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SHARING YOUR INTEREST IN CARE

AUTUMN 2016



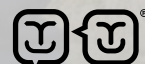
Care home wins
prestigious Soil
Association award

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GROW FOR IT!

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Welcome

to the autumn 2016 issue of *Care News*

Tailoring care to people and making sure that their needs and wishes are met is vital. In this issue, we report on some great examples. Read how Ballieston Community Care in Glasgow won Care at Home Provider of the year at the 2016 National Scottish Care Awards for placing people at the heart of what they do, and promoting choice and independence. Find out how 'Arts in Care' – a new resource can inspire and enable care staff to support older people in their care to participate in the arts and how creative activity can really improve people's health and wellbeing.

It's often the little things that can make a big difference. Read how two care homes in the north east of Scotland have made small changes to their environment that have had a big impact for those they care for, with dementia.

As previously reported in *Care News*, the Care Inspectorate and Healthcare Improvement Scotland have been tasked by Scottish Government to develop new National Care Standards. A consultation will run from 24 October – so please take time to have your say and help shape the future of health and care in Scotland.

Let us know what you think of *CareNews*. You can email communicationsteam@careinspectorate.com to tell us your views or to suggest stories you'd like to see next time.

I hope you enjoy this issue of *CareNews*.

Sarah Wilkie
Editor



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Online



CARE INSPECTORATE ONLINE NEWS Joint inspection of services for older people in Aberdeen

Health and social care services in Aberdeen are delivering good outcomes for many older people, but improvements are needed in key areas. That is the view of inspectors following a joint inspection of services for older people across the Aberdeen City Health and Social Care Partnership.

Tax-free childcare

From early 2017, parents will be able to open an online account, which they can use to pay for childcare from a registered provider. Information is on gov.uk to inform childcare providers about the scheme and what they need to know in order to join.

Prevention and Management of Pressure Ulcers Standards

The new standards will apply to any person at risk of, or identified with, pressure ulcers regardless of age, and they apply to services and organisations responsible for pressure ulcer care across health and social care.

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 care inspections 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

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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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Care Inspectorate Rehabilitation
Consultant Edith Macintosh
with Greta at the launch
of the resource pack



Creative care

ARTS IN CARE

Painting, poetry and music – these are just some of the artistic pursuits older people using care services across Scotland are being encouraged to take up and have fun with.

It's all part of the Arts in Care campaign, which was launched by Scotland's Minister for Public Health and Sport, Aileen Campbell, in August to inspire and enable care staff to support older people who want to participate in the arts.

Being involved in the creative arts provides an opportunity for people to reignite a past interest, improve their skills in a particular arts form, try something new, stimulate creative thinking or enjoy the social aspect that this can bring, deepening relationships and making new ones in the care home or the local community.

The Arts in Care resource pack has been developed by the Care Inspectorate, together with its partners Creative Scotland and Luminare, to provide care home staff with educational tools and ideas for arts and crafts, plus advice on working with professional artists to help bring an extra element to creative activities.



Speaking at the launch at Moncrieffe Care Home in Bridge of Earn, Perthshire, the minister said: "It is very important that people living in care homes have the opportunity to access creative activities and art is a wonderful way to bring people together around a shared passion.

"I hope this new resource will inspire and motivate staff to work with their residents and bring a touch of artistic flair to their lives."

Karen Reid, the Care Inspectorate's Chief Executive, added: "The arts can be really important in maintaining and improving people's health and wellbeing.

"Our new resource supports care home

staff and other care professionals to develop skills and knowledge about the creative arts, providing new opportunities for older people in care homes.

"We hope it will help older people reignite a passion or experience something creative that they have always wanted to do."

Care Inspectorate Rehabilitation Consultant Edith Macintosh said the resource pack has been well received.

She said: "We've designed the resource to be more than a normal collection of arts and crafts sessions. The aim is to help challenge people to stretch themselves to achieve goals in order to provide a high-quality artistic experience that results in genuine sense of achievement for them."

The Arts in Care resource pack is available at the Care Inspectorate's Hub website. As the campaign develops, new resources will be available, including the ability for care homes to post their own activities so that others can learn from their experiences. **CN**

For more information, visit <http://hub.careinspectorate.com/improvement/arts-in-care/>

Revised Codes of Practice and a new model of regulation

NEW GUIDANCE

THE Scottish Social Services Council (SSSC) will publish revised Codes of Practice for Social Service Workers and Employers on 1 November 2016.

On the same day, the way SSSC regulates social service workers will change from a

conduct model of regulation to a fitness to practise model.

The SSSC Codes of Practice set out the standards of practice and behaviour expected of social service workers and their employers. SSSC revised the Codes to reflect current social service policy and practice following

consultation and engagement with the sector.

The revised Codes also take into account the fitness to practise model of regulation. The key change under the new model is that SSSC will focus on whether or not a worker's fitness to practise is impaired because of their conduct, professional practice or health, rather than on whether they have committed misconduct.

SSSC will publish the revised Codes and full information on fitness to practise on the SSSC website www.sssc.uk.com on 1 November.

