

HOW THE CARE INSPECTORATE HELPS

IMPROVE CARE IN SCOTLAND 2017



FOR MORE INFORMATION GO TO
www.careinspectorate.com or
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HAPPY TO TRANSLATE

Almost everyone will use a care service at some point in their lives. It's our job to make sure they are as good as they can be.

The Care Inspectorate's scrutiny work is directed at supporting improvement in care. We work with people, organisations and partners to drive up care quality in Scotland.

The Care Inspectorate is changing and we are developing new world class approaches to all our work.

The best care puts people at the centre, and ensures their needs, choices, and wishes are met. Please get in touch if you'd like to find out more.



Karen Reid
Chief Executive

TOOLS TO HELP IMPROVE SERVICES

Children generally love to play and explore outdoors in all weathers, and we want to encourage the care staff to support them.

We want to help early years care such as nurseries, childminders and out of school clubs ensure young people are playing 'outdoors' and 'My World Outdoors' can help.

Our aim is to inspire services to make the most of the natural environment throughout the seasons for children of all ages in towns, cities and rural parts of Scotland.

In fact, some nurseries are now completely based outside and are routinely achieving higher than average grades when we inspect them.

Henry Mathias, who developed the resource, says that Scotland is leading the way in the UK in developing outdoor-based services.

'Outdoor-based care is just one aspect of the current flourishing of outdoor play. Our resource pack gives services practical information on how to provide more of their services outdoors,' he adds.

Henry Mathias, who developed our 'My World Outdoors' resource, says:

'We're finding that children are thriving from being able to explore a natural environment more often. Of course, there are risks from being based outdoors, but we know that services can manage these safely and we're finding that the benefits far outweigh the risks.'



We've now helped to register
25
new outdoor nurseries

The Secret Garden in Fife was the UK's first registered full-time forest nursery in 2008. But 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.



INSPECTING CARE

Inspection assures people that things are working well and shows what needs to improve. We carry out thousands of inspections every year.

Our inspections are not about compliance - they are designed to evidence the impact that care has on people's individual experiences.


Our new inspection methodology increasingly asks inspectors to use professional judgement to decide what areas to look at on an inspection, based on intelligence, previous interactions with the service, and what we know about the outcomes for people using the care provided. Rather than looking at quite narrow inspection statements, inspectors look at the overall quality of care and support, the staffing, the management and leadership, and the environment in which the care is provided.

Our new inspection reports are structured for people choosing care. They are easier to read and focus on the experiences of people using care.

Why we made these changes

- We want to target our efforts where we can have the most impact, so inspectors can spend more time in care services talking to people and staff.
- We want care services to take more ownership for improvement, rather than just complying with requirements and regulations, with practical advice and help from our staff.
- The National Care Standards, which we use in all our inspections, are changing and the new approach will help us respond to them.

Types of inspection we do:



Kevin Mitchell, Executive Director of Scrutiny and Assurance, says:

'We're changing the focus of our inspections to look primarily at outcomes. That means we want to know what positive difference care is making to people's lives. It's their own experiences, which form the core part of our new reports, that will help the public decide what services are right for them and their loved ones.'

Catherine Agnew, our chief inspector for children's services, says:



'We want to improve the process of registering a care service. Our best advice is to make sure you give us all the information we've asked for before you submit your application form. This will speed up the process, and we can give you advice at any time.'

REGISTERING A NEW SERVICE

If people want to open and operate a care service in Scotland, they must register with us first. It's our job to make sure that the care they want to provide is of a high standard and safe for people to use.

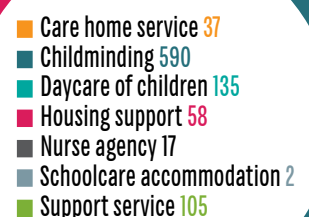
We reviewed our processes to:

- streamline the way we check applicants to make sure they are fit providers
- change the way we deal with variations, where a care service wishes to change something about what it is registered to do
- introduce an online application form to make it easier to register a care service.

OTHER IMPORTANT DEVELOPMENTS THIS YEAR

- We started to lead a national development programme for people who want to become childminders.
- We are working with a range of other organisations to lead the development of design guidelines for early learning and childcare.
- We have been working to share knowledge and expertise around care for people with dementia, including tools to help audit the physical environment where care happens.

New registrations 2015/16



UNHAPPY ABOUT A CARE SERVICE

We are one of the few inspection bodies in the UK that also investigates complaints. If you're not happy with the care you experience or see, then our complaints process may be able to help.

We receive around 4,000 complaints and concerns a year and we look at all of them. In about half, we investigate the complaint formally. In the other cases, we advise people or refer them to the right organisation to help them.



