



# INVOLVE

July 2020 – December 2020

A festive Christmas-themed background with a dark green vertical striped pattern. It features various holiday decorations including green and red Christmas ornaments with different patterns, holly leaves and berries, white snowflakes, and pink flowers. The text is centered in the middle of the page.

**WE WISH YOU A VERY  
MERRY CHRISTMAS AND  
A HAPPY NEW YEAR 2021**

# contents

Introduction / page 2

Staff update / page 2

Getting to know you / page 3-4

Service manager interviews - a rewarding 'involved' experience / page 4

Telephone inspection training / page 5

Mastering virtual meeting and working from home / page 6

Investors in volunteers - reaccreditation / page 7

Corporate parenting training - Care Inspectorate Board/ page 8



# introduction

**Welcome to the winter 2020 edition of Involve. It has been a different year for so many of us as we all had to cope with restrictions due to the pandemic and not being able to do things the way we usually do. Here at the Care Inspectorate most staff are now working from home and learning all the skills that come with meeting online.**

We would like to take this opportunity to thank all our volunteers for your support and dedication through these challenging times. You have not been able to be in services as part of inspections, but you have contributed in so many other ways. We have missed working together face to face but have enjoyed seeing some of you in online meetings and training sessions, spoken to you on the phone and read your inputs in the newsletters we sent out over the year.

We have had some changes to the team and we are looking forward to telling you more in this edition.

We wish you and your loved ones a peaceful festive season and very much look forward to seeing you all in 2021, on the screen or in person.

# Staff update

Fiona Barratt, OWD Manager Involvement and Engagement left the Care Inspectorate in November to take up an external post. We wish Fiona every success in her new venture.

Louise Kelly has moved over from the Improvement Support Team to support the team while we recruit for a new team manager.



# MOVE TO IMPROVEMENT SUPPORT

The Involvement Team has been moved to another area of the business within the Care Inspectorate structure. We now sit within Improvement Support, under Heather Edwards, Head of Improvement Support. It is a welcome move for the team and we are really looking forward to the new opportunities it will bring for staff and volunteers.

It makes sense for us to be more closely connected with the Improvement Support Team. This team is focused on helping services improve, and in testing out, supporting and spreading innovative practice and influencing policy across social care and the early years sector. This move will help us to work even more closely together as we all strive to help services improve. We are all keen to support the development of world-class care and provide models of care which are fit for the future.



# Getting to know you

FRANCES HILL HAS BEEN AN INSPECTION VOLUNTEER FOR SOME YEARS NOW AND MANY OF YOU WILL ALREADY KNOW HER. THANK YOU TO FRANCES FOR TELLING US A LITTLE MORE ABOUT HERSELF BELOW.



## What is your role and what does it involve?

I was trained by the Care Inspectorate November 2014, my role initially was supporting the inspectors during their scheduled visits to a range of care establishments. It was November 2017 that I took up the role as Telephone Inspection Volunteer. My role is to make contact and engage with people using services who have a range of diverse and at time complex needs. They can either be living an independent life, made possible with the support and a variety of care needs provided within their own home, or be in residential care, requiring more specific care and a higher level of support.

## Why did you get involved?

I have been involved in care all my working life. Initially as a nurse, counsellor or in social care training until retirement. Following this, I held a number of volunteering roles, mainly with isolation and loneliness sometimes experienced by older generation.

However, it was as a result of my own mother requiring maximum residential care, in her later life. It was then I realised that standards were well below my expectations. This was compounded by my own personal experience following surgery and needing a bit of additional support to aid my recovery. I decided to look into what I could do about it.

## How many inspection have you been involved in?

Inspection visits eight. Telephone inspections approximately 37 from home but I sometimes carry out my calls from the Paisley office too.

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

Meeting and speaking with the public at focus groups. Being able to be a voice for people experiencing care, who are unable to voice both concerns and also favourable comments. Making a difference.

### How would someone describe you?

Professional, thorough, focused, diligent and conscientious. Personally, extremely thoughtful and caring.

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

Reading mainly, not one for hobbies as such. Being involved with the Care Inspectorate and as a High School Invigilator during examination diets.

### What makes you laugh?

I have a very dry sense of humour. However, the addition of two little family kittens give me endless hours of amusement on 'What's App'. Obviously with restrictions in place, I have not been able to pick them up yet. Roll on that day.

## Stats

### It has been a really different year for the Involvement Team's staff and volunteers this year.

Although we haven't been out on inspections, it doesn't mean we haven't been busy! We have enjoyed all the conversations, stories and online meetings we have shared during 2020. Well done to everyone who has mastered a new skill and managed to use Microsoft Teams to join in our meetings or kept involved through phone calls.

