



# carenews

SHARING YOUR INTEREST IN CARE

WINTER 2015/16



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childminder's creativity

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# Welcome

to the winter 2015 issue of *Care News*

Everyone deserves to be treated as an individual and get the best quality care possible.

To make sure that this happens, we will change how we inspect. In future, our inspections will be more targeted and we will spend more time supporting poorer performing services to improve. You can find out more about what we're doing, and what stage we're at, on page 3.

Turning 'incontinence management' into 'continence promotion' can really make a difference to people's lives. Hear how one care home has embraced this concept and turned the service around with some simple staff training.

Meet Agnes, a truly inspiring lady, who uses her own experience of dementia to raise awareness of the disease and the sensory challenges that come with it, proving that you can have a life after dementia.

We also report on how a chef at a care home in Nairn is going above and beyond his catering duties to involve people in events and activities – and the residents love it!

Finally, find out more about our achievements last year in our new *Annual Report and Improving Care In Scotland* publications. You can find these on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Let us know what you think about *Care News*. Email [communicationsteam@careinspectorate.com](mailto:communicationsteam@careinspectorate.com) to tell us your views, or to suggest stories that you'd like to see next time.

Sarah Wilkie  
Editor



## Main offices

### DUNDEE (HQ)

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

### PAISLEY

4th Floor  
No1 Smithhills Street  
Paisley  
PA1 1EB

### ABERDEEN

Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

### HAMILTON

Princes Gate  
Castle Street  
Hamilton  
ML3 6BU

### MUSSELBURGH

Stuart House  
Eskmill  
Musselburgh  
EH21 7PB

To contact these offices, please call  
☎ 0345 600 9527

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## Online



## CARE INSPECTORATE ONLINE NEWS

### Annual Report and Accounts 2014-15

The Care Inspectorate has published its *Annual Report*, showing the performance of services across integrated health and social care and early learning and childcare.

The organisation, which inspects and supports improvement in nearly 14,000 care services across Scotland, reports that overall the quality of care services remains high.

### Healthy diet and lifestyle for ethnic minority older people

The Older People Services Development project has produced easily accessible, multilingual and clear advice on healthy eating. This was in response to an extensive consultation that shows BME (Black and Minority Ethnic) older people can face barriers to accessing information on diet and lifestyle.

# Would you like to help?

## INSPECTION VOLUNTEERS

WOULD you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care as inspection volunteers.

Inspection volunteers take part in our inspections of regulated care services by talking with people who use services, their families, carers and friends to get their views. They also make their own observations during inspections.

Full training is given and inspection volunteers may also have the opportunity to contribute to other aspects of the Care Inspectorate's work.

### HOW YOU CAN GET INVOLVED

Tel: 0345 600 9527

Email: [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)



*Care News* is a quarterly magazine for people who use care services, carers, care providers and all those who share an interest in care provision in Scotland. It carries news, advice, best practice and special features on care sectors and the work of the Care Inspectorate so that readers can be kept up-to-date on issues affecting the care industry in Scotland.

Contact Us: Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY  
Tel: 0345 600 9527 Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

# Inspections to test targeted approach

**T**wo new inspection models are being piloted with a sample of high-performing care services, to assess the suitability of targeted and more focused inspections that provide evidence of continuing good performance.

Validation inspections are underway in a selection of housing support and daycare for children services.

Linda Kemp, the Care Inspectorate's Methodologies Lead (Regulated Care Services), explained: "We've chosen services which have grades of 'very good' or 'excellent' across all the quality themes. The purpose of the validation inspection is to gather evidence that the service's previous good performance is being maintained.

"We will be looking at the service's quality assurance systems and how they monitor and ensure good outcomes. The inspectors will also spend more time with people using the service, and their carers. It's all about people's experience of using the service."

The other model being piloted is themed inspections for a sample of children's daycare services.

Linda added: "This will focus on the quality assurance systems and how they ensure good outcomes for children they care for. The inspector will look at two key elements under each quality theme relating to the eight SHANARRI wellbeing indicators.

"The purpose is to carry out further scrutiny with a targeted approach, to assure the public that previous high standards are being maintained."

Unlike traditional inspections, these two new models will focus on quality assurance systems rather than reporting on all the statements and quality themes. The validation inspections will not award new grades to the service. These will be maintained as before, unless there has been a fall in performance.

Linda added: "Our methodology is

becoming more proportionate and risk based. This means that we will spend more time helping to support poorer performing services to improve."

The Care Inspectorate will review the results of the two pilot inspections and will highlight best practice that contributes to the performance of these services.



## The annual returns provide vital care information

### APPLICATION PROCESS

EACH year, the Care Inspectorate asks care providers to complete an annual return to help it plan, inform and carry out inspections.

This year's annual returns will be available to submit, through the eForms system, between 6 January and 16 February 2016.

Service provider eForms accounts can be accessed at: <http://eforms.careinspectorate.com> from any computer.

If you've not set up an eForms account,

please contact our eForms helpdesk on 0345 603 0890.

