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SPRING 2017



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Welcome

to the spring 2017 issue of *Care News*

The Care Inspectorate is not only involved in scrutiny, but also in promoting good practice. This is the aim of its *Getting ready to read* guide, which gives early years services across Scotland useful information about the importance of engaging with young children to help develop their early language.

Inspectors frequently discuss their findings with managers and staff. This is part of their role and discussion is healthy, but not when it develops into abusive and threatening behaviour. These incidents are very rare, but the Care Inspectorate has developed a zero tolerance policy towards aggression and violence that it trusts services will abide by.

Once again we have plenty of stories that show the great work care providers are undertaking for people using their services, from living active healthy lives to helping enhance the quality of life for people with dementia. And childminder Zoe Sadler, through her enthusiasm for outdoor learning, shows that children's services should not be afraid of the great outdoors.

We are indebted to our many volunteers who either help us with our inspections or on our policy teams. Read about David Tares' work with us and how he became a tireless advocate for the rights of people with disabilities... and his love of music.

Let us know what you think of *Care News*. 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 *Care News*.

Sarah Wilkie
Editor



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Online



CARE INSPECTORATE ONLINE NEWS

Paul Edie reappointed as Chair of board

Mr Edie's reappointment as Chair of the Care Inspectorate's board was announced by Scotland's Cabinet Secretary for Health and Sport, Shona Robison. He was first appointed in 2013.

Services for adults with learning disabilities

The Care Inspectorate has published the first ever thematic report on inspections of services for adults with learning disabilities in Scotland.

Keeping active in care

The Scottish Government and the Care Inspectorate have announced a £1 million drive to help develop and spread work to increase levels of physical activity in older people in Scotland across the care sector. An improvement programme will provide training and development to staff in care services in different areas in Scotland.

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

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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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First steps to literacy

Care Inspectorate guide to give children a head start in reading skills

Encouraging children to develop language skills, read, and enjoy books at an early age is vital – and the earlier the better. That's why the Care Inspectorate has developed a useful guide, called *Getting ready to read*, for early years services to help improve children's early language skills.

The new resource was developed as a result of Save the Children's 2015 report *Ready to Read*. This highlighted the fact that children from the most deprived areas are twice as likely to experience difficulties in language development by the time they start school, compared with children who have never experienced poverty.

The research also showed that children who attend a high-quality nursery have a head start in the early years of primary school, so nurseries, childminders and other early learning and childcare services can play a vital role in tackling these issues early.

Karen Reid, Chief Executive of the Care Inspectorate, said: "Ensuring children get the very best start in life is crucial to improving their life chances overall, and the Care Inspectorate has an important role to play in helping nurseries, childminders and playgroups across Scotland give children that positive start.

"Our new resource highlights some of the key things we expect to see in place in early years services. If children can develop a rich vocabulary and good language skills, it really gives them a head start in life. Through our inspections we



“ Ensuring children get the very best start in life is crucial to improving their life chances overall ”

know that early learning and childcare in Scotland generally performs well, but our role is to drive up standards wherever we can. Working with nurseries, childminders and organisations like Save the Children, we can help close persistent gaps in attainment for poorer children."

Mary Morris, Care Inspectorate Team Manager, who helped to develop the resource, said: "We wanted to pick out the key messages from this important research and translate it into a practical resource that people in early learning and childcare services can use to help

promote early language skills. It can be used by all involved in early learning and childcare. This will hopefully support improvement in these services."

Neil Mathers of Save the Children said: "*Ready to Read* explains that tackling educational inequalities can only be achieved if we commit to boosting the early language skills of children living in Scotland's most deprived areas. We are delighted that the Care Inspectorate has taken this learning on board and is putting it into practice as it inspects and supports improvement across early years care." **CN**

Karen's column



I recently spoke at a meeting of inspection bodies and care providers from across Scotland, England, Wales, and Northern Ireland. All the different bodies are developing new approaches to scrutiny that reflects their different roles and remits. I am very clear that the Care Inspectorate is a scrutiny body that supports improvement. That is why we have been changing our approach, and really focusing on the positive impact that care can have for people.

Open and honest relationships between inspectors, people who

experience care, and care staff are crucial. Trust is an important element too. Last year, we made clear that where managers tell us that something isn't working well, and show they have a robust plan in place to address it, we will recognise that as a sign of management strength. We expect to see evidence of those improvements being made, and our inspectors are there to advise and guide managers along the improvement journey.

Openness and candour will become increasingly important in coming years. From 2018, there

will be a new duty of candour for all care services in Scotland (except childminders). This means that if things go wrong, care staff will need to apologise and offer to meet with people affected. We will be expecting care services to really learn from what's happened and show what's improved as a result. We are working closely with the Scottish Government, SSSC and others to help prepare for the duty – look out for more information soon.