Free training courses for carers

NEW SKILLS

SUPPORT is available for unpaid carers and family members in Dumfries and Galloway thanks to the free courses on health-related subjects run by the Care Training Consortium (CTC).

The programme is financed by the NHS and Dumfries & Galloway Council, as part of the Scottish Government's Carers Strategy.

The half-day courses cover a range of subjects from first aid and dementia awareness to dealing with stress and coping with difficult conditions. They are intended to provide carers with valuable skills and knowledge, not only to help them care for a friend or relative, but also to look after themselves.

Vanda McAfee, CTC's Support Services Co-ordinator, said: "These are very informal workshops where people can learn new skills and also share their experiences about caring for loved ones.

"We've found that the courses have been very beneficial for people, as they give carers a bit of 'me time' and also allow them to enjoy meeting others in similar situations and learn from each other's experiences."

The courses run until the end of the year. For more information, contact <http://caretrain.co.uk/>

Baillieston team wins top award



The delighted team with the award

SCOTTISH CARE AWARDS

Baillieston Community Care in Glasgow has been recognised again for the quality of its range of community-based services, winning the Care at Home Provider of the Year award at the 2016 National Scottish Care Awards in June. Current services from Baillieston include a Care at Home Service, a Dementia Short Break Service and a Dementia Day Care Service.

It's the second time the not-for-profit organisation has won the award, and comes after being found to provide very good care by the Care Inspectorate.

David Reilly, Operations Director at Baillieston Community Care, said: "Our approach to home care is different from the traditional model. We place people at the heart of what we do, promoting independence and choice, involving them as much as possible in how their care is shaped, delivered and maintained.

"This person-centred, holistic approach has increased our ability to identify and

reach better outcomes for the people using our service and has given our staff a

wider scope of learning and development. We have established many different ways of involving staff and people using the service in the organisation including a forum, staff focus groups and social evenings. People have the option of interviewing and selecting their own staff, evaluating their performance as they work with them and being involved in staff inductions and training. Working in partnership has benefited everyone involved."

Neil Morrison, Care Inspector, said: "I've always found visiting Baillieston Community Care to be a positive experience. People tell me the support they receive is really good and staff members are very well thought of. The management team is very knowledgeable about social care and is always looking for new ways to develop the service for the benefit of the people who use it." **CN**



Focused on individuals

SUPPORT PLANS

ENABLE Glasgow and Care Inspector Sharron Reynolds have worked together to provide effective outcome-focused support plans.

The membership organisation works with people who have learning disabilities, their carers and other supporters. It operates two supported living homes, as well as other services in the community.

Sharron explained: "When the team at Enable Glasgow were looking to develop their

plans, I helped out by reviewing what they had produced and making recommendations on content and format."

Over the piece, Sharron worked most closely with Senior Support Worker, Stacey Samson, who said: "Initially, we concentrated on identifying what's important to the people living here and identifying appropriate outcomes.

"Sharron was brilliant at guiding us. She helped us identify meaningful headings that would encapsulate the outcomes and provide a focus for supporting the individual. The plans are so clear now and easy to read. Previous support plans contained a lot of irrelevant information. Now we can identify individual needs from the outset."

Equally important, Sharron was impressed

by the Enable team's willingness to learn and adopt new ways of working. That became clear not only in their approach to the support plans, but in examples such as their promotion of Keys to Life, the Scottish Government's national learning disability strategy.

"They have gone the extra mile to make sure the people using the service know about the strategy recommendations and how it affects them. They talk about it regularly and have put the information in a format that's meaningful," said Sharron.

She believes others could learn from the organisation's approach. "Rather than discuss Keys to Life in a forum or group setting, they have made it very personal – and person-centred."



Music to our ears!

PLAYLIST FOR LIFE

FOLLOWING the interview about the Playlist For Life initiative with Kelly Henderson at Carlingwark House Care Home in the summer issue of *Care News*, the Care Inspectorate has produced a video to show how the innovative project is helping families and their loved ones with dementia to connect through music.

Playlist For Life helps people use music to rekindle memories and promote connections with loved ones, as well as alleviate dementia symptoms such as stress and distress.

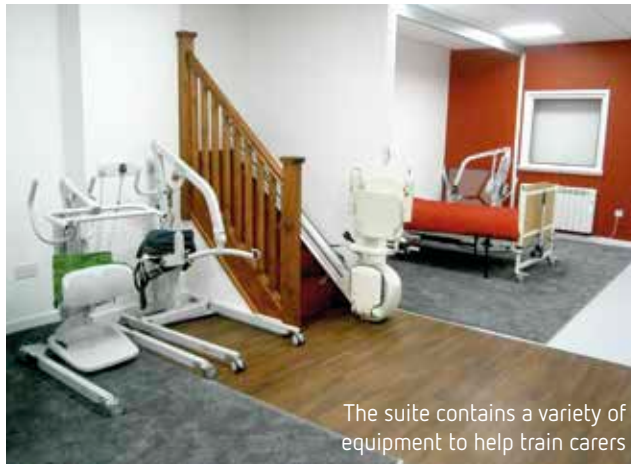
The project encourages families and people living with dementia to identify music from their past that can evoke memories – their 'playlist for life'. They can then listen to their playlist with a family member or carer with two sets of headphones and a splitter cable, through speakers or even just singing together.

