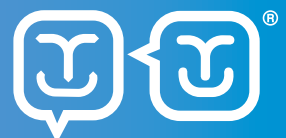




care
inspectorate

Quality Improvement plan 2023/24

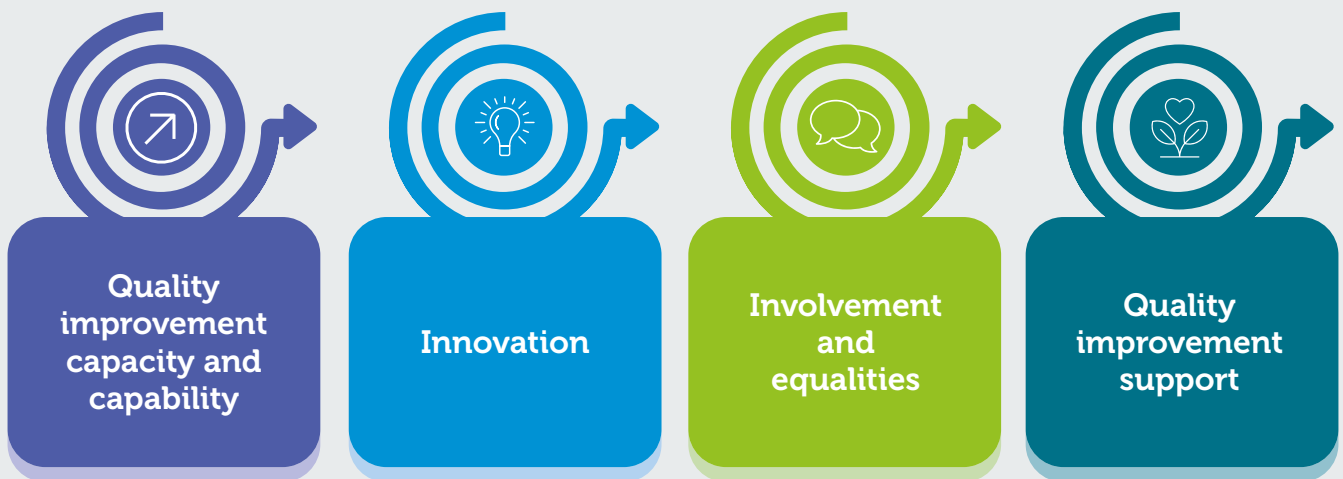


HAPPY TO TRANSLATE

Background

The Care Inspectorate supports quality improvement (QI) across social care, social work, local health and social care partnerships and early learning and childcare. Our [Quality Improvement and Involvement three year strategy 2022- 2025](#) focusses on the four pillars of quality improvement and involvement support from this strategy.

The four pillars of quality improvement and involvement



For **Pillar three**, Involvement and Equalities, a participation delivery plan 2023/24 will work alongside this QI plan.

As a scrutiny and quality improvement organisation, a whole system, collaborative approach to supporting quality improvement is critical. This is key to identifying improvement themes and trends, through data and information from our scrutiny work, and effectively and timeously responding to these with the right approach for quality improvement support.

Quality improvement support

We support services, providers and health and social care partnerships across the life span, to improve the outcomes for people who experience care. This plan focuses on the key work priorities up to 31st March 2024.

Accessing quality improvement support

The process for accessing quality improvement support can be found here: the identification, pathways and levels of quality improvement support. This is reviewed annually by the Improvement Support section.

Quality improvement support

UNIVERSAL QUALITY IMPROVEMENT SUPPORT (MAINLY VIRTUAL)

- topic specific webinars
- an online quality improvement hub
- signposting to, sharing/spreading good practice
- development of guidance on topic areas and supporting implementation

TARGETED QUALITY IMPROVEMENT SUPPORT

- local/national/regional quality improvement collaboratives or programmes supporting clusters of services
- quality improvement support to large providers and HSCPs
- medium to longer term quality improvement interventions

QUALITY IMPROVEMENT CONSULTANCY

- short term support, specific intervention, professional guidance topics relating to health and wellbeing
- discovery phase of new targeted work
- local/national development work including service redesign
- professional topic specific health and well being guidance to services, providers and inspectors
- includes support at enforcement stage

Pillar 1 – Quality improvement capacity and capability

We are committed to strengthening our role in supporting the care sector to build quality improvement capacity and capability, and to grow knowledge and skills to make relevant improvements across the sector. We are also committed to supporting the care sector to identify and share strengths, spread good practice and support staff to feel valued.

