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SHARING YOUR INTEREST IN CARE

SPRING 2018



MAKING A DIFFERENCE

The role of Young Inspection Volunteers

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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

Welcome

to the spring 2018 issue of *Care News*

As part of our scrutiny and improvement role, the Care Inspectorate carries out focused inspections, and last year we looked at the experiences of people living with dementia in care homes for older people. Although the results, published in our report *My life, my care home* were encouraging, our findings also show that more still needs to be done. Please read the report which is summarised on page 5.

Now that the new Health & Social Care Standards are being implemented across services, the Care Inspectorate will be introducing a new inspection methodology to reflect the aims of the standards, which are more rights-based, person-centred and outcome-focused. The article on page 4 explains the rationale behind our new approach.

As usual, we also cover lots of the good practice we come across in care, from therapy ponies and the joy of getting involved with Sunday lunch to a studio that lets people unleash their creative talents.

We also talk with Toni and Raysa, two of our Young Inspection Volunteers, who explain their role and the value their volunteering brings to the inspection of services for children and young people.

Not all complaints need to escalate, as illustrated by our case study on page 14 where the Care Inspectorate facilitated the discussions between the complainant and care service, showing that its 'frontline' resolution approach can satisfy both parties.

I hope you enjoy this issue of *Care News*.

Sarah Wilkie
Editor



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Online



CARE INSPECTORATE ONLINE NEWS Expressive arts and creative play are vital for child development

On the back of the recent launch of the Care Inspectorate's new resource, Our Creative Journey, Henry Mathias, Strategic Lead for the Health and Social Care Standards, talks about the importance of sharing good practice examples of expressive arts across different types of early learning and childcare provision.

Better Eating, Better Learning Award

Applications are open for schools and ELC Centres to demonstrate creative and innovative practice in implementing Better Eating, Better Learning guidance.

A blooming good idea!

Residents from Dalvenie Very Sheltered Housing, Banchory, Aberdeenshire are getting outside to use the garden more and benefiting from Care about Physical Activity (CAPA) – a Care Inspectorate improvement programme to boost physical activity for older people experiencing care by having opportunities to move more.



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.

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CREATIVE CARE

Expressive-arts initiative will help children to flourish as happy, confident individuals

Unleash our children's creative potential – that's the challenge from the Care Inspectorate which has launched a new resource to help all care services that work with children achieve this ambition.

Our Creative Journey is a resource exploring and sharing good-practice examples from across Scotland of how expressive arts benefit children. It has been developed in collaboration with partner organisations, which worked with practitioners to tell their own stories involving children and parents. Examples include art, drama, pretend play, music and song, model making, loose-parts play, storytelling and dance.

Our Creative Journey brings to life how taking part in expressive arts can transform children's experiences and help them to flourish as confident, resilient and happy individuals.

At the launch, Minister for Childcare and Early Years Maree Todd, said: "We all know that children learn key skills through creative activities such as storytelling, drawing, outdoor play, music and drama. And it is important that everyone working with children feels confident and inspired to deliver these activities. This guide will help achieve that.

"The more we do to support children to get the broadest possible experiences in their early years, the better the start they get in life. We can do this by giving children the chance to play, to paint, to pretend, to develop their talents, their



Minister for Childcare and Early Years Maree Todd with Karen Reid, Chief Executive of the Care Inspectorate, at the launch of Our Creative Journey

imaginations and their potential as part of their early learning offer, when at home with their families, or in their communities."

Karen Reid, Chief Executive of the Care Inspectorate, said: "By highlighting good practice, we want to be a positive catalyst for change and improve the impact that all early learning and childcare services have on outcomes for children.

"Creative play helps children flourish as confident, resilient and happy individuals and it is vital for child development. Creativity is a key ingredient for children to learn how to follow their curiosity,

solve problems and make sense of the world.

"And we want to support all care services to embrace creativity in all aspects of care."

The resource is primarily aimed at practitioners but it will also be of interest to parents/carers and anyone looking after or working with children or young people, including statutory social work and education, voluntary sector support services and activity-based provision.