Heather Edwards, the Care Inspectorate's Dementia Consultant, said the response to the video, which is hosted on YouTube, has been very encouraging: "Families and friends of people living with dementia have left comments that music has been a valuable way to reconnect with loved ones. Lots of services have also been in touch to say that they are now offering this to residents and that the relationships that are growing are really encouraging."

Sally Magnusson, Chair and founder of Playlist for Life, said: "We are absolutely delighted that the Care Inspectorate is backing Playlist for Life. We offer support and training to care homes so they can reach an individual and bring them closer to staff and family members through their unique playlist. We know it changes lives.

"We are excited that the Care Inspectorate wants all care homes in Scotland to be aware of its power."

To view the video, visit <http://cinsp.in/PlaylistForLife>



The suite contains a variety of equipment to help train carers



Carers benefit from hands-on training

TRAINING FACILITY

Mears Care Regional Manager Pauline Ritchie successfully achieved funding to develop and construct a training suite that recreates as much as possible the footprint and conditions of a normal home environment.

The suite has lots of varied support equipment that care workers would and could experience when they are caring for and supporting people to live to their full potential in their own homes.

Mears Care team were conscious that they wanted to provide the best possible training experience for all of their care staff, especially before new carers ventured out to provide care. Mears Care Training Suite is based in Coatbridge, North Lanarkshire. Its service has 120 staff, delivering approximately 3,100 hours of home care to 320 people per week.

The company's training suite is a mock-up of a home, including a kitchen, an equipped shower, profile bed with tracking hoist, mobile hoists, stairs with a stairlift and a living room with various aids and adaptations. This environment enables carers to get real-life experience

before they go into someone's home, which also helps to reinforce privacy and dignity in care as even the mock window has a roller blind.

"We were keen to ensure that the training suite was furnished with a full range of equipment that is available to the public to help and support with activities of daily living," said Arlene McHugh, Branch Manager at Mears Care. "We now use the suite for induction training for our new carers and also for training updates for our existing staff."

"We have had fabulous feedback from both new and existing workers. When they go out into the field, they know how to use all the equipment that's available, where previously it may have been difficult to train everyone with equipment such as stairlifts or tracking hoists."

"We've also had interest from the local authority in North Lanarkshire, which is hoping to use our training suite in the future."

Care Inspector Katrina Skeoch was also impressed with the training suite.

"Everything is compartmentalised within the suite to allow people to train and gain experience on the different pieces of equipment," she said. "It's one of the best examples I've seen." **CN**

Helping staff return to work

CARE services rely on their employees to provide the best quality of care possible to the people they look after, but if an employee is off work because of illness for any period of time, this can affect performance and the quality of that care.

The Fit for Work Scotland programme, run by the NHS, is designed to support

employees to return to work in a way that is right for them.

If you are an employer and an employee has been off work for four weeks or more, you may be eligible for a free work-focused assessment to help them return to work.

For more info, visit www.fitforworkscotland.scot



Events help to celebrate loved ones

To Absent Friends Festival

REMEMBRANCE

SINCE the launch of the To Absent Friends Festival in 2014, a growing number of care homes have organised events where people can remember and celebrate the people they love who have passed away.

The Festival, which happens in early November, is promoted by the Scottish Partnership for Palliative Care, whose 'Good Life, Good Death, Good Grief' initiative aims to help people be more open about death, dying and bereavement. Those who have been bereaved can experience social isolation because people don't know what to say or how to act towards them. The festival provides an excuse for people to remember and celebrate the ones they have loved and who have died.

One of the care homes involved in the festival last year was the Peacock Nursing Home in Livingston, which held a gathering to remember ex-residents under the theme 'Music makes my memories magical'.

Margaret Bradford, Activity Co-ordinator, explained: "We asked the relatives of ex-residents to select a piece of music that their lost loved one enjoyed listening to and we hired a singer to perform as the focus of the celebration. We put plaques on the walls to commemorate the 15 people who had passed away and I told them stories about the people I knew and people joined in with their own recollections.

"At the end we gave the relatives a small plant and candle to light when they wanted to remember their loved ones.

"It was a beautiful event and very upbeat and happy, which is a nice way to remember people."

For more information, visit www.toabsentfriends.org.uk



Residents got to visit an organic farm

Silver FFL Catering Mark for Inch View

SUSTAINABILITY

Inch View Care Home in Edinburgh has become the first home in Scotland to win the prestigious Silver Food For Life (FFL) Catering Mark, awarded by the Soil Association.

The FFL Catering Mark is a UK-wide scheme, which provides a guarantee about the sustainability and traceability of food, and recognises caterers' commitments to serving meals that are fresh and seasonal.

The council-run care home achieved the Silver Catering Mark through its commitment to source most of its food locally and from organic suppliers, and to cook 95 per cent of all the meals for its residents from scratch.

