

# IMPROVING CARE **2020** IT'S WHAT WE DO!



WE ARE HERE TO  
DRIVE UP THE  
QUALITY OF  
CARE FOR ALL

FOR MORE INFORMATION GO TO  
[WWW.CAREINSPECTORATE.COM](http://WWW.CAREINSPECTORATE.COM) OR CALL US ON 0345 600 9527



HAPPY TO TRANSLATE

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The Care Inspectorate registers

# 12,888

care and support services

# INTRODUCTION



**Welcome to this bite-sized guide to who we are and what we do. At the Care Inspectorate, it's our job to check the quality of care in Scotland. and help improve care when things are not good enough.**

Everyone has the right to high-quality, safe and compassionate care and our work makes a real difference to the lives of many people experiencing care across Scotland.

We regulate 12,888 care and support services and we know, from the thousands of inspections that we carry out each year, that most care services perform well and that people generally experience good-quality care.

People rely on our inspection reports for facts about the services in their areas and our service information helps them make important decisions that can have a huge effect on the quality of their life or the life of someone they love.

We support the voice, choice and independence of people who experience care and we listen. If you have concerns about care, we may be able to help. Last year, we investigated 1,397 complaints and of these, we upheld 1,321.

We work with other scrutiny bodies to inspect the social care people experience in local areas too. Increasingly, we are also working with other organisations to support improvements across public services.

We are driving improvement and innovation in social care across Scotland. We want to see world-class care, where everyone experiences good care that meets their needs and wishes, protects their rights and promotes their choices.

**Peter Macleod**  
Chief Executive

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# WE INSPECT CARE

## All care services in Scotland must be registered with the Care Inspectorate.

We work with care services to support them to improve and we inspect them using our quality frameworks. The quality frameworks support the Health and Social Care Standards and set out the quality of care that services should be delivering and that people have a right to expect. From our inspections, we know that most care in Scotland is good or better.

When we inspect a service, our inspectors visit it, observe how it is being run, ask people experiencing care and their carers for their feedback on the quality of care, talk to staff and managers, and look at the policies and procedures. We then evaluate the quality of care that we find on a scale from unsatisfactory to excellent and include this in the service's inspection report. All these reports are available on our website, where you can search for the care services in your local area.

We also carry out joint inspections with other scrutiny bodies to assess how well the range of health and social care services across local areas are working together to deliver good outcomes for the people that live there.

## We do more than inspect

If you have a concern about a care service, you can raise it with us. We can help resolve issues quickly and directly with care services. We also investigate formal complaints and support care services to improve when things are not as good as they should be.

**Find out more about the care services you're interested in, including inspection reports, evaluations and any complaints, areas for improvement, requirements or enforcements. Visit [www.careinspectorate.com](http://www.careinspectorate.com) and click the 'Find care' tab. You can search by location, service type and service name.**

## LOOK OUT FOR THE CARE INSPECTORATE REGISTERED LOGO

We encourage care services to display the 'Care Inspectorate registered' logo on their websites. This logo gives you confidence that the service you are looking at is registered and inspected by us. More than that, when you click on the logo, a new window will open, showing you the service's information page on our website. This page gives you instant access to all the service's inspection reports and evaluations along with details of any complaints or enforcement. We want to make it easy for people to find out about the services they are choosing and using, and we know services want to show people they are registered. Look out for it on care service's websites.



# 98%

of care staff and 98% of people experiencing care say scrutiny will help improve their care

# EARLY LEARNING AND CHILDCARE – THE BIG PICTURE

We use findings from our inspections, registration, complaints and improvement support work to review the big picture of early learning and childcare services across Scotland. The reviews we publish celebrate improvements and shine a spotlight on the care services that have worked creatively to provide good experiences and outcomes for children. We also focus on what needs to happen to improve outcomes for children and families experiencing care in Scotland. Part of this includes producing practical improvement guides and tools.