For more information, visit <http://hub.careinspectorate.com/improvement/our-creative-journey> **CN**

Karen's column



OUR recently published report, *My life, my care home*, is the result of 12 months of dedicated inspection work in 145 care homes for older people to look at the experiences of people living with dementia. Although our report showed that improvements have been made in the quality of dementia care in Scotland, it also highlights that more needs to be done in this area.

It's encouraging that we found that more than half of care homes were performing at a good or better level in terms of meeting people's needs, rights and expectations.

However, there remain

improvements to be made in ensuring that quality of life for people is not limited due to lack of expectations of what it means to be an older person living with dementia in a care home.

It is possible to live well with dementia, and care services play a crucial role in supporting people to do so. The evidence presented in our report shows examples of excellent care being experienced by people living with dementia, as well as areas for development and improvement.

For example, we found inconsistent and variable post-diagnostic support for people and

their families, when someone in a care home is diagnosed with dementia. While we recognise that the number of people receiving a diagnosis at this point in their life may be relatively low, we expect people living in care homes to have the same access to diagnostic and support services as people living in the community.

There are a small number of care homes where the quality of care was not satisfactory, and the Care Inspectorate is working with these services to facilitate speedy improvement.

Karen Reid, Chief Executive



NEW FRAMEWORK TO ASSESS QUALITY

How good is the care and support in a service, and what difference is it making? These questions will be the primary focus of inspections of care homes for older people services conducted by the Care Inspectorate from May when the new Health and Social Care Standards will be used across Scotland.

As the new standards are significantly more rights-based, person-led and outcome-focused than before, the Care Inspectorate is changing its inspection model to reflect this focus. Its inspections will now have an emphasis on assessing outcomes for people, a more proportionate approach to services that perform well, and a focus on supporting improvement in quality.

A new quality framework will help inspectors answer key questions about how good the quality of care is, what difference it is making, and what contributes to that quality of care.

This framework is based on the European Foundation for Quality Management approach, specifically its 'excellence model'. This tool is used widely across many sectors and adapted by the Care Inspectorate for use in care settings using the new Health and Social Care Standards.

The benefit of this new quality framework is that it is a tool that can be used by care services to self-evaluate their own performance, and can help support improvement too.

The framework was piloted in care homes and the results are now being evaluated, in consultation with people experiencing care, their carers, and care providers, to help shape the final quality framework for care homes for older people from May 2018.

During 2018/19, the Care Inspectorate will be developing the framework with illustrations for other types of care and settings. We are working collaboratively with Education Scotland in respect to early learning and childcare.

KEY ASPECTS OF THE INSPECTION PROCESS

THE new inspection framework builds on the existing model of inspection but tries to make it even more outcomes-focused. It is based around assessing how good the care and support is, and the difference it is making to people experiencing care. It also looks at the factors that enable that care to be high quality - staffing, leadership, the setting, and key processes (like care planning).

The framework, which is primarily designed for self evaluation, contains a series of quality indicators and quality illustrations which allow both services and inspectors to compare current performance against a clear benchmark. The quality indicators set out the key themes and areas of practice that staff, managers and inspectors should focus on - although not every quality indicator will be inspected at every inspection.

The quality illustrations are drawn from the new Health and Social Care Standards, and other key practice documents. They describe what the Care Inspectorate expects to see at a "very good" level, in respect of each of the quality indicators, and what it might see if a service is operating at a "weak" level. This allows care staff to self-evaluate their own performance against the framework using the same quality measure that inspectors will use.

Feedback from the pilots in care homes for older people was very positive, and helped refine the framework and approaches being used. The illustrations will be different for different types of settings, with lots of consultation and testing before they start in each service type.

H&SC standards 'embraced' by care sector

ENCOURAGING FEEDBACK FROM CARERS

SINCE the new Health and Social Care Standards were published by the Scottish Government in June last year, the Care Inspectorate and Healthcare Improvement Scotland have been working alongside people experiencing services, as well as providers, other agencies and partners, to raise awareness of the new standards and to implement them into care services.

The new standards are different, as they no longer focus on specific requirements for different regulated care settings. Instead, they provide a single set of standards for people experiencing health, social care or social work services in Scotland that is significantly more rights-based, person-led and outcome-focused.

Henry Mathias, the Care Inspectorate's Strategic Lead for Health and Social Care Standards and who is also on the Standards's Implementation Steering Group, has been encouraged by feedback from services that are embedding the standards into their care provision.