Answers to many frequently asked questions can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com) under 'Annual returns' in the 'Professionals' section.

If you registered your service on or after 1 October 2015, you should try to complete an annual return this year. Although it's not mandatory, any information supplied will be used by the Care Inspectorate and Scottish

Government. The information you put in will automatically appear in the 2017 annual return. You'll then only need to enter any information that has changed.

Even if your service is inactive, you must still submit an annual return.

This information is not only crucial to the Care Inspectorate but is also vital to other organisations, such as the Scottish Social Services Council and the Scottish Government, to help inform their work too.

# Joint review of public protection arrangements

## MAPPA REVIEW

THE Care Inspectorate and HM Inspectorate of Constabulary in Scotland (HMICS) have recently completed a joint thematic review to assess the effectiveness of the multi-agency public protection arrangements (MAPPA), on reducing the potential risk of serious harm by registered sex offenders in our communities.

Although the review's main findings are that there is "strong evidence that MAPPA is well established across Scotland and that

responsible authorities, through joint working and information sharing, discharge their duties effectively under the terms required by the Management of Offenders etc. (Scotland) Act 2005", the report has outlined 10 recommendations.

While MAPPA is effective in contributing to keeping people safe, overall efficiency in the management of risk could be improved by implementing a more proportionate and consistent approach through streamlining processes and reducing bureaucracy.

Karen Reid, Chief Executive of the Care Inspectorate, said: "We will now ask the Scottish Government and responsible authorities to create an action plan so that our recommendations are addressed."

The MAPPA review team, led by Strategic Inspector Ray Jones and HMICS Lead Inspector Stephen Whitelock, spent three months interviewing more than 500 members of staff and organised 76 focus groups to assess the effectiveness of organisations involved in delivering public protection arrangements.



Members of the Wireless Hub rehearse their play

# A key performance

## WIRELESS HUB

**A**t a resource base in South Lanarkshire providing services for adults with learning disabilities, service users have brought the Keys to Life Strategy and Self Directed Support (SDS) to the stage to help everyone understand its messages.

The innovative approach came from within the Lifestyle Lanark, Harry Smith Complex, where service users formed a drama group called the Wireless Hub.

Day Centre Officer Cath McConnell took the Keys to Life and SDS document and discussed with service users how they could make it easier to understand,

## Drama group's entertaining play and DVD make strategies easier to understand for adults with learning difficulties

with the result being a play featuring three main characters – 'Keys', 'To' and 'Life'.

The feedback from the performance was very positive, with service users and families saying it had made the strategies much easier to comprehend. Now, after numerous performances across day resource bases within South Lanarkshire, the Wireless Hub has created a professionally produced DVD version.

"The play is able to focus on the relevant points that need to be shared, but it's been created with a sense of humour

running through it, which is pretty clever," said Janis Stevenson, Manager at Lifestyle Lanark, Harry Smith Complex. When the DVD is released, the performance will take on a new life. Anyone with a learning disability can watch it at their own pace, which is important because it can be difficult to take everything in the first time you hear it."

Pauline Davidson, Inspector at the Care Inspectorate, said: "The drama is fantastic, and the information is delivered in a fun and easy to understand way."



Student dietitians Catriona Begg, left, and Andrea Cox took part in the placement

## Students given insight into care at home service

### STUDENT PLACEMENT

FOLLOWING the successful pilot placements of student dietitians in care homes in 2015, the work of NHS Highland's adult health and social care sector has been expanded to include care at home services.

In another UK first for the Board, two students from Aberdeen's Robert Gordon University (RGU) were involved in the five-week placement, which embedded them with the Highland Home Carers service. They worked alongside two teams in the Inverness area to observe the care at home service in action and consider how dietitians could support the nutrition and hydration needs of service users.

Evelyn Newman, NHS Highland's Nutrition and Dietetics Adviser: Care Homes, said: "This experience has offered student dietitians a unique insight into how future services will need to be delivered in supporting people to live in homely settings and to also raise awareness of the importance of developing co-produced person-centred care plans.

"The experience has really opened the students' eyes to the issues around nutrition and hydration, particularly in relation to swallowing difficulties.

"Following their feedback, we hope to develop learning and development opportunities to support care workers to assist the people they care for in this area."

Highland Home Carers Managing Director Stephen Pennington said: "We are excited about being involved in this pilot. The opportunity for dietitians to learn about the issues that our home workers are dealing with every day, and then contribute to their resolution, can only be of benefit to us and them."

The project is a partnership between NHS Highland, RGU, Care Inspectorate, NHS NES and Highland Home Carers.

## Ensure people are registered to vote

### ELECTION

With the Scottish Parliament election coming up in May 2016, the Electoral Commission is highlighting the vital role that care providers can play in supporting service users to realise their right to participate in political life.

It's important that people using care services are empowered to participate in society and exercise choice. Vulnerable

people do not lose their right to vote and residential care providers should support all residents to register to vote by the 18 April deadline. The decision as to whether and how to vote at an election must always be made by the resident themselves, where they have capacity to do so, and not by any other person on their behalf.

