fire tests are a regular part of the training at Alastrean House.

"He was so passionate about fire safety and so I was impressed to hear that all their training went to plan and everyone was evacuated safely."

Manager Shirley Gordon was relieved to hear that no one got hurt, but was faced with the challenge of finding new homes for all the residents. She said: "I was able to call a number of the other care homes in the group to find spaces."

Over the following days staff packed up residents' belongings and to ensure treasured possessions were returned to them in their new homes.

Lorraine added: "This is a great example of not only good training but also where staff have pulled together to get the best outcomes for people in their care."

Grandmother is able to walk tall at wedding

MOBILITY PROGRAMME

AN elderly woman who had mobility difficulties was able to make her dream come true of walking down the aisle at her granddaughter's wedding thanks to Edinburgh Council's award-winning Be Able programme.

The 16-week programme helps people to improve their balance and mobility, giving them the confidence to lead a more active and independent life. The Be Able exercise sessions are held in the Council's Older People's Day Care centres in the city and are overseen by an occupational therapist who tailors the activity to meet each individual's own goals.

The exercises, which are run by trained staff at the centres, focus on improving strength and balance, as well as using cognitive stimulation therapy for people with dementia.

Lewis Hunston, Day Service Manager, said some of the results have been dramatic. Quotes from service users include: "I can now manage to go to the local shops and have built up confidence to tackle pavements and kerbs", and "I am now able to go out independently down the stairs in the flat and along the street – and I do not need to use my inhaler since exercising".

Lewis said: "This programme is really effective and has not only significantly improved mobility and confidence but has also helped improve the cognitive ability of people with dementia."

A Dementia Link worker reported that one of her charges gained a great deal from the Be Able programme: "He reports his cognition better, his confidence is much improved and now actively wants to get involved in other things.

"Attending has opened his eyes to other possibilities, shown him the benefits of peer support as well as the actual memory skills training."

Such was the impact of the programme that it won the innovation category in the City of Edinburgh Pride in our People award and was also runner up in the Scottish Dementia awards.

Lewis added: "Our staff are really driving the Be Able service as they are enthusiastic about the programme because they can see the benefits it brings.

"It's not only helping to improve people's mobility and independence but it's also reducing slips, trips and falls, so reducing the demand on the health service too."



Residents give their feedback, 'Come Dine With Me' style

Menus add spice to lunchtimes

FOOD FOR THOUGHT

Mealtime excitement as residents have their say on favourite dishes

Mealtimes are a source of great pleasure for Meallmore Ltd residents across Scotland.

The main reason for this is that many of these residents have personally contributed to the menus they choose from, and therefore know they can expect their favourite dishes.

The family-run company has 21 care homes across Scotland and an exciting initiative sees residents involved in tasting sessions ahead of the release of new menus. Residents get to try new recipes and then score them in a 'Come Dine With Me' style. The most popular dishes are then added to the menus.

Regional Catering Manager David Blackwood is the brains behind this successful project.

He said: "Resident participation is important to us and previously their input to new menus involved people sitting in a room talking about it. So I decided we needed to inject some life into the process. I create the initial menu and analyse it to ensure it is nutritionally balanced before sending it out to all homes.

"Residents then get to taste each dish and score it. The results have been

quite a culture shock because while everyone assumes older people want to eat staple favourites like steak pie or mince and potatoes every day, by giving our residents the opportunity to try different foods we have found that they really enjoy foods from around the world.

"The biggest surprise was how popular spicy dishes were. One home has onion bhajis permanently on the menu and the residents love it!"

David also highlighted that this initiative has the potential to contribute to the overall health and wellbeing of the individuals living in Meallmore care homes. "Being involved means the residents really look forward to mealtimes and eating the food they have chosen. This has helped increase individual food and fluid intake which can have a positive effect in all aspects of the person's quality of life."

And it hasn't gone unnoticed by the Care Inspectorate. Health Improvement Adviser Jackie Dennis said: "It's a really creative way to

involve people using services and to influence things that happen in a care home regarding food and fluid.

"David understands that as you get older your food preferences change and he is using his tasting sessions to introduce new food to residents which is opening up their palates to different things while

also ensuring they get to eat things that they want to." **CN**





care
inspectorate

MY World Outdoors

Sharing good practice
in how early years



services can provide play and learning wholly or partially outdoors.

This resource is for people who provide childcare services and parents of children who attend them.