He said: "We are really pleased that the standards are being embraced within the care sector generally. I was at a meeting with members of the Coalition of Care and Support Providers in Scotland, and it was very heartening to hear from many of these members that they are not only taking the standards on board but have already started to use them as an improvement tool - and that is exactly what they are intended to do

"The Church of Scotland charity, Crossreach,

also said that they are actively using the standards as a quality assurance tool, both for their registered and non-registered services.

"Care services tell me that they really like the fact that the new standards are quite specific in terms of the experiences and outcomes that people can expect from their care provision.

"In fact, they are quite empowering, giving people more control over the quality of their care experiences and supporting their rights."

The Care Inspectorate is developing methodology to reflect the requirements of the new standards. It is currently piloting a new quality indicator framework in care homes for older people (see article above) and, from April, all inspections of registered services will be referencing all the requirements and recommendations of the standards.

Report calls for holistic approach to dementia

'MY LIFE, MY CARE HOME' REPORT

A focused inspection study of care homes that support people living with dementia found that more than half of the 145 services surveyed were meeting at least five of the six Standards of Care for Dementia*.

The results of the Care Inspectorate study have been published in a report called *My life, my care home*. Although there have been positive changes since the publication of the *Remember I'm still Me* research in 2009, the report concludes that more work needs to be done to take a holistic and person-centred approach to people living with dementia. The focus should not only ensure a good quality of care but also provide meaning and opportunities for growth.

The study, which took place from June 2016 to March 2017, showed there was "inconsistent and variable" support for a person and their family when they are diagnosed with dementia.

The report found that 55 per cent of care homes had provision for organised activities each day, but 10 per cent offered no such provision. In the majority of homes, inspectors found that only some of the people were supported to keep connected to their community in a meaningful way, and in 45 per cent of services staffing levels frequently prevented people from accessing the community at least once a week.

Commenting on the report, Heather Edwards, Allied Health Professional Consultant with the Care Inspectorate, said: "The Care Inspectorate recognises the value of the Promoting Excellence framework for all health and social services staff working with people with dementia, their families and carers. However, this framework still needs to be fully understood and implemented in care homes."



Heather was "extremely encouraged" to see that the majority of services no longer look to medication as the first response to stress and distress in a person living with dementia. She said this is a positive move and a key indicator that staff are looking more into the complexity of what it means to live with dementia. However, the report highlighted that more work needed to be done to promote continence rather than a focus on managing incontinence.

She said: "We can see that the key ingredients of quality care and support are often present. However, something appears to be lost in how these components come together. For example, we found that many care homes are now collecting rich personal details about the person they are supporting, including life storybooks full of great family photos. However, we did not always find that this information is being used to make a positive difference in the lives of those who are being supported."

To read the full report, visit www.careinspectorate.com and also The Hub website's Spotlight on Dementia.

* Part of the Scottish Government's National Dementia Strategy

The power of pets

ANIMAL MAGIC INITIATIVE

CARE Inspectorate Team Manager Mary Morris is trying to spread some 'animal magic'.

Following a successful application as part of the Care Inspectorate's Innovation Fund, Mary has developed an online publication called *Animal Magic* which will aim to showcase the benefits of having or caring for animals.

The publication will link in with Scotland's Health and Social Care Standards, which set out what human rights and wellbeing look like from the perspective of the person experiencing care and support. They aim to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported.

The publication highlights that for many people one of the ways they get the most out of life is being around and caring for animals and pets.

Mary said: "People experiencing care have told us that being around animals helps them relax, provides companionship, gives them a positive focus to their lives, encourages them to be active and makes them feel happier."

"I visited a residential children's unit where one girl has rabbits and one has guinea pigs and both children said having the animals is therapeutic and beneficial. One girl was very clear saying she's much less angry and can relate to her parents more and it has made a big difference to how she is doing."

Animal Magic will showcase up to 15 examples of good practice in services that already have animals, and is expected to launch by the start of April.



Improvement strategy published



THE Care Inspectorate has published its new improvement strategy for 2017-19 which sets out its improvement support offer.