## GENDER EQUAL PLAY FOR EARLY YEARS

**We believe in equality, diversity and inclusion, and we want children in Scotland to have an equal start in life.**

Early years services can encourage equal and respectful play and challenge stereotypes of what is 'normal' for boys and girls. We published Gender Equal Play, a practical guide for early years services, parents and anyone working with young children. It is full of easy-to-follow advice, creative ideas, information and case studies to help services make simple but effective improvements to how they support play.



Find it in our publications section at [www.careinspectorate.com](http://www.careinspectorate.com)



**Nine out of ten parents agreed that it was important to treat boys and girls the same in early childhood.**

(The Default Setting: what parents say about gender stereotyping in their children's early years, Zero Tolerance, Edinburgh, 2016)

## SPACE TO GROW



**There is strong evidence that playing and learning outdoors benefits children in many ways.**

In 2020, all three and four year olds and eligible two year old will be entitled to 1,140 hours of free early learning and childcare. That's why we produced Space to Grow: indoor/outdoor settings to support improvement in this expansion of early learning and out-of-school care services.

Playing and learning outdoors improves physical health, wellbeing and learning, and enhances child development. But most of all playing and learning outdoors is fun! Find out more at <http://bit.ly/thehub-spacetogrow>.



Looking for a childminder or nursery? Visit [www.careinspectorate.com](http://www.careinspectorate.com) and click the 'Find care' tab. You can search by location, service type and name.



## EARLY LEARNING AND CHILDCARE – THE NUMBERS

Every year, we publish statistics showing the availability and quality of early learning and childcare. Funded hours for three- and four-year-olds expands to **1,140** hours in August 2020 and our latest report shows that the number of nurseries providing funded and early learning and childcare places has increased by **2.1%**. This means almost **2,500** more places than in 2017.

Overall, the quality of care remains high with more than **90%** of services providing funded early learning and childcare evaluated at good or better.

Read the report in our publications section at [www.careinspectorate.com](http://www.careinspectorate.com)



## FOOD MATTERS

**We all know how important it is that children in their early years eat well, not just at home but at their nurseries and childminders too.**

That's why we produced Food Matters; a good practice guide for services supporting children to have positive eating experiences and enjoy well-balanced, nutritious food.

As well as the guide, there are also three short films, featuring children from a nursery, an out of school club and a family centre telling us about their own stories.

Download the guide at <http://bit.ly/-foodmatters>.

Watch the films at [www.youtube.com/user/careinspectorate](http://www.youtube.com/user/careinspectorate).

## FOSTERING AND ADOPTION STATS 2018/19

Our statistics show that fostering and adoption services perform well, with **90%** of fostering services and **95%** of adoption services evaluated as 'good' or better by our inspectors.

You can find out more in our report on fostering and adoption statistics. It's in our publications section on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The Care Inspectorate regulates and inspects every early learning and childcare service in Scotland. More than

# 250,000

children attend childminders, nurseries, playgroups, out-of-school clubs, child and family centres and holiday play schemes.

Childminders care for nearly

# 32,700

children.

# EATING AND DRINKING WELL IN CARE

As we get older, our needs may change and that can include what and how we eat and drink.

We're encouraging care staff to think about how they can support people to live, eat and drink with enjoyment and have as much independence and choice as possible. To help them do this, we've created the Food and Fluids space on our Hub website. With practical advice, good practice examples, videos, guidance, handy hints and tips, recipes and menus, Food and Fluids shows ways to creatively encourage older people to maintain a good diet, which plays such an important part in living and ageing well.

Find Food and Fluids at <http://bit.ly/thehub-foodandfluids>.



# SUPPORTING CONFIDENCE AND INDEPENDENCE

Most of us enjoy doing things for ourselves but that can change when we move into a care home.

Our independence and confidence can be affected. Even the things we're still able to do, can get done for us and it can be the norm in some care homes for staff to do everything for residents.

We want services to support residents to be confident and keep doing things for themselves. This can help increase their independence, mobility, health and wellbeing. From pouring their own tea, looking after their own personal care, or building up strength to walk independently to the dining room, there are lots of small things residents can be supported and encouraged to do that can make a big difference.

