



# Joint inspection of adult services

## Integration and outcomes

Partnership Guide v1.6

March 2024

## Partnership Guide

### Purpose

This document provides an overview of and week-to-week guide to the inspection process for Health and Social Care Partnerships (referred to as the HSCP or partnership). It describes key inspection events/activities for each week and the actions the HSCP needs to complete. Links are provided throughout the guide to more detailed guidance where this is available. Most of these are in the week-to-week guide which starts on page 9. It is important that the more detailed guidance is read in conjunction with this guide.

### Background

In February 2019, following a review of progress with integration, the Ministerial Strategic Group (MSG) for Health and Community Care made proposals to ensure the success of integration going forward. Regarding scrutiny activity, the MSG asked that joint inspections should better reflect integration. Specifically, the Care Inspectorate and Healthcare Improvement Scotland should ensure that:

- strategic inspections are fundamentally focused on what integrated arrangements are achieving in terms of outcomes for people;
- strategic inspections examine the performance of the whole HSCP – the health board, local authority and integration joint board (IJB), and the contribution of non-statutory partners to integrated arrangements, individually and as a partnership; and
- there is a more balanced focus across health and social care in strategic inspections.

### Revised approach to joint inspections of services for adults

In response to the MSG recommendations, the Care Inspectorate and Healthcare Improvement Scotland have set out our planned approach for this phase of joint inspections. These will seek to address the following question:

**How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?**

We have an established joint inspection methodology, which we have continually developed and improved following our learning from previous inspections. Our underpinning Quality Improvement Framework [\(JIAS Integration and Outcomes QI Framework v1.1\)](#) has been updated to reflect a shift in emphasis towards people's and carers' experiences and outcomes.

The illustrations in the Quality Improvement Framework have been developed in the context of, and built around the requirements in, the national health and wellbeing outcomes framework, the integration planning and delivery principles, the MSG recommendations and the National Health and Social Care Standards.

## **Adapting to circumstances**

Our joint inspection activity in adult services recognises the impact Covid-19 continues to have on HSCPs. Scrutiny approaches and activities take cognisance of the continued impact of the pandemic and pressure on services as they transition through recovery and into normal operation.

Our 'footprint' for inspections is based on our established methodology and tools. This guide still describes our inspection methodology when an inspection is completed remotely. As we move forward, we will explore with each partnership whether particular activities can be better delivered on site. We aim to develop a hybrid approach which combines what is best from remote and on-site working. This will take into account the needs and preferences of people and carers we want to engage with, local circumstances, geography and levels of Covid infection, when they are relevant.

## **The approach to inspection explained**

We will conduct a rolling programme of themed inspections, scrutinising how integration of services positively supports people's and carers' experiences and outcomes. These thematic inspections are not focused on the quality of specialist care for each care group but are a means of identifying groups of people with similar or shared experiences through which to understand how health and social care integration arrangements are resulting in good outcomes.

We are looking at integration through the 'lens' of different care groups which taken together will in time build a picture of what is happening across health and social care integration, how this is experienced by people and carers, and the outcomes achieved.

## **What health and social care partnerships can expect**

Our inspection of each HSCP will identify how well integrated arrangements are supporting good outcomes and where improvement is needed. The HSCP can also use the Quality Improvement Framework to carry out their own self-evaluation if they choose. The joint inspection process and reports will contribute additional assurance and value to HSCPs' internal performance management, joint working, and quality assurance processes, while focusing on outcomes experienced by people and carers.

This inspection looks at integration from the perspective of people who are living with mental illness and who are between 18 and 64 years of age.



### Remote working version

We have developed an inspection methodology that can be delivered remotely in order to avoid disruption from future COVID-19 variants and restrictions. As we move forward, we will explore with each partnership whether particular activities can be delivered better on site with the aim of developing a hybrid approach which combines what is best from remote and on-site working.

## Overview of the inspection process

The inspection will take seven months from the point when your HSCP receives formal notification that it will be inspected to the date when the inspection report is published. Your HSCP will need to work collaboratively with the inspection team to deliver the activities that make up the inspection process:

	<b>Identifying the inspection coordinator</b>
<p>By the end of <b>Friday of week 2</b> following notification, your HSCP will need to identify and provide the inspection team with contact details of the staff member it has allocated to the role of inspection coordinator. The coordinator has the pivotal role of coordinating the partnership’s response throughout the inspection. This includes supporting the engagement process, organising surveys, ensuring the right staff participate in focus groups, partnership meetings and briefings. It also includes completing or facilitating the completion of the position statement and uploading supporting evidence. The coordinator also has a role in facilitating the production of the information required to select a sample of people whose records will be reviewed, through ensuring the completion and upload of the Pre-Inspection Return (PIR) and the initial case tracker.</p>	
	<b>Staff survey</b>
<p>Your HSCP will need to identify relevant staff and send them a link to the staff survey by <b>week 6</b> of the inspection. The staff survey is designed to be completed independently by individual staff members. This means the staff survey link should be circulated to staff in partnership services which support people living with mental illness, including third sector and independent sector services. The staff survey closes at the end of <b>week 9</b>.</p>	



## Position statement and supporting evidence

Your partnership needs to complete and upload the position statement template by **12pm on Monday of week 11**, along with relevant supporting evidence. Your position statement should provide a brief summary of your partnership's current position. It should provide a brief description of your partnership's context and an overview of where you think your partnership is in relation to the required quality indicators in the Quality Indicator Framework ([JIAS Integration and Outcomes QI Framework v1.1](#)). This will help the inspectors to understand your organisation. The position statement should be accompanied by supporting performance data and information and an organisational chart. The position statement template also provides guidance as to the volume and types of supporting evidence required. If you have any questions, the inspection lead will be happy to have a discussion with you to help you to identify your best evidence. Taken together, the position statement and supporting evidence will help inspectors identify areas for further discussion and scrutiny during the inspection.