- Direct support provided by inspectors, strategic inspectors and team managers as part of, and after, an inspection
- Specific improvement support from the improvement support team
- The work undertaken

with commissioners and partnerships to broker support for care services that need it

- Signposting to effective practice
- Improvement support practice guides, resources and materials.
- National improvement programmes led by the Care Inspectorate.

For more information, visit www.careinspectorate.com

Macmillan offers free palliative care training for home staff



END-OF-LIFE CARE

A recently revised training programme exploring palliative and end-of-life care is being made freely available in Scotland by Macmillan Cancer Support.

It has already been delivered to large-scale providers such as BUPA and Meallmore and has proved popular with participants.

Suzanne Nimmo, Learning & Development Manager, Scotland for Macmillan explained: "We are offering free training for care home staff, but the resource is suitable for other health and social care professionals within other care settings.

"The Foundations in Palliative Care, it was originally developed in conjunction with the Open University in 2005 and was completely updated in 2017."



BUPA care staff who attended the training

The programme is delivered using four workbooks covering topics such as principles of palliative care, communication, pain and symptom management (which recognises the challenges of caring for the person with dementia) and bereavement care.

People can apply for the pack through Macmillan's online learning platform, Learnzone.

Suzanne said: "One thing to bear in mind is that it's a facilitated programme. If people with palliative care experience want to deliver it themselves after they've spoken with us that's fine. However, we are able to offer two expert trainers in palliative care, to deliver this course free of charge to groups of 10 or more."

Notably, BUPA and Meallmore received a "train the trainers" course. This means that their own staff are now able to go out and deliver this programme to their colleagues.

"Since being revised the programme contains the very latest information on palliative and end-of-life care, and we believe that this should be available to all that need it," concluded Suzanne. **CN**

For more information on the programme you can email: ScotlandLearning@macmillan.org.uk

Successful dementia strategy enters second phase

KINCAID HOUSE

AN award-winning dementia strategy in place at Kincaid House in Greenock is about to enter its second phase.

Originally launched in July 2013, the first phase of the strategy was a response to the increasing frequency of dementia and the Scottish Government's dementia strategy. And it recognised that providing good dementia care is a specialisation in itself.

As Barbara Lawson, Manager at Kincaid House (pictured),

explained: "We initially focused on the home environment and staff training, linked to the promoting excellence framework."

Their efforts earned Kincaid House the Dementia Service Award at the Scottish Care Awards in 2014.

Now, as Barbara said, the second phase involves a three-year plan. "We have split it into different sections – recognising dementia, stress and distress, and how we support people through all stages of dementia including end-of-life care."

She emphasised that one key to success is gaining an in-depth knowledge of each individual's past experiences and life story.

The second phase was launched in summer 2017, and Kincaid House has high ambitions. Barbara added: "There are a lot of things we want to do, for example set up support for families in our premises.

"We've seen positive results from our first phase. It has reduced the number of hospital admissions and cut levels of stress and distress for the residents who have received help.

"Although we initially focused on one suite, from now we're implementing the strategy throughout the home. We have a total of 90 residents and a very high proportion are affected by dementia."



Sunday lunch is a recipe for fun

SUNDAY ROASTS INITIATIVE

For many households, Sunday is a day for getting together with family to enjoy a home-cooked hearty lunch.

At Smiddybrae House care home in Orkney, staff and management wanted to recreate that homely feel for residents by introducing traditional Sunday lunches that everyone could be a part of.

From helping to peel the vegetables to sitting round a table chatting, the Sunday roasts are a perfect way to bring residents together, and inspire a passion for food.

Every Sunday, the cooks move away from the central kitchen and instead cook lunch in the smaller kitchens on the home's individual wings.

And when lunch is ready, staff, cooks and residents all dine together, with family members also welcome to attend.

Marina Stanger, Manager at Smiddybrae, said: "We started this about five or six years ago.

"The residents get a lot out of being



able to prepare the Sunday roast and we've had really positive feedback.

"One of the benefits is that by getting involved with the cooking, it increases their appetite, which is very important.

"The cooks also really enjoy getting among the residents on a Sunday to do that preparation together."

Care Inspectors Allyson Mahon and Christine Tweddle observed mealtimes during their inspection of Smiddybrae.

Allyson said: "We heard a lot of people speaking about the Sunday lunches and the idea came across as such a lovely thing to do.