Last year, we joined up with Scottish Care and brought care providers in Angus together to test out a new improvement programme all about 'making small changes for big improvements' in their services to benefit the people they care for.

The programme brought people together to learn and share ideas, find out how to measure and record information to track improvements, gather feedback and embed improvement in their service's daily life.

We are now expanding this way of working to other local authority areas across Scotland.

Here's what some people had to say:

*'It's been fantastic sharing ideas, successes and those things that haven't worked.'*

*'This expanded my knowledge greatly as it showed me to start small.'*

*'It's been useful to see real-life case studies that showed how the process actually worked.'*

In Scotland, there are **826** care homes for older people, around **1,030** care at home services, and many other support services for adults including supported accommodation and sheltered housing.

## ISOBEL REGAINED HER SENSE OF PURPOSE

**Our Care About Physical Activity (CAPA) improvement programme is really making a difference, enabling and inspiring older people and those who support them, to move more and often - improving health and happiness, and reigniting connections with local communities. Here's Isobel's story.**

When 93-year-old Isobel Forsyth moved into Grange Care Home in Kilmarnock, after a fall at home, it was a big life change for her. Previously very independent and still driving, Isobel struggled to come to terms with being in a care home and felt unhappy and low.

Denise Pentland, manager said: "When Isobel joined us, she was in a lot of pain and had many health issues. Staff all spent time getting to know Isobel and find out what was important to her.

"Isobel wanted to be able to go to the bathroom independently, which seemed impossible early on. So, we looked at how we could break this down into smaller goals to build up her strength. Isobel started small, gentle exercises in bed, sitting up for short periods then standing and being as involved in as much of her personal care as possible."

Laura Haggarty, improvement adviser said: "The team knew from supporting other residents that small things can make a big difference. They spent time to feedback and communicate among themselves to make sure that everyone was up to speed and were working on the same outcomes to support Isobel."

Isobel suffered a setback after she had another fall, but staff worked with the physiotherapist to find ways to rebuild Isobel's strength.

Over the next three months, Isobel began to walk short distances and gained independence using a Zimmer frame.

One of Isobel's goals was to go out for afternoon tea to her favourite place, Highgrove. Once she was able and felt more confident, she went with staff and had a lovely time. Isobel said at the time: "I am now able to go out regularly to the shops. I feel happy, like I have a purpose again."

For more inspirational stories and information about how CAPA is making a difference to people's lives visit [www.capa.scot](http://www.capa.scot)



**A tribute to Isobel.** Isobel passed away in May 2019, having led an interesting, active and independent life. We are glad that being involved in CAPA made such a positive difference to her life. She was an inspiration to us all. We have told Isobel's story here with the kind permission of her family.

# CONNECTING WITH YOUNG PEOPLE

John Elliot is one of our complaints inspectors. Here, he tells us about his work to encourage children and young people to talk to us.



In my job I investigate care concerns for children and young people living in residential care. We only receive between five and 10 complaints each year which is low, given there are around 1,100 young people living in residential care in Scotland. When we investigate complaints, these are often at a later stage where problems have persisted for some time.

We wanted to know why young people didn't raise complaints with us and what we could do to encourage them. So, I worked with a group of young inspection volunteers. They told us they didn't know that they could complain, that the systems weren't suitable and that they didn't know how to complain. They also said that they didn't trust people in authority, that they weren't sure about their rights and felt that making a complaint would not help them.

We started to look at what we could do to improve our systems. We also wanted to show that we took our corporate parenting responsibilities seriously to support young people to access their rights.

So, what is our plan? We will soon launch a text service to add to the other ways young people can raise concerns. We have produced a new complaints leaflet for young people that will be given to all services when we inspect. We also plan to run sessions with external groups that work directly with young people.

The new system will be fully operational by early 2020. Young people will be more informed about their rights to quality care and support which we hope will build trust, allow us to intervene earlier and improve their experience of care.