The home is not only supporting local suppliers, but is also growing its own food from a wheelchair-accessible polytunnel, which was recently built in the grounds of the home by volunteers, local pupils from Liberton High School, and FFL Scotland team members.

Inch View has a vegetarian day once a week and staff and residents have visited a local farm to learn about organic produce.

The Soil Association is working with the council's procurement team to source suitable organic suppliers that are local, affordable and meet Soil Association standards so that other care homes can be

involved in the scheme.

Manager Elaine Perry said: "The change to the care home has been magical. We have people eating vegetables now who did not touch them before, because they have helped to grow them themselves.

"Our residents are even putting on weight as they are enjoying their food more, and a gentleman who came to us with depression has now gone home after lifting his spirits by working in our garden over the past few months.

"Our cooks enjoy the challenge of coming up with new recipes for all the veg and fruit we are growing, so there is such a great atmosphere in the home now."

Joe Hind from the Soil Association said it was a great achievement for the care home: "Food is critical to the care of people at Inch View and for a lot of the residents it is the highlight of their day when they can come together and socialise – and now they can talk about the food as they have grown some of it themselves.

"The proactive approach by the committed management team at Inch View has been a critical factor in its success; something we hope to see replicated in care settings across Scotland."

In recognition of this pioneering approach, Inch View won the Most Innovative Partnership award at the Scottish Dementia Awards in September. **CN**





New tartan weaves spell

CREATIVE BENEFITS

WHEN staff at a daycentre in Dundee decided to produce a new tartan, they didn't realise the benefits it would have on the people they support.

The Oakland Centre caters for older people and it was keen for its members to take part in an activity to celebrate St Andrew's Day and honour their culture in a creative and meaningful manner.

The people using the service created the design with expert support from Warpweftweave Studio and it was officially registered in the Scottish Register of Tartans in July.

Fiona Rice, Team Manager at Dundee Health & Social Care Partnership's Oakland Centre, said: "Everyone was involved and consulted throughout each stage of the project.

"It was inclusive due to its 'portable nature' as the paper design could be easily carried out in any of the activity area, meaning those people who do not usually visit the craft room had an opportunity to participate."

A total of eight designs were created and the prototypes were displayed on a portable board that could be taken into different areas. Voting then took place over different days.

The winning design was created by a group of three members who called themselves 'The Tuesday Terrors' and who felt the colours of red, black and natural white were a great contrast.

Many of the members had previously worked in the Dundee jute mills and taking part in the project brought back fond memories and many enjoyed reminiscing about past working lives.

Fiona added: "Staff worked throughout the project to provide varying levels of assistance, adapting support for individuals as required. This encouraged them to realise their full potential and enhance wellbeing."

The tartan and the official registration certificate will be unveiled at the centre's Tartan Day and will have pride of place hanging in the centre.

Makeovers make a big difference

DEMENTIA IFA UPDATE

The Inspection Focus Area (IFA) programme, which aims to promote best practice in dementia care, is being welcomed by many of the 150 care homes involved in the initiative.

At Finavon Court in Forfar, which was undergoing a large refurbishment programme, Inspector Linda Weir was able to recommend new lighting levels in the dining rooms from guidance produced by the Dementia Centre in Stirling.

Linda said: "We were impressed that HC-One, which runs the home, acted on this immediately and took steps to make improvements, changing light bulbs and removing light diffusers. This demonstrates that small changes don't need to cost lots of money, but can make big changes.

"They have also taken into consideration other areas that we highlighted as a result of using the King's Fund environmental tool, and are currently trialling different switch signage to see what works best for them.

"HC-One has also told us that the findings from this inspection will help inform changes to their design/planning briefs for future upgrades across their homes."

Similarly, Inspector Margaret Hughes was pleased with the response from



Lochleven Care Home

Lochleven Care Home in Dundee, following an environmental audit of the home, which identified a number of recommendations for improvement.

Margaret said: "We signposted the management team to the Kings Fund environmental audit on our website and by the time I went back the next week, we were greeted by two very excited members of the team who wanted to show us the changes they had made."

The results of this thematic inspection work will give a national picture of how the Dementia Standards have been applied into practice and changed the experiences of people living with dementia. **CN**

For further information, visit <http://hub.careinspectorate.com>

Summer sport at Tranent

COUNTY CHALLENGE

PEOPLE with learning disabilities, physical disabilities and complex and enduring needs embraced the summer of 2016 sporting theme by taking part in their own Inter-Sport Challenge at the Loch Centre, Tranent on 20 July.

Competitors came from the three care homes in East Lothian (Crookston, Eskgreen, and Abbey), and the county's three resource centres (Tynebank, Fisherrow Hub, and Port Seton). Around 100 took part, including staff and families.

Pauline Skead, manager of Crookston Care Home, said: "The event was designed to help people keep fit and socialise with others from across the county. And it was apparent that they all had a great time."

Sports included cup-stacking, throwing basketballs and football skills. Staff joined



Celebrations at the Loch Centre

in, taking part in three-legged races and an egg-and-spoon race. Pauline reported stiff competition between the staff teams and even some 'gamesmanship'!

