



# Our plan for the next 3 years 2022-2025



Easy read booklet



HAPPY TO TRANSLATE

# Who we are and what we do



We are the Care Inspectorate.

We make sure social care and social work services in Scotland are good.



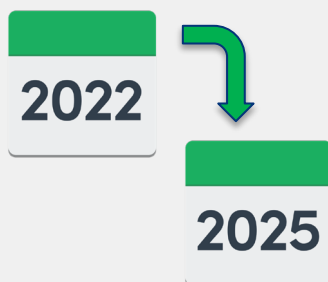
**Social care and social work services** include

- day care for children
- homes for people who need care
- care and support in your own home.



These services help people of all ages including

- babies and children
- young people
- adults and older people.



This booklet tells you our plan for our work for the next 3 years.

# The ways we help



We work to make sure the public know that care services

- are good
- help people in the best way
- always try to improve.

**Improve** means makes better



The **public** are ordinary people such as the people in your local area.



We support care services and

- make the rules they have to follow
- check to make sure they are good
- help them improve.



We want to protect people from harm. This includes finding new families and homes for children who need them.

# Our plan



Our plan is for the next 3 years, 2022-2025. It tells you how we will improve social care and social work services in Scotland so they are the best.



It explains our aims and what we think is most important.



It tells you about the 4 outcomes we want and how we will deliver them. **Outcomes** are what we want our plan to do.

- 1 
- 2 
- 3 
- 4 

- Our 4 outcomes are called:
1. Good care for everyone
  2. Improve outcomes for everyone
  3. Your rights
  4. Our people

# Outcome 1

## Good care for everyone



### We want:

- care and support to be good for everyone.



- to help carers give good care.



- to check and improve the care people get.



- carers and people who are cared for to tell us what they think about their care.

## We will:



- listen to what carers and people who are cared for tell us and use their information to make good changes.



- support care services and help fix problems.



- make sure care services have enough money.



- make sure people get the right care when they need it and make changes when they don't.



- share useful information and help care services improve.

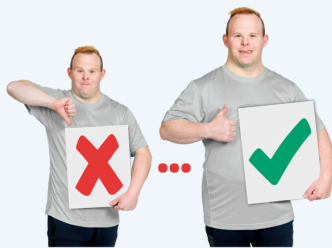
# Outcome 2

## Improve outcomes for everyone



### We want:

- better care for everyone who needs it.



- care services to make improvements as often as possible.



- care services to think carefully about their services and share good ideas.



- care services to feel supported.



## We will:

- support care services to give better care.



- promise that every child who is cared for will be supported, safe and loved.



- help children and families who cannot live together.



- talk to everyone involved in care so we know the best changes to make.



- try to change rules that are not helpful for care services or for people who are cared for.



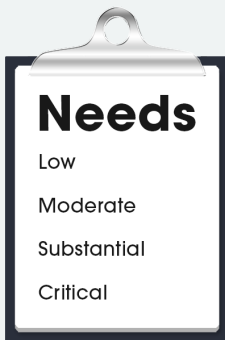
# Outcome 3

## Your rights

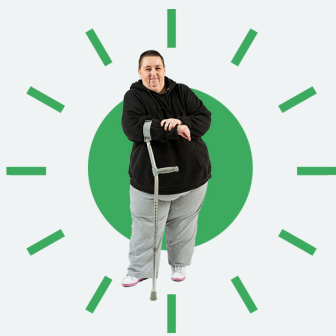


### We want:

- care services to think about the needs and rights of the people they care for. **Rights** are rules we follow so everyone is treated well.



- people who are cared for to know their needs and rights.



- people who are cared for to have a say in the care they get.



- care services to follow the laws about health and care. **Laws** are rules that protect people and make sure everyone is treated in a good and fair way.



## We will:

- protect and think about the rights of people who are cared for.



- help when people are not treated in the right way.




- make sure everyone knows about the rights of people who are cared for.



- make sure people who are cared for know what their rights are.

**Tell us what you think**




1. Do you think the idea is a good one?

Yes

No

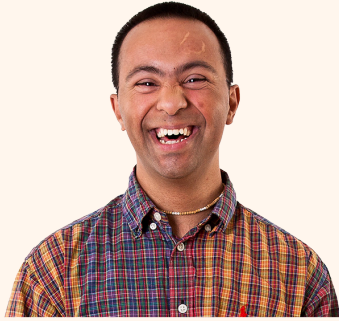
Not sure



- ask people to tell us how care services can be better.

# Outcome 4

## Our people



**We want the people who work for us to:**

- be good at their jobs and feel happy and supported.



- know that we welcome and include everyone.



- understand that their work will help to improve care.



- know we have a plan for the next 3 years.



## We will:

- give jobs to the best people to help meet our aims.



- make sure staff have the right skills to make good decisions.



- teach the people who work for us how to deal with changes in our work and in care services.



- share good things our staff do so other organisations can use them to improve as well.



- get more volunteers and support them well. A **volunteer** is someone who works for us and is not paid.

# Better ways of working



It's important we use new technology to help us work in a better way and meet our outcomes. **Technology** means things like computers, phones and the internet.



Technology will help us

- improve and protect the information we collect from care services.



- share information with care services and learn with them.



- share our information with everyone in Scotland.

# The environment



It's important we look after the environment as part of our plan. The **environment** is everything around us including the air, water, plants and animals.



For example, we will

- use lights that are better for the environment and we will use less water.



- ask our staff to work from home or use buses, trains and bikes to get to work.



- ask people for ideas and advice on how we can help the environment.



# How we work



As part of our plan we will check the way we work and improve it. This includes working with other organisations.



We want to make sure we stay up-to-date and help care services and people who are cared for in the best way.



We get our money from the Government so we need to make sure we spend it well. The **Government** is in charge of running the country.



We are independent. **Independent** means we make our own choices. No other organisations tell us what to do.

# What to do if you have any questions



Send an email to this address  
[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)



Call this telephone number  
**0345 600 9527**



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Find out more on our website  
[www.careinspectorate.com](http://www.careinspectorate.com)





The full version of this document is called  
“Corporate Plan 2022-2025.  
Care. It’s what we do”