Available online at:

hub.careinspectorate.com



Taking to twos

EARLY YEARS INITIATIVE

Adjusting your nursery or early years centre to accommodate the needs of two-year-olds isn't always straightforward, but it has been carried out with success by Dales Park Primary School in Peterhead.

"We have been admitting two-year-old children since June," said Fiona Hepburn, one of two early years Lead Practitioners at the school's nursery.

"We've made a number of changes including creating a separate area they can use if and when they like; at all times they're free to mix with the older children but sometimes prefer the cosiness of a smaller space."

As well as extra resources the nursery received additional staff who, along with existing team members, undertook training focused on GIRFEC (Getting It Right For Every Child) for two-year-olds.

What's also helped to smooth the way is the nursery's emphasis on parental communication and engagement.



Two-year-olds at Dale Park have a special separate area but are still free to mix with older pupils

As well as an 'open door' policy that allows parents to come in and play with their child, they help out at the school's allotment, receive a regular newsletter, are updated through the My World books that children take home once a week, and get online access to an eprofile of their child's learning.

"We're hoping to set up a monthly 'community café' where parents/carers can access information and advice from other agencies. We'd hope to cover topics like behaviour, sleep and eating issues and so on," said Fiona.

The nursery adheres to the principles of SHANARRI and GIRFEC. Its activities are guided by the wellbeing indicators, which are illustrated in simple, easy-to-understand language in the welcome area.

The set up has impressed Marion Sutherland, Care Inspectorate inspector. She said: "There is clearly strong leadership and a flexible approach to meet the individual needs of children and families. Staff have created a very relaxed and calm atmosphere. It's good to see a nursery doing such a lot to give children a good start."

Dementia and the digital world

INTERGENERATIONAL INITIATIVE

The 'T in the Street' initiative has not just introduced people with dementia to the digital world but also provided young people with valuable life skills.

The intergenerational project was developed by East Renfrewshire Dementia Service, which is part of The Richmond Fellowship Scotland. The service provides care and support to people with a diagnosis of dementia within East Renfrewshire.

The service teamed up with Williamwood High School in Glasgow and encouraged S5 students to use iPads and computers, to support older people to reminisce about their lives. The group of older people, supported by East Renfrewshire Dementia Service staff, shared photographs with the students and spoke about why the images were so special to them. The young people demonstrated to the group how they could use the internet to research these

images and stories and the places of interest from the photographs.

Lorraine Bruce, East Renfrewshire Dementia Service Information Officer, described the students' enthusiasm for the project as great to see: "They really led the project and were able to encourage our services users to reminisce about the past by using material from the internet, from photos to old songs."

"The 12-week project was a great success as it gave the students leadership and interpersonal skills and our group got stimulating social engagement as well as a sense of value and belonging by reminiscing about their lives."

Care Inspector Jacquelynne Calder said: "I think this is a great piece of intergenerational work which has encouraged mutual respect and understanding between the youngsters and those using the service – it shows how each group can learn from each other. I think it's inspirational."





Scotland is at the forefront of the current growth in 'forest nurseries'

GREEN PLAYGROUND

Inspiring stories show that pupils of all ages are thriving from being able to explore a natural environment

MY WORLD OUTDOORS

The Care Inspectorate is encouraging early years services to explore the benefits of outdoor play for children through the launch of its new good practice resource, 'My world outdoors'.

This resource features inspiring stories from services showing how much children are benefiting from outdoor play. Mainstream as well as outdoor-based services are featured and it aims to encourage all early learning and childcare services to make the most of the natural environment. This guide is as much for urban as rural services and is for all age ranges of children and different service types.

Scotland is at the forefront of the current growth in 'forest nurseries' in the

UK, which allow the children to be fully immersed in a natural setting. Although the Secret Garden in Fife was the UK's first registered as a full-time forest nursery in 2008, the ethos of outdoor play for children goes back to 1816 when Robert Owen set up what many recognise now as the world's first nursery school in New Lanark. This was an ethos later developed by Friedrich Froebel, who went on to establish kindergartens in Germany, and were adopted in Scotland at the beginning of the 20th century as Child Gardens. Many of the original Child Gardens continue to this day as nursery schools, still run by Froebel-trained Headteachers, and provide very high-quality services.

Henry Mathias, Head of Inspection for Early Years (East), said: 'As the national regulation and improvement body for early learning and childcare, we are finding that children are thriving from being able to explore a natural environment, and forest nurseries are routinely achieving higher than average grades on inspection.'

