



## Involving You!

How the Care Inspectorate involves people who  
experience care and support in our work

2018 – 21

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*“Volunteers are with the CI because they want to help, bring their experiences, ensure that people experience the best possible and that compassion, dignity and quality of life are offered to all”*

*“Involved people bring their knowledge, experience and skills in addition to their wholehearted attitude”*

*They have a much wider perspective of the care system from personal experience – both its strengths and weaknesses”*

*“I believe they add value to the work of inspection staff”\**

\*quotes from our Involvement Strategy Consultation survey and events May 2018

## **Introduction**

Welcome to the Care Inspectorate's involvement strategy for 2018 to 2021, Involving You! We remain committed to involving people who experience care services and have embedded this philosophy and approach in our work over the past ten years. Our culture of involvement has continued to flourish and our new strategy underpins this by setting out, simply, how we will continue to improve, empower and meaningfully involve people in our work.

As we move forward into the next three years, our new involvement strategy supports our corporate outcomes of Leading, Living and Learning with a focus on inequalities and communities. Involvement is at the heart of all that we do. The Care Inspectorate exists to further improvements in the quality of social services, and we can only do that with the involvement of people who experience social services. Just as we expect all care services and partnerships to involve people in the planning, design and delivery of care and support, we are committed to involving people across all of our scrutiny and improvement work. Not only does it add huge value to that work, but it is the right thing to do.

As we develop our corporate plan, we will need to think carefully about how we can extend and expand our involvement of people across local communities. We will develop changes with people experiencing care and support, reflecting their personal expertise in their own desires and wishes.

Our new strategy has been informed by the new Health and Social Care Standards, which have been purposefully designed around human rights and wellbeing. The objectives of the Standards are to drive improvement, promote flexibility and encourage innovation for all people who are cared for and supported. This echoes our vision and reflects the way that everyone should expect to be treated.

I would like to personally thank all of our volunteers for their dedication and commitment in contributing to this strategy, for the time given to the organisation and ultimately, improving services for people experiencing care.

Gordon Weir  
Interim Chief Executive

## **Who is this strategy for?**

Involving you! outlines how we will involve people who have used care services and their loved ones in our work over the next three years. It is written for anyone who is experiencing care and wants to get involved in ensuring Scotland is experiencing safe, high quality and compassionate care which reflects the rights of people who use them.

It will also guide our work in the Care Inspectorate to ensure that we remain focused on hearing the voice of people experiencing care, being influenced by their feedback and acting on it.

Our strategy is divided into three parts:

### **1. Introduction and overview**

About us and our ethos of involving people experiencing care

### **2. Involving you!**

Our commitment to involving people experiencing care and how we do this

### **3. Moving forward – what we want to achieve in the next three years**

Our desired outcomes and action plan for the next three years and how we will know if we have achieved this

**PART ONE**

**INTRODUCTION &  
OVERVIEW**

## ABOUT US

**Our vision is that everyone in Scotland experiences safe, high-quality and compassionate care that meets their needs, rights and choices.**

Almost everyone will use a care service at some stage in their life. We are the scrutiny and improvement body for social care and social work in Scotland. We exist to ensure these services are of the highest quality and meet people's needs. That means we regulate and inspect care services to make sure they meet the right standards.

Our work stretches across areas such as integrated health and social care, social care that is not integrated, social work, public protection, early learning and childcare, criminal justice social work, youth justice, community justice, and public service reform. We work across all 32 local authorities, and all health and social care partnerships, community planning partnerships, and community justice partners in Scotland.

We register around 14,000 care and support services used by people of all ages. We check to ensure they reach high standards, and support them to improve where necessary. Last year we carried out around more than 7000 inspections of care services. These include care homes for older people, adults and children; care at home services; child minders and children's nurseries and housing support. We also carried out numerous large-scale inspections of strategic provision in local areas. We registered almost 1,000 new care services, and we investigated over 500 complaints about care too.

Everyone is entitled to safe, high quality, compassionate care that meets their needs. It is against the law for care services to operate unless they register with us.

**Our values** underpin how we commit to working together to achieve common goals, how we influence others and how we interact with our colleagues and customers:

Person-centred – we will put people at the heart of everything we do.

Fairness – we will act fairly, be transparent and treat people equally.