"The thing that stood out for us was that everything was very much a team effort and there's such a family feel there.

"People really appeared to enjoy the atmosphere, residents and staff alike.

"Mealtimes did feel different to many that we have experienced.

"We could see that people were engaged and involved and really enjoying the food that they were eating at the mealtimes that we observed."

All change in Tranent



MAJOR changes at HC One care home in Tranent have meant improvements for residents and brought reassurance to their families.

The performance of the home has been significantly enhanced through a new sense of purpose, extensive communication and some impressive new ideas.

The catalyst for these changes was the introduction of new Manager Janet Decourt in early 2017. She said: "When I took over it was clear we needed to have a single goal for the whole team. Everyone was trying to achieve the best in their area but efforts were not co-ordinated."

As well as identifying people who could be responsible for team areas, Janet set up a daily meeting which allows news about what's happening in the building to be spread to all staff.

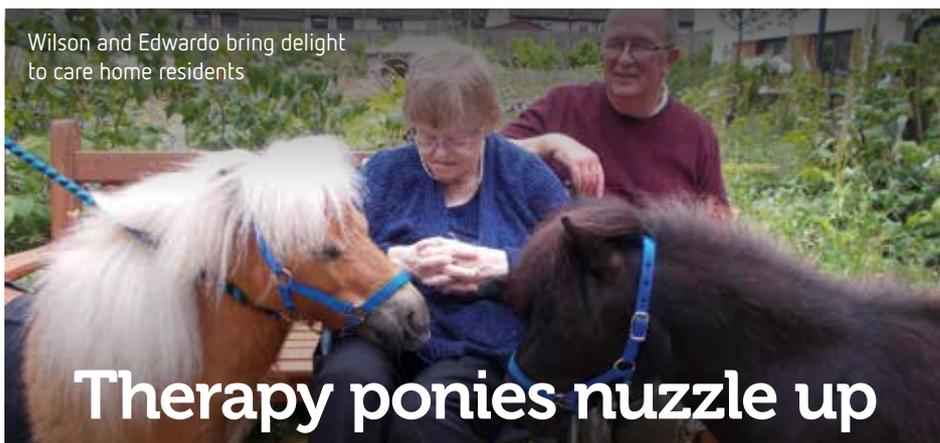
Notably, a new chef brought imagination to food presentation. "When it comes to the menu residents get a visual choice – they are presented with the meals and pick one, rather than having a written menu," said Janet. "We've radically changed the way we present the soft diet. A thickener is used to shape meals and make them look appetising. This approach was picked up by the company and is now used throughout the UK."

Similarly, an afternoon tea trolley with cakes and tarts has been introduced.

There have been positive results. "Among other things we've improved the weight-loss figures. People are happier, especially since they are able to have a say in what's included on the menu."

Equally important, staff have worked closely with families who have declared themselves happy about the changes. Janet also praised the help she's had from Janet Smith at the Care Inspectorate. "She's always there at the end of an email or phone call and has supported me at every step. We've made dramatic changes and now we aim to embed those changes and make them sustainable."

Wilson and Edwardo bring delight to care home residents



Therapy ponies nuzzle up

RESIDENTS at Crookston Care Home in Tranent were delighted to meet Wilson and Edwardo, two of Therapy Ponies Scotland's 14 specially trained therapy ponies.

These two miniature Shetland ponies offer therapeutic benefits to those with poor mobility or co-ordination, anxiety, depression, learning difficulties or dementia and encourage people to reminisce.

Pauline Skead, Manager at Crookston Care Home said: "These lovely little ponies

made the residents smile and reminisce. The visit allowed many of them to talk about their past, as many of our residents remember working with horses when they were young.

"One person recollected his father going to war with horses but unfortunately not returning. You would think this would have been a sad recollection when in fact it had a positive effect on him and obviously unlocked happy memories from a time gone by."



care
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Unhappy about a care service?

Here's what you can do

Firstly, raise any issues directly with the service.

If you are not satisfied – you can make a formal complaint using the service's complaints procedure. All registered care services must have one.

Or, you can raise a complaint about the service with us.

