

# PARTNERSHIP FOR IMPROVEMENT: ANGUS IMPROVEMENT WORKSHOP SESSION 7 FEBRUARY 2018



In Partnership with Ivan Cornford, Scottish Care integration lead for Angus, the Care Inspectorate Improvement Support Team (IST) led the largest external improvement support workshop to date, with around 60 delegates joining from various social care services in the Angus area.

Ivan introduced the day as an opportunity for delegates to share and learn about the Care Inspectorate's improvement strategy, The Model for Improvement to look at ways in which improvement could be supported. Aidan McCrory ran a session on the history of quality improvement, the model for improvement, how to use the PDSA approach to test changes and how this can be used in practice. Joyce O'Hare spoke about the nature of collaboration and how human factors and our systems can contribute to issues. Yvonne Leathley spoke about her work improving the processes for social care services accessing Out Of Hours care.

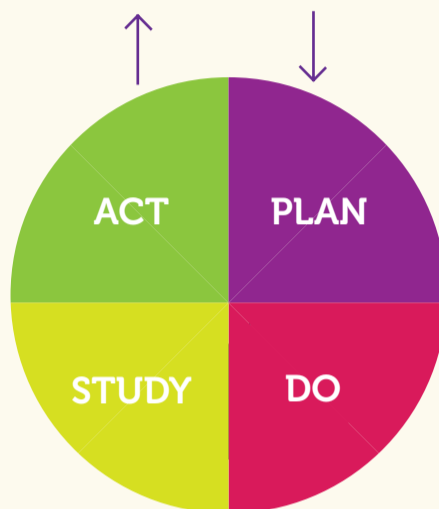
Shona Adam described an improvement in outcomes for service users who tested new medications and Jacqueline Walker from NHS Tayside, provided an insight into the improvement work on going regarding oral nutritional supplements in care homes.

## Model for Improvement

What are we trying to accomplish?

How will we know a change is an improvement?

What change can we make that will result in improvement?



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The IST provided a simple and user friendly awareness session on quality improvement methods.

A full day tailored workshop equipped delegates with beginner level knowledge and skills in QI. Inspection staff also attended the event to engage with providers, continue to build relationships and facilitate improvement discussions.

The Care Inspectorate supported participants to:

- recognise current improvements in services
- consider what improvement support would be helpful.

The aims of the workshop:

- develop an understanding of Quality Improvement
- increase confidence to use tools and methods to make improvement
- share experiences and learn from one another.

## Who attended?

Representatives from - Angus Health and Social Care Partnership; Balhousie; Four Seasons HC; HC - One; Kennedy Care; Barchester; Sue Ryder; Gowrie Care; Care About Angus; Richmond Fellowship; Turning Point; Kirriemuir Day Care Centre.

During the day we asked the room to consider three questions. Here are some examples of what was said:

### Q1) How does the Care Inspectorate support services in Angus to improve?

Days like today.  
Good practice guidance/sharing of good practice  
Improving technology -> e-forms (with support from help desk).  
Where there has been consistency of inspector this has been beneficial 'CRUCIAL'.  
New complaints procedure/FLR more responsive/proportionate - more sensible.  
Phone contact.  
Consultation days.  
Inspector as point of contact.  
CI - more approachable, culture of CI changing - more collaborative.  
The Hub.

### Q2) How does the Care Inspectorate support you to sustain improvement?

Keeping the same inspector - helps see improvement over time.  
The Hub - a great resource.  
Motivational/sharing ideas.  
Working together more developing a model that could be adapted to suit but the model is more steady.  
More standardisation over the whole country.

### Q3) What are the priority areas for improvement within your organisation?

Activities.  
Recruitment and retention of nursing staff and care staff.  
Upskill senior care assistants.  
Flow of info between staff.  
Tighten relationships between services.  
Improve staff engagement.  
Improve funding from local authority.  
Meeting expectations from family members - community.  
Involving families in care planning more.  
More value for career as care assistant.  
Improve skills not just SVQ (academic).

## How did we do?

97.2% of attendees agreed that this session provided them with the opportunity to develop an increased understanding of quality improvement.

100% of attendees agreed that they have an increased awareness of the improvement models which may help them to improve service delivery.

100% of attendees agreed that this session has increased their understanding of PDSA testing and how this contributes to development of daily practice.

94.4% of attendees agreed that this session gave them increased confidence to participate in and contribute to improvement projects in their area of work.

75% of attendees agreed that their perceptions of what quality improvement methodologies are have changed from before they participated in this workshop.



care  
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