Respect – we will be respectful in all that we do.

Integrity– we will be impartial and act to improve care for the people of Scotland.

Efficiency– we will provide the best possible quality and public value from our work.

## **OUR COMMITMENT TO INVOLVEMENT**

### **Our Involvement Charter**

Developed in co-production with involved people the charter sets out our organisational commitment and aims for involvement. We recently updated this with people who experience care services and their carers to reflect their current aspirations and needs in how we work effectively with them.

The Care Inspectorate will:

1. Be welcoming to people from a wide range of cultures, communities, circumstances, backgrounds and ages
2. Involve and support people who use services, and their carers, in our activities
3. Recognise the commitment and contribution of people we involve and ensure that we always provide feedback so that everyone feels respected and valued
4. Make sure that involvement opportunities we offer people make a real contribution to the work we do
5. Offer a range of ways to be involved
6. Use the skills and experiences of everyone involved practically, flexibly and creatively so people are comfortable with how they are involved
7. Be clear with people about the purpose of their involvement and how we will use their contributions
8. Make sure that information about being involved in our work is easy to find and that the way we do things is open and understandable
9. Measure, review and report on the outcomes of our involvement activities
10. Work with other relevant organisations and agencies to develop and share good involvement practices

## WHY WE INVOLVE PEOPLE

We involve people in our work for several reasons. We think there is a moral imperative to involve people who experience care and support in every aspect of their lives. Many people who experience care and support may be at risk of not having their voice heard, and we play an important role in ensuring it is both heard and acted upon.

The law requires us to involve people who experience care in our work. The Duty of User Focus requires us to put people who use services and their carers at the heart of our work. This helps us to improve the quality of design and delivery of care across Scotland as well as making a significant impact in shaping our business and national policy developments. The duty is set out in the Public Services Reform (Scotland) Act 2010 which requires the “involvement of users of scrutinised services in the design and delivery of scrutiny functions in relation to those services and the governance”.

We also think that involving people who experience care and support in scrutiny and improvement enhances our work. People bring a personal experience of care, and can help us understand how people might be feeling or what people might need, even when they cannot describe that themselves. We also know that some people are much more willing or comfortable sharing their experiences with their peers, rather than an inspector.

## THE POLICY CONTEXT IN THE YEARS AHEAD

There are many pieces of legislation and policy changes which will have an impact on our involvement work.

**The Carers Act** is an important reminder for us to ensure we involve and engage with carers in our work. It also gives them the right to be involved in any local strategies and services that affect their caring role. This means any individual who provides care, including unpaid support to family or friends who could not manage without this help are included. Applying to both adult and young carers, the act aims to support carers' health and wellbeing and help make caring more sustainable.

**The Duty of Co-operation** requires us to work together closely with other scrutiny and improvement bodies like Healthcare Improvement Scotland, Education Scotland, Audit Scotland and Her Majesty's Inspectorate of Constabulary Scotland. This makes our work across Scotland more joined up, efficient and effective. Importantly for people experiencing care, duplication is reduced. We also play a key role in improving the quality of care across community planning partnerships and in collaboration with other scrutiny bodies. Our involvement strategy will be enhanced by working well with these organisations, supporting involvement approaches across all of our collective work.

The Children and Young People (Scotland) Act 2014 named us as a **corporate parent**. This means we have duties to deliver on to care experienced people. Overall, we have a responsibility to promote the wellbeing of care experienced people. To do this we need to understand and work with looked after young people and care leavers and respond to their needs as any parent should.



The **health and social care standards** set out what everyone should expect when using health, social care or social work services in Scotland. The aim of the standards is to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported. Providers and partnerships need to use them as a guideline for how to achieve high quality care. We use these standards to help us in our scrutiny and improvement work.



The standards set out a clear expectation that people experiencing care and support should be included and involved in every aspect of their lives.

**The Public Sector Equality duty** means that the Care Inspectorate has important duties to promote equality between groups of people with protected characteristics and those who do not. Because many of our involved people, and people experiencing care and support, have protected characteristics, our involvement work is an important part of this. We expect that the specific duties will change during the lifetime of this strategy, and we will consider these carefully. The Care Inspectorate has also agreed to be mindful of the **socio-economic duty**, although this does not formally apply to us. As we implement our strategy, empowering and involving people may play an important role in this.