"While there are risks from being based outdoors, these can be managed safely and we are finding that the benefits far outweigh the risks to children attending. A positive approach to risk in play is being taken by specialist outdoor-based services for children and these innovative outdoor-based services have helped us become more balanced and less risk averse as a regulator. The Care Inspectorate celebrates the recent flourishing of these popular services, with 18 now being registered and seven being newly registered in 2015 alone.

The Minister for Children and Young People has welcomed the Care Inspectorate's statement on risk and play and helped launch 'My world outdoors' with Chief Executive Karen Reid. The resource has also been popular with both print and social media, including articles and a leader in national newspapers. **CN**

'My world outdoors' is available at hub.careinspectorate.com

Success speaks volumes for language project

INNOVATIVE NURSERY SUPPORT

An innovative programme has been put in place at a nursery in Perth to support children and families who have English as an additional language.

Balhouseie Primary School Nursery is using a multifaceted approach to assist the children both at nursery and at home.

'EAL (English as an Additional Language) Bags' have been produced to develop language skills in English with a particular emphasis on extending core vocabulary.

Carmen Hearn, Early Years Support Teacher, said: "The EAL bags were created based on a variety of topics including clothing, meal times and nursery routines. They contain a range of physical objects which the children can explore and they also have a 'Talking Tin' containing Polish words that were translated into English by Polish speaking children from primary five and primary six.

The impact of this has been increased support in developing the children's

core vocabulary in nursery and at home. As a result, parents were more actively involved in their children's learning and staff were able to establish better links with their parents."



EAL bags help to develop children's language skills

FOSTERING BETTER RELATIONS

Keen photographer Amy Davidson is keen to end the stigma surrounding children and young people in care



Dot and Amy proudly promote the benefits of fostering and supporting young people in care

THE INTERVIEW

When Amy Davidson's foster father gave her a camera for her 15th birthday and she started snapping away at the family cat, she realised what she wanted to do with her life.

Today, at 21 years old, she's on the way to fulfilling her dream of becoming a professional photographer. She's just completed her BA in Photography, with an internship with a photographer, and is already selling some of her photographs at The Port Gallery in Kilsyth.

One of her photographs – a shot of Alva Glen, near Stirling – hangs in the Scottish Parliament after Amy met the Minister for Children and Young People and showed her some of her work. However, Amy

wasn't there to promote her photography – she was meeting the Minister in her role as a Young Ambassador for Fostering Community Champions in Scotland, run by the UK's leading fostering charity, the Fostering Network.

As a Young Ambassador, Amy uses her life experiences to mentor fostered children and the children of foster carers.

It's a role she feels passionate about, particularly about addressing the stigma faced by young people in foster care, and she always endeavours to highlight the positives of fostering while dispelling some of the myths.

Amy and her brother Sam were taken into care when she was 12, but within a short time were fortunate to be fostered by Dot and John, who live in North Lanarkshire.



Amy remembers the time: "It happened so quickly that we only had the clothes we stood in, so after staying a night with a relative it was great to know we had a foster family to go to. I remember the first thing we did was to go with Dot and John to the nearest Tesco to get pyjamas!"

Amy and her brother soon moved to a new school in the area, but she decided not to reveal she was in care. She explained: "I used to keep quiet about being in foster care. But because I kept my family surname, which was obviously different from my foster parents, people started to ask, so I eventually told them."

"There is a widespread perception that if you are in care then you have done



completing a HND in photography, which has led to her studying a degree at the University of West Scotland.

This determination and perseverance was recognised last year when she was awarded The Fostering Network's 'Fostering Achievement for Education Award'.

Her experience of prejudice has also influenced her photography. She produced a series of documentary images for her HND exploring the process of fostering, using herself, her foster family and other people like social workers. She was awarded an A grade for this project, which went on to be exhibited at the Kelvingrove Art Gallery in Glasgow.

Amy feels that fostering is still a taboo subject: "Nobody seems to talk about foster caring at all: you never hear about or see it on TV.

"That means there is still this perception out there that young people being fostered have lots of problems, that they don't want to stick in education or grasp the opportunities that are given to them. This type of thinking gives us people in care a real stigma.

"That's why I'm proud to be a Young Ambassador for The Fostering Network to promote the benefits of fostering and provide support to other young people in foster care."

Dot is also a keen promoter of fostering as it has given her and John great pleasure and satisfaction to see the children develop under their care. She said: "I've got a few of my friends into fostering as they've seen how we get on well as a family with Amy and Sam. I think people can see it's a worthwhile job when you see children doing well."