Karen Reid,
Chief Executive,
Care Inspectorate

Website's window on the world of good causes

A new website is providing a platform for people to share experiences about Scotland's charities and good causes in a bid to promote transparency and improve services.

Good HQ offers a "shop window" to more than 24,000 registered charities, showcasing the work they do, and allowing the public to rate and review them. It is designed to raise awareness, encourage people to get involved, and drive positive change.

It was created by the Scottish Council for Voluntary Organisations (SCVO) in response to negative publicity surrounding good causes.

Lauren Pluss, Good HQ Community Manager, explained: "It's about showing organisations' commitment to transparency and improving public trust.

"All organisations can claim their page and use the site to add information about their organisation, add their social media links, write posts, and use it as a way to collect feedback and demonstrate the impact of their work.

"Anyone can write feedback, whether that's a service user, fundraiser or supporter. It's a great opportunity for organisations to engage with people, respond to feedback and make changes where necessary."

For more information visit goodhq.org



Beach benefit for wheelchair users

A service in North Berwick is giving wheelchair users the chance to enjoy a pastime that others take for granted – a visit to the beach.

Beach Wheelchairs is a registered charity that provides special wheelchairs and a beach walker for free loan from their beach hut in North Berwick Harbour for use on the town's nearby beaches. The wheelchairs are specially designed with large, rubber tyres that move more easily over the sand. There is a hoist to help with transfers.

The scheme has been operational since July 2015 and was begun by Alison Brown and Jackie Tagg. Because of disability, Alison's son and Jackie's brother and mother could not access the local beach.

Alison said: "Our family had gone on holiday to France where a number of beaches have

wheelchairs available. I came home and started looking into the possibility of setting up a similar scheme here. When I made contact with Jackie, who was looking at the same idea, we started to gather some momentum." Help from the community centre was crucial in getting things up and running.

The scheme, which is run by volunteers, operates all year round and welcomes all wheelchair users.

Alison added: "We've had over 160 hires since we started, which we believe is a good number. And it's not just those individuals who have benefited. People come with their family or friends, which means they all get the chance to enjoy time on the beach together."

For more information see:
www.beachwheelchairs.org

Care Inspectorate gains quality-standard accreditation

The Care Inspectorate has gained Investing in Volunteers accreditation, the UK quality standard that recognises good practice and commitment to high-quality volunteer management.

The Care Inspectorate currently has about 100 volunteers that either support its inspectors on inspections of services – through its inspection volunteer and young inspection volunteer programmes – or are part of the Involving People Group, which provides advice to the Care

Inspectorate on various issues and helps to shape the organisation's policies.

The Investing in Volunteers accreditation was managed by Volunteer Scotland, and during the 18-month process the Care Inspectorate's policies on planning, recruitment, selection, support and retention of volunteers was assessed and reviewed.



Charlene Guild, Involvement and Culture Lead, said: "The accreditation was a useful experience as it

not only verified our policies about using volunteers, but also added best practice to our procedures so everyone is clear about our obligations to our volunteers and they, in turn, have security about their position and clarity on their roles when they work with us."

Consultation responses show wide support

There was a good level of response to the recent consultation on the new draft National Health and Social Care Standards, which finished at the end of January, and early analysis of comments received demonstrated widespread support for the new standards.

Expert researchers are now analysing the returns from more than 500 organisations and individuals to provide the Standards Review Team with a detailed breakdown of views to assess any changes that need to be made to the draft standards.

Henry Mathias, Strategic Lead for the

Standards Review Team, said: "We are very happy with the response as this is a good return rate for a formal Scottish Government consultation. There was also a significant proportion of people using the Easy Read option, which indicates we have had a good level of input from people who use care services.

"It's fair to say that there is widespread support for the new Standards and we are looking forward to the detailed analysis of the comments to see if we need to fine tune this further."

Once the analysis has been

completed, the Standards will be redrafted for approval by the Project Board and then presented to the Cabinet Secretary for Health & Sport for final sign-off in May.

The new Standards will begin to be rolled out from April 2018. In the meantime, the Scottish Government has set up an implementation working group to look at how the standards will be used across both care and health services.



ZERO TOLERANCE OF AGGRESSION

The Care Inspectorate, like other public services, has a zero tolerance policy towards aggression and violence.

Care Inspectorate employees have the right to work and carry out their duties in an environment free from threatening or abusive behaviour and violence, and, equally, they should treat people they speak to in the services they inspect fairly and respectfully.

Although a very rare occurrence, some inspectors have been subject to abuse during inspections and this policy makes clear the Care Inspectorate's duty of care to its employees and how it will respond to these incidents.

The Health and Safety Executive defines an aggressive or violent incident as: "Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. This can include verbal abuse or threats as well as physical attacks".