There will also be a growing emphasis on **community empowerment**. The Care Inspectorate has an important role to play in helping assess how well this is working, and to support improvements which empower people. Our involvement work plays a key role in helping empower people, hear their voice, and support them to be involved in their own communities.

**PART TWO**

**INVOLVING YOU!**




## WHAT WE MEAN BY INVOLVEMENT

There are many ways people who use services and carers can be involved in our work. In order for people experiencing care and their carers to be empowered they should be able to choose how and when they get involved. This might mean simply giving their views on care services or a particular issue at a one off event or meeting. Alternatively, they may seek to become more involved in project group work and policy development on an on-going basis; for example by taking part in staff interviews, strategy groups and inspections.

To ensure we are clear about what we mean by different types of involvement, we have explained them in the table below:

### Involving you!

We use involvement as a general term for all of the work and activities we carry out with people who use care services and carers from information sharing to co-production.

<b>How we involve you:</b>		<b>Activities:</b>
<p><b>Co-producing with you</b></p> 	<p>Working in partnership as equals at the outset of a project or programme of work to achieve better outcomes and improved efficiency.</p>	<ul style="list-style-type: none"> <li>-development projects for policies, guidance and standards</li> <li>-recruitment activity – being involved on interview panels and decision making</li> <li>-Being part of high level decision making groups on our work</li> <li>- improvement projects/programmes and improvement support to services and/or Providers.</li> </ul>
<p><b>Engaging with you</b></p> 	<p>Ongoing mutually beneficial two way partnership where decision making should be shared between all parties involved.</p>	<ul style="list-style-type: none"> <li>-Working with us on scrutiny work (inspections &amp; complaints)</li> <li>-Being part of strategic teams for local area inspections</li> <li>-giving advice and input into regulatory areas such as registration</li> <li>- inputting into improvement support ideas</li> </ul>
<p><b>Consulting with you</b></p> 	<p>Asking for and listening to views on a particular policy or piece of work and using these to influence decision makers or changes where appropriate.</p>	<ul style="list-style-type: none"> <li>-Involving People Group</li> <li>-specific focus groups</li> <li>-One off consultation events and meetings</li> <li>-surveys or questionnaires,</li> </ul>
<p><b>Informing you</b></p>	<p>sharing information of interest with people. This may be shared in a variety of different ways e.g. inspection reports, leaflets, website, social media, emails or letters</p>	<ul style="list-style-type: none"> <li>-Sending out newsletters (like Involve)</li> <li>-Emails and letters around particular subjects</li> <li>-Social media(twitter, facebook,</li> </ul>

		linkedin) -Inspection reports -letters - improvement updates, newsletters, evaluations and reports
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## INVOLVING YOU!

Across all our work, we want to ensure that people are not just the subjects of our work, but active participants in it. To ensure that everyone can be involved in a way that is suitable for them, we aim to offer a range of opportunities and ways that people can work alongside us, influencing our work and ultimately making a positive difference to people experiencing care services in Scotland. From becoming a full Board Member to attending one-off consultation events, there is a range of involvement activities. Below are highlighted some of our main involvement mechanisms:

### Care Inspectorate Board

At least two of our members are required to be people who use services or carers themselves. This brings a different range of experience and perspectives to the Board which is invaluable in moving our work forward. These public appointments are full and equal members, responsible. In addition, our Board members are fully committed to realising the principles of involvement and the commitments made within our Charter. One of their responsibilities is to promote involvement in the organisation through the decisions they make.

### Our scrutiny and improvement support work

There has been a shift in our scrutiny approaches to focus on outcomes for people with quality in services being based upon people's personal experiences. Inspectors will not only ask specific open questions of people experiencing care services but will observe the quality and nature of interactions between care staff and people experiencing care. This allows the opportunity for people experiencing care to be involved in our inspection and complaints process meaningfully, ensuring a balanced evidence base which allows inspectors to make professional judgements on the quality of the service and provide improvement support in a variety of ways.