Gordon Paterson, our chief inspector for adult services, says:

'It's important that when people are not happy with the care that their relative or friend is experiencing, they're listened to and supported when they make a complaint. Complaints can help services improve and develop with really positive outcomes. If someone speaks up, it is because something hasn't gone right.'

We respond quickly to high-risk complaints and direct our resources where we can have the greatest impact. Our complaints help solve people's problems with care and identify what needs to improve.

Most complaints we receive are from friends and relatives of people using care, but the next largest category is from staff members - whistleblowing for social care is really important, so that people experience good outcomes.

Click the Complaints tab on our website: www.careinspectorate.com

Most common reasons for complaints made to the Care Inspectorate:

24.1%
General health and welfare

7.2%
Communication-between staff and service users/relatives/carers

4.2%
Staffing levels

5.3%
Other staffing issues

3.8%
Medication issues

WHEN THE QUALITY OF CARE ISN'T GOOD ENOUGH

Helping care services improve is a major focus for us.

As a scrutiny body which supports improvement, we know that over 85% of services provide good, very good or excellent care, but we need to respond quickly when care isn't of the standard we expect.

On very rare occasions, we can – and do – take formal enforcement action where we have significant concerns about the health, welfare and safety of people. This could include serving an improvement notice or seeking emergency action through a sheriff court.

As well as support from inspectors throughout the year, our improvement advisors help care to get better. Specialists in pharmacy, dementia, rehabilitation, tissue viability, continence, and infection prevention and control, help to support improvement across Scotland and in specific cases.

Our professional resources are available free at hub.careinspectorate.com



Rami Okasha, Executive Director of Strategy and Improvement, says: 'Our scrutiny work helps identify what works well, and how innovative practice can be shared, but also highlights where improvement is required.'

'Inspectors play a major role in this, and our specialist improvement staff and resources are vitally important too. Responsibility for sustaining improvement lies with care services, but we play a major role in supporting it. In moving from compliance to collaboration, we work together with other organisations and experts.'





Edith Macintosh,
Head of Improvement
Support, says:

'Improvement is central to our work. Our inspectors and our team of improvement advisors work day in, day out to support and enable improvement in care services. From outdoor play to dementia, from continence care to medicines administration, we enable care services, providers and local partnerships to take ownership and make improvements where they are needed most. This year, we are working across eight local partnerships in a major improvement programme called Care About Physical Activity to promote older people to be more active every day.'



Glasgow-based Kristine Douglas has been one of our inspection volunteers for about three years. She's currently working with our early years services.

'An inspection volunteer gets the best job by speaking to the people using the services and their loved ones. I enjoy meeting new people and listening to their own experiences, both good and bad, and then working with the inspectors to help make a difference in their daily lives. I volunteer because I feel I might make a difference - not for everyone - but for maybe just one person living within a care setting.'

INVOLVING PEOPLE IN OUR WORK

People who use services, and their carers, almost always know what the best care is for them. Involving them in our work is central to understanding how services are performing, and how they could improve.

We have developed a new involvement strategy, 'Working Together, Improving Together 2015-18' which sets out why and how we involve people using care and their carers in our work. Our inspection volunteers and members of our Involving People Group helped us develop the new strategy.

Highlights from this year

- We continued to improve our Inspection Volunteer schemes. Over 600 inspections last year involved an inspection volunteer, and they spoke to about 5,000 people to gather their views. This year we are involving inspection volunteers who have a diagnosis of dementia.
- Last year, our inspectors surveyed the views of 58,000 people who use care, and their carers, and providers using questionnaires. These help direct what our inspections look at and understand what is working well.
- We have achieved the Investors in Volunteers Accreditation Award.
- Our first 'People like us involvement conference' brought around 80 of our involved people together to guide our work and shape our policies.

Search online for 'Care Inspectorate Involvement'

Young inspectors with personal experience of care take part in our children's services inspections



STRATEGIC SCRUTINY

As well as working with individual care services, we work closely with local health and social care partnerships, local councils, and community planning partnerships to examine their performance and support improved care and social work.

Current improvement activities include around the use of **chronologies** and supporting **physical activity** for older people

We work with all

32

local authorities and community planning partnerships, and all

31

integration authorities for health and social care



Helen Happer, our Chief Inspector for Strategic Scrutiny, says:

'We aim to provide support and challenge to local authorities, integration authorities and their partners to help them continuously improve.

'To do this, we need to continually challenge ourselves and support each other to improve our own approaches. We have done this throughout the year and will continue to do so in the coming year.'

Children and young people

We lead joint inspections of children's and young people's services. Care, health, police and education inspectors work together to see how well services are working in local areas to improve experiences and outcomes for young people in their community. We have found many positive improvements, but Scotland's community planning partners – which bring together local authorities and other public services – need to do more to close outcome gaps between the most disadvantaged children and their peers.