More info, visit [www.electoralcommission.org.uk](http://www.electoralcommission.org.uk)

# Independence is the Key to Life

Lilyhill Gardens in Kilmarnock offers independent but supported living



### INDEPENDENT LIVING

As local authorities and health boards across Scotland work towards the integration of social care and health services, East Ayrshire Council has developed an innovative model to improve the quality of life for people with learning disabilities.

At its Lilyhill Gardens development in Kilmarnock, East Ayrshire Health and Social Care Partnership has adopted a 'human rights' approach to ensure that people with disabilities have a say in their care options, and are being offered the maximum independence possible to allow them to live safely within, and as part of, their local communities.

The approach works to the principles of the Scottish Government's 'Keys to Life' strategy for learning disability, offering tenants the freedom to live independently, but with the reassurance that help is available if they need it.

The £1.6m development offers accommodation for 13 individuals with a range of support needs. The flats have wet floor

showers, rise and fall kitchen units with wheelchair access, door entry systems with fob access and a private garden. All the flats have been fitted with smart care systems that can be adapted to suit the tenant's individual needs.

People who previously lived in alternative community settings, residential units and NHS assessment provision have been allocated tenancy in Lilyhill, such as 34 year-old Gail Bowman, below, who says she is enjoying living in her new home.

Eddie Fraser, Director of the Partnership, said: "Lilyhill Gardens is working well for us and for our tenants. It provides a safe and sustainable

solution and is the 'Key to Life' for local people with learning disabilities, allowing them to live independently within their local community, with support from health and care services in an environment that promotes social interaction.

Tenants and their families have the confidence and reassurance that support is available as and when required."



## NATIONAL CARE STANDARDS



### REVIEW

## Feedback looks positive on the draft proposals

### CONSULTATION

Following the recent consultation on the draft principles for the new National Care Standards (NCS), the NCS Review Team is now analysing just under 1,800 submissions received so that the principles can be finalised by the Scottish Government for April 2016.

These principles are based on a human rights and wellbeing approach and will underpin the development of new NCS for health and social care services in Scotland. They include basic entitlements for people experiencing health and social care, such as the right to be respected, included, and safe, to be treated fairly and compassionately, and to receive a responsive service.

The NCS Review is being led by the Care Inspectorate and Healthcare Improvement Scotland.

Henry Mathias, the Care Inspectorate's Strategic Lead for the NCS Review, said: "We've had a very good level of feedback to the consultation and, at this early stage, it appears there is a lot of agreement with the draft principles set out in the consultation."

The review team's role now is to take account of people's views from the consultation and finalise the principles. Then to draft the new general and specialist NCS and consult further on them.

Henry added: "We anticipate that the new National Care Standards will be rolled out from 2017 and will be inspected against by scrutiny bodies at some point after that."

For more information about the new National Care Standards, visit [www.newcarestandards.scot](http://www.newcarestandards.scot)

# The promotion of continence is the way forward



Turning 'incontinence management' into 'continence promotion' makes a real difference to care

### EFFECTIVE TRAINING

**A**fter just two-and-a-half hours of training, the issues raised around continence during a recent inspection of Campsie View Care Home in Kirkintilloch, operated by Four Seasons Health Care, were soon turned around, and the quality of care for residents enhanced.

The inspection found that the staff team would benefit from further training to deal with the continence needs of its residents, so Jacqueline Dennis, Health Improvement Adviser, arranged to take the team at Campsie View through its recently launched 'Promoting continence for people living with dementia and long-term conditions' resource.

Campsie View Deputy Manager Daniel Jenks said the training was very effective: "The resource uses the experience of real people so it really appealed to our team and it has changed our whole approach to continence.

"The training really focuses on providing person-centred care, from understanding the toilet needs of our residents to being competent in how to

properly use continence aids. It has changed our mindset from 'incontinence management' to 'continence promotion', and increased the quality of life for our residents.

"We've also refurbished our toilets to make them more homely, and even been able to take some people off incontinence products as we've been able to develop better promoting continence programmes that are reflected in their care plans."

Jacqueline said: "I used the continence resource to explain more about continence promotion so the service could benchmark its practice with others, and we also discussed the little things they could do which would help bring about a big change in the quality of care they could provide to their residents.

"The Campsie View team were really receptive to these ideas and they really took up the challenge and ran with it.

"With this new mindset you can change assisting a resident to the toilet from being seen as a 'task' into an opportunity to make that moment count."

For copies of the resource, call 0345 600 9527



Staff are given full support

## Supporting the staff in reaching their goals

### STEP INTO LEADERSHIP

EMPOWERING staff and offering continual support to colleagues are some of the characteristics that help Bluebird Care Glasgow South achieve high levels of success, according to co-director John Perry.

The care service, which provides care and support to help customers to remain in their own homes, was awarded grades of six (excellent) in each of the quality themes examined after an unannounced inspection in November.