It was such a success that another event has already been pencilled in for next year.

Depute Provost, Councillor Jim Gillies, handed out trophies on the day. He said: "The atmosphere at the Loch Centre was great; we all had a fantastic time and I would like to say a big thank you to all the competitors for giving every event their all, and to friends and families for their epic support."

ARTS IN CARE



Creative arts have potential to improve the lives of older people living in care homes and bring communities together.

There are many examples of older people taking part in creative arts sessions and reigniting an interest from years ago, or enjoying the opportunity to try something new. Sharing in a creative activity can help people to make new or deeper connections with

care home staff, other residents and the wider community. Increasingly, research shows the impact that the creative arts have, and we already know that participating in these arts can have a positive effect on our physical, mental, emotional and social wellbeing.

The Care Inspectorate has worked closely with Luminate (www.luminatescotland.org), Creative Scotland and Scottish Care, along with a national working group to develop an Arts in Care resource pack. The pack aims to motivate and empower care staff to feel confident about running creative arts sessions and to help them understand the benefits of, and to consider working with, professional artists.



To find out more:

t: 0345 600 9527

w: hub.careinspectorate.com

Staff are building a community of individuals

CHILD-CENTRED APPROACH

A STRONG staff team that puts the emphasis on children valuing themselves as individuals in their own right – that's the recipe for success at Bellshill and Mossend YMCA Orbiston Centre.

According to Alan Cairns, Childcare Manager at the centre, the staff expertise is based on clear objectives and their ability to buy in to the service aims. "We are investing in children's futures and our people understand they have an important part to play.

"We try to learn from each other and take time to understand the contribution each of us makes to how the service operates. And we have a very



committed bank of volunteers – all young people who have come through our service."

As well as the daily after-school care club, the centre runs a club for younger people with

additional support needs on three Saturdays every month and organises regular youth nights where young people talk about issues such as relationships, drugs and so on. The service also

hosts meetings of community groups in its premises.

Crucially, Alan says, the centre tries to help children understand that they don't simply exist in relationship to someone else, for example as their father's son or brother's sister. They are a genuine individual, have a real worth and are an important part of the world.

Care Inspector Isabella Semple-Lawson noted: "Others could learn from this centre what it really means to have a child-centred approach. At Bellshill and Mossend, the staff find out what the children need and want, and then put it into action."

Power to the kids

CHILDMINDING SERVICE

A childminding service in North Ayrshire has been praised by the Care Inspectorate for the approach it has taken in empowering children.

At an inspection of Fiona Burns' childminding service in July, youngsters spoke passionately about an annual yard sale they held in 2015 and 2016. This involved the children designing posters, sending out invitations to friends and families, and setting up stalls in the childminder's Kilbirnie garden. All money raised was donated to a local cancer charity, the Dogs Trust and Finding Your Feet, an organisation set up by a local woman Corinne Hutton who lost her hands and feet to septicaemia in 2013.

Speaking to *Care News*, Fiona said: "My main aim of these events was to create an inclusive environment where children, their families and the local community could all work together to have fun, gain a sense of achievement, build confidence and provide learning opportunities. Being able to make a charitable contribution was an added bonus.

"The idea of making this a charitable



For their yard sale, the children designed posters, sent out invitations and set up their stalls



The children have already been looking towards our next event and have lots of exciting ideas. Here is what two of the youngsters said about last year's event:

"I enjoyed being responsible for my own stall" - Beth

"For me the best bit was getting everything ready with my mum" - Mark

event came from the children, who had been inspired by a school visit from Corinne Hutton. The children were keen to raise money after seeing her fighting spirit."

In total, Fiona and the children handed over almost £200.

Catherine Bain, from the Care Inspectorate, said: "Fiona Burns is a very enthusiastic, creative and caring childminder. I have, at inspection, highlighted several examples of Fiona's initiatives as examples of good practice.

"Fiona skilfully supports children to lead

on their own learning. The 'yard sale' is a prime example of this. From the children's initial idea, through the planning stage, to allocating tasks, organising the day and deciding on charities to donate monies to, the children's views and choices directed this venture.

"Children attending the service were confident and self-assured. They took charge of providing us with the information we needed. They invited us to look through their special folders and told us about the stories that lay behind the pictures.

"It was an absolute pleasure learning about the quality of the care service experiences from the children using the service and it is a credit to Fiona that children felt empowered to do this." **CN**

HAPPY DAYS IN A NURSERY GARDEN

INNOVATIVE APPROACH

An innovative project is helping parents, children and staff at a Glasgow nursery develop their understanding of healthy choices and life skills.

The Healthy Choices, Happy Children is a new NHS pilot, which is based on health and wellbeing. Monkey Puzzle Glasgow has successfully integrated the programme into its daily schedule and immediately noticed positive results.

Speaking to *Care News*, Lorraine Kirkwood of Monkey Puzzle Glasgow said: "Working closely with children and their families means their views and ideas helped to create a wide range of participation events, home links and projects. This was a fantastic way for the staff and families to strengthen relationships."