Obviously she's a proud foster mum, and full of admiration for Amy. She added: "Amy is a kind, loving girl who has achieved a great deal and overcome many hurdles, both at school and also having to rake up the past again when we had to go to court over the prosecution of her birth mother. She has come through all that, and to be so strong and achieve what she has at university – I think it's phenomenal." **CN**

something bad, but for the large majority of us that's not the case. We've done nothing wrong, but people think that either we have behavioural problems, or we're not intelligent."

Amy said she experienced this type of prejudice a number of times, particularly from teachers rather than other pupils. She said: "When I did my Intermediate 2 Chemistry my teacher was not going to allow me to do a Higher in the subject.

Basically, she thought I would not be able to achieve this level because I was in care – that I wasn't clever enough or would not work hard enough. The teacher even admitted this to my foster mother when she spoke to her about it."

The same thing happened in art, but Amy and Dot challenged the school, and Amy went on to get an A grade in her Higher.

Amy has continued to show her commitment to study and hard work,

“ We’ve done nothing wrong, but people think that either we have behavioural problems, or that we’re not intelligent ”



Publications full of helpful information

THE Care Inspectorate produces a range of publications that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information to people who currently

use, or are preparing to use, care services, as well as to their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



• AVAILABLE ONLINE AT
WWW.CAREINSPECTORATE.COM

A valuable insight

Inspection volunteers are bringing a new perspective to care by working with Complaints team specialists

The Care Inspectorate's Complaints team is being boosted by a number of inspection volunteers who will accompany the regulator's full-time inspectors on visits to services that are the subject of a complaint. This will help provide valuable insight into the general quality of care provided by the service.

Inspection volunteers are members of the public who use a care service, have used a service in the past, or care for someone like a family member or friend who has used a care service.

They work closely with the Care Inspectorate's teams of specialist inspectors and spend time with service users and carers during inspections to ensure their views are reflected accurately. This helps the inspectors identify where things need to improve, help to keep people safe and ensure that the rights of people receiving care are respected and their needs met.

The Care Inspectorate has about 70 inspection volunteers and has now trained a team of eight to help the Complaints team in its investigations.

The Complaints team is made up of about 40 inspectors across Scotland who are experienced in investigating a wide range of complaints brought against care services.

Gillian Anderson, Team Manager, explained the process: "After we've spoken to the complainant to clarify the nature of the complaint and to make sure it is within our remit, we will in most cases visit the relevant care service to investigate.

"Each year we carry out around 2,000 visits to services to investigate complaints



Inspection volunteers, like Heather Blair (left), are playing an increasing role in the Care Inspectorate's work

to check on allegations. Where there are issues that are specific to one service user, we will continue to use our specialist complaints inspectors, but where complaints are of a more general nature we will also involve inspection volunteers.

"This will be particularly useful for complaints that are about general issues such as the mealtime experiences or meaningful activities and the general care and support of people by staff."

While the inspectors will focus on the inputs of care, such as speaking to service managers and staff, review individual care plans and the service's policies and procedures, the inspection volunteers will spend time getting the views of people that use the service.

Gillian added: "The training we give our inspection volunteers helps them draw out the views and impressions, both of people using the service and their carers and relatives.

"And, as our inspection volunteers have experience of using care services themselves, it means that they can empathise with the people they are talking to.

"It's a less formal approach to investigating the complaint but it can provide the inspectors with valuable feedback and give a different perspective on the quality of the service provided."

Charlene Guild, Senior Involvement & Equalities Adviser, said: "Our inspection volunteers will essentially be fulfilling the same role they play in a normal inspection but will be more focused on the main aspects of the complaint.

"We have eight inspection volunteers that have undergone additional training in investigating complaints and they have a wide range of experience in specialist areas that will be of great help to our complaints team and its investigations."

Collaborative approach solves medicine issues

MEDICATION MANAGEMENT

Braeside House in Edinburgh is a service operated by Royal Blind, a voluntary organisation founded by Royal Charter as the Royal Blind Asylum and School.

When Inspector Miriam Innes and her colleague completed annual inspection at the end of 2015 she highlighted some issues with the service's medication management.

Braeside House's GP was operating on a long prescribing cycle, which meant that when medication was ordered, a large amount of stock was being received. The service also found that it sometimes received more or less medication than was ordered. The home had accumulated a large amount of stock and some medication was found to have expired.

There was a lack of auditing and monitoring of medication management. Staff had insufficient details documented when 'as prescribed' medications were administered in certain situations, such as when a resident showed signs of stress or distress.

The service was already aware of these issues and had started working towards its own solution, but having liaised with both the GP and pharmacist, it advised the Care Inspectorate that there had been little progress.