Over the summer months July – September 2020:

32

volunteers took part in Care Inspectorate involvement activity

63.5

days for involvement activity

23

activities of involvement

## Service manager interviews – a rewarding 'involved' experience



**A huge thank you to Elaine Moffett, Inspection Volunteer who was involved in virtual interviews for the Care Inspectorate's new Service Manager for Early Learning and Childcare (ELC). Elaine tells us a bit more about her experience below.**

'A couple of months ago I was invited to be part of the stakeholder panel for the Service Manager (ELC) post. I must admit to being a little apprehensive, although I had lots of experience interviewing staff and students in my past life!

'After agreeing to 'take the plunge' I was contacted by Alan Crawford, HR Adviser, who was excellent in calming my fears, sending the appropriate paperwork and explaining the interviews would take place virtually, through 'Microsoft Teams' (due to COVID-19), a whole new concept for me. ICT delivered a laptop and we were ready to go.

'The stakeholder panel consisted of four people, chaired by the Chief Inspector - Adults. Their welcome put me completely at my ease, feeling I was a valued member of the panel. Four candidates were interviewed, delivering a 15-minute presentation, with a further 15 minutes of questions, which were pertinent to our interest as stakeholders. Each candidate was scored with our scores and comments reported by our chair to a further interview management panel.

'All in all a very interesting and rewarding experience, all due to the support received from everyone 'Involved!'

# TELEPHONE INSPECTION TRAINING

Some volunteers have been busy undertaking training online, through Microsoft Teams, in preparation for being involved in telephone inspections for care homes. This is a new way of working for inspection volunteers and we'd like to say a special thanks to those who have agreed to be involved and joined the training sessions on Microsoft Teams to learn more.

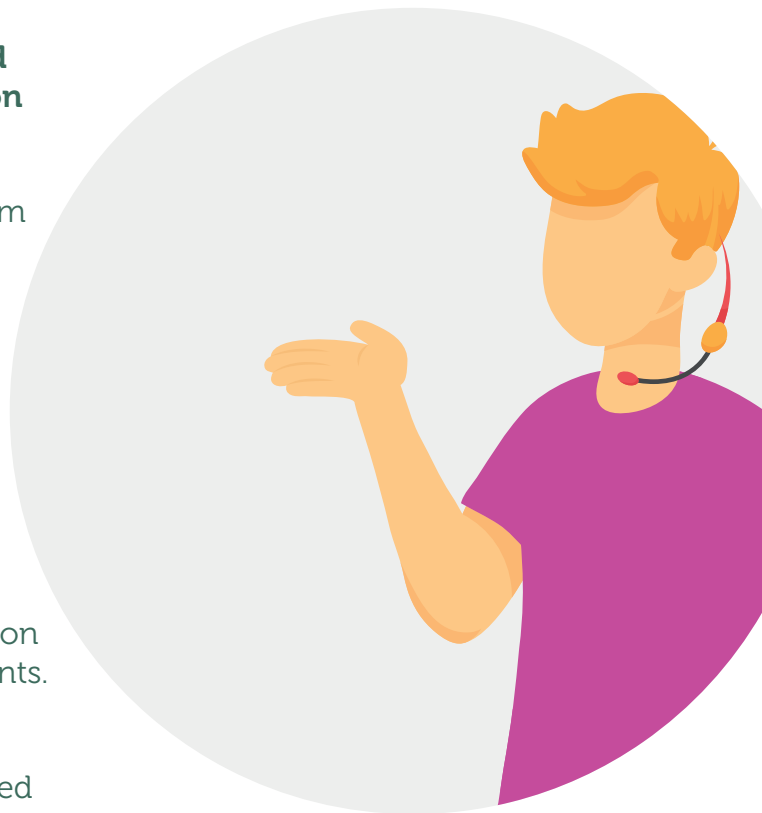
The training was delivered by the Involvement Team alongside an inspector Gabrielle Colston. Gabrielle said:

'It was a pleasure to be invited to speak to our fantastic inspection volunteers to let them know more about Key Question 7 and what our COVID-19 inspections are like in practice. The inspections are very focussed. We work as part of a team and in partnership with colleagues from Healthcare Protection Scotland. We look at the wellbeing of people, the service's practice in infection prevention and control and the staffing arrangements.

'It was great to hear how keen the inspection volunteers are to get back in action. We have missed having you as part of our inspections. It adds so much to our inspections to get as many views as possible from people.

'Although at the moment your input will be by telephone, making these calls to families really helps to get feedback on how well the service is supporting people to keep in touch with their families and also find out what the visiting experience is like. We want to make sure that people are having the best quality of life possible despite all the restrictions that are in place as a result of the pandemic and you can help us to do that.'