Kevin Mitchell, Executive Director of Scrutiny and Assurance, said: "Our inspectors are trained to listen to, understand and respect the views of care service employees and managers they speak to. The nature of the work we do means that inspectors will, from time to time, be challenged about their findings. We respect the right of managers and staff to do that, and to do that robustly on occasions.

"However, our staff should not, under any circumstances, be subject to threatening or abusive behaviour.

"When the challenge tips over into



inappropriate language and verbal abuse that becomes very personal and threatening, then that is not acceptable."

Under the policy there are a number of courses of action the Care Inspectorate can take, from writing letters of complaint to the senior management of the relevant service through to taking the matter directly to the police, in the case of assault.

An incident that occurs during an inspection or complaint activity could affect a person's career. The Scottish Social Services Council codes of practice

set out very clear expectations of professional conduct for the social care workforce.

Kevin added: "The vast majority of interactions we have with services are positive, even when discussing complex and difficult issues, but for the tiny minority of cases where our staff are subject to harassment, we will take a zero-tolerance approach, which is covered in this policy."

For more information, look under the Publications and Statistics section at www.careinspectorate.com

Settle down in your seat for some physical activity

VIDEO ACTIVE

THE benefits of a healthy lifestyle are promoted from cradle to grave.

However, as people reach a certain age, it can often be more difficult for them to take part in physical activities.

But for the residents of St Davids Care Home in Forfar, this has been made a lot easier thanks to a video link with a local sports centre which "beams out" classes to them in real time.

Called Video Active, the series of seated physical activity classes are streamed live to the residents who can take part in the sessions without having to travel. The pilot between Webster's Sports Centre in Kirriemuir and St Davids Care Home has been so successful that Angus Health and Social Care Partnership will be rolling it out to other venues.

Shona Burge, Home Mobile Health Monitoring Development Manager at the partnership, said: "It's great that people can

join in a class from the comfort of their care home. It gives them a window to the outside because they can see the participants at the leisure centre and vice versa.

"Although seated, the activities can still be quite taxing, and the coach is really noticing the progress the participants are making."

Ivan Cornford, owner of St Davids Care Home, added: "The residents have enjoyed the sessions and have enjoyed having the connection with another place."

COORDINATION KEY TO DEMENTIA CARE



The indoor garden is one of Balhousie Care's dementia projects

LEARNING SUPPORT

Making sure dementia learning and development is put into care and support can often be challenging, but having a key person in the service driving this forward can make a huge difference. That's the view of Heather Edwards, Dementia Consultant at the Care Inspectorate.

She said: "A number of providers have recognised the need for a named person who has responsibility for promoting good practice. For example, Balhousie Care recruited Dementia Consultant, Yvonne Manson (pictured) in February 2016 and she has been pivotal in the group's progress since then.

"Among other things, she works with dementia ambassadors within their care homes to take forward a learning, development and support programme

and bring in new initiatives such as Playlist for Life, which involves compiling a personalised playlist of songs that are important to individuals, and has a really positive effect on their wellbeing."

After being appointed, Yvonne's first task was to meet people across Balhousie and begin defining its dementia strategy. She said: "We tackled this in various ways, including dementia care mapping, and correspondence with families. Similarly, we sought the views of Scottish Care, the Care Inspectorate and other organisations."

The strategy, which has six key themes – from dementia ambassadors to training, engagement and evaluation – was launched in July 2016.

It is made available in every Balhousie home for anyone to see.

Yvonne added: "Although there are key themes, staff and residents in each home can interpret these in a way that works for them; there has to be flexibility. Every two months our ambassadors come together to talk about issues and share ideas. They also have meetings in their home, talking to residents and staff about what they want to pursue."

The ultimate measure of success is the impact that the ideas developed have on residents' lives. Although it is relatively early days, Yvonne reported positive news. "In one example we have seen a significant increase in our dementia care mapping scores."





The 'With These Hands' wall

'Memory wall' pays homage to past lives

KINTYRE HOUSE PROJECT

WHEN an elderly person moves into a care home, their previous lives can often be left behind. But a special project at Kintyre House in Invergordon has ensured that residents' lives are fully recognised and remembered in a powerful and meaningful way.

Activity staff have worked with residents to create a wall full of memories of their past jobs. Run by Activities Co-ordinator Chris Esplin and her team, the project features photographs of each resident's hands, along with details and photos of the most memorable jobs they ever had.

Called "With These Hands", the project took two months to complete and now takes pride of place in the home.

Some of the jobs residents have carried out over the years include aircraft mechanic, crofter, distillery driver, teacher, laundry assistant and midwife.

And for the women whose main responsibilities were running a household and raising children, their equally important roles are also highlighted.

"We wanted to see behind the individual and show how important their past lives are," explained Chris. "Residents look at the wall and they learn things that they never knew about their friends in the home, so it's a real conversation starter. It's very moving."

Local schoolchildren will also benefit when they visit the home to learn about the jobs the residents have done over the past several decades, forging an inter-generational link.