## Engagement

Our joint inspections have a significant focus on engaging with people who use health and social care services, and with their unpaid carers. The inspection team will organise the first period of engagement through local services and groups, who they will begin contacting shortly after the partnership is notified that they will be inspected. They will ask services and groups to help identify and support people and carers who may wish to participate. To make sure that no relevant services or groups are missed, the HSCP is asked to supply a list of services and groups by **5pm on Thursday of week 3** of the inspection. The inspection team will cross-reference this list with the services and groups it has identified when preparing for the inspection.

People will be able to tell us about their experience by choosing to complete a survey, participate in a focus group or have a one-to-one conversation with a member of the inspection team. The questions and topics covered within these 3 activities are based on the engagement framework ([Engagement framework v1.6](#)) which sets out 12 personal "I statements" that are matched to relevant quality indicators from the Quality Indicator Framework. We will also ask the partnership to share the people and unpaid carers survey through its own services and ask partnership staff to support people and unpaid carers to complete it. We are keen that the surveys are supported by staff as much as possible.

It is a key principle for us that our engagement with people should be meaningful and appropriate, which is why we aim to work closely with local services and groups and the HSCP to make sure we get it right.

The engagement phase will be completed by **week 10** in order that the results can inform the scrutiny focus groups. In the event that initial engagement activities do not identify enough people, additional engagement conversations and focus groups may be undertaken in **weeks 11 and 12**.



### Selection of records to review

The inspection team will review the health and social care records of a random sample of people and their carers. It is important that you start to identify the information that the inspection team requires to select people as soon as possible after you receive the notification letter, as you will have four weeks to complete and upload the Pre-Inspection Return (PIR) by **12 noon on Friday of week 6**. The PIR provides details of people from whom the random sample will be selected. The inspection team will identify an initial random sample of 100 people from the PIR and then ask the partnership to provide information on the unpaid carer support and health inputs those individuals receive by returning the initial case tracker spreadsheet by **12 noon on Friday of week 10**.

Your HSCP is also asked to identify a good practice sample of three individuals that you think are examples of where your approach to health and social care integration has achieved good outcomes. It is up to the HSCP to determine how it will identify individuals in the good practice sample. Details of the three individuals also need to be provided to the inspection team on the initial case tracker spreadsheet by **12 noon on Friday of week 10**.

There is detailed guidance on the sampling process and the preparation of records to be uploaded. It is critical that the random sample of individuals is finalised by **week 11**. If records are to be read remotely, the relevant records must be prepared and uploaded to the secure data sharing platform by **12 noon on Wednesday of week 14** in order for records to be reviewed in **week 15**.



### Reviewing records

The inspection team will review and analyse the health and social care records of people selected in the review of records sample and their carers when this is applicable. Assuming we are planning to read records remotely, your HSCP will need to prepare records in an electronic format and upload them to a secure data sharing platform such as SharePoint by **12 noon on Wednesday of week 14** so that the inspection team can review and analyse the records in **week 15**. It is preferred that the HSCP gives inspection team access to its own secure data sharing platform if it has one. However, if not, the partnership can be given access to the Care Inspectorate's SharePoint. If, in discussion, we have agreed with the HSCP that records will be read onsite, there is separate guidance for this and we will discuss with you how to manage this process. If the partnership plans to give inspectors access to their own recording systems, arrangements must be made in good time for all inspectors to have system access by 9am on **Thursday of week 14**. We ask that in this case, the partnership provide training to the inspection team in use of their online systems on **Thursday morning, week 14**.



## Team around the person

The team around the person stage provides a second opportunity for the inspectors to engage with people and unpaid carers. The inspection team will select a proportion of the people whose records they have reviewed for team around the person follow-up sessions. These involve separate discussions with the team of paid staff supporting each person, the person themselves and their unpaid carer(s). The discussions give the inspection team an opportunity to gain greater insight into what they have seen in the person's records. To allow the HSCP more time to organise these sessions, the inspection team will identify a provisional group of people from the final review of records sample in **week 11**. The inspection team will then review the selection as it reviews records (**Monday to Thursday week 15**) informing the HSCP of any changes. The inspection coordinator will need to be ready to work with the inspection team's strategic support officer (SSO) from the end of **week 15** to the end of **week 16** to swiftly finalise the sessions with staff, people and their carers which will take place in **weeks 17 and 18**. The draft timetable for team around the person sessions (and final timetable for scrutiny focus groups) needs to be uploaded by **noon on Friday of week 13**, with the final version of the timetable including both team around the person and scrutiny focus groups uploaded by noon on **Wednesday of week 16**.