The quality of care and support, staffing, and management and leadership were all reviewed and the inspector decided to maintain its ratings for the third year running.

A major factor in its success stems from the Step into Leadership programme that helps staff progress within the business.

"We are only as good as the staff who deliver the care and we felt that our Step into Leadership was incredibly important," said John.

"The programme is helping to motivate our staff. It is

about their career pathway and we provide them with the tools in order that they can progress their careers in the care sector. We have staff who have progressed through the ranks."

Staff from the service have taken part in an initiative with the Institute for Research and Innovation in Social Services (IRISS) to look at ways of developing the social services workforce. The team have also been involved in developing an information and teaching video with the Scottish Social Services Council (SSSC).

Care Inspector Kathy Godfrey said: "We saw evidence that the care manager, and the service as a whole, were involved in different groups that work to improve the social care sector; for example, the workforce benchmarking forum, IRISS and Step into Leadership where the service had often been given as a point of reference for other providers."

John added: "We actively encourage both our customers and staff to make contributions and ensure that their views are listened to."

# THE KING OF CARE ROCKS RESIDENTS

Chef John McCruden created a recording studio in Bruach House for all 24 singers

### MEANINGFUL ACTIVITIES

**A** NEW chef at Bruach House has been cooking up a storm for residents and even helped them release a Christmas music single.

Since John McCruden joined the Nairn care home last February, staff and clients have been delighted by his attention to detail.

Each resident receives a personalised birthday cake, including one lady who spent years knitting and sewing and

received a cake which had a measuring tape, knitting needles and a ball of wool created in icing.

But John's work doesn't stop in the kitchen as owner Carol Clark explained: "He goes over and above with everything he does. Not only does he give 100 per cent to the food he makes, he is an events and activities coordinator, and even put on an Elvis tribute night."

And at Christmas, John excelled himself by organising a CD with some of the residents singing an original version of Vera Lynn's classic "We'll Meet Again".

John explained: "When I joined the company as a chef I wanted to do something extra and really get involved. I have a background in recording music so we took the recording studio into the lounge and gave them all an opportunity to sing."

It then took John 18 hours to edit and create the CD with 24 individual voices.

And John's extra work was praised by Care Inspector Jacqueline Ferguson who added: "The fact that the activities are meaningful to the residents and that John has looked into their interests, has improved their day-to-day life in the home."



# Make every move count!

**All physical activity makes a difference – not just planned exercise. The ‘Care... about physical activity’ resource pack shows you how to support people to be active in their daily lives.**



**Support me**

**to move...**

... more  
often and  
be active  
every day

... giving  
purpose  
and  
meaning to  
my day

... regularly  
and  
frequently

... get to  
know me, what  
motivates me  
and support me  
to move with  
purpose

... safely  
with  
confidence

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Great relationships at St Crispin's After School Club

## High praise for after school club for autistic children

### PROGRESS THROUGH PLAY

The chance to play and build relationships – that's what sets St Crispin's After School Club in Edinburgh apart according to manager, Esther Fernandez Calleja.

As she explained, most children in the club have autism at the lower end of the spectrum and all have severe learning disabilities and present extreme challenging behaviour.

The club's principle aim is to provide children with play opportunities.

Esther said: "Play is how they make sense of life and process things. Children have a need to play, both with others and by themselves. Play makes children happy. Here, they have the chance to relax and build relationships, not only with staff but with each other."

Every activity is tailored to each child's needs. Most love to be outdoors, so as much time as possible is spent outside. There is a lot of messy play and children are taken on outings.

Esther added: "We try to make things as free as we can, though our children

need a structure. We create a timetable so they know what to expect. However, we also challenge the children and extend their comfort zone whenever we can."

With a long waiting list, the club currently caters for six children per day.

"Our staff are passionate about their job, and there is open and effective communication with parents, and the main school.

"Parents tell us that their children come home really relaxed, and that's very gratifying," said Esther.

# Pioneering Scotland's outdoor education

### NATURE-BASED EDUCATION

When a group of early years professionals from Australia visited Scotland to find out more about advances in nature-based education, one of their main stop-off points was Dunblane Nature Kindergarten.

Over the last two years, the kindergarten has been transformed from a traditional indoor-based nursery to one where there's a balance of indoor, outdoor and community based practice.

Steven White, Project Manager at Dunblane, said: "The trip was organised by a former colleague, Niki Buchan, who moved to Australia several years ago and has been promoting visits to the UK to showcase examples of best practice and outdoor learning approaches.

"Our kindergarten has undergone some significant changes over the past two years.



Below: John with Niki Buchan (left) and Juliet Robinson (right)

The Australian visitors came to see how that transition took place, and talk to staff about the process. They spent a day observing our practice and an evening training session followed, led by Niki.

We also invited along Juliet Robertson, a leading consultant in outdoor education with both

early years and primary school."