The initiative has been praised by Care Inspector Chris Tweddle, who saw the wall display during a visit. "This is a good way to show 'the person' so that staff can see how valuable people are, and what they did before they came into care."

Digital participation @ Trust Housing

TECHNOLOGY TRAINING

FOR 96-year-old Betty Croy, the key to combating loneliness lies in learning. Despite being just four years off her 100th birthday, Betty has been learning how to use digital technology to help her keep in touch with the world.

Betty has lived in Stockbridge, Edinburgh, in sheltered housing accommodation provided by Trust Housing Association for the past 18 years. She is one of some tenants who have recently benefited from accessing the internet, increasing their confidence in using technology, and combating isolation and loneliness by using new ways to communicate with family and friends.

Betty said being lonely can be difficult, but learning new things is a great way to fight it. "I first thought it was a waste of time and I would not be able to concentrate. Then I read somewhere that technology can save you from getting dementia. I am learning how to do emails. I am determined to learn more."

Trust has introduced wi-fi services in



more than half a dozen developments so far and will roll it out by installing wi-fi across 70 developments over the next four years, across all tenants' flats and shared areas.

The roll-out is being supported by training and by tenants who have volunteered as 'digital champions'. A 'kiosk' terminal, which is a tablet the size of a TV or computer screen, is used in lounges to help people learn new digital skills together.

Katrina Hamilton, Customer Engagement Officer at Trust, said: "This project is about ensuring our customers don't feel left behind. There's a very strong social case that when people become digitally engaged, it has a positive impact on their quality of life."

Scots author gifts books to her fellow residents

LITERATURE

A renowned Scottish author has gifted a full set of her books for the enjoyment of fellow residents at an Aberdeen care facility for the elderly.

Writing as Nora Kay and described as "Scotland's Catherine Cookson," Nora Kelly published a total of ten books during her writing career which only began in her 70s. Now a resident of Rubislaw Park Care Home, she is still selling copies of her novels and continues to receive fan mail from around the world including New Zealand, Australia and South Africa.

Born and raised in County Durham and Northumberland, Nora spent much of her life in Dundee and worked as a speech therapy assistant. Her passion, however, lay in realising her childhood ambition of writing and she wrote detective serial stories for the *Courier* and *Evening Telegraph* as Nora Kelly before putting pen to paper as Nora Kay for her first book, *A Woman of Spirit*, which was published in 1994 when she was 72.

The 66-bed Rubislaw Park Care Home recently underwent a multimillion pound refurbishment project. This incorporated new facilities, including a library where Nora's gift has been located so that as many people as possible can enjoy her work.

Director of Care Kristin Jackson-Brown said: "I would like to express our sincere



Nora Kelly

thanks to Nora for her kind and generous gift. We hope that people will enjoy her books as well as being inspired by her path to becoming a successful author."

Nora added: "I think I always had a talent but I was not really encouraged – but I still managed to realise my dream of writing. One key to the success of my writing was the support of my late husband who fuelled me with coffee and chocolate. I always carried a notebook and pencil wherever I went and I think that is the single most important thing a writer can do."



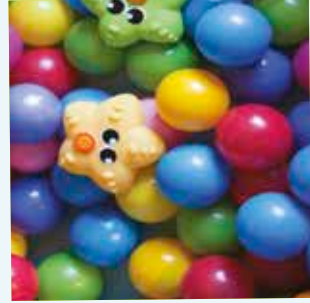
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Would you like to tell us your experiences and work with us to improve care?

Get involved with us and:

- join our Involving People Group
- become an inspection volunteer
- become a young inspector
- have your say at local events.





To find out more:

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'Exemplary' support for young people

OUTREACH SERVICE

"It's an exemplary service that meets the highest standards and exhibits best practice." Inspector Linda Taylor is giving her opinion on Loretto Care South Lanarkshire Young Persons' Intensive Outreach Service.

Based in Hamilton, the service is for young people in their late teens and early 20s who are homeless, or at risk of becoming homeless, but are preparing for a tenancy in South Lanarkshire.

"The people who receive care and support are very involved in how the service develops," added Linda.

The service's extensive activities have included a music group designed to stamp out the stigma of mental health, which



went on to stage a successful concert in Glasgow. An event was held where Lloyds Bank staff worked with young people and staff to develop their IT skills, and young people are piloting a new SQA award focusing on tenancy and citizenship.

An internal initiative called "The Lens" – based on the "Dragons Den" model – allows staff and young people to pitch ideas that are judged by a panel that includes a service user. A recent staff suggestion for an internet café secured funding and it will open in April 2017.

"I've rarely seen a service where staff are so committed, enthusiastic and motivated," said Linda. "They feel well supported, valued and listened to, and all have a specific area of responsibility, such as health and wellbeing."