## Scrutiny focus groups

The inspection team will facilitate 6 or more focus groups, with a range of staff across the partnership, including third and independent sector providers:

- Frontline practitioners
- Team managers/Service managers
- Third sector and private providers
- Senior managers
- Strategic leaders
- Commissioners and planners

Additional focus groups might be required depending on the emergent inspection findings, and in order to ensure that we are able to speak with key staff. However, we ask the co-ordinator to start preparing the core focus groups early in the inspection to ensure there is plenty of time to organise them, and so that team around the person sessions can be slotted in around the focus groups.

The focus groups are a key element of how the inspection team will explore key lines of inquiry that have emerged from the engagement phase, consideration of your partnership's position statement and supporting evidence, as well as the staff survey and review of records. The focus groups will be held alongside the team around the person sessions, during **weeks 17 and 18** of the inspection.

The inspection coordinator will need to identify and contact relevant staff and stakeholders in order to arrange the focus groups, and to confirm dates, times and

who is attending. The timetable for scrutiny focus groups needs to be uploaded by noon on **Friday of week 13**, with the final version of the timetable incorporating both scrutiny and team around the person sessions uploaded by noon on **Wednesday of week 16**.

As far as possible, focus groups should take place later in the fortnight to enable us to discuss any themes arising in the team around the person sessions. However, we understand that the practicalities of arranging both sets of sessions may mean that this is not always possible.



### Partnership meetings

The Care Inspectorate and Healthcare Improvement Scotland are committed to engaging in dialogue with all relevant people in the HSCP throughout the process of the inspection. Regular partnership meetings, scheduled at agreed points during the inspection, assist in the two-way sharing of information between the inspection team and the HSCP. They also help to bring transparency to the inspection and provide opportunities to discuss high level emerging messages and themes while the inspection is underway. Guidance has been produced which sets out the function of each meeting and who should attend. Experience has shown that attendance by the right staff and leaders is more important than having large numbers of participants as it facilitates an effective collaborative discussion.

There are four partnership meetings, each planned to coincide with key points in the inspection process.

Meeting	Timing	Function
Partnership meeting 1 and coordinator's meeting	week 5	Introductions, preparation and planning.
Partnership meeting 2	week 14	Position statement discussion, emerging themes from engagement, staff survey, and scoping.
Partnership meeting 3	week 20	Sharing emerging findings
Partnership meeting 4	week 26	Discussion of report

The inspection coordinator will need to organise the meetings and ensure that key leaders from the partnership can attend.



### Report writing

Report writing begins with the inspection team reviewing and evaluating the evidence it has collected and identifying its key findings in terms of the quality indicators set out in the Quality Indicator Framework. It will also determine its evaluations for each indicator using the 6 point evaluation scale



**(Evaluation Criteria v1.0)**. The inspection lead and deputy then draft the inspection report based on these conclusions. The draft report then goes through a quality assurance process with relevant managers within The Care Inspectorate and Healthcare Improvement Scotland, after which the report is discussed at partnership meeting 4.

# Overview – Inspection Process



Notification



Identifying coordinator



Staff survey



Position statement & supporting evidence



Engagement



Selection of records to review



Reviewing records



Team around the person



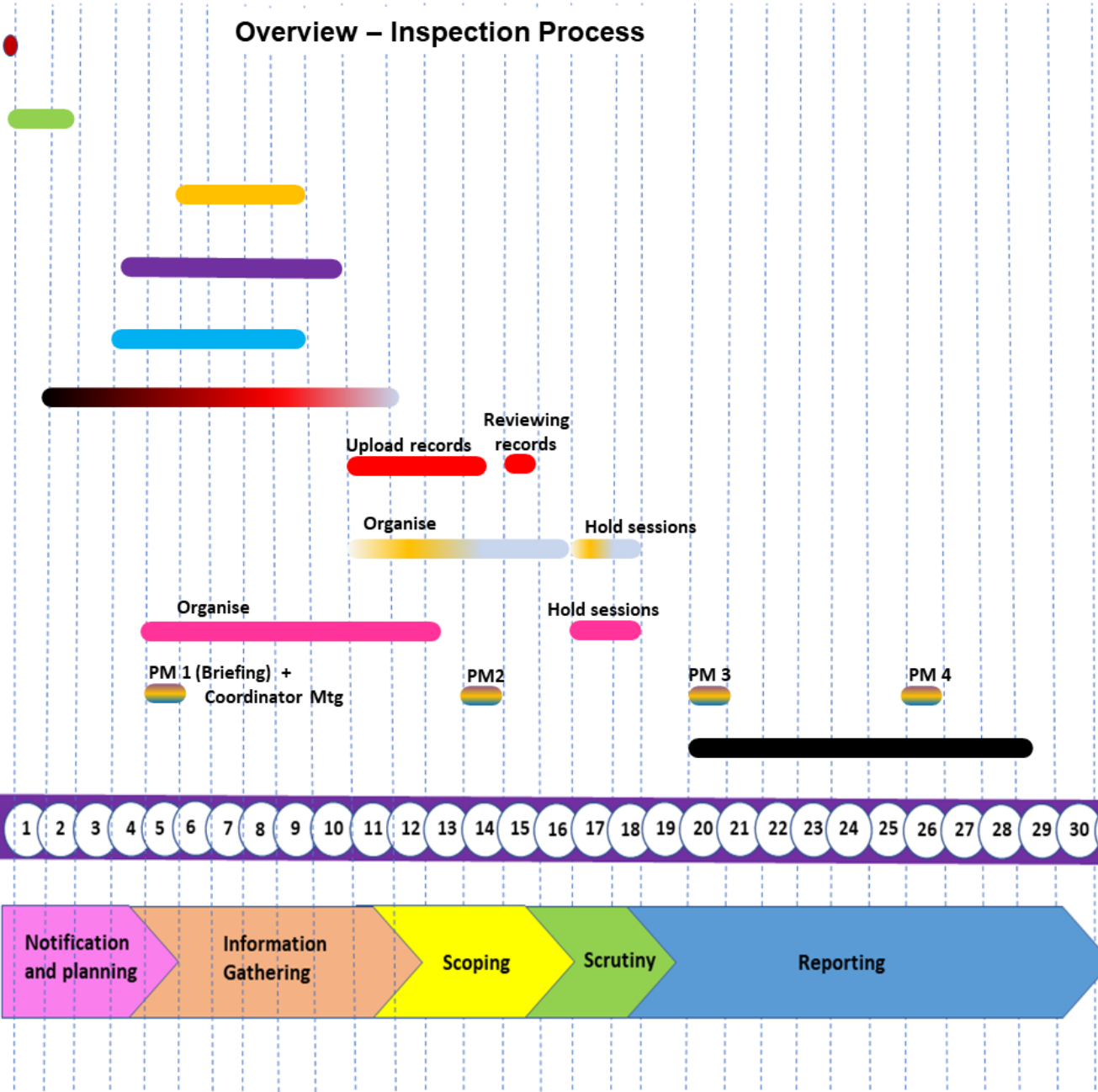
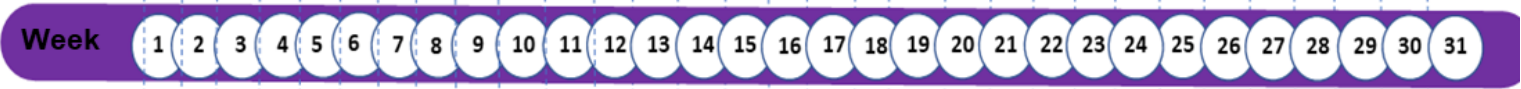
Scrutiny focus groups