Priorities

1. Deliver **15** quality improvement training and improvement consultancy workshops, to services, service providers and within the Care Inspectorate.
2. Test the devolved delivery of the Scottish Improvement Foundations Skills programme in **one** health board with participants spanning the respective **five** health and social care partnerships.
3. A targeted Care About Physical Activity (CAPA) programme reaching **150** services, **28** health and social care partnerships that will potentially benefit **6,500** people experiencing care.
4. Through improvement consultancy, support the implementation of new standards and national guidance, in areas such as infection and prevention control and tissue viability with services and service providers.

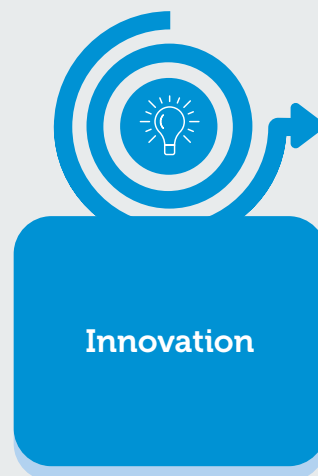


Pillar 2 – Innovation

Using a quality improvement approach, we will test out new ways of working and approaches to addressing complex issues and work with partners across the health and care sector to influence policy and practice.

Priorities

1. The QI focused Technology Enabled Care (TEC) workstream will spread and share innovative practice in technology and digital solutions across social care.
2. Phase 2 'test of change' for the PainChek® app, testing with up to **15** services.
3. Trial the 'Improve Well' app in the Improvement support section, aiming to improve monitoring, reporting, and evaluation of the impact of QI programmes and projects.



Pillar 4 – Quality improvement support

Our quality improvement support teams are responsible for supporting a range of quality improvement programmes and projects that differ in size, scale, and scope, and have specific areas of focus.

Priorities

1. A targeted ELC programme supporting settings at risk of or not meeting the national standard; **Three** cohorts of QI support reaching **120** services.
2. An Appropriate Adults (AA) improvement programme will support the development of QI and self-evaluation tools for all **21** AA services across Scotland. Working with **two** identified health and social care partnership areas in the pilot 12-week phase.
3. Local improvement collaboratives for adults and older people's services in **two** identified health and social care partnership areas.
4. The psychoactive medicines improvement programme will support **one** provider with **10** care homes, to improve practice in relation to psychoactive medicines management.
5. Develop a model for an [Adults quality improvement programme](#).
6. Working with Scrutiny and Assurance to:
 - provide targeted improvement support and improvement consultancy to social care providers
 - carry out a 'test of change'; Improvement Support interventions at enforcement stage (pre and during enforcement)
 - provide targeted improvement consultancy to the organisation/social care sector, focusing on specific health and well-being themes.



Measuring the impact of our quality improvement plan 2023/2024

How will we know change is an improvement?

 <p>01 Key performance indicator</p>	<p>% of people tell us that quality improvement support will improve care.</p>
 <p>02 Key performance indicator</p>	<p>Number of people reporting an increased level of confidence to apply quality improvement as a result of engagement with the improvement section.</p>
 <p>03 Capacity building</p>	<p>Number of quality improvement capacity building workshops.</p>
 <p>04 Prioritising</p>	<p>% of appropriate referrals for improvement support allocated to work plan.</p>
 <p>05 Volume/Reach</p>	<p>Number of participating services and health and social care partnerships.</p>
 <p>06 Qualitative feedback</p>	<p>Voices of people experiencing care and professional feedback (for instance, staff survey, case studies, impact statements).</p>

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207100
Fax: 01382 207289

Website: www.careinspectorate.com

This publication is available in alternative formats on request.



© Care Inspectorate 2023 | Published by: Communications | COMMS-0823-450

 @careinspect  careinspectorate