Kara Doonan of the Care Inspectorate attended the evening session and she said: "It proved a great way of sharing experience and practice, and allowed the work that's been done by the staff at Dunblane to be recognised by fellow professionals."

Steven said the key factor that emerged was the distinctive approach of staff, which emphasises the application of child-led practice. "At Dunblane Nature Kindergarten, our focus is on creating an environment where everyone is excited, enthused and motivated."

Notably, what also became clear during discussions was Scotland's pioneering role in the area of nature-based education. According to Steven there are many establishments engaging in outdoor risky play in this part of the world, and many more exploring ways of implementing it in their practice.

He said: "There is a great deal of interest in outdoor education in Australia, but they are at the stage of translating intent into practice. We were delighted to illustrate how that's been achieved in Dunblane."

# NURTURING FUN AND INNOVATION

## CHILDMINDING

**A** childminding service in Tranent, East Lothian, has been praised for its ethos, atmosphere and creativity.

Precious Memories was registered as a service in June 2011 by Jacqueline Robertson and a recent inspection by the Care Inspectorate saw the service receive excellent grades across the board.

Inspector Pamela Cormack said: "Jacqueline is extremely organised, forward thinking, enthusiastic and creative. This, alongside the value she places on everything she does for the children and parents, ultimately allows her to provide excellent outcomes for children's care. The environment, both inside and outside, encourages all areas of children's development. The atmosphere in her home is extremely nurturing and loving. This is a joy to see."

Some of Jacqueline's innovative practices include: wipeable care plans which can be wiped and updated as often as is needed avoiding endless sheets of paper; and allocating a colour to each child used all around the setting, on bowls, cups, facecloths and even bags for the children's bed sheets. This helps the children identify what is theirs and gives them a sense of belonging and responsibility.

Jacqueline said: "I was nervous about my inspection because I had made significant changes to the service since my previous inspection. I love childminding and I am a firm believer that every child deserves to be surrounded by people who love and nurture them to encourage them to grow and develop into



Jacqueline creates fun and imaginative activities for her children

confident and capable individuals.

"We are very much a family unit here and I use that atmosphere to encourage family values in the children. I have two part-time assistants working alongside me now which allows me more time to focus on the children's individual needs. I continue to work closely with their

families enabling me to provide a homely yet educational environment that the children can thrive in."

Jacqueline works closely with her assistants to ensure each child has the opportunity to accomplish their 'next steps' and enjoy their time there, participating in fun and imaginative activities.

## Living Eggs is a cracking idea for Musselburgh nursery

### GIRFEC/SHANARRI

Staff at Musselburgh Private Nursery hatched a great idea when they used the 'Living Eggs' programme to help reinforce the GIRFEC and SHANARRI wellbeing indicators.

Living Eggs is an established programme that allows children to get an insight into life cycles and growth and development by providing ready to hatch eggs. The children then look after the

resulting chicks for a period of 10 days before the young birds are returned to the company operating the programme.

Lucy Welch of Musselburgh Private Nursery explained: "We had decided to bring in a batch of eggs then I had the idea of 'Getting it right for every Chick' and how we could apply the SHANARRI principles to the care of the chicks, with a focus on keeping them safe and healthy, active and providing a nurturing environment for them.

"The children engaged with the concept right away.

Among other things, they put forward the idea of helping the chicks achieve the ability to walk by giving them lots of space. They made signs urging people to stay quiet around the chicks, and enthusiastically talked about feeding and keeping them clean and healthy."

A great deal of preparation took place before the chicks arrived, including a bake sale to help pay for the project.

"It provided a great way of prompting ideas and communication among the children and proved enjoyable for everyone who took part," said Lucy.



# HELPING TO MAKE SENSE OF DEMENTIA

Agnes Houston is using her own experience to raise awareness of sensory issues linked to the illness



Agnes has had great support from family, friends and the Scottish Dementia Working Group

## THE INTERVIEW

**A**gnes Houston has always prided herself on her work ethic – being organised, multitasking and keeping busy. So when her boss asked, as kindly as he could, for her to step down as office manager of his chiropractor practice in Coatbridge and seek medical help, it came as quite a shock. She did not fully realise how her performance was being affected by her increasing memory loss and inability to find the right words.

That was nine years ago and, although she was diagnosed with early onset Alzheimer's dementia at only 57, today she is just as busy campaigning for dementia organisations and speaking at conferences across the UK and abroad.

Initially, Agnes was actually relieved to hear this diagnosis: "I thought that at least it wasn't a brain tumour! My father had dementia, so I thought let's deal with

this and get it fixed. I was lucky, as I had been diagnosed early and there were cognitive enhancement drugs that I could take to help reduce the symptoms of my condition."

These were a great boon, as her memory and speech came back to "almost normal", but there were other health issues that Agnes could not understand: deteriorating eyesight.

"I was getting covered in bruises bumping into things and I could not cross a road unaided. It was when I got knocked over that my daughter insisted I see a specialist. The optometrists had checked my eyes and insisted they were perfect, but they did not understand that it was a neurological issue so they sent me to hospital for further tests.