"The system is quite onerous and we were struggling to come up with a workable solution that met the requirements as well as a system that



could work with the GP practice's prescribing protocols and its own requirements," said Morag Francis, Manager at Braeside House. "That's when Inspector Miriam Innes suggested that we seek advice."

David Marshall, Professional Adviser – Pharmacy at the Care Inspectorate, visited Braeside House to identify and confirm the issues that had been raised. He then compiled an in-depth assessment, which provided the service with the relevant support and advice necessary to conform with best-practice guidelines.

"Meeting with David was incredibly helpful. His advice and signposting allowed us to produce an action plan which was realistic and achievable,"

said Morag. "With our increased knowledge and confidence we were able to discuss the issues with the GP practice. This has increased their understanding of the systems in place and they are now more aware of the practices we are expected to follow and they have become more flexible to our needs."

"The inspection process was more supportive and collaborative. Instead of just being told where we needed to improve we were given helpful advice and signposted to areas where we could get additional support."

"I did feel that I was listened to and was able to get my points across. I hope that this collaborative and supportive approach continues in the future."

New Health and Wellbeing Improvement team

SUPPORT SERVICES

The Care Inspectorate's former Health team has been reorganised as the new Health and Wellbeing Improvement team to reflect its role in improvement and supporting care services to improve their quality of care and support.

The new team consists of five improvement advisers and three consultants who have specialist areas of knowledge such as dementia, rehabilitation and continence, plus a number of other external health and care professionals that are brought in to work on specific projects.

Joyce O'Hare, Health Improvement Manager, said: "Our focus is on providing support to poorly performing care services, which have been identified through the inspection or complaint process, and to help them make improvements quickly. We're also responsible for promoting best practice, such as through our popular Health Days, and we also work with services looking to trial new approaches to improve care."

"We believe that, in relation to health and social care, improvement is a collaborative, continual and sustainable activity leading to positive outcomes for people, services and organisations."



WORK OF PASSION



Arthur Ritchie has written a book about the village that was the birthplace of the social care charity Quarriers

PLACEHOLDER TEXT

Arthur Ritchie has been supported by social care charity Quarriers for many years, and has turned his extensive knowledge of the organisation into a book about its founder William Quarrier and his time living in the historic village, near Bridge of Weir, west of Glasgow.

In *Arthur's Guide to Quarriers Village*, the author has collected stories he wanted to share about the village and its fascinating background.

Arthur now lives in Greenock, but travelled back to Bridge of Weir to tell *Care News* about his passion for the project.

"I've always been interested in the history and the heritage of the village here, and wanted to collect my stories in a book," he said.

"I did a lot of research to find out more about the village, and also had help from Michael Lewis, Operations Manager at Quarriers Head Office, and several others. Now I've had the opportunity to take people on tours of the village, and I've met visitors from different parts of the world who want to find out more about William Quarrier and his village."

Quarrier built the first cottage on land near Bridge of Weir in 1877, and opened the Orphan Homes of Scotland there the following year. It continued to



Arthur and friends at his book launch

grow in scale and scope over the years, becoming known as Quarriers Homes and now Quarriers.

Although many of the buildings are now in private ownership, Quarriers still has several services and its head office in the village, and operates more than 130 services across Scotland and beyond.

For Care Inspector Colin McCracken, the publication of *Arthur's Guide to Quarriers Village* is the outcome not only of his own passion, but of the support he has received from various quarters to help make his vision become reality.

"Arthur has been passionate about the history of Quarriers for years," said Colin. "His book is a credit to himself and those who supported him to achieve his long-term dream. It's not every day that someone who has aspirations to write a

book is able to make this come true, so it makes it an even greater achievement for someone who lives in a care home to be able to do this.

"Arthur has been encouraged all the way by his family and support staff to identify what outcomes he wanted to achieve and then support was put in place to make sure this happened. The staff at Quarriers provided encouragement and practical assistance in identifying and dealing with publishers and book launches. For me this has raised the bar in terms of outcome focused working in care."

Arthur officially launched his book at Quarriers village in December last year, in the presence of family, friends and even members of the press. The book is now available at the reception at the Quarriers head office in the village, as well as from Ross McNicol by email at ross.mcnicol@quarriers.org.uk

But Arthur isn't ready to rest on his laurels just yet – he told *Care News* he now has plans to start researching and writing six more. **CN**

“I've had the opportunity to take people on tours of the village and I've met visitors from different parts of the world”