### Inspection Volunteers

Open to adults over 26 years who have personal experience of care services, the Inspection Volunteer scheme plays a crucial part in our inspection process of both regulated care services, health and social care partnerships and community planning partnerships. After a robust training process, our inspection volunteers accompany our inspectors on an inspection visit. Their role is to add value to inspections by talking to people using care services and their relatives, asking relevant questions, listening and recording their comments. They also make appropriate observations based upon their own experiences and share all of this feedback with the inspector and care service manager.

### Young Inspection Volunteers

The young inspection volunteer scheme is open to young people aged 18-26 with experience of care. They play an important role on inspection, by hosting focus groups, carrying out one to one interviews and facilitating group discussions with young people using services and professionals providing the services. We

recognise that our Young Inspection Volunteers have the voice of experience and we know from our work with them that no one has better knowledge or understanding of the services than the children and young people experiencing them.

Young Inspection Volunteers receive a comprehensive training programme which includes information on the organisations we inspect, confidentiality, boundaries and group work. They receive on-going support from external agencies, contracted to work with the Care Inspectorate to assist in recruitment, training and support. Young Inspection Volunteers also receive optional access to further education, opportunities to attend conferences and development events, and benefit from an on-going structured support framework which is tailored and responsive to their needs and circumstances.

### **National Improvement Programmes**

We actively encourage people to get involved in influencing and shaping our many improvement programmes. Improvement, by the very nature of the process, requires us and all our partners to work differently and to be united and optimistic in our approach. In order to see success, the experience, knowledge and input of everyone involved must be valued and respected while working on the principles of co-production and collaboration such as **‘we all teach and all learn’**.

Some of our recent improvement projects include:

- Focus on Dementia – an improvement programme for specialist dementia units in collaboration with Health Improvement Scotland, NHS Education for Scotland and Scottish Care.
- Implementation of the SOFI 2 (short observational framework for inspection) in early years.
- Care About Physical Activity (CAPA) improvement programme which promotes moving more with care professionals and those experiencing care.
- Development of a model policy that will work as an infection prevention and control tool setting out minimum standards in care homes for care professionals and inspection staff.

### **The Involving People Group**

Our Involving People Group meets four times a year in different locations throughout Scotland. It's a national group for people who experience care to consult and engage on the work we are doing to improve care and support services. The levels of work involved can encompass consultation events where the group will give feedback and suggestions on areas as broad as the Care Inspectorate's website to the Corporate Plan or full co-production projects to produce a particular piece of work (like our Involvement Charter). The group has around 25 core members and another 25 who keep in touch through mailings and emails.

### **Project work and one off events**

We offer a variety of different project groups, events and conferences for people who experience care and their carers to participate in. For example, in the past three years, some of the projects and events include:

- Involvement in the development and design stage of new models of inspection for our joint community planning partnership inspections. This has led to changes in our methodology in how we consult with people on inspection and young inspection volunteers have been involved in every step

- Being involved and presenting at both national and international conferences about scrutiny and improvement
- improvement projects for our inspection process
- taking part in our high level advisory groups
- co-producing video footage and presentations to explain the work of Inspection Volunteers and Young Inspection Volunteers
- giving advice and feedback to allow us to meet our public sector equality duties
- bringing the experience of involved people on our recruitment panels, including for senior roles
- advising other organisations in the care sector on the views of people experiencing care and support

We want to keep improving and developing our involvement activities so please let us know how we could include you or your support organisation in the future. More information on our involvement opportunities, including the application process can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com), by emailing [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com) or by calling our Contact Centre on 0345 600 9527.

# **PART THREE**

## **MOVING FORWARD**

**WHAT WE WANT TO ACHIEVE IN THE NEXT  
THREE YEARS**

**OUR INVOLVEMENT OUTCOMES 2018-21**

We want to make our involvement activities meaningful and beneficial to the people who work with us. Outcomes are the changes that result for individuals, communities, organisations as a consequence of the action we take. They can include short term benefits such as changes in awareness, knowledge, skills and attitudes and longer term benefits such as changes in behaviours, decision making or social and environmental conditions. We want them to bring practical improvements so people can feel, hear, see and experience the improvements achieved.

We consulted with our involved people through various events, group discussions and survey questionnaires to ensure they were involved and in agreement with the direction of travel for our new outcomes and actions. Their feedback and suggestions for improvement have influenced and, where possible, have been incorporated into both.