"I was getting depressed, as I was increasingly restricted to home and the idea of having to use a white stick was a wound to my pride. I was also caring for my father at the time who had dementia



and one of his carers from Alzheimer's Scotland saw how miserable I was. She suggested I go and see the Scottish Dementia Working Group as it would be a good way to meet people in a similar situation to myself."

The Scottish Dementia Working Group (SDWG) is a national campaigning organisation that promotes the views of people with dementia, and is run by people with the condition.

This was a turning point for Agnes: "When I got to the meeting, I could not tell the carers from the people who had dementia, and they made me immediately welcome – we were soon laughing at the funny side of our symptoms."

Agnes said she was "embraced" by the



Agnes and her daughter Donna have written a book on dementia and sensory challenges

dementia. People also have sensory challenges associated with hearing, taste, touch, smell and even hallucinations, so I want to take dementia into the sensory world. I want to make medical specialists aware of this link and ask them what they can do for people like us. That's why I go to as many conferences as I can to highlight this issue and get people talking together to see what they can do to help."

In 2015, Agnes received funding from the Life Changes Trust to produce the 'Dementia and Sensory Challenges' booklet. She worked with her daughter, Donna – who is a constant companion on her travels to meetings and conferences – to interview, write and design the publication, which also includes a DVD with interviews with people that have sensory challenges.

In addition to campaigning, Agnes will also be taking part in a new Care Inspectorate inspection volunteer pilot, which will use the insights of people with dementia on inspections of care services.

Agnes admits it has been a tough journey to come to terms with living with dementia, but she's had great support from the group and many others.

She said: "I remember I had a terrible time in Canada in 2011 before presenting a talk – I fled the conference hall. The noise was upsetting me. The organiser found me and took me to a quiet room and told me I was just a 'baby' in terms of my dementia, and that I had to prepare myself for the future. She said 'you are in the dark... and I am the light' and she took the time to explain the things I was going through that I did not understand until then. It was wonderful... and I got up and returned to the hall to give my speech.

"You can have a life after dementia, but it's not handed to you on a platter. You've got to choose your path and it's scary. But for me, it's better than being a couch potato!"

group, and through their help she slowly learned to accept her current self and to stop comparing her abilities to her life in the past.

The group also gave her confidence and encouraged Agnes to take a more prominent role, such as chairing meetings. In 2012, she was elected Vice Chair of the European Person with Dementia Working Group and a board member of the newly formed Dementia Alliance International.

Agnes has been keen to highlight the sensory issues associated with dementia.

She explained: "When I was diagnosed with dementia, I expected the memory issues, but when I started having sensory challenges, such as my sight and agitation to loud noises, I did not know what to do."

From her experience with her eyesight, Agnes was concerned that there was very little information and support available on this aspect of dementia, and now she campaigns to highlight this issue and bring specialists together to find solutions.

She explained: "When I had my eyesight problems, no one had linked it with my

**DID YOU KNOW?**  
In June 2015, Agnes' campaigning dementia work was recognised in the Queen's Birthday Honours and she was awarded an MBE



## Publications full of helpful information

THE Care Inspectorate produces a range of publications that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information to people who currently

use, or are preparing to use, care services, as well as to their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



• AVAILABLE ONLINE AT [WWW.CAREINSPECTORATE.COM](http://WWW.CAREINSPECTORATE.COM)

# CHECKING CARE

Dealing with the challenges of multiple complaints within a short space of time can reduce the risk levels

### CASE STUDY

**W**hen the Care Inspectorate receives complaints, it must consider a range of criteria in deciding how best to respond. The National Complaints team will assess the degree of risk and urgency and assign specialist staff where required.

A situation arose recently where we received multiple complaints within a very short space of time regarding a service provider who cared for people in their own homes. The provider, who delivered care to a very large number of service users over an extensive geographical area, had introduced new working practices for staff. There had been some media coverage of this and the Care Inspectorate was aware that staff had a number of concerns, including a view that the changes would compromise service delivery.

The complaints team had to investigate more than 20 complaints, which required prompt action, and this presented a significant logistical challenge. Individuals dependant on a care service delivered in their own homes can have wide-ranging needs and any compromise to the quality of care and frequency of visits can leave them very vulnerable and at high risk.

In some cases, depending on the level of detail, potential risks can be identified, these may be referred to Local Authority Adult Support and Protection teams, who have the responsibility and powers for direct action to keep people safe.

However, the level of risk is not always obvious, as a missed visit for one person may be an inconvenience, but for another it could be life threatening. The concern was that, unless these were addressed quickly and efficiently, there could be



vulnerable people at some level of risk and discomfort. The complaints team were keen to act quickly.

To speed up the process, the Complaints team decided to allocate the case load to two inspectors. They were able to take an overview of the situation and consider the complaints together, rather than as individual issues.

After examining the complaints, the inspectors identified three common themes: providing information to families about changes to familiar carers; continuity of care; and a more general point about responding to concerns raised by families since they became aware of the changes made by the service.

