

**Subject field:** A new way of inspecting care homes for older people

**E-shot content as follows:**

Sent on behalf of Karen Reid, Care Inspectorate Chief Executive

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**Dear Care Service Provider**

I wrote to you in September 2017 to set out the Care Inspectorate’s expectations about the Scottish Government’s new Health and Social Care Standards and the plans to adjust our inspection methodology across care service and strategic scrutiny accordingly. This email provides an update on our work in this area.

**Health and Social Care Standards**

The Health and Social Care Standards, which the Cabinet Secretary launched last year, came into effect in April 2018. This single set of standards is significantly more rights-based, person-led and outcome-focused than before. The standards are relevant for care delivery, planning, commissioning, and assessment. This allows coherence and improvement activity at every level and this will, I hope, help us all focus firmly on the needs, rights and choices of people experiencing care. You can read more at [www.newcarestandards.scot](http://www.newcarestandards.scot).

**New inspection approaches in care settings**

Since the 1 April implementation date, we have been referring to these new standards in all of our scrutiny and improvement work. We are now developing new inspection frameworks and models which reflect the ambition of the new standards, and the focus on experiences and outcomes. We have committed to doing this incrementally, and with the involvement of people who experience, provide, and commission care and support. We want our approaches to support robust, evidence-based self-evaluation and will work during 2018/19 to build the capacity for this.

**Care homes for older people**

From July 2018, we will introduce a new framework for inspections of care homes for older people, and use this framework on our inspections. You can find a copy of this, and more detail about how we will use it, at [www.careinspectorate.com/index.php/inspections/new-inspections](http://www.careinspectorate.com/index.php/inspections/new-inspections). The framework is designed for use in self-evaluation, inspection, and improvement support, and draws heavily on the new Health and Social Care Standards.

It uses a series of key questions and quality indicators to help prompt reflection on the quality of care provided. It provides illustrations of what we believe constitutes ‘very good’ and ‘weak’ care and support in relation to each quality indicator, relevant to care homes for older people. The quality framework also provides information about how we gather evidence on an inspection, and gives links to relevant improvement resources. We will evaluate quality using the existing six point scale from unsatisfactory to excellent, and we will report publicly on what we find.

I am very grateful to the many care home staff, managers and residents who have been involved in the development, testing, and evaluation of this approach over the

last months.

### **Other care settings**

We are strongly committed to developing similar frameworks and approaches for other settings, and are commencing the development of these now. These will be tailored to specific settings, so they can really describe the experiences and outcomes we expect to see for people experiencing care, reflecting the ambition of the Scottish Government's Health and Care Standards. We will involve care providers, commissioners and people experiencing care in this work. We are working closely with Education Scotland to develop a shared framework for inspecting early learning and childcare services. We are now embedding our modernised complaints investigation process, and are planning and making improvements to streamline our registration process.

### **Strategic scrutiny**

We are currently finalising a new model of strategic scrutiny for children's services in community planning partnerships, with a focus on the experiences and outcomes for children and young people who are care experienced or in need of protection. These inspections will commence shortly. During 2018/19, we will continue to progress joint inspections of services for adults in health and social care partnerships, and will also undertake thematic inspection of self-directed support. These scrutiny models will also take account of the new standards where appropriate.

Yours faithfully,

**Karen Reid**  
**Chief Executive**