She added: "There was a rounded approach to the programme covering things like life cycles and world food sources. This gave parents and children the opportunity to share cultures within the nursery and at home, which was further enhanced by the living chick programme where we got nine chicks from 10 eggs. Children's input helped redevelop our outdoors areas to incorporate new herb and fruit gardens, recycled music stations and a bug hotel."



Healthy Choices make for Happy Children

Monkey Puzzle Glasgow is the first service to complete all awards within the pilot programme. The nursery chef now works with the children to pick the fruit, vegetables and herbs from the gardens to use in the kitchen.

Care Inspector Annemarie McGinn said: "The manager really involved parents, carers and children in the project. We met with children on a visit to the nursery who were very enthusiastic about telling us how they helped to develop the outdoor area and introduce new learning experiences through the work they had done on the project.

"This was a newly registered



service that has really taken the principles of the project on board and embedded it into their daily routines. This has supported the children to learn about making healthy choices and leading healthy lives." **CN**

New focus on rights and wellbeing

HAVE YOUR SAY

THE newly developed National Care Standards (NCS) will be out for consultation from 24 October, and the Care Inspectorate is encouraging everyone involved in care to have a say.

The seven new care standards are very different from the 23 previous sets of standards that were for specific care settings. The new standards have been developed by the NCS Development Group, jointly chaired by the Care Inspectorate and Healthcare Improvement Scotland and comprising members from organisations representing people using, providing and working in care.

The standards have been

written so they can be applied across all health and social care provision, including services that are not registered.

Henry Mathias, Strategic Lead for the NCS Review Team, said: "People will find a very different range of care expectations compared with the old standards.

"It's a very different model as they are not settings-based. The new standards will be applicable to any setting a person is in; for example, an older person can

NATIONAL CARE STANDARDS



receive care at home, in a day centre or care home or in a health-related setting such as spending time in hospital. Whatever setting you happen to be using, these new care standards set

out the quality of care you should receive wherever you go – it's almost like a passport for whatever part of the health and social care system you are using in Scotland."

The previous NCS focused more on the technical aspects

of providing care, such as policies and tangible health and safety measures that all care services needed to have in place. The new standards focus on people's rights and personal wellbeing and what this should look and feel like, particularly around the quality of care provided by staff.

Henry added: "All the feedback and knowledge we have points to the fact that the softer aspects of care and the interactions between staff and people using services are very important, and this really goes to the heart of what good care is."

For more information, visit www.newcarestandards.scot



MAN ON A MISSION

Ian Stones' inspirational commitment to the rights of people with learning disabilities has earned him a prestigious award

THE INTERVIEW

Ian Stones is a man with a mission: to help support the rights of people with learning disabilities and ultimately change lives across Scotland. And his sterling efforts over the past years have been recognised with the first RSA Fellowship award for people with learning disabilities.

Ian, 54, who describes his disability as mild, has established a group for people with learning disabilities to meet and discuss issues that are important to them. This group has advised Aberdeen Council and NHS Grampian, but Ian wants the group to grow in size and skills to eventually have a national remit to represent people with learning disabilities across Scotland.

The Fellowship award was created by the Scottish Commission for Learning Disability (SCLD) in partnership with the

Royal Society for the Encouragement of Arts, Manufactures and Commerce (RSA). It awarded six people RSA Lifetime Fellowships after a national search for worthy recipients at its 'Celebrating Success' awards in May during Learning Disability week.

Other Fellows included artists, musicians, authors and dancers, and Ian was highlighted for his campaigning work. He was delighted with the award as the recognition will help promote the work of his group and help to unlock potential further funding to develop its remit.

Ian was born and brought up in Gloucester in England, and moved to Aberdeen in 1989 when his mother decided to return to her hometown.

As a young man in the 1980s in England Ian enjoyed working in a day centre in Gloucester which cared for people with complex disabilities – particularly as the manager was the

“It's good to see we can get things done. We have to keep on going and give people a voice – we can't give in”

outdoor and indoor bowls legend Tony Allcock MBE, who Ian liked working for and hearing about his latest exploits.

Since then, Ian has had many jobs, from primary school janitor to hotel handyman, and has always had a strong work ethic. He's brought this attitude to his volunteering work with VSA, Aberdeen largest social care charity, which he joined in the mid-1990s. He's also been active in collaborations with learning disabilities charities Inspire, Cornerstone and Grampian Opportunities, and his involvement on committees with Aberdeen Council and on the NHS Grampian Disability Discrimination Act (DDA) meetings.

He was one of the original members of



the Aberdeen Learning Disabilities Group, which was established by the council in 2003 to act as a forum so that the views of people with disabilities could be taken into account when shaping services and public amenities.

Ian said that the group was very influential. He said: "We were able to get a grant from the council to fund our expenses when we met together as a group, as the large majority of our members live in care homes and required special transport to get to our meetings."

"We helped with the design of the new Aberdeen Community Health and Care Village in the centre of the city to ensure it would be suitable for people with disabilities. Our group ensured that

it had ramps to help access and larger automatic doors, as well as good signage.

"We've also consulted on other care centre projects and a new dentist surgery, as well as worked with NHS Grampian to design the Easy Read booklets for going to the doctor and hospital."