The inspectors contacted all of the complainants and they agreed for the Care Inspectorate to investigate these issues through a single investigation and report back to them all with the overall findings. This meant that the broad areas of complaint could then be addressed immediately and that all involved would receive feedback simultaneously.

The investigation actually found that the

service had planned for the changes it had introduced. The issue which was upheld related to an information governance issue, and a recommendation was made about this.

Thanks to taking this broad approach to multiple complaints, the investigation was undertaken with great efficiency and speed. This not only reduced the burden on the provider and the amount of time and resources used by the Care Inspectorate, but also freed up time for the complaints team to address other complaints. It also demonstrated how helpful and flexible service users can be and, certainly in this case, that they only want reassurance of a reliable ongoing service from their provider.

Another positive aspect from this case was that it was clear that the care provider's staff had concerns about the changes to working practices and had been vocal about how this could have a detrimental affect on service users. To their credit, this investigation showed that between them and their management, they had not allowed this to happen.

# Implementing new drug procedures

## MEDICINE ADMINISTRATION

**M**anaging change is always a challenge, particularly when practices have been embedded for years.

This was the case when the Royal Pharmaceutical Society (RPS) called "for the supply of medicines in original packs in care homes to be promoted as standard" in its 2012 report, *Improving Pharmaceutical Care in Care Homes*.

For many years, the majority of care services have used monitored dosage systems (MDS) or multi-compartment compliance aids, but the RPS report highlighted concerns around safety, patient empowerment, effectiveness and efficiency of using these systems.

Paula Keys, Managing Director for Quality at HC-One, and a pharmacist, heeded the RPS's recommendations. She put in place a UK-wide training programme for staff at its 200-plus care homes to implement an original pack medicine administration policy, and worked with the pharmacy supplier to provide equipment and support to the teams in the individual care homes.

Karen Johnson, Clinical Quality Manager, was involved in supporting the change and said: "With the MDS packs, it's very easy to lose your medicine administration skills – you can get complacent. The MDS system actually means you have a two-tier service – unpacking and repacking the medicines – so this increases the level of risk. Also, not all medicines can be put into an MDS so you will have two administration systems running at the same time.

"Administering from original manufacturers' boxes means you always have to check the medicine and dosage carefully against the prescriber's instructions.



## Decreasing the risk of errors

Benefits from HC-One's experience of changing from MDS to original manufacture medicine dispensing:

- Those administering medicines from MDS were becoming complacent that the medicine in the blister pack was what it should be
- You cannot carry medicine over in to the next cycle if it is in an MDS, therefore increasing waste
- There is an increasing amount of medicine that cannot be dispensed in a blister pack and running a dual

system increases the risk of error

- Medicines are supplied to the patient in the most stable form directly as the manufacturer intended, reducing the risk of contamination
- Medicines will be received in packs with the relevant patient information leaflet (PIL). This provides staff with information on how to take and store medicines and also informs them of any potential side effects, interactions or contraindication. The PIL is there at the point of administration rather than being in the treatment room.

"When we changed over to the new system, we initially saw an increase in our incidents, but this helped to highlight where people needed more support. This was particularly around the handling and recording of medicines. After this support was given, the levels of incidences fell to way below their past levels.

"It's also had benefits in costs for the

NHS and our stock control as well as being a more person-centred way for our staff to care for our residents."

David Marshall, Health Improvement Adviser at the Care Inspectorate, said: "We support the advice from the Royal Pharmaceutical Society as it reduces errors and also contributes to a more person-centred approach to care."



## Support that is always available

### APP TRAINING

Download the 'SafeMed' resources from the Scottish Social Services Council website and you'll have a wide range of useful information on the safe administration of medication for care and support services at your fingertips.

These resources are designed to be

used alongside their own organisational policies and procedures to support care workers in their day-to-day duties, and will provide a useful resource for those preparing for the administration of medicine modules in the SVQ and Professional Development Award.

For further information, <http://learn.sssc.uk.com/>

# LEARNING ABOUT DEMENTIA CARE

One home is determined to give family members an understanding into the complex world of care