Partnership Meetings







Report Writing










## Week by Week Guide



For each week the guide describes:







- Events and activities which will take place in that week
- Key actions for the HSCP to undertake that week, either to meet the deadline in that week or to prepare for things which need to be delivered in future weeks.



Weeks	
<p data-bbox="103 517 129 562">1</p>       	<p data-bbox="188 510 608 544"><b>Events/activities this week:</b></p> <ul data-bbox="188 551 1406 763" style="list-style-type: none"> <li>• <b>Notification – On the Monday of week 1</b>, the HSCP receives a letter from the Care Inspectorate and Healthcare Improvement Scotland giving formal notification of the start of the inspection. Letters are sent to: <ul data-bbox="236 663 823 763" style="list-style-type: none"> <li>○ Chief Officer of the HSCP</li> <li>○ Chief Executive of the Local Authority</li> <li>○ Chief Executive of the NHS Board</li> </ul> </li> </ul> <p data-bbox="236 797 384 831">Copied to:</p> <ul data-bbox="236 837 719 976" style="list-style-type: none"> <li>○ Chief Social Work Officer</li> <li>○ Chair of the IJB</li> <li>○ NHS Liaison Co-ordinator</li> <li>○ Executive Nurse Director NHS</li> </ul> <p data-bbox="188 1021 584 1055"><b>Key Actions for the HSCP</b></p> <p data-bbox="188 1061 1430 1346">You should identify an inspection coordinator. Contact details for the inspection coordinator need to be confirmed to the inspection team no later than <b>Friday of week 2</b>. We ask that the coordinator is someone with a level of seniority who can access partnership resources, collaborate effectively with the inspection team and make key decisions. The coordinator will also be able to put us in touch with key staff, people and carers who will be able to support our engagement with people and unpaid carers. This <a href="#">coordinator profile v1</a> provides more detail of the role to help you select the right person. You may wish to inform stakeholders about our inspection as soon as possible.</p> <p data-bbox="188 1379 1406 1816">As part of our engagement with people and carers, we will be scoping services and groups operating in the partnership area. From week 3, the inspection team will begin contacting third and independent sector services and groups, and from week 4 statutory services and groups, which support people in your area. We will be asking them to assist us in contacting people and carers who would be willing to talk with us. To help us with this, please provide us with a list of the most significant services and groups in your area who work with or provide support to people who are living with mental illness. We ask for up to 20 of the most significant services, rather than all of them. The list may include services provided directly by the partnership, contracted services, voluntary and community organisations, peer support groups and carer and advocacy organisations. Please submit this on the <a href="#">Provider and services template v1.3</a> by 5pm on <b>Thursday of week 3</b>.</p> <p data-bbox="188 1861 1430 1962">You should make sure that relevant managers with responsibility for social care and health records are asked to consider what they need to do to begin preparing the record reading sample as soon as possible. The Pre-Inspection Return (<a href="#">PIRv1.3.xlsx</a>)</p>

needs to be completed and returned to the inspection team by **12pm on Friday of week 6**. See [Review of records sampling guidance v1.3.docx](#)