Sharon Fleming, Service Manager, said: "Personalisation and having service users at the heart of everything we do underpins our philosophy. From the minute we receive a referral we take our direction from that young person."



PUPPY PRIMARY

GUIDE DOGS FOR THE BLIND INITIATIVE

When a nursery in Fife started working in partnership with Guide Dogs for the Blind, staff noticed the benefits immediately. The innovative project at Balmullo Primary School Nursery has enriched the children's learning experiences and provided significant opportunities and benefits for the children and the dogs.

Wendy MacPherson, who had been Balmullo's nursery teacher for more than 15 years, initiated the programme and as she was also teaching in the upper school, she was able to bring the benefits to older children too.

Wendy, now the school's primary 1/2 teacher, said: "I have been involved with guide dogs for some time and, as an animal lover, I know the benefits

of having a dog around, for adults and children. We are all very proud at Balmullo to be supporting guide dog puppies in training. This is a fantastic partnership where both our learners and guide dog puppies can progress with their education."

Before bringing the dogs into the school, Wendy completed a comprehensive risk assessment and spoke to key stakeholders, including staff, parents and the Parent Council.

"I saw the benefit of the pups being able to come into school to socialise and experience the workplace and I instinctively knew how the presence of a dog in school would support our children's learning, in particular social and emotional wellbeing," said Wendy. "It is lovely to see the children come into school with a smile and a lovely welcome for the dog. The pups

have given confidence to children who have previously been scared or unsure around dogs. We have had a significant turnaround of children who now want to be close to the dogs and their parents have been amazed."

The positive outcomes continue to grow, including children being more motivated with their learning, building their confidence and self-esteem, developing caring attitudes and taking on the responsibilities of caring for a guide dog.

Care Inspector Anne McBroom said: "The project has really had a positive impact and contributed to a calm atmosphere at the nursery. The guide dog training has additional benefits, including teaching the children about road safety while they (and school staff) are out walking the dogs and providing opportunities for fresh air and exercise."



Zoe looks for all types of opportunities to enjoy outdoor play

Benefits of the great outdoors

LEARNING INITIATIVE

A childminder has been praised for her proactive initiative at encouraging children to explore their natural environment. Zoe Sadler, from Ellon in Aberdeenshire, has incorporated a number of outdoor learning activities into her duties.

The youngsters in her care, who include two of her own, aged seven and 13, enjoy a variety of activities, such as building dens, climbing trees, splashing in streams, and visiting various museums and points of interest.

Zoe said: "Research is showing that children who spend significant amounts of time outdoors have healthier hearts and are less obese, have better motor skills, fewer infections and allergies, are less stressed and have fewer conflicts.

"Coming up to school holidays, the children and I make a wish list of activities by looking through the photo books from previous years to give ideas and we search for local events. We then work our way through the list and decide on a week-by-week basis what we will do and when, depending on the weather."

The mum-of-three is regularly joined on her outside adventures by fellow local childminder Vicki Noble and believes this provides an even better service as they share ideas and the two groups of children mix and build their social network.

Zoe's ambition to be a childminder was only realised seven years ago and she is continually looking at ways to improve her service.

"Last year, I attended 12 different training courses ranging from supporting speech and language development, child protection and forest school training," said Zoe. "We are lucky in Aberdeenshire, the council provide a very good selection of training courses to childminders free of charge. Continuing to further my knowledge and keeping everything fresh allows me to provide some of the best experiences for the children and their families."

In support of the outdoor play, Zoe has built relationships with all the parents and created individual phone messenger groups for each family, allowing mum and dad to feel included.

Her efforts have earned her praise from the Care Inspectorate. Lisa Hendry, Care Inspector, said: "Zoe meets the needs of the children in her care really well, and is warm and nurturing.

She loves being outdoors with the children. Outdoor learning is a big focus as it promotes children's health and wellbeing, as well as developing their learning."



Top grades for school club again

ST MIRIN'S

An out-of-school service in Glasgow has been praised by the Care Inspectorate for its ongoing commitment to empowering children.

St Mirin's Out of School club is celebrating its third consecutive inspection, demonstrating positive outcomes for children.

The service has embedded the children's rights and SHANARRI wellbeing indicators throughout their childcare practice, with the youngsters designing and leading their own play. The impressive grades kick off a year of celebration for the service, which is enjoying its 21st birthday in 2017.

"Our focus is, and always will be, our outcomes for children," said Margaret McLelland, who runs the service. "Staff are highly trained in play and we are advocates for play and UN Conventions of the Rights of the Child Article 31. We promote play to parents and we continually research, observe and facilitate play at all levels of challenge and stimulation to ensure we capture the needs of each child as individuals.

"Our children conduct risk-versus-benefit assessments to enable them to articulate to staff about the pros and cons of particular play opportunities they would like – but pose a risk. This approach opens dialogue and creates a sense of accountability and responsibility for children."