## CAMPBELL SNOWDON HOUSE CARE HOME

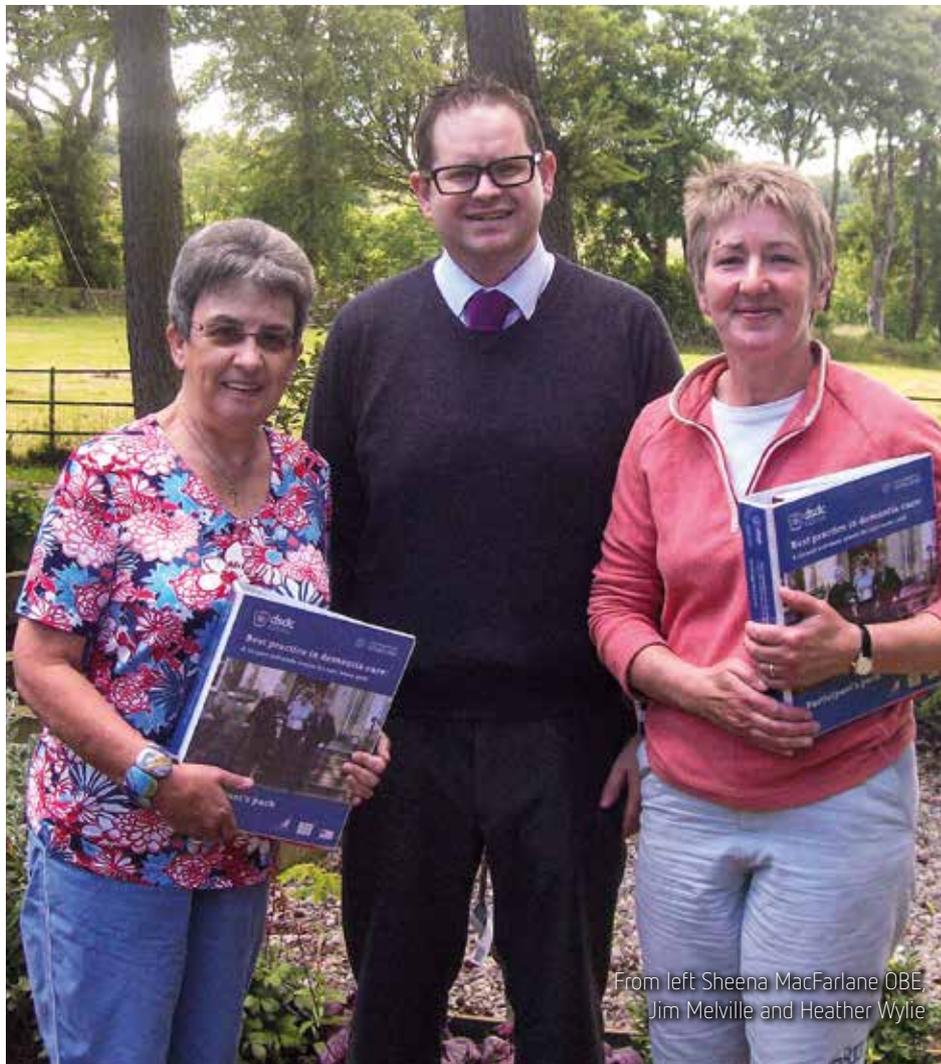
It's not just staff who benefit from training about how to care for people with dementia... it's also significant to relatives too. That's what Campbell Snowdon House care home found when it gave two family members training on the 'Best Practice in Dementia Care' course, which was originally developed at Stirling University.

Campbell Snowdon House, in Bridge of Weir, is a relatively small care home with 25 residents but has strong relationships with the families of the people it cares for, as Manager Jackie Weston explained: "We hold weekly forums where family members can meet with our Deputy Manager Jim Melville to discuss individual queries and the care of their loved ones. As you'd imagine, Jim gets lots of questions about dementia.

"We found that families had lots of questions, relevant to the changes that they would recognise in their loved ones, and they would often struggle to understand how to come to terms with the progression of dementia."

Jim is the home's Dementia Champion and has undergone the Best Practice in Dementia Care course, so he's able to advise family members about appropriate responses to people with dementia. However, two family members, Sheena MacFarlane OBE and Heather Wylie, wanted to know more, so Jim volunteered to take them through the course by training them himself at the home over a couple of hours each fortnight.

Jackie said the training helped family members tremendously: "Jim was able to explain more about dementia and how it developed, and was able to give them a greater understanding of how to communicate with their loved ones as their condition progressed. They also took comfort from knowing that they were



From left Sheena MacFarlane OBE, Jim Melville and Heather Wylie

going through the same journey together and their reflective essays at the end of the course were full of wonderful insights."

Commenting on the experience, Sheena said: "It gave me an insight into the hugely complicated world of dementia. My own practice has changed considerably. I am more aware of my mum's ongoing needs and feel that I am more able to cope with situations as they arise. I can reflect and understand the reasons for behavioural changes and use my new knowledge to support her in a more appropriate and caring way."

Sheena is now sharing her

knowledge to help others and has become a Dementia Ambassador for the Inverclyde area. She hosts coffee mornings for people and their carers who live with dementia, within neighbouring villages.

And Campbell Snowdon House is also continuing to help more families to understand dementia by running another training course in the new year.

Heather Edwards, Care Inspectorate Dementia Consultant, said: "This is a wonderful way of spreading knowledge about dementia. It helps families to understand their loved one's behaviours and gives them ways to continue to have a meaningful relationship – and it helps to break down the stigma attached to this condition."

For more information on dementia training, visit: <http://dementia.stir.ac.uk> and [www.sssc.uk.com](http://www.sssc.uk.com)

**“ We found that families had lots of questions, relevant to the changes that they would recognise in their loved ones and would often struggle to understand ”**