Week	
<p><b>2</b></p>  	<p><b>Events/activities this week:</b></p> <ul style="list-style-type: none"> <li>• The inspection team continues to prepare for the engagement phase.</li> <li>• The HSCP will confirm contact details for the inspection coordinator to the inspection team by <b>Friday of week 2</b>.</li> <li>• Soon after the inspection team receives the inspection coordinator’s contact details, the Strategic support officer (SSO) will email the inspection coordinator and the inspection lead will follow up with a telephone call/MS Teams meeting to introduce themselves.</li> </ul>
Week	
<p><b>3</b></p>  	<p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• The inspection coordinator should take time to read the partnership guide.</li> <li>• The HSCP returns the <a href="#">Provider and services template v1.3</a> by 5pm on <b>Thursday of this week</b>.</li> <li>• The inspection team will begin to make contact with local third and independent sector services and groups with the aim of identifying people and carers who wish to participate in the inspection.</li> </ul>
Week	
<p><b>4</b></p>   	<p><b>Events/activities this week:</b></p> <ul style="list-style-type: none"> <li>• The inspection team will make contact with local services and groups with the aim of identifying people and carers who wish to participate in the inspection.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• The inspection coordinator will begin to identify participants and work with the inspection team’s strategic support officer (SSO) to arrange the following meetings which take place in <b>week 5</b>:</li> <li>• Partnership Meeting 1 (Briefing) - this meeting provides an inspection overview. It allows key leaders in the HSCP to meet key members of the inspection team and provides an opportunity for them to ask questions about the focus of the inspection and the inspection process (<a href="#">Partnership Meetings v1.1</a>).</li> <li>• Coordinator’s Meeting - this allows the inspection lead, depute inspection lead, engagement lead and strategic support officer (SSO) to meet with the inspection</li> </ul>







  	<p>coordinator to go through the arrangements that need to be put in place for the inspection to run smoothly.</p> <ul style="list-style-type: none"> <li>Partnership meeting 1 and the coordinator’s meeting are commonly held on the same day with the briefing meeting taking up the first part of the agenda and then the coordinator’s meeting taking place after a short break.</li> <li>The inspection coordinator should check that appropriate people within the HSCP are aware of the work that needs to be done to progress the review of records sample (<a href="#">Review of records sampling guidance v1.3.docx</a>).</li> <li>The inspection coordinator should start considering how to distribute the staff survey link to staff in <b>week 6</b>. The staff survey will need to be circulated to partnership services which support people living with mental illness, including third sector and independent sector services.</li> </ul>
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Week	
<p><b>5</b></p>           	<p><b>Events/activities this week:</b></p> <ul style="list-style-type: none"> <li>Partnership Meeting 1 (Briefing) - this meeting provides an inspection overview. It allows key leaders in the HSCP to meet key members of the inspection team and provides an opportunity for them to ask questions about the focus of the inspection and the inspection process (<a href="#">Partnership Meetings v1.1</a>).</li> <li>Coordinator’s Meeting - this allows the inspection lead, depute inspection lead, engagement lead and strategic support officer (SSO) to meet with the inspection coordinator to go through the arrangements that need to be put in place for the inspection to run smoothly.</li> <li>Partnership meeting 1 and the coordinator’s meeting are commonly held on the same day with the briefing meeting taking up the first part of the agenda and then the coordinator’s meeting taking place after a short break.</li> <li>The inspection team will also provide a link to the online staff survey in preparation for opening the survey to staff at the beginning of <b>week 6</b>.</li> <li>The inspection team will continue to have conversations with local services and groups with the aim of identifying people and carers who wish to participate.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The inspection coordinator should: <ul style="list-style-type: none"> <li>Continue working on how to distribute the staff survey link to staff in <b>week 6</b>. The staff survey will need to be circulated to partnership services which support people living with mental illness, including third sector and independent sector services.</li> <li>Start preparing the position statement and supporting evidence for <b>12 noon, Monday week 11</b>. See <a href="#">Position Statement v1.1</a> and <a href="#">Evidence Log v1.0</a>.</li> <li>Confirm with the inspection team whether the HSCP wishes the review of records in week 15 to be carried out onsite or remotely. If remotely, confirm whether it wants to give the inspection team access to its own secure data sharing platform or to use the Care Inspectorate’s secure SharePoint platform</li> </ul> </li> </ul>