When a child protection committee carries out a significant case review, we examine it to ensure the right learning happens, and we review the tragic circumstances when a looked-after child dies. The Scottish Government has recently asked us to design and lead a new programme of inspections for children, to strengthen our scrutiny of child protection and corporate parenting arrangements across Scotland.

Older people

Working with health colleagues, we examine how effectively health, social work and social care services for older people collaborate. This has helped identify ways that they work together, and where faster improvement is needed. The Care Inspectorate and Healthcare Improvement Scotland are jointly responsible for inspecting how partnerships commission services and for supporting improvement. The Care Inspectorate will also review arrangements for adult support and protection, and self-directed support.

Community justice

We've been developing a new way for community justice services to look at their own work and the difference they are making. We are doing this with the agencies that deliver services to people involved in offending, their families, and victims. We also examine criminal justice social work serious incident reviews to ensure that when a serious incident happens, the right learning happens.

Find out more online by searching 'Care Inspectorate joint inspections'

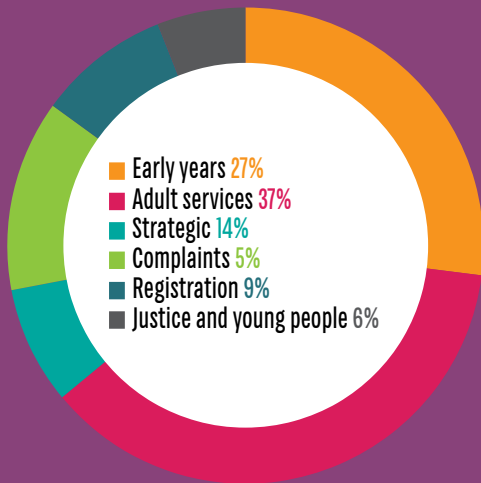
REAL LIFE, REAL PEOPLE

We recruit specialists in care services to inspect care services. They work in national teams and share their expertise and experience across the country.



Gordon Weir, Executive Director of Corporate and Customer Services, said: 'Our staff are passionate about improving care, and we are passionate about the quality of our workforce. We recruit exceptional people from all kinds of care, nursing and social work backgrounds, to make sure we have the kind of expertise needed to support real improvement in Scotland's care. We support our own staff to improve too and that is why we are the first organisation in the UK to develop our own graduate-level professional development award for inspectors.'

Percentage of inspectors by specialism



Gary Peattie
Early years inspector

Gary Peattie is one of our early years inspectors. He joined us in 2015 after working as a childcare manager for a Scottish council and has also worked in nurseries and out-of-school care services.

Tell us about your current role?

The role of an inspector is certainly very varied. Of course, inspections are a big part of what we do, and that includes analysing information, conducting the inspection and writing the report. A lot of people don't see the improvement work we do, but we all focus on improving outcomes for people.

Has your previous role helped you in your current role?

Yes! I've worked in a service and know how it feels to be inspected by the Care Inspectorate. So all the work I did before I joined is relevant and helps me during an inspection.

What do you love about your job?

I get to visit and meet with a range of services and see some excellent work, which I can share with other services. I had a very good relationship with the inspectors who inspected my services so knew what to expect from speaking to them.

What are the three skills you need to have to be an inspector?

Knowledge of the sector, be a good listener and a good negotiator.

Find out more online by searching 'Care Inspectorate recruitment'



Corporate member of Plain English Campaign
Committed to clearer communication

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NATIONAL CARE STANDARDS

New national care standards will be rolled out in Scotland from June 2017.

The old standards dated from 2002, so Scottish Government asked the Care Inspectorate and Healthcare Improvement Scotland to lead a full review and to develop standards across all social and health care. Thousands of people helped develop the new standards, through a development group and wide public consultation.

The new standards are radical and world-leading. Together with our modern approach to scrutiny, they will support better outcomes for people using health and social care services. They set out what high-quality care looks like and help you understand the quality you should expect when you use any health and social care service in Scotland. They also help care providers themselves deliver the quality of care that people should experience.

The new standards are for all health and social care, applying to any care setting, wherever and however it is provided. There was widespread support for developing standards based on human rights and wellbeing, so these new standards focus on the person using care - what the outcomes should be for them.

NATIONAL CARE STANDARDS



Paul Edie, Chair of the Care Inspectorate, says:

'We've been delighted at the many perspectives we've had from people using care and from organisations across the private, voluntary and statutory sectors.'

'Thank you to everyone who's taken part. You're helping us create better standards for people using health and social care in Scotland.'

We received more than
2,000
responses to the
public consultations on the
new standards

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For the most up-to-date information
about the new National Health and Care
Standards visit www.newcarestandards.scot

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