



# INVOLVE

July 2017 – December 2017

**WE WISH YOU A VERY MERRY CHRISTMAS  
AND A HAPPY NEW YEAR 2018**

# contents

---

Introduction / page 2
Staff update / page 3
Getting to know you / page 3-4
Our voice / page 4
Young inspection volunteer news / page 5-7
Pull out poster / page 8-9
IPG - 6 July / page 10
IPG - 10 October/ page 11
Hamilton Carers network / page 11
Inspection volunteer recruitment / page 12
BSL plan / page 12
Human rights training / page 12
LGBT charter / page 13
New inspection volunteer / page 14-15

## introduction

---

**Welcome to the winter 2017 edition of Involve. We would like to take this opportunity to thank all volunteers for your continued hard work and dedication throughout 2017.**

It has been an incredibly busy year with inspection, IPG meetings and project work. Again, volunteers have made a great impact on the work of the Care Inspectorate this year and have continued to shape and improve care in Scotland.

We would like to take this opportunity to wish each of you a happy and peaceful festive season. We are looking forward to the challenges and opportunities 2018 will bring. Please note that our offices will not be staffed for the entire week beginning 25 December and we will return on 3 January.



# Staff update

**Katy Penman** joined the team as the Senior Involvement and Equalities Adviser in late June 2016. Welcome to the Care Inspectorate, Katy.



## **Melissa Young, Modern Apprentice in Finance**

We are extremely proud of Melissa Young, a former Young Inspection Volunteer, who has recently secured a Modern Apprenticeship with the Care Inspectorate Finance Team. Melissa was an active Young Inspection Volunteer for two years and we wish her lots of luck in her new role. Congratulations Melissa.

The Care Inspectorate has several Modern Apprenticeship opportunities in different areas of the organisation including admin and finance. We have just recently advertised for a position in ICT.



# Getting to know you



TONI TWIGG IS A YOUNG INSPECTION VOLUNTEERS. SHE IS 20 YEARS OLD AND HAS BEEN WITH US FOR AROUND THREE YEARS.

## **Tell us more about your role**

I am a Young Inspection Volunteer. I go to different services and speak to the young people who use that service to make sure the service is how it should be and that the young people feel safe, loved and looked after. I then report back to the inspector. There is also a lot involved such as continuous training throughout the year, attending conferences and a lot of other project work.

## **Why did you get involved?**

I got involved with the Care Inspectorate because I know what it feels like to be in the care system. I know what it's like to feel alone and like no one understands or truly cares or wants to listen. I want to let young people know that there is someone that has been in a similar position and does care, understand and want to listen. I want to help make a difference to care in Scotland.

## **How many inspections have you been involved in?**

I joined the Care Inspectorate three years ago and I have been on seven or more inspections. I had to take time out after giving birth to my son. Each inspection has been very different.

## **What do you enjoy most about your role?**

What I enjoy most about working with the Care Inspectorate is the feeling of being proud and that I have made a difference. It's great when young people tell me that their service is good and when you know something is being done to help young people. I enjoy being able to relate to people and I have a sense of belonging with the Care Inspectorate.

## **How would someone describe you?**

Someone would describe me as chatty, easy to get along with, out-going, confident and a nice person.

## **What do you like to do in your spare time?**

I spend my spare time with my partner and one-year-old son going on days out and watching him learn new things.

## **What makes you laugh?**

Things that make me laugh are when my son pulls a funny face, says something funny or makes silly noises.

**As Katy is the newest member of our team, she agreed to tell us a little more about herself.**



### **1. What is your role?**

I'm the Senior Involvement and Equalities Adviser with the Care Inspectorate, and have been working here for four months. I'm based in the Stirling office, but my role covers all our locations and I've had a couple of weeks where I've been in a different office every day.

### **2. What do you enjoy most about your job?**

I enjoy getting out and about in my role, meeting our volunteers, colleagues and people who are impacted by our work. Learning from people with lived experiences is really important, and it helps me focus on areas I need to target to make a real and genuine improvement to people's lives.