Since opening in 1996, the service has faced many challenges as the sector evolved. This year, the children are hosting visits from other out-of-school services, including welcoming students from Japan and Iceland. The youngsters are also developing a talent show for the parents.

Care Inspector Barbara Miller inspected this service. She said: "The children are encouraged to speak out and Margaret (the manager) is experienced and knows her staff well.

"The latest inspection was led by the children, who were all very capable and confident. Each child has a voice and wants to be heard, and this service provides that opportunity."

GET UP, STAND UP FOR YOUR RIGHTS

David Tares' passion for music is only matched by his tireless advocacy of the rights of people with disabilities

CAPABILITY SCOTLAND EQUALITY TRAINER

David Tares lives for music. The Disability Equality Trainer for Capability Scotland travels up and down the UK with his friends to see bands.

Earlier this year, he was in Dunfermline to see the legendary punk rock band The Stranglers... and he even managed to get up on stage alongside them as he complained about the barrier that was preventing him from seeing them from his position below the stage.

The Stranglers sing a rousing song on their 1977 *No More Heroes* album called "Something better change", and that might be a fitting anthem for David to describe his passion for standing up for the rights of people with disabilities.

This interest in advocacy developed later in life when his mum suggested he seek more independence by leaving home.

David explained: "She actually did me a favour when she suggested I move out and become more independent, but at 31 years old my first experience of sheltered housing was not good. In hindsight, I think I was trying to run before I could walk.

"I am a private person but every time I

“My experiences made me realise how disempowered people with disabilities are... they did not see me as a person”

came home from work there was a long line of people outside my door wanting to talk to me, ask my opinion on something or just moan. I just wanted to go to my room and enjoy my music – this constant attention was affecting my wellbeing.

"I went to the council to ask for something more suitable, but the housing officer said that the current accommodation was 'adequate to my needs' and I could not do anything about it unless it was affecting my health. At the same time I had just lost my job at the Benefit Agency because of my dyspraxia – a developmental disorder causing difficulty in activities requiring co-ordination and movement – and my employment counsellor said she was not going to support me any more because I had lost this job.

"These experiences made me realise how disempowered people with disabilities are to represent themselves. They did not see me as a person. In fact, the only person who really knows me is me, and that's why I decided to stand up for my own and other people's rights."

David fought back and, with the help of his doctor, he was able to persuade the council to find more suitable accommodation. When he moved to another property within the Margaret Blackwood Housing Association (MBHA) he decided to volunteer to be a tenant board member, and from there his interest in social inclusion, advocacy, health and furthering the rights of disabled people grew.

It was while representing MBHA that he was invited to a Care Commission conference to explain the new grading structure that was being introduced.

David said: "I really enjoyed the event and it opened my eyes to what the then



Care Commission was doing to help improve services. So, after five years with MBHA, I thought this was the right time to move on and volunteer to do something else."

During this time David has worked as an inspection volunteer and is currently a member of the Care Inspectorate's Involving People Group.

"I like the strategic role of this group and I get satisfaction knowing that we are making a difference and helping



David is an ardent activist but says 'As much as I work with disability it does not define me'

life-changing things I have done, and it very much shaped the person I am today – it gave me so much self-confidence."

David starred in Shakespeare's *Measure for Measure* and in an innovative play called *If Those Spasms Could Speak*, which centres on disabled people and their body image, and had a two-week run at the Edinburgh Fringe Festival.

He has since gone on to presenting equality workshops for the Tenant Advisory Service and The Scottish Housing Federation, and it was while delivering one of these events in 2004 that he was asked by Capability Scotland to become its Disability Equality Trainer, to teach employees and clients about these issues.

But David likes to say: "As much as I work with disability it does not define me", and this is certainly true when he's checking out the next gigs he wants to go to across the country.

Although he enjoys most musical genres, his real passion is for folk music, more specifically Fairport Convention – who he has seen 86 times!

He said: "When I was 23, I went to see Jethro Tull in Dundee and I loved them. However, I found out the bassist in the band, Dave Pegg, was also in a folk group called Fairport Convention, so when I got to see them I was instantly hooked.

"I've met Dave many times and even got up on the stage to play with him, so I was very excited when I heard they were going to be celebrating their 50th anniversary this year with a special gig in London.

"It was sold out, but my girlfriend has managed to get me tickets as a surprise, so I'm thrilled that I'm seeing the band play 50 years on from the exact day of their very first performance in 1967."

to shape the direction of the Care Inspectorate so it represents the interests of people who use care services."

Over the years, David has also volunteered for many local organisations, from the Volunteer Centre Dundee to Dundee City Council, but it was through the local Princess Royal Trust for Carers that he got the opportunity to make his mark on the wider community and on the stage.