Involvement outcome <b>one:</b>	<b>Our involvement activities have a positive impact on all our work, supporting improvements in care and support across Scotland.</b>
Involvement outcome <b>two:</b>	<b>We respect the unique contribution of all our people and they have opportunities to meet, share experiences and actively engage.</b>
Involvement outcome <b>three:</b>	<b>Information about involvement is clear, easy to access and understand, and made widely available.</b>
Involvement outcome <b>four:</b>	<b>We involve a wide range of people with diverse experiences, backgrounds and circumstances in ways which are meaningful and supported.</b>

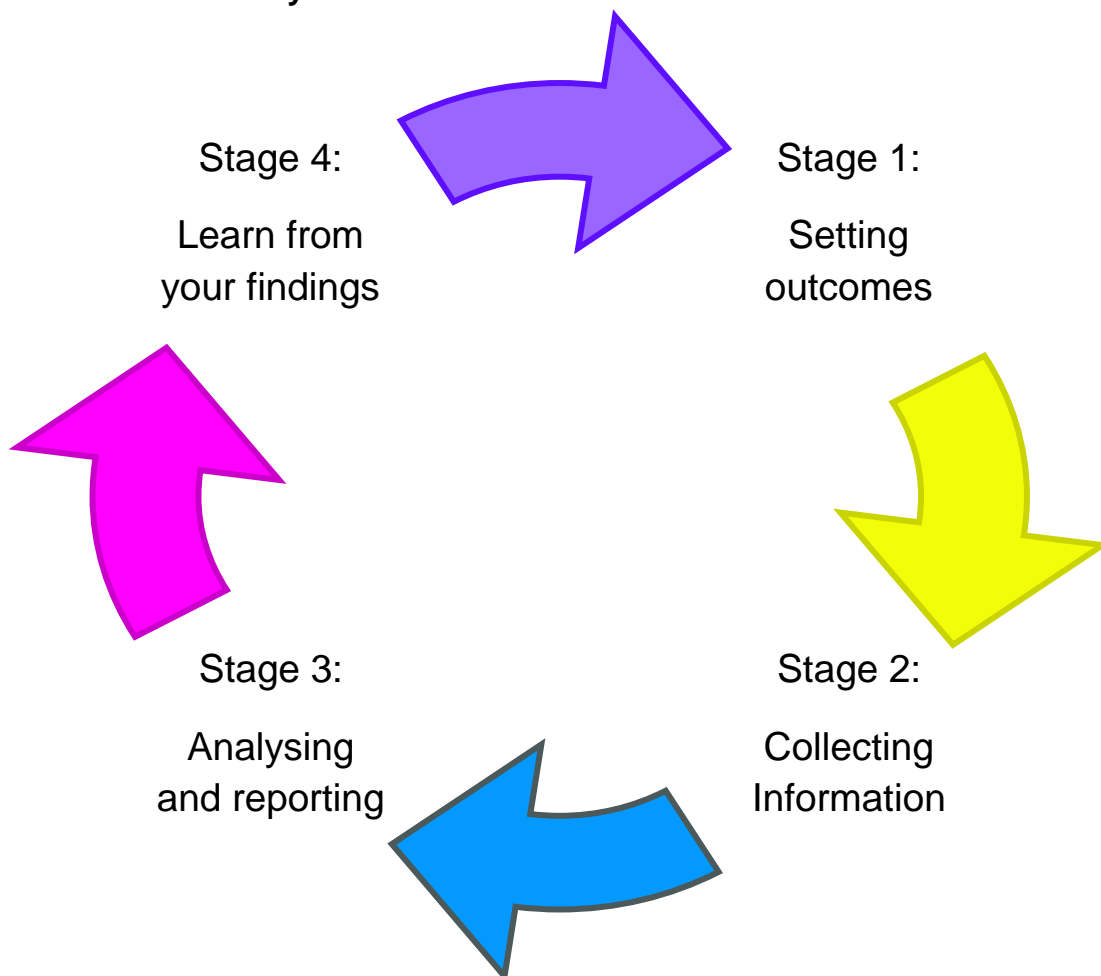


## GETTING FEEDBACK AND EVALUATING OUR PROCESSES

As always, we will monitor and measure our performance in delivery of our involvement activities and report to our Board on an annual basis on progress. We will also continue to produce our Involve Magazine twice a year.