### **3. What do you find most challenging?**

Previously I worked in healthcare and prior to that, retail and technology development, so getting to know more about all the different types of care services in Scotland, and the people who experience and work in them, has been a steep learning curve. Colleagues and volunteers have been very supportive and welcoming to me which has made the challenge much easier.

### **4. How would someone describe you?**

Creative, accommodating, friendly and if you asked my family, highly organised, but very, very untidy.

### **5. What do you like to do when you're not working?**

I enjoy spending time with my family, particularly getting out and about in all weathers in the countryside. If I'm at home, you can often find me at my sewing machine, or eyeing up my fabric stash for my next project. I'm also one of three campaigners who make up the group Let Clothes Be Clothes, which works with the fashion retail industry, media and other equality campaigners to tackle and publicise the issue of harmful gender stereotyping in childrenswear.

### **6. What makes you laugh?**

I have some very talented friends, Gemma Correll and Neil Slorance, whose illustrations are very different in style, but both make me laugh.

# OUR VOICE

**At the start of December, The Scottish Health Council held an event to recognise how health and social care services and organisations are involving people in their work.**

They invited James McKillop, an Inspection Volunteer, and Clare Egan, Involvement Co-ordinator, to speak about James' experiences of being involved in our work. Clare talked about how the Care Inspectorate is keen to hear from, and highly values the involvement of, people with lived experiences of different conditions, including Dementia.



We also talked about what we can do to accommodate people whose might need different types of help to take part in our work – even when the type of help needed might be different from day to day.

It was a very interesting day of presentations and discussions where we learned a lot about what other organisations are doing to co-produce their work with people experiencing their services.

# YOUNG INSPECTION VOLUNTEER NEWS

---

Young Inspection Volunteers have been as busy as ever on joint inspections of children's services and have also been supporting Inspectors in various regulated care service inspections across Scotland. They have also been involved in conferences, training and events.

We welcomed some new Young Inspection Volunteers in July and are delighted that they have already been involved in inspections and other work. A huge welcome to Suman, Ashley, Bronwyn and Erin.

## Corporate Parenting Training

Corporate Parenting is the responsibility of every local authority in Scotland as well as some other national organisations including the Care Inspectorate. During joint inspections of children's services, young inspection volunteers speak not only to children and young people about corporate parenting but to professionals too. It is very important that our young inspection volunteers have a good understanding of corporate parenting before going on inspection. Each year, we run a training session for all young inspection volunteers and it is well attended.

On the 12 September, eight young inspection volunteer undertook corporate parenting training delivered by STAF (Scottish Throughcare and Aftercare Forum) to develop their knowledge and understanding. The day was really informative and lots of fun. Thanks to all young inspection volunteers for coming along and taking part.

If you would like to know more about corporate parenting please contact Gemma Watson or any young inspection volunteer. Information is also available on the Scottish Government website (<http://www.gov.scot/Topics/People/Young-People/protecting/lac/lacimprovingoutcomes/corporate-parenting>).



## Royal Garden Party

Over the course of each year, the Queen welcomes over 30,000 guests to spend a relaxed summer afternoon in the beautiful gardens of Buckingham Palace or the Palace of Holyroodhouse. At each garden party, around 27,000 cups of tea, 20,000 sandwiches and 20,000 slices of cake are consumed. Garden parties are an important way for the Queen to speak to a broad range of people from all walks of life, all of whom have made a positive impact in their community.

This year, Melissa Young represented the Care Inspectorate and went along to the garden party with her partner Grant.

Melissa tells us about her day: "We went to the royal garden party on the 4 July. I was very excited when I heard I had been nominated to go, I couldn't wait. I went with my partner, who is the father of my gorgeous two boys. He is my rock and has supported me in everything I had done and was super supportive about me doing my volunteering work for the Care Inspectorate.