# CONCERNS AND COMPLAINTS ABOUT CARE SERVICES

**Most care in Scotland is good, but sometimes things do go wrong.**

If something isn't right about the care you see or experience, we encourage you to speak to the care staff and manager in the first instance. They can often help to put things right. But if that hasn't helped or you felt unable to do this, of the issue is serious, anyone can contact us direct – anonymously if needed.

We know it's important that people can let us know when things aren't right, and our complaints procedure is easy to access and use. We can investigate complaints and can often help things to improve for the people who raise concerns with us.

This also helps us build a picture of the quality of care and shows what needs to improve, and where. Complaints can provide an early warning of problems in a care service and we can require that changes happen.

It's our job to make sure that people experience safe, high-quality, compassionate care that meets their needs and promotes their rights and choices.

Our complaints procedure helps us to solve problems earlier and ensures improvements are made before they escalate.

We focus our resources on the most serious and urgent concerns, while ensuring issues raised are looked at carefully by our complaints inspectors.







## WHAT DO PEOPLE COMPLAIN ABOUT?

**23.4%**  
of complaints were  
about general  
health and welfare

**377**  
were  
upheld

**17.5%**  
of complaints  
were specific  
healthcare  
concerns

**278**  
were  
upheld

**16.1%**  
were concerns  
about staff  
or staffing

**255**  
were  
upheld

**13.1%**  
of complaints  
were about  
communication

**208**  
were  
upheld

**8%**  
were complaints  
about choice

**127**  
were  
upheld

**5.4%**  
of complaints were  
about record  
keeping

**81**  
were  
upheld

You can raise a concern about a care service with us online, by telephone or in writing.

Complete our online complaints form:

<http://www.careinspectorate.com/index.php/online-complaint-form>

**0345 600 9527**

[complaints.NEL@careinspectorate.com](mailto:complaints.NEL@careinspectorate.com)

Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY



Some of our young inspection volunteers with their Community Achievement Awards

# GET INVOLVED

## Get involved with the Care Inspectorate

We strongly believe our work is improved by involving people who experience care and their carers. We have several innovative ways that people can get involved with us and make sure they can influence our work.

We look for people with personal experience for care or caring. You do not have to have qualifications. Your personal experience gives you a unique insight.

## Become an inspection volunteer

Our inspection volunteers accompany our inspectors during inspections and talk to the people who use the service. Their insight of how services are performing is invaluable, because they bring personal perspectives.

## Join our Involving People Group

Our Involving People Group is made up of people from across Scotland who experience care or are carers to give us their views. They bring their unique insight and experiences to the work we do, contributing their time and views to many aspects of our work, helping us always make sure people remain at the heart of all we do.

## Become a young inspector

Young people who have experience of care and are aged 18-26 can get involved by helping us with our inspections of services for children and young people across Scotland.

## How we work with our volunteers

We know that people with personal experience of care have unique insights. Working together helps us to do our job better and can help services improve. We support our volunteers to work with us, offer training at the start and throughout and we cover expenses. If you have additional needs, we will do our best to support you with those too.

Group of inspection volunteers



# GETTING TO KNOW YOU

**Sheila Thorpe has been an inspection volunteer with the Care Inspectorate since October 2018.**

Here, she tells us about herself and her role.



**Sheila, what is your role and what does it involve?**

Assisting the inspector and chatting with the people using the service and their families.

**Why did you get involved?**

Having been inspected while working in the early years sector, I became interested in what's involved when inspections are taking place.

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

So far, five.

**What do you enjoy most about volunteering with us?**

Meeting the inspectors, speaking with people, listening to their stories about their lives.

**How would someone describe you?**

A caring person committed to helping others.

**How do you like to spend your free time?**

I am a volunteer with the local Scout group as their group treasurer, also on the Scout district appointments committee interviewing potential leaders.

**What makes you laugh?**

My grandchildren with their antics and outlook on life.

## MEET ERIN



**Erin McGuigan** is one of our young inspection volunteers. They are specially trained people aged 18–26 who have experienced care. Here's what Erin said about working with us and how her experience helped her secure a job with children's charity, Aberlour.