To ensure all of our involvement activities are a two way process and informed by involvement of people using care services and their carers, we are committed to evaluating our processes. They have told us that they want to be included in the review and evaluation process and we believe that by working together, we can discover what is working, what doesn't and how we can learn to measure the difference we are making through evaluation methods. We use the Evaluation Pathway<sup>1</sup> model which has four distinct stages to assist us in this process:

### Evaluation Pathway Model



In addition, we want to be able to tell our involved people the value their work has added to people using care services in Scotland. We will make sure that our desire to report better on our involvement activity is built into our new digital systems.

In the meantime, we will continue to gather both qualitative and anecdotal evidence as well as quantitative statistics on our involvement activities. By taking an approach which is consistent with our earlier strategies, we can track improvements over time.

Updates on our progress and activity will also be published on the Care Inspectorate website, via social media and our YouTube channel, and provided in alternative formats on request. Further information in relation to our involvement activities can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com).

Through the work of our Audit Committee, we will ensure that our new corporate plan, and its performance reporting, includes appropriate measures and targets about our improvement activities so our Board can assess the impact of our work. As we develop operational plans to deliver this strategy, we will include clear success measures against which we can report.

## INVOLVEMENT OUTCOMES ACTION PLAN

Our new action plan presents a high level, challenging but rewarding programme of involvement activities over the next three years. To ensure we respond flexibly to what people tell us they need, we have deliberately kept our actions broad, allowing opportunity to expand our activities and remit over the next three years. We believe this offers us the flexibility required to keep up to date with the changing landscape in terms of equalities, community empowerment while remaining responsive to the needs of those who are involved with us.

Outcome	Priority areas for development
<p><b>1. Our involvement activities have a positive impact on all our work, supporting improvements in care and support across Scotland.</b></p>	<p>As we develop new methodology and new types of interventions including improvement support, ensure that we review how we involve people on inspections and as inspection volunteers, so their voice is stronger.</p>
	<p>Expand the range of scrutiny and improvement support activities which involve inspection volunteers.</p>
	<p>Develop ways of hearing the real-time voice of people experiencing care to plan our scrutiny and improvement support interventions, projects and programmes.</p>
	<p>Increasing the % of scrutiny and improvement support interventions, projects and programmes which involve people, year on year.</p>
Outcome	Priority areas for development
<p><b>2. We respect the unique contribution of all our people and they have opportunities to meet, share experiences and actively engage.</b></p>	<p>Provide new learning and development opportunities for involved people to enhance skills, experience and continuous personal development.</p>
	<p>Review our corporate parenting duties giving more opportunities for young people who have experienced care and support services.</p>
	<p>In our scrutiny practice, we will have a focus on how well partnerships and services are supporting people to build connections in their local community, reducing isolation and loneliness.</p>
	<p>Build links with local community groups &amp; service user groups.</p>
	<p>Review our consultation groups and develop new and sustainable initiatives for the future in line with our equalities duties and including seldom heard groups.</p>

Outcome	Priority areas for development
<p><b>3. Information about involvement is clear, easy to access and understand, and made widely available.</b></p>	<p>Develop guidance on involving people in care services and partnerships, so we are spreading effective practice across Scotland &amp; supporting improvement.</p>
	<p>Work across all public bodies covered by the duty of user focus to share experiences and learning, in partnership with involved people from each organisation, so we can share and learn good practice.</p>
	<p>Build our improvement support capacity to develop expertise in involvement through joint working initiatives with other partners.</p>
	<p>Share learning from our involvement approaches internationally to assist other countries where scrutiny and improvement support is less embedded and our approach would prove valuable.</p>
Outcome	Priority areas for development
<p><b>4. We involve a wide range of people with diverse experiences, backgrounds and circumstances in ways which are meaningful and supported.</b></p>	<p>Target seldom heard groups to get involved in our work and work in co-production to prepare for the new socio-economic duty &amp; potential new public sector equality duties.</p>
	<p>Work with other scrutiny bodies and community organisations to promote involvement as a key means of community empowerment, targeting those who have no experience of involvement and supporting improvement.</p>
	<p>Develop specific initiatives for involvement in collaboration with relevant equality / care &amp; health organisations.</p>