"When we first found out we were going it was total disbelief. We both have come from non-privileged backgrounds so we



were so out of our comfort zones about going but so proud of ourselves that we had managed to work our way up to the point we were getting a trip to the royal garden party. The excitement was overwhelming.

“When the day arrived, it was raining but that didn’t put us down because for one day we’re going to be in a palace grounds acting like a prince and princess.

“We drove to the garden party in my partner’s car. It didn’t feel real, we were driving down the streets and then went into this massive field for parking right beside the palace. We waited in a queue for the gates to open and we were two of the youngest people there. All these people had clearly worked for a very long time to get to the point that they were invited and there was Grant and I who also had been working hard in life and for once it finally showed. It was an amazing moment.

“When the gates were opened we were one of the first people in. It was like walking into another dimension – there were fabulous flower displays, gorgeous tents with adorable and tasty food. There were also small shots of treasury pressed apple juice and elderflower drinks along with teas and coffees. They treated us like we were royalty. Everyone was dressed to impress and we spoke to some people who had some amazing stories on how they got there.

“We got to stroll around the gardens with a proper big band playing a mixture of classical music and other memorable music such as the Pirates of the Caribbean theme tune. Then we noticed people beginning to gather so we went along to see what was happening and

then about 20 minutes later Her Majesty the Queen and the Duke of Edinburgh with a few other members of the royal family came out. They went along and spoke to people and were incredibly polite. Unfortunately I didn’t get a picture because I was in such disbelief that this was happening to us.

“I am just so grateful to get to experience such an amazing event and I can’t thank Care Inspectorate enough for allowing me to attend such an amazing event.”

---

## Root and branch review of care in Scotland

On the 15 October 2016, First Minister Nicola Sturgeon announced there would be a full review of care for children and young people in Scotland.

Carrie Ann and Kyle attended the launch of the review along with Judith Tait, Service Manager, and Karen McCormack, Strategic Inspector, on 30 May 2017.

Who Cares? Scotland is supporting the review by hearing the voices of 1,000 care experienced young people in Scotland. They will listen to what young people are saying and ensure this helps influence and shape the review.

On the 19 September 2017, Toni Twigg, Carrie Ann Davidson and Suman Asif attended a 1000 Voices event in Paisley Town Hall along with other young people to give their views to the care review. The First Minister attended the event and took time to speak to young people about what would make care in Scotland better. Thanks to Toni, Carrie Ann and Suman for

being involved in such an important event and representing the Care Inspectorate.



## Peer Learning Visit - Foundation for Social Welfare Services, Malta

The Care Inspectorate welcomed a delegation from the Foundation of Social Welfare Services in Malta in October. Elmer Stanmore, Leader Senior Executive Service Audits and Quality Assurance, and Sandra Abela, Senior Executive Service Audits and Quality Assurance, spent two days at the Care Inspectorate HQ in Dundee. They met with a range of colleagues including young inspection volunteers Raysa Momboka and Toni Twigg. Raysa and Toni put together a presentation for Elmer and Sandra to explain more about the role of a young inspection volunteer, why they got involved and what they are involved in on inspections.

Thank you very much to Raysa and Toni for taking time to work together and prepare their presentation as well as meeting with the delegates from Malta. An extra thanks to Bronwyn who could not be there on the day but helped with the preparations. The presentation was really well received and Elmer and Sandra were very keen to know more about how the Care Inspectorate is involving people who use services.



## SCOTTISH CARE LEAVERS COVENANT CONFERENCE: WALKING THE WALK

The conference marked two years since the launch of the Scottish Care Leavers Covenant and it was an opportunity for service providers, corporate parents, practitioners and managers working with care leavers to come together to speak about the opportunities and challenges faced so far.

The Care Inspectorate was invited along to be keynote speakers. Judith Tait, Service Manager, and Neil Gentleman, Inspector, worked with Young Inspection Volunteers Toni Twigg, Erin McGuigan and Carrie Ann Davidson in the delivery of their session via video.