Through the Trust, he proposed to

create his own disability and equality training programme, and won £5,000 of funding from the National Lottery. One of his first customers was the Dundee Rep Theatre. It was while giving sessions to staff at the theatre that it dawned on him the similarity between presenting in a boardroom and acting on stage, so he signed up for the theatre's weekly adult drama group.

David said: "My involvement with the Rep was one of the most enjoyable and



Publications to help you improve care

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

These 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 level of care people should expect to receive and what to do if they need to make a complaint.

Publications available online at www.careinspectorate.com



A RISK RESPONSE

New approach to processing and assessing complaints against services

Over the past few years, the Care Inspectorate has been trialling a number of new approaches to the way it processes complaints made about care. Recent changes include the establishment of a contact centre to improve its response to complaints, and the development of a new shorter, more concise complaints report format which focuses on the evidence considered and conclusions reached.

The latest development of the complaints process, which has been piloted and received positive feedback, involves taking a risk assessment approach to dealing with complaints.

The complaints team will risk assess each complaint it receives in order to provide a proportionate response, with the more urgent cases receiving immediate attention.

The new complaints risk assessment process uses a 'traffic light' system to triage complaints and to determine the most appropriate response.

Marie Paterson, Service Manager Complaints and Inspection, said: "The risk assessment approach is key to enable us to triage the complaints that come in to us and ensure that we investigate those that highlight the greatest risk to people who use services.

"This risk assessment tool supports a change in our approach by identifying complaints that may not be investigated by a formal investigation by complaints staff, but will instead be noted as intelligence, passed back to the provider for investigation or resolved through front-line resolution.

"We recognise that complaints are best resolved as close to the point of service delivery as possible, so, for some cases, we will determine it appropriate to remit the complaint back to the service provider for them to resolve quickly and informally, or investigate and respond."

The risk assessment of a complaint will



take into account the information provided, the inspection history of the care service, the next inspection date and an assessment of the likelihood of the issues being more widespread within the service.

Marie added: "Our intention is to only refer complaints back to a provider if they have a suitable complaints procedure and have evidenced their ability to address such matters effectively, although we will not usually do this for sole traders or childminders."

Thanks to greater awareness of people's rights to enjoy safe, high-quality and compassionate care that meets their needs, the Care Inspectorate has seen a nearly 50 per cent increase in complaints raised over the past five years. In 2015/16, it received 4,086 complaints about care services – that's more than 340 complaints a month.

The new risk assessment process will help the complaints team prioritise complaints that place people at risk – in particular with protection issues – and ensure it uses its investigation resources appropriately. **CN**

Care Inspectorate will now risk-assess all complaints

RED

The investigation is started immediately.

AMBER

Record as information, proportionate investigation by Care Inspectorate within 40 days. Communication with complainant within three days, and agreement of complaint and start of investigation within 10 days.

YELLOW

Record as information, and encourage informal resolution. Investigated by registered care service. The Care Inspectorate will look to secure a satisfactory outcome.

GREEN

Information the Care Inspectorate may follow up at the next inspection.

The issue of tissue

Topical applications guide to skin care management for residents is welcomed

When Health Improvement Manager Joyce O'Hare visited the Grove Care Home in Elgin to advise on some policy issues regarding skin care management she was delighted to come across a great piece of good practice regarding tissue viability, which was developed by Registered Nurse Nicola Jones.

Nicola had developed a Topical Applications Information Sheet to give staff detailed information about the different types of skin creams and other solutions they apply as part of residents' skin care, and what these are used for so they could be more knowledgeable about their care practice.

Nicola supported employees with training sessions and developed Topical Medical Administration Record (MAR) sheets, which are placed in residents' rooms to notify staff which solutions are to be applied to skin. A colour-coded body map section indicates where and how often these preparations are to be applied.

The initiative started last year when the care home, which is registered for 61 residents, received a gentleman who had developed pressure ulcers as a result of his time in hospital.

Nicola said: "We were concerned that his pressure ulcers would develop further so that's why I thought it would be a



good idea to consolidate our knowledge about this condition in terms of the topical treatments that are commonly used around the home.

"The training helped colleagues understand the issues and the booklet allows them to learn more detailed information about topical treatments."

The resource explains the different properties of creams, ointments,

emollients, lotions and gels. It then describes the various medications, which are prescribed by a GP or nurse practitioner, and how they should be used in different tissue viability situations and where they should not be applied in cases of broken skin.

All 45 care staff at the home now have a good grounding in skin care and, in addition to treating current conditions, can be more proactive in looking out for pressure ulcers developing and reporting them as soon as possible.

Since this training was carried out in January there have been no new pressure ulcer-related occurrences.

Manager Alison Robertson said: "We are rolling this resource out to our other three care homes in the group, and are also looking to develop other educational resources, such as guidance on eating and drinking, to share best practice among our care staff."