"I have received various training from the Care Inspectorate since becoming a young inspection volunteer. Some of my training included corporate parenting and induction training. I have learned a lot and grown so much since volunteering. I have really pushed myself and grown in confidence. I have always received encouragement and support from Gemma in the involvement team.

"My experience as a young inspection volunteer has helped me massively to gain employment with Aberlour and my experiences have given me the confidence to take this position on.

"I am part of a new project with Aberlour named Love Inc. It is to raise awareness of healthy and loving relationships within care settings. I am enjoying meeting all the amazing young people and seeing their different personalities.

"I would tell any young person considering becoming a volunteer to go for it! You won't ever look back or regret it!"



### Involving People Group



Last year, inspection volunteers joined

# 511

adult inspections and spoke with over

# 4,501

people experiencing care and their families

If you'd like to get involved with us, email

**[getinvolved@careinspectorate.gov.scot](mailto:getinvolved@careinspectorate.gov.scot)**

or call us on

**0345 600 9527**

or go online and search 'Care Inspectorate get involved'.



# 95%

of services stayed high performing or continued to improve

# HOW GOOD ARE SERVICES ACROSS YOUR AREA?

**As well as inspecting individual care services, we scrutinise how well social care and social work services are being delivered across local areas.**

Health and social care partnerships, community planning partnerships and local authorities all have various responsibilities for the health and social work services in their areas.

These inspections, which we sometimes carry out jointly with other scrutiny bodies, look at services for particular groups of people. For example, children and young people, adults and older people, and community justice.



All our joint inspection reports are published on our website at

[www.careinspectorate.com](http://www.careinspectorate.com)

## Children

Community planning partnerships work together to make the vulnerable children and young people using their services safer. We scrutinise these services jointly with inspectors of social work, health, education and police. We focus on services for those looked after at home or in fostering, residential, secure and kinship care.

We look at how well services ensure children and young people experience continuity in care, develop lasting relationships and are supported to succeed into adulthood. Our specially trained young inspection volunteers, who themselves have experienced care, are part of our inspection teams.

## Adults

Many services for adults and older people are integrated in health and social care partnerships and, together with Healthcare Improvement Scotland, we look at how well those services are planned and commissioned. We look at whether partnerships have the building blocks in place to understand and meet the needs and wishes of local people. Our inspections focus on the leadership in local partnerships, planning and commissioning of services, and how partnerships are meeting their objectives.



# WORKING TOGETHER FOR BETTER CARE

We collaborate with a wide range of partners to improve everyone's experiences of care.

By sharing and pooling knowledge, learning and resources, we highlight what good care looks like so everyone can learn from good practice.

Our dedicated website for care professionals at <http://hub.careinspectorate.com> is full of information, guidance and resources that give practical examples of care services delivering first-class care – so that everyone can share ideas.

## Justice

Local authorities deliver a range of services for those involved in the criminal justice system. This includes supervising individuals on community payback orders. These can be imposed by the courts as an alternative to prison. A community payback order can mean complying with a supervision requirement or undertaking unpaid work for the benefit of the local community. Our inspections evaluate how well services are improving the life chances for people subject to a community payback order. We also look at how services are led, how they assess and respond to risk and how they intervene when things are not working as they should.



Just one of many examples of how we collaborate is our Care about physical activity improvement programme (CAPA) which helps older people in care to move more often each day.

Our team of advisers work closely with care staff, people experiencing care and their friends and family to increase health, wellbeing and mobility. From little things like encouraging people to post their own letters or walk up the stairs instead of using the lift, it's about supporting people and giving them confidence so that they can keep doing the things they can and want to do, themselves.

Subscribe to our newsletter: <http://bit.ly/ci-subscribe>

Almost everyone in Scotland will use a care service at some point in their lives and every service in Scotland must meet the Health and Social Care Standards.

The Health and Social Care Standards apply across all health, social care and social work services in Scotland. When we inspect, we use the Standards to check how services are making sure the care they deliver meets people's needs and respects their rights and choices.