They spoke of their own experiences of care as well as the views of some of the children and young people they have met during inspections. They spoke openly and honestly about the reasons they got involved, the difference they make and the importance of relationships for children and young people.

Toni and Erin also came along to the conference, they supported speaking to young people at the event, raising awareness of volunteers at the Care Inspectorate and networking with other organisations.

Toni took some time at the end to meet with Bruce Adamson, Children and Young People's Commissioner in Scotland, and to tell Bruce more about her role as a Young Inspection Volunteer.



# Scotland's New Health and Social Care Standards replace the National Care Standards

They are a single set of standards that are:

- more rights-based
- person-led and
- outcome-focused.

The principles are:

- Dignity and respect • Compassion • Be included
- Responsive care and support • Wellbeing

They are relevant across all health and social care providers.



By law, from April 2018 the Care Inspectorate must use the new standards in all our work when regulating and inspecting care. From April we will roll out new ways of inspecting care that is more in line with the new standards focusing on outcomes for people.





What we will do:

- tell you about changes before your inspection
- work closely with care service providers to explain the changes
- publish guidance on [www.careinspectorate.com](http://www.careinspectorate.com) and through our eforms.

## Services

What you should do:

- familiarise yourself with the standards now
- work with staff and people experiencing care to raise awareness of the standards and how they will impact on your work
- use them from April 2018 when planning, commissioning and delivering services.



The new standards will help everyone focus on what really matters – the experience of people who use care. Available online at:

[www.newcarestandards.scot](http://www.newcarestandards.scot)

# IPG – 6 JULY (DOUBLETREE HILTON, GLASGOW)

**Our July meeting took place in Glasgow and we took the opportunity to consult with the group on two important projects for the Care Inspectorate that are currently in progress.**

Arvind Salwan, External Communications Adviser, asked the group about our new Corporate Plan for 2018-22. We are currently consulting widely on this and the IPG meeting was a great opportunity to get some feedback from people experiencing care services. Arvind asked the group about involving people in our work, how we communicate with people about what we do, and how the IPG could be involved in this.

You told us to:

- carry on with current frequency of inspections and involvement
- continue helping services to improve
- be transparent and share information that would be helpful to services
- be more involved with the community – get out and about to let more people know about the Care Inspectorate
- organise more meetings and promotion of who we are
- find new ways of getting our messages out there such as TV, radio, mailshot, free newspapers, social media, local event, festivals etc.
- continue to break down barriers for people who experience care
- work in partnership with different organisations and have a joined up approach
- promote more contact and collaboration with Citizens Advice, GPs, Volunteer Scotland and carers groups
- consider making the inspection process about more than just one day in a service
- make inspection about more visits to relatives groups, residents groups, open days etc.
- include a photo of inspector and inspection volunteer on inspection (use as a recruitment tool)

- interview an inspection volunteer for local radio stations
- keep on engaging with people when out and about
- think about alternative formats and how we recognise the needs of all communities, support worker visits (BSL, etc.)



After lunch, Maureen Gunn and Stuart MacKenzie from our Business Transformation Development Project gave the group a slide show to explain the project and what it is working to achieve. They explained who the team are and how they are working differently in the organisation and have been consulting widely in the past few months. They were also keen to hear about IPG members experiences of, and ideas about, communication, involvement and how we might change or improve this in future work.

As ever, it was a lively and engaging day with plenty to learn and to share with IPG members and colleagues.

# IPG – 12 OCTOBER (JURY'S INN, EDINBURGH)

OUR MOST RECENT IPG MEETING TOOK PLACE IN OCTOBER AND WAS A CHANCE FOR CHARLENE GUILD TO HAND OVER THE REINS OF THE GROUP TO KATY PENMAN. CHARLENE SPENT TIME IN THE MORNING SHARING HER REFLECTIONS ON THE PAST 10 YEARS OF THE GROUP, AS WELL AS SHARING LOTS OF CAKE!