Joyce said she was impressed with the work: "Although it's quite simple, there is so much important detail in this resource that will help staff understand about the right cream or ointment to use and, just as importantly, how to record the treatment in the resident's MAR sheets."

For more information about best practice on skin care, visit the HUB's knowledge site:
<https://goo.gl/hTWiR6>

Bloodstream infection alert for care services

E. COLI SURVEILLANCE

Care services should pay particular attention to the management of people with urinary tract infections (UTI) to prevent secondary infection of Escherichia coli – a serious bloodstream infection that occurs when E. coli bacilli get into the bloodstream.

More people have E. coli bloodstream infections in Scotland than in the rest of the UK, and the number of people with an E. coli bloodstream infection continues to increase.

Since E. coli bloodstream infections have risen steadily since 2009, the Scottish Government established a mandatory surveillance of E. coli

bloodstream infections in 2016 to research and understand their causes.

This research looked at underlying diseases and treatments (i.e. risk factors) of everyone who got these infections to see what can be done to prevent people developing E. coli bloodstream infections in the future.

The main finding of relevance to health and social care services was that approximately half of the cases reported had a UTI before developing this infection.

UTIs are very common but less serious than bloodstream infections. However, UTIs may in some cases lead to E. coli bacilli entering the bloodstream and subsequently cause the more



serious bloodstream infection.

The E. coli bloodstream infection surveillance team works closely with the Scottish Urinary Tract Infection Network to reduce UTIs through various interventions, such as the use of a "urinary catheter passport"

which provides a patient's full treatment history, which is currently being piloted to help improve the care of people using catheters in the community.

Therefore, it is vital that staff caring for people with UTIs, particularly those that are fitted with urinary catheters, follow best practice in managing these conditions in order to reduce the number of people developing and being admitted to hospital with a serious E. coli bloodstream infection.

For further information on UTI best practice, visit the NHS Education for Scotland website (<http://bit.ly/2mr631m>) and Scottish Medicines Consortium (<http://bit.ly/2mIY1TS>)

The virtual dementia bus allowed the Thorntoun care home staff to experience what it is like to have dementia



Into the unknown

It's hard to comprehend the experience of dementia. Now a training initiative is using sensory deprivation to give staff an understanding of what life may be like for sufferers

AWARENESS EXERCISE

It can be incredibly hard for nursing home staff to care for residents who are living with dementia due to the difficulties in truly understanding what they are experiencing.

But one care home in Kilmarnock is working to equip staff with as much knowledge and hands-on experience as possible so they can really empathise with those residents living with the illness.

Thorntoun Estate Nursing Home has used a recommendation from the Care Inspectorate on dementia training as a springboard to broaden its overall approach to staff training and offer a wider focus on helping residents with dementia, and their families.

One of the initiatives it has employed to improve dementia training and awareness is to bring the "dementia bus" to the home on several occasions.

The dementia bus works by stripping participants of their senses by making them wear gloves, spiky insoles in their shoes, dark glasses and earphones upon entering.

The idea is to give people a sense of how disorientating dementia can be when faced with trying to carry out every

day tasks in a darkened room where noises are amplified and objects are unrecognisable or impossible to find.

Care home manager Rhona Gibson explained: "It's all about sensory deprivation. Goggles limit your vision, thick gloves mean you are touching things but you don't know what you are touching, there's something put into the soles of your shoes so you don't know where you're walking.

"It's very, very scary. But we are only in there for 15 minutes and when you think about some people experiencing all this 24 hours a day, it's really mind-blowing. This training has really helped staff to understand what the client goes through and understand the reasoning behind different behaviours."

As part of the dementia bus training, staff were given a debrief to help them put the exercises they took part in into a real-life context. Simple advice such as making sure that clocks in the bedrooms of residents with dementia do not tick suddenly made sense to staff following the experience with noise levels in the bus.

Rhona added: "Staff are now more mindful of how they approach the clients. A lot of carers weren't thinking like that before. The empathy that comes out

from the staff towards the service user now is tenfold. Clients with dementia need specialist care and staff need to be adequately trained.

"Families of our dementia clients can see a real difference in the way staff are interacting with their relatives, and the way their relatives respond to that."

Rhona and her team now plan to bring the bus back again to allow relatives of people with dementia the opportunity to take part in the experience.

Care Inspectors Sandra Hopley and Mala Thomson, who have inspected Thorntoun, were recently invited to take part in the dementia bus training at the care home.

Sandra said: "The dementia bus allows you to experience what it might be like to have dementia and is a really valuable learning experience.

"Thorntoun has really embraced dementia learning with its staff. Several inspections ago, we made a recommendation about dementia training. Not only has Thorntoun carried this out, but it also recognised that there was a need to provide improved support and information to families and carers.

"To achieve this they engaged the support of a dementia ambassador who helped them to set up a carers' group.

"We thought this was a really good example, especially as they have invited staff from other care homes to get involved and share their learning."