Ian has been steadfast in trying to keep the group going and his persistence paid off when he was awarded 12-months of funding from the council.

People describe Ian as a 'connector' with the charm and tenacity to get things done. He said: "I've got a great deal of experience now in looking for funding as I've done it for a long time and know who to talk to in Aberdeen. It's all about knowing what your rights are and



Ian joined VSA Aberdeen in the 1990s and since then has been active with several other charities

what you are entitled to."

Although Ian is the Chair, he's taking a backseat so that other members can help to shape the vision for the group.

He explained: "It's early days at the moment as we are in the middle of planning – we are talking about what we want to achieve as a group going forward. That means I am taking a step back so that the group as a whole can agree on what we want to be and how we do this."

Ian believes the Fellowship award will help him with the development of the group: "Being a member of RSA is like going to college and learning together – people could learn from me and I could learn a lot from them."

This will be useful as Ian plans to help develop the group members' skills so they can work on a nationwide agenda to ensure that the views of people with learning disabilities are heard across Scotland

He added: "When you are building a skyscraper you've got to have something to base it on and build it up. In the last 12 months we have done a lot and it's good to see that we can get things done

"We've got to keep on going and give people a voice – we can't give in." **CN**



Publications to help you improve care

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

Continuity of care

Complaint highlights the need for personal care plans to be agreed and followed

Care at home services are a crucial way to help people live independently at home, but a small minority of people are being affected by late or missed calls, lack of continuity of care workers, and poor care planning.

One complaint investigated by the Care Inspectorate showed the importance of developing a personalised care plan and agreeing the times of visits, and the need to inform people if there is any delay.

The individual had a number of complaints that included not knowing when his carers would turn up because the service would not provide him with a rota; that sometimes only one person turned up rather than two; and that the carers have insufficient travelling time between visits. He also said the service failed to implement its complaints procedure to address his concerns.

The team from the Care Inspectorate visited the service and spoke with managers and staff and checked documents. It upheld a number of the complaints about the service.

The inspectors upheld the complaint about the service not providing rotas, as the service confirmed that rotas had not always been sent to the complainant because they are "fluid", and sometimes required to be changed on a daily basis in accordance with other people's needs and unplanned staff absences.

The inspectors found there was no formal signed written agreement in place between the complainant and the service detailing the level of support required, but did uphold the complaint about not always providing two carers. The personal plan documents lacked detail, particularly around moving and handling, so it was



A detailed care plan is essential for care at home services

not clear how many staff were required to support him.

The inspectors also upheld the complaint about the carers having insufficient travelling time between their visits. They reached this conclusion because it was very unclear what times had been agreed for visits at the weekend, because the timings of visits on the client visit sheets differed from the times recorded in the personal plan and written agreement.

Furthermore, the complainant's care plan had not been reviewed to take account of the changes in the times of visits. The service said that it did not give people who use the service a copy of the written agreement, which was held in the office.

Furthermore, the written agreement/personal plan did not reflect the times of current visits or limitations of the service. Although the care staff said that they always contacted people if they were going to be late for visits, the inspectors found evidence that the service was not consistent and reliable.

The inspectors found that there were limitations in the service provision and the service could not always accommodate

the complainant's request to change the times of his support.

The recommendations from this investigation were:

- That the service must consult with the person using the service, or their representatives, and develop a personal plan, which sets out how all their needs will be met. This must be reviewed at least every six months.
- The provider should inform people who use the service of the times of their visits and who will be supporting them, in accordance with their written agreement and personal plan.
- The provider should provide people who use the service with a written agreement, which clearly defines how the service will meet their needs. They should be fully involved in the development of the detailed agreement and any reviews of the agreement and any limitations to the service fully explained.
- The service provider should implement a system to formally monitor and analyse the frequency and reasons for staff running late on their schedules. This should include what action is being taken to address the gaps in service delivery. **CN**

Partnership approach to addiction



ADDICTION SUPPORT

WHAT makes a good drug and alcohol support service? These were the questions that the Care Inspectorate and Healthcare Improvement Scotland asked when they worked together to look at developing best practice for inspecting this complex area of care.

Together they developed the Drug and Alcohol Services Inspection group to look at these issues, which also included input from NHS Greater Glasgow and Clyde, NHS Lothian/University of Edinburgh and the Scottish Government Substance Misuse Unit.

The group is focused on helping health and social care services for drug and alcohol dependency, including independent hospitals, to improve. A particular emphasis has been placed on aligning inspections to current national policy, legislation, good practice and controlled drug medicines management.

The group is also developing inspection guidance for drug and alcohol services and building knowledge for relevant inspectors in the Care Inspectorate and Healthcare Improvement Scotland to support inspection in this area.

As part of this knowledge transfer, the group has also run two Addictions Development Days with multi-agency specialists in addictions and related areas to update inspectors on the latest guidance in addictions practice.

For more information, visit <http://hub.careinspectorate.com>



David Marshall talks to student nurses at Ayr

Nurses' vital role in dementia care

DEMENTIA CARE

Student nurses at the University of West Scotland in Ayr were inspired by dementia campaigner Tommy Whitelaw to make a difference in their nursing practice... and given examples of how they can achieve this through case studies from the Care Inspectorate.