Everyone expressed their thanks for Charlene's leadership and support of the group, and its members. We asked IPG members to reflect on their experiences of the group, and with members who had been involved since the beginning, as well as in more recent years, there were plenty of personal stories to share. Many IPG members reflected on how their involvement with the group has enabled them to contribute to the development of the Care Inspectorate, for example becoming involved in Board Strategy events, working on the Involvement Strategy and being involved in many consultations on our work over the years.

Other IPG members talked about how IPG had helped with their personal development, including Talking Mats training, dementia training and developing into an Inspection Volunteer. Some years ago, two group members even met The Chippendales after an IPG meeting in Edinburgh and were invited to see perform.

Although we can't promise any celebs for future meetings, Katy is committed to continuing Charlene's tradition of engaging and interesting content for the group. The rest of the meeting focused on ways we might refresh the group, and what was important to members in how and why we do things. We have taken away suggestions for speakers at future meetings and preferred ways of working. Our next meeting will be in January, when we'll celebrate the New Year and a new chapter for the group. Patricia will be in touch soon with the date and venue – we are looking forward to meeting with the group, and the next 10 years!



## HAMILTON CARERS NETWORK

Barbara and Elaine attended The Carers Network Group in Blantyre in June. The group was very interested to hear what the Care Inspectorate's Inspection Volunteers do, how they help Inspectors with their inspections and how valuable their input is. This meeting generated a lot of interested from other care groups and people applying to be Inspection Volunteers.



# INSPECTION VOLUNTEER RECRUITMENT - WELLGATE LIBRARY

Barbara and Elaine set up an Involvement stand at the Wellgate Library in Dundee to recruit new Inspection Volunteers and to inform people of the Care Inspectorate.



## BSL plan

Katy Penman attended the launch of the Scottish Government's BSL (British Sign Language) Plan at the National Portrait Gallery. The event was hosted by Scottish Council on Deafness (SCoD). It brought together a range of public sector organisations to hear more about the origins of this important plan, how it sets out the ways organisations in Scotland such as ours need to improve access to services and information for people who use BSL, and to consider the needs of BSL users in the workplace. We're required to make a plan and then report on our progress every six years, and we'll be working towards this soon. If you are a BSL user and would like to share your experiences with us, please contact Katy via email at [Katy.Penman@careinspectorate.com](mailto:Katy.Penman@careinspectorate.com)

## Human Rights training

Katy attended Human Rights Training provided by the Scottish Council on Deafness (SCoD) at its offices in Glasgow. This was an interesting and complex look at the law on human rights and how it is upheld in Europe and the UK. The Care Inspectorate has a role in human rights as a duty bearer and a rights defender, which means we have significant responsibilities in protecting human rights in Scotland. Our new Health and Social Care Standards help us to do this and have been written with human rights principles in mind.

Human rights legislation was introduced and is supported by the Council of Europe, and should not be affected by Brexit, which concerns the European Union, as they are two separate organisations. There is some overlap with the principles of human rights legislation in the Equality Act 2010, which applies to the whole of the UK, and the Scotland Act 1998, which applies to Scotland. The Human Rights Act 1998 refers specifically to human rights in the UK, and was the legislation which allowed British citizens to have human rights cases heard in UK courts, instead of having to travel to the European Court of Human Rights in Strasbourg.

As part of the training, we heard about lots of cases across Europe where the law has been tested, sometimes with unexpected results. We focused towards the end of the session on where we see and support human rights in our own organisations, and we will do some more work to raise awareness of what this means for our volunteers and staff, and the people we engage with, in the future.



# LGBT SCOTLAND CHARTER

THE CARE INSPECTORATE HAS BEEN WORKING TOWARDS ACHIEVING THE FOUNDATION LEVEL OF THE LGBT CHARTER MARK AWARDED BY LGBT YOUTH SCOTLAND. ALTHOUGH LGBT YOUTH SCOTLAND IS AN ORGANISATION PRIMARILY FOCUSED ON THE NEEDS AND EXPERIENCES OF YOUNG PEOPLE, THE PRINCIPLES ON THE LGBT CHARTER APPLY TO PEOPLE REGARDLESS OF THEIR AGE.