  	<p><a href="#">(Guidance for remote access to records v1.2)</a>. <a href="#">Guidance for onsite review of records v1.0</a></p> <ul style="list-style-type: none"> <li>○ Start planning how the partnership will prepare and provide records for the inspection team to read in week 15. If reading remotely, records should be prepared and uploaded between <b>week 11 and 12 noon, Wednesday, week 14</b>. If the partnership plans to give inspectors direct access to their recording systems, any system access requirements or system access agreements should be put in place now to ensure that inspectors have system access for <b>9am on Thursday of week 14. On that morning, we ask the partnership to provide training for the inspection team in the use of their online systems.</b></li> <li>○ The partnership should start identifying members of social work and health staff who will be available to the inspection team to answer any questions when they are reviewing records (Monday to Wednesday) of <b>week 15</b>. Contact details for the staff need to be confirmed to the inspection team by <b>12 noon on Wednesday of week 14</b>.</li> <li>○ Start identifying participants and making arrangements for the scrutiny focus groups. See <a href="#">Scrutiny focus groups v1.0</a>. Details of participants and the timetable need to be confirmed to the inspection team by <b>12 noon on Friday week 13</b>. See <a href="#">Timetable v1.1</a></li> <li>○ Start considering how to share the people and carers survey with people and unpaid carers who use partnership services. We are keen that there should be some support available for people completing the survey, so will discuss with you how best to achieve this at the coordinator's meeting. The people and carers survey will be open for <b>completion during weeks 7-10</b>.</li> </ul>
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<b>Week</b>	
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<p><b>6</b></p>       	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• Staff survey is open for staff to complete until the end of <b>week 9</b>.</li> <li>• Further conversations between inspection team and local services and groups to take forward arrangements to identify people and carers who wish to participate in engagement activities.</li> <li>• Inspection team sends links and any requested hard copies of engagement surveys to inspection coordinator for sharing with people and carers in <b>week 7</b>.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• The inspection coordinator emails the staff survey link to relevant health and social staff as soon as possible.</li> <li>• The inspection coordinator updates the inspection team strategic support officer (SSO) as to the number of staff who have been sent the link in order to allow the return rate to be monitored.</li> <li>• The completed Pre-Inspection Return (<a href="#">PIRv1.3.xlsx</a>) is uploaded to the secure data sharing platform by <b>12 noon on Friday</b>.</li> <li>• The inspection coordinator begins identifying participants and times for partnership meetings (<a href="#">Partnership Meetings v1.1</a>).</li> </ul>
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      	<ul style="list-style-type: none"> <li>○ Partnership meeting 2 - <b>Thursday week 14</b></li> <li>○ Partnership meeting 3 - <b>Wednesday week 20</b></li> <li>○ Partnership meeting 4 – <b>Wednesday week 26</b></li> </ul> <ul style="list-style-type: none"> <li>● The inspection coordinator continues: <ul style="list-style-type: none"> <li>○ Preparing the position statement and supporting evidence.</li> <li>○ Making arrangements for the HSCP to prepare (and if required, upload) records to be reviewed remotely or onsite by the inspection team.</li> <li>○ Identifying participants and making arrangements for the scrutiny focus groups.</li> <li>○ Making arrangements to send out the people and carer survey through partnership services.</li> </ul> </li> </ul>
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Week	
<p style="font-size: 24pt; font-weight: bold; margin: 0;">7</p>          	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>● Engagement surveys are open for people and carers to complete until the end of <b>week 10</b>.</li> <li>● Inspection team provides telephone support for engagement survey on 0131 623 4614: <p style="margin-left: 20px;">Monday and Wednesday: 2 – 4pm  Tuesday and Friday: 10am – 12pm  Thursday: 4 – 6pm</p> </li> <li>● Inspection team agrees timetable for engagement conversations and focus groups with local services and groups.</li> <li>● Potential early engagement conversations with people and carers (remote).</li> </ul> <p>Inspection team selects the initial random sample of people whose records will be reviewed from those identified on the Pre-Inspection Return (<a href="#">PIRv1.3.xlsx</a>). See <a href="#">Review of records sampling guidance v1.3</a></p> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>● The inspection coordinator ensures that the engagement survey links and paper copies are shared with people and unpaid carers through partnership services. Partnership staff support completion.</li> <li>● The inspection coordinator continues: <ul style="list-style-type: none"> <li>○ Preparing the position statement and supporting evidence.</li> <li>○ Making arrangements for the HSCP to prepare (and if required, upload) records to be reviewed remotely or onsite by the inspection team.</li> <li>○ Identifying participants and making arrangements for the scrutiny focus groups</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Working to confirm arrangements and participants for partnership meetings 2,3 and 4.</li> </ul>
<b>Week</b>	
<b>8</b> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Engagement survey remains open.</li> <li>Inspection team continues to provide telephone support for engagement survey on 0131 623 4614:  Monday and Wednesday: 2 – 4pm Tuesday and Friday: 10am – 12pm Thursday: 4 – 6pm</li> </ul> <p>Engagement conversations and focus groups take place with the support of local services and groups.</p> <p>The inspection team will upload the <a href="#">Initial Case Tracker v1.3</a> spreadsheet to the secure data sharing platform for the HSCP to access by <b>5pm on Monday this week</b>. This identifies the people selected randomly for the record reading sample to allow the HSCP to cross-reference and provide information on carers support and health inputs. See <a href="#">Review of records sampling guidance v1.3</a></p> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The HSCP will immediately begin completing the initial case tracker spreadsheet to provide information on health inputs for people selected in the random sample. The completed initial case tracker template needs to be completed and uploaded to the secure data sharing platform by <b>12 noon on Friday of week 10</b>.</li> <li>The inspection coordinator continues: <ul style="list-style-type: none"> <li>Encouraging partnership staff to support people and carers to complete the engagement surveys.</li> <li>Preparing the position statement and supporting evidence.</li> <li>Planning how the partnership will prepare (and if required, upload) records to be read remotely or onsite by the inspection team.</li> <li>Identifying participants and making arrangements for the scrutiny focus groups</li> <li>Working to confirm arrangements and participants for partnership meetings 2,3 and 4.</li> </ul> </li> </ul>
<b>Week</b>	
<b>9</b> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Staff survey closes (Friday).</li> <li>Engagement surveys remain open.</li> </ul>