# THE HEALTH AND SOCIAL CARE STANDARDS

## WHAT DO THE STANDARDS MEAN TO YOU?

### Dignity and respect

Descriptive statement 2.2  
**I am empowered and enabled to be as independent and as in control of my life as I want and can be.**

The care staff encourage me to select my clothes before they arrive each morning. This means that I choose my own clothes as I prefer to coordinate my own outfits.



### Be included

Standard 4.7  
**I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.**

The manager asked me to look at a job description for a domestic assistant and help her review it. I also suggested a question I would like asked at the interview. I was so chuffed!



### Compassion

Standard 3.8  
**I can build a trusting relationship with the person supporting and caring for me in a way that we both feel comfortable with.**

I receive personal care twice a day. I was worried and a bit embarrassed in the beginning, but not now. Everybody is concerned about how I am. And generally concerned – I mean staff really care about me and how I feel. It matters to them if I'm happy or not.



The Health and Social Care Standards have five principles:

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



**Health and  
Social Care  
Standards**  
My support, my life.

For more information on the Health and Social Care Standards visit:  
[www.newcarestandards.scot](http://www.newcarestandards.scot)

## Responsive care and support

Standard 1.15

**My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.**

My keyworker spends time with me every month to make sure what's in my care plan. She uses photographs and other pictures to help me understand. We think about how well I am doing with my goals, and what I am going to do next.



## Responsive care and support

Standard 1.12

**I am confident that people respond promptly, including when I ask for help.**

I told the staff in the club that I was being bullied and they helped me tell my mum and the school. I feel a lot better now and we had some people come to the club to speak to us about bullying. I know I can trust the staff and that makes a difference.



## Wellbeing

Standard 5.23

**If I live in a care home, I can use a private garden.**

The garden is lovely really. There are lots of interesting places to sit and watch. There are raised plant beds where I can pull a few weeds and see how the vegetables are getting on. Last year we had a good crop of potatoes. They used to have the door to the garden locked all the time which was annoying as I couldn't get out. Now it's open and I can go out anytime I want.





# Friendship through the ages

When people of different ages get together, they can have a lot of fun learning from each other. Spending time with other generations helps us learn from each other and it can strengthen and regenerate communities, and promote inclusion and understanding.

Greg, from Gargieston early learning centre lacked confidence when he began to visit Springhill care home in East Ayrshire. That was until May, one of the residents, started speaking with Greg and got involved in an activity with him. Ever since, Greg always looks for May and they have struck up an amazing relationship.

Greg’s mum has been overwhelmed with the impact on her son and sent this testimonial to the early years practitioner at Gargieston.

“Words cannot describe how I felt when my son, Greg, spoke to me about how he had a new ‘best friend’ called May at Springhill care home. It was clear that my five-year-old son didn’t see the age difference and he told me that she walked with a frame. He liked to talk to May and that they played games together.

“At Greg’s graduation I spotted Greg’s friend May immediately. He had described her perfectly. I could see May and when he was on stage she was smiling and watching him intently.

“I introduced myself to May and she became so animated when was speaking about my little boy. It was so obvious there was a strong bond between them when Greg asked to get his photograph taken with her at this proud moment.

“My heart burst with pride at how my son loved and respected this lovely lady. We have agreed that we will visit May during school holidays to keep their special friendship alive.”

Our Generations Working Together publication is full of other real-life stories from across the country to give care services ideas on how to people of different age groups can develop meaningful relationships and enjoy a rich variety of experiences.

You can find it in our publications section at [www.careinspectorate.com](http://www.careinspectorate.com)

**BRINGING GENERATIONS TOGETHER**

FIRST EDITION

Care Inspectorate

**SOME GREAT EXAMPLES**  
of intergenerational practice from care services across Scotland highlighting the benefits of bringing people together from different generations

**Taking intergenerational practice to the next level**

**Friendship through the ages**

Corporate member of Plain English Campaign  
Committed to clearer communication

**420**

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