

# Working together, Improving together 2015–2018

How we will make sure people can be  
part of our work and have their say



HAPPY TO TRANSLATE

# Who we are



We are called the Care Inspectorate.



Our job is to check care and support in Scotland to make sure it is good enough.



We check places that give people care and support.



We help them do better.

# What this plan is about



This plan is about making sure people can:

- take part in our work
- have a say in what we do

By people we mean:

- people who get care and support
- carers



Care and support can be lots of things, like support to:

- live at home
- go out and do things
- get a job



We want to work together

with people who get care and support their carers in the best way.



This plan will help us do that.

We worked together with lots of people to make this plan.

# Why it is important for people to be part of our work



It is very important that lots of people can have a say about:

- our work
- the care and support they get



People who get care and support and their carers know what is best for them.



They can help us do better work by telling us what they think.



This will help make care and support in Scotland better.

# How can people be part of our work?



There are lots of ways.

People can choose the best ways for them.



For example, people can:

- tell us what they think of their care and support



- join a group to tell us what they think.  
This is called the Involving People group

- come to a meeting or event

- help us check care and support places

- help us choose new staff



- help us make decisions and new plans

# How we will do the work in this plan



We made some rules to help us do this work in a good way.

For example, we will:



- make sure people can help us in a way that will make a real difference

- tell people how they can take part and how this can help



- keep people up to date with what happens after they help

- give people support to take part



- make it easy for lots of people to know how to take part and have a say.

# 6 main things we will work on from now until 2018

## 1. Make sure everyone can be part of our part of our work



We will do things like:

- try to get people to work with us who have not had a say before.



For example, homeless people, or people who are gay, lesbian, bisexual or transgender

- look at how young people can do more with us



- make sure we have meetings in different parts of Scotland so more people can come

## 2. Make sure the work people help us with makes a real difference



We will do things like:

- look at what other work people can help us with. Like complaints or making new rules
- make some information for care staff about how to help people have a say

## 3. Make sure people feel good about taking part in our work



We will do things like:

- make a newsletter twice a year about how people helped us and what has happened since
- give people more training and chances to take part in our work



## 4. Make it easier for people to take part in our work



We will do things like:

- make more information about how people can take part



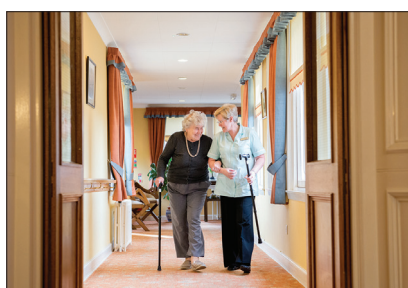
- look at easy ways for people to be part of our work. Like by using the internet and social media

## 5. Make sure we are doing things in the best way



We will work with other groups to:

- tell more people about how they can take part in our work



- make sure we are giving people the right support to take part in our work
- find ways for some groups of people to take part more, like people with dementia

## 6. Make sure our staff know about this work and can take part



We will do things like:

- have some events for our staff and people who get care and support and their carers



- help staff know why this work is important and what they can do



- see how people who get care and support and their carers can take part in events for staff

# How we will make sure this plan is working

We will look at the best ways to check how this work is going.



We will make sure we:

- ask people what they think about this
- get other information to help us know how we are doing



We will put information about this on our website.

# To find out more

You can:



- look at our website at  
[www.careinspectorate.com](http://www.careinspectorate.com)



- email us at  
[getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)



- phone us on  
**0345 600 9527**

## Headquarters

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Tel: 01382 207100

Fax: 01382 207289

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

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

**Care Inspectorate Enquiries: 0345 600 9527**

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