Tommy, Project Engagement Lead for Dementia Carer Voices at The ALLIANCE Scotland, is on a mission to tell people about how everyone can make a difference to caring for people with dementia. And he knows what he's talking about as the presentation at Ayr was his 493rd since he started his crusade in 2014 – he's planning to reach 560 audiences within 28 months of starting.

He said: "My message is simple: everyone can make a difference. My talk is based on my own experiences of caring for my mother and what I have learned. No matter what your role or position, you have the potential to transform the lives of people living with dementia, their families and carers."

Tommy is also asking people to write their own personal pledge to make a

difference, and so far 11,000 already signed up.

He said: "It's all about turning good intentions into purposeful action. To fulfil a pledge, you need to have the right support and information, so I hope our talks help people to try something a bit different to help with their care of people with dementia. That's why it was good to have representatives from the Care Inspectorate with me as they could tell the students about the practical tools and knowledge to make those pledges a reality."

Susan Donnelly and David Marshall, Health Improvement Advisers from the Care Inspectorate, joined Tommy to talk about the role and gave examples where nurses in care homes had made a real difference to the care of people. One example included a nurse who changed the medication for a person with dementia, which improved their quality of life.

Tommy added: "These are great practical examples that show students they can make a positive impact of the quality of care they provide."

For more information, visit <https://dementiacarervoices.wordpress.com> **CN**

Lynda aims to promote improved

NEW APPOINTMENT

LYNDA HAMILTON has joined the Care Inspectorate as Nurse Consultant Infection Prevention & Control in a two-year post to promote best practice to care services.

Lynda, who has a Masters in Public Health and an MSc in Infection Prevention & Control, is seconded from Health Protection Scotland.

Her role creates a link to other public health bodies and involves providing advice to support and develop policies, guidance and standards, to support the Care Inspectorate and health and social care providers prevent and control infection. Lynda



infection control

said: "I'm here as a resource and look forward to using my knowledge, skills and experience to promote good infection prevention and control practice across the registered care services."

Contact lynda.hamilton@careinspectorate.com

Michael Laycock
with his wife Vivian,
his 'driving force'

POET'S LIFE IN WORDS

Michael Laycock can only communicate through his iPad but what he writes is truly inspirational

MOTOR NEURONE DISEASE

Cathay Care Home in Forres is home to a remarkable resident, who, despite living with motor neurone disease (MND) for a number of years, is a keen poet who continues to communicate by using his iPad device.

Michael Laycock is 74 and as well as MND has been diagnosed with deep vein thrombosis, but he has not allowed his condition to stop him from expressing himself through his poetry.

"Michael's condition has had a massive effect on him physically and he now mobilises with the use of an electric wheelchair," said James Webb, Manager at Cathay Care Home. "However, his positive outlook about his condition is really inspiring. He has a realistic view of who he is and his condition, he communicates through his iPad and always retains his humour. His poems about living with disability are articulate, eye opening and often even very funny."

Michael himself wrote to *Care News* that: "I started writing poems to encourage my children, and was blessed

with a surge of inspiration. A phrase or incident can trigger the process. I have written around 100 poems but have no plans to publish them."

When asked how he manages to maintain a sense of humour, Michael wrote: "We have a family trait of being stoical and not taking life too seriously. There's also a history of long life in my family, from mid-90s to 102, without ever jogging or wearing Lycra.

"My wife Vivian has been the driving force and the reason I'm still here today."

Among the work Michael provided are the poems:

*By feeding tube I linger on,
On hunger strike but done no wrong,
Prison gates locked one by one,
Legs, arms, fingers and tongue.*

*No man is an island unless he has locked
in syndrome.
No sceptred isle of waving palms.
No tropic isle of open arms.
No sandy beach and deep blue sea.
No barbecue and coconut tree.
No verdant isle and fields so green.
Just locked in memories of what might
have been.*

Michael's son Jamie has recently completed an 1,800-mile cycle from Vancouver to the border of Mexico to raise awareness and

also funds for MND Scotland.

"My father and I enjoyed many cycle touring trips in my youth, and cycling has always been a major part of my father's life, having cycled back from South East Asia to the UK in the 1960s. As a result, it seemed like a cycle-related challenge would allow him to experience the trip, when he can no longer engage himself in what was a clear passion.

"Mentally coping with the degeneration of your own body and the ability to clearly communicate your needs is probably one of the most difficult things to observe in a loved one. I am amazed by the strength of character that my father demonstrates on a daily basis in the face of what is a very difficult long-term prognosis."

Care Inspector Lindsey McWhirter from the Care Inspectorate said: "It's very important when providing care to get to know the person as an individual and get a better understanding of how to support him. In Michael's case, the home brought in a trainer from MND Scotland to provide staff with a better understanding of the condition and how best to support him. Providing wireless internet has also been crucial in opening up his world, and not all services have that." **CN**

www.justgiving.com/fundraising/Jamie-Laycock