        	<ul style="list-style-type: none"> <li>• Inspection team continues to provide telephone support for engagement surveys: Monday and Wednesday: 2 – 4pm Tuesday and Friday: 10am – 12pm Thursday: 4 – 6pm</li> <li>• Engagement conversations and focus groups take place with the support of local services and groups.</li> <li>• If the inspection team feel they would like to speak to people and carers identified On the Pre-Inspection Return (PIR), they will raise this for discussion with the partnership this week.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• Encouraging partnership staff to support people and carers to complete the engagement surveys</li> <li>• HSCP continues to complete the initial case tracker to provide health inputs for people in the initial random sample. This needs to be completed and uploaded to the secure data sharing platform by <b>12 noon on Friday week 10</b>.</li> <li>• The inspection coordinator reviews progress on the position statement and supporting evidence: and arrangements to prepare (and if required, upload) records to be reviewed remotely or onsite by the inspection team. These need to be delivered in <b>week 11</b> (position statement) and <b>week 14 (records)</b>.</li> <li>• The inspection coordinator continues: <ul style="list-style-type: none"> <li>○ Identifying participants and making arrangements for the scrutiny focus groups. The SSO will supply a timetable template which the HSCP will populate.</li> <li>○ Working with the inspection team’s Strategic Support Officer (SSO) to confirm arrangements and participants for partnership meetings 2,3 and 4.</li> </ul> </li> </ul>
<p><b>Week</b></p>	
<p><b>10</b></p>    	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• Engagement surveys close (Friday).</li> <li>• Inspection team continues to provide telephone support for engagement until surveys close:  Monday and Wednesday: 2 – 4pm Tuesday and Friday: 10am – 12pm Thursday: 4 – 6pm</li> <li>• Engagement conversations and focus groups (mop up).</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• Encouraging partnership staff to support people and carers to complete the engagement surveys.</li> </ul>


 	<ul style="list-style-type: none"> <li>• HSCP uploads completed <a href="#">Initial Case Tracker v1.3</a> to the secure data sharing platform by <b>12 noon on Friday</b>. See <a href="#">Review of records sampling guidance v1.3</a>.</li> <li>• The inspection coordinator continues: <ul style="list-style-type: none"> <li>○ Identifying participants and making arrangements for the scrutiny focus groups.</li> <li>○ Working to confirm arrangements and participants for partnership meetings 2,3 and 4.</li> </ul> </li> </ul>
<b>Week</b>	
<p style="font-size: 24pt; font-weight: bold; margin: 0;">11</p>        	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• Inspection team uploads the <a href="#">Final Case Tracker v1.3</a> to the secure data sharing platform by <b>5pm on Monday</b> to confirm people in the main and reserve samples. If additional resampling is needed because the initial random sample did not identify people with complex health and social care needs, the inspection team will request the minimum amount of resampling required to produce effective main and reserve samples.</li> <li>• Inspection team will also upload individuals who have been selected in advance for the team around the person process to enable the partnership to begin preparations for the sessions with these people, their carers and the staff who have supported them in weeks <b>17 and 18</b> (<a href="#">TATP co-ordinator guidance v1.2</a>).</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• From Tuesday HSCP begins preparing records for people identified on the final case tracker as part of the main or reserve samples. If resampling is necessary additional people will be added to the final case tracker as they are identified. If the review of records is to be carried out remotely, uploading of records needs to be completed by <b>12 noon on Wed week 14</b>. If inspectors are to have direct access to the partnership's recording systems, arrangements must be in place for this access to be available by 9am on <b>Thursday of week 14</b>. Any paper records should be available for 8am on <b>Monday of week 15</b>.</li> <li>• The HSCP should review the sample and the people selected for the TATP and confirm they are appropriate <b>by noon on Friday this week</b></li> <li>• HSCP uploads its completed position statement and supporting evidence to Care Inspectorate secure SharePoint site <b>by noon on Monday this week</b></li> <li>• HSCP confirms participants and arrangements for partnership meetings (<a href="#">Partnership Meetings v1.1</a>).</li> <li>• The inspection coordinator reviews progress on arrangements for the scrutiny sessions and partnership meetings to ensure that it can confirm scrutiny focus groups timetable by <b>12 noon, Friday week 13</b>.</li> <li>• The inspection coordinator begins to arrange the staff MDT sessions for the team around the person sessions, with a draft timetable to be ready by <b>12 noon, Friday week 13</b>. <a href="#">TATP scrutiny timetable</a></li> </ul>