**A small group of Care Inspectorate employees from every part of the organisation has been working towards compiling an evidence folder which has now been submitted to a review panel, and we expect to hear the outcome soon.**

Some of the activities we have taken part in, and will continue to develop and share, includes:

- sharing information about LGBT organisations on our website
- increasing the awareness and knowledge of our staff on issues faced by LGBT people
- letting people know we are working towards the award
- finding out more information about how we can best support our LGBT colleagues and people who use care services
- ensuring that we are compliant with Equalities and Human Rights legislation, which support the rights and safety of people from the LGBT community.

We will keep you up to date on progress towards earning our Foundation Award, and our plans to go on to achieve the Bronze Award, which is the next step in our Charter journey.



You can find out more about the Charter, and LGBT Youth Scotland on its website: [www.LGBTYouth.org.uk](http://www.LGBTYouth.org.uk)

# TONY MEECHAN

NEW INSPECTION VOLUNTEER

---

**Tony completed his training in March 2017 and has already been busy involved in several inspections. Tony tells us why he decided to get involved as an Inspection Volunteer and how he has settled into the role.**

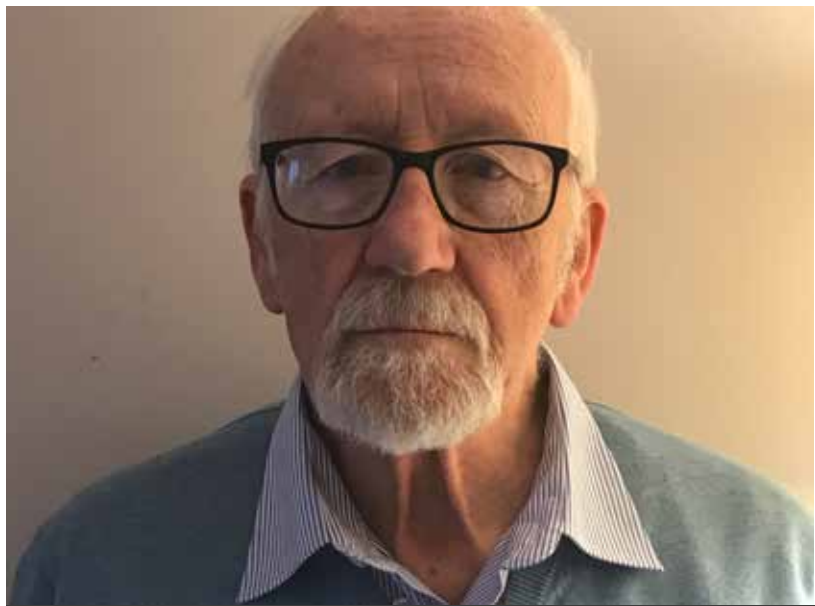
"I joined the Care Inspectorate Volunteers in March of this year. I have been involved in caring for a large part of my life, initially as joint carer with my wife of our daughter who had learning and physical disabilities and latterly caring for my wife too who had Parkinson's disease.

*"I have had several members of my family in care homes and in my work as a podiatrist I saw the day-to-day workings of many care homes and supported living projects.*

"I had retired from my work to be carer for my wife and daughter and when this ended a year ago it was important to me to try to fill my time with things that mattered. I was first made aware of the volunteering possibilities at an open day of the West Dunbartonshire Learning Disability Group and decided that volunteering for the Care Inspectorate would be an excellent way of using some of my time.

*"The time I spend as a volunteer is a positive contribution to maintaining or even improving the quality of life of vulnerable people and in doing so gives me great satisfaction knowing that my input is making a difference.*

*"In the beginning, the help and support I received was all that it should be and my experiences up to now leads me to believe that this was one of my better decisions."*



Here are some photos of the group and its members.