Because we are not sure when we can take part in regular 'physical' inspections, we are working with our inspector colleagues to see can we find ways to take part in virtual inspections.



# MASTERING VIRTUAL MEETING AND WORKING FROM HOME

**Among the many challenges we have experienced with COVID-19 another is Microsoft Teams.**

The Involvement Team spend so much time with volunteers having face to face meetings and events. Our volunteers come to us with experience of engaging with people with shared experiences in services and usually work face to face.

We also value the time we spend in our offices as this allowed us to keep connected to everything happening within the organisation in other areas of work.

Like many, since March 2020, we have been working from home. All communication is now virtual. We now, on a daily basis, talk to our colleagues in our own homes, an area we would previously not been invited into.

This has had its own challenges. Barbara tells us, 'My first team meeting was in full flow when my coffee machine decided to do a very noisy flush clean. This resulted in me falling off my chair in a rush to pull the plug instead of just saying excuse me while I turn this off.'

Over the months we have had cats walking across keyboards, young children coming in asking for a snack and partners dropping off a cup of coffee next to us.



We even had a colleagues' mum performing on a virtual choir in the background, oblivious she was being overhead.



This has all become very normal and, if anything, can add a little something to the new existence. Everyone now finds all this very normal and have adjusted to the new way of working.

We have been able to keep in touch with our volunteers on Teams. Recently, we had two training sessions to introduce new processes related to inspection volunteers. The volunteers, many whom were not really familiar with Microsoft Teams type meetings, were surprised how much they enjoyed it after the initial steps to get them up and running.

Nothing will ever be better than engaging with people face to face but it's been heartening how we all embrace any means to keep in touch.



# INVESTORS IN VOLUNTEERS - REACCREDITATION

**We are delighted to announce that our organisation has passed its reassessment for the Investors in Volunteers award, with flying colours! This award, granted for three years, is administered by Volunteer Scotland. Applicants must satisfy both their external Assessor and Volunteer Scotland's Quality and Assurance Committee. It is a big achievement for the Involvement Team and our volunteers who have been hard at work on this.**

We are delighted to announce that our organisation has passed its reassessment for the Investors in Volunteers award, with flying colours! This award, granted for three years, is administered by Volunteer Scotland. Applicants must satisfy both their external Assessor and Volunteer Scotland's Quality and Assurance Committee. It is a big achievement for the Involvement Team and our volunteers who have been hard at work on this.

The preparation required for this was fairly daunting. As part of the self-assessment stage, all volunteer policies and guidelines needed to be reviewed and revised, as did our processes for recruitment and support. We also needed to identify the gaps in guidance for volunteers and write new policies or guidelines to cover them.

Naturally, we consulted with our volunteers on both the content and the format and language used in these new documents and responded to their feedback.

Following the initial self-assessment, a week of interviews by the Assessor took place which involved two Care Inspectorate board members, a diverse range of around 20 volunteers and eight staff, both those who work directly with volunteers and those who do not.

We received positive feedback from our self-assessment, which clearly demonstrated both the commitment of our volunteers and the commitment of our organisation to supporting them.

We were also delighted with the overall feedback. The assessor said our final report was 'phenomenally positive'.

A huge thank you to all the volunteers who supported the review of the policies.



# Corporate parenting training – Care Inspectorate Board



**Along with many other organisations in Scotland, the Care Inspectorate is a corporate parent. This means that as an organisation we have a responsibility to uphold the rights and safeguard the wellbeing of a looked after children and care leavers. This includes promoting their physical, emotional, spiritual, social and educational development.**

We have a corporate parenting group that is made up of staff from across the organisation and our young inspection volunteers. The group meets regularly to plan, support and deliver our corporate parenting responsibilities. We are proud to be corporate parents and excited about working together with our young inspection volunteers to deliver our new plan for 2021–2023.

In November Who Cares Scotland? delivered corporate parenting training to the Care Inspectorate Board and our young inspection volunteer Erin McGuigan also attended. The training was really well received by everyone involved. A special thanks to Who Cares Scotland? And to Erin!

Paul Edie, Chair of the Care Inspectorate Board, was delighted to participate in refreshing the Board about its corporate parenting responsibilities.

Paul said, 'Before I became a parent myself, I had been a corporate parent, and it is a responsibility I take very seriously. As an inspectorate, we have a particular and important role to play in making sure that Scotland's children can have the best possible life. I am from a large family myself and very much appreciate the ups and downs of looking out for the best interests of all children.'

'The work we do at the Care Inspectorate adds to our understanding and learning about children being cared for in the various services that we visit. Our work contributes to improving those services and ultimately improving the lives of the children we, as corporate parents, are charged with looking out for.'

We will keep you updated about other corporate parenting news in future editions of Involve.