Week	
<p><b>12</b></p>    	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>If resampling has been required, the inspection team will confirm when the final case tracker has been uploaded to the secure data sharing platform by <b>12 noon on Monday</b></li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The inspection coordinator continues to finalise participants for scrutiny focus groups (<a href="#">Scrutiny focus groups v1.0</a>).</li> <li>HSCP continues preparing (and if required, uploading) records for people identified on the final case tracker as part of the main or reserve samples.</li> <li>The inspection coordinator begins to arrange the staff MDT sessions for the team around the person sessions, with a draft timetable to be ready by <b>12 noon, Friday week 13</b>.</li> </ul>
Week	
<p><b>13</b></p>  	<p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The inspection coordinator uploads the timetable (names, designations and email addresses) for scrutiny focus groups and draft timetable for team around the person MDT sessions to the inspection team by <b>12 noon on Friday</b> (<a href="#">TATP scrutiny timetable</a>).</li> <li>HSCP continues preparing (and if required, uploading) records for people identified on the final case tracker as part of the main or reserve samples.</li> </ul>
Week	
<p><b>14</b></p>   	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Partnership meeting 2 (Thurs).</li> <li>The inspection team issues invites for scrutiny focus groups.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The HSCP completes preparation of records for people identified on the final case tracker. Files requiring to be uploaded should be completed by <b>12 noon on Wednesday this week</b>. If inspectors are to have direct access to the partnership's recording systems, this needs to be in place for all inspectors by <b>9am on Thursday this week</b>. Arrangements must be in place for any paper records to be reviewed on site to be delivered and signed over by the coordinator to the inspection team by <b>8am on Monday week 15</b>.</li> <li><b>Thursday morning</b> – partnership provides training to inspection team in using their electronic systems.</li> <li>The HSCP confirms contact details of social work and health staff to support review of records process by <b>12 noon on Wednesday this week</b>.</li> </ul>




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Week	
15	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• The inspection team reviews people’s records (<b>Monday-Wednesday</b>).</li> <li>• Any paper records to be reviewed onsite are delivered to the agreed record reading venue by <b>8am on Monday morning</b>.</li> <li>• HSCP ensures identified social work and health staff are available to answer any questions the inspection team has about records.</li> <li>• While reviewing records the inspection team will review the people who have been identified previously in week 11 for the team around the person process and inform the HSCP of any changes.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• From <b>Thursday</b> this week to <b>Wednesday week 16</b>, the inspection coordinator will work with the strategic support officer to finalise arrangements for team around the person sessions with people, their carers and the staff teams which support them. Team around the person sessions will take place in <b>weeks 17 and 18</b>.</li> </ul>
16	<p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• Inspection Coordinator uploads the final version of the timetable with details of the scrutiny focus groups and TATP sessions by <b>12 noon on Wednesday of this week</b>.</li> </ul>
17	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• Team around the person sessions.</li> <li>• Scrutiny sessions.</li> </ul> <p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>• The inspection coordinator supports the successful delivery of team around the person sessions and scrutiny sessions.</li> </ul>
18	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>• Team around the person sessions continue.</li> <li>• Scrutiny sessions continue.</li> </ul>


	<p><b>Key Actions for the HSCP</b></p> <ul style="list-style-type: none"> <li>The inspection coordinator supports the successful delivery of team around the person sessions and scrutiny sessions</li> </ul>
<b>Week</b>	
<p><b>19</b></p> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Inspection team analyses evidence.</li> <li>Inspection team begins to develop its evaluations for each quality indicator using the 6 point evaluation scale. See <a href="#">Evaluation Criteria v1.0</a>.</li> </ul>
<b>Week</b>	
<p><b>20</b></p>  	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Develop draft report.</li> <li>Partnership meeting 3 (Wednesday).</li> </ul>
<b>Week</b>	
<p><b>21</b></p> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Develop draft report.</li> </ul>
<b>Week</b>	
<p><b>22</b></p> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Care Inspectorate/Healthcare Improvement Scotland quality assurance of inspection report.</li> </ul>
<b>Week</b>	
<p><b>23</b></p> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Care Inspectorate/Healthcare Improvement Scotland quality assurance of inspection report.</li> </ul>
<b>Week</b>	
<p><b>24</b></p> 	<p><b>Events/activities this week</b></p> <ul style="list-style-type: none"> <li>Care Inspectorate/Healthcare Improvement Scotland quality assurance of inspection report.</li> </ul>
<b>Week</b>	

<b>25</b> 	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Care Inspectorate/Healthcare Improvement Scotland quality assurance of inspection report.</li> </ul>
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<b>Week</b>
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<b>26</b>   	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Report shared with partnership for factual accuracy (Monday).</li> <li>Partnership meeting 4 (Wednesday).</li> </ul> <b>Key Actions for the HSCP</b> <ul style="list-style-type: none"> <li>HSCP returns draft report highlighting any factual inaccuracies (Friday, 5pm).</li> </ul>
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<b>Week</b>
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<b>27</b> 	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Final report produced.</li> </ul>
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<b>Week</b>
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<b>28</b> 	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Embargoed final report (Tuesday)</li> </ul>
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<b>Week</b>
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<b>29</b> 	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Final report published (Tuesday).</li> <li>HSCP has 6 weeks to return improvement plan.</li> </ul>
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<b>Week</b>
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<b>30</b>	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>None</li> </ul>
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<b>Week</b>
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<b>31</b> 	<b>Events/activities this week</b> <ul style="list-style-type: none"> <li>Request for improvement plan by Wednesday week 35</li> <li>Post inspection questionnaire issued (HSCP has 2 weeks to complete and return).</li> </ul>
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<b>Week</b>	
<b>33</b> 	<b>Key Actions for the HSCP</b> <ul style="list-style-type: none"> <li>• HSCP returns post inspection questionnaire (Tuesday)</li> </ul>
<b>Week</b>	
<b>35</b> 	<b>Key Actions for the HSCP</b> <ul style="list-style-type: none"> <li>• HSCP returns improvement plan (Tuesday)</li> </ul>