If you want to speak to us about a concern:

- call our national enquiries line on **0345 600 9527**
- telephone, write or visit any of our offices
- fill out our complaints form on our website.

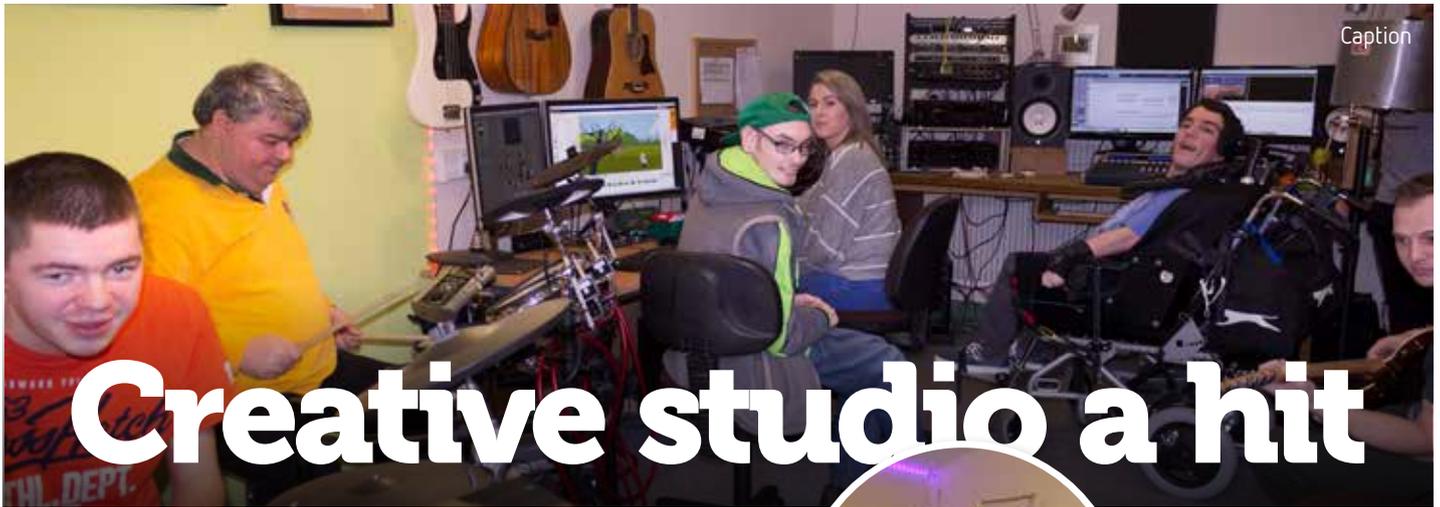


For copies of our 'Unhappy about a care service?' leaflet please call

0345 600 9527

or visit

www.careinspectorate.com



Caption

Creative studio a hit

INNOVATION AT NEWTON STEWART

The Newton Stewart Activity and Resource Centre is offering a creative, innovative and inclusive service. The Cree Studio within the centre allows people with learning disabilities and autism-related conditions the chance to take music, film, photography and animation to a different level.

The studio uses specialist equipment and resources to support people in a variety of activities from learning to play the guitar and releasing energy on the drum kit to singing and filmmaking.

Unit Manager Paula Herries said: "One of the more popular activities to do in the studio is working with

animation; this offers creative opportunities to communicate through software which suits all abilities. Supported people are fully involved in making short films of their choice, demonstrating a clear message through their animation and developing their knowledge on their chosen subject, use of technology and effective communication."

This service has received very positive feedback from individuals and groups about the effect the studio has on their lives. It also received praise during a recent inspection by the Care Inspectorate.



Inspector Susan Nicoll observed some of the impressive work that has been produced which included an animation promoting keeping safe. She said: "The Cree

Studio provides great learning and development opportunities where people can take part in creative experiences. The technology can be used to remove barriers and supports people with communication using different mediums. We were also pleased to see the studio supporting Playlist for Life and working with others in the local community to create a playlist of meaningful music for people to enjoy."

New inspection tool for day care services

SHORT OBSERVATIONAL FRAMEWORK

FROM October 2017 to March this year, the Care Inspectorate has been piloting a new inspection tool across some of the daycare of children's services called Short Observational Framework for Inspection (SOFI).

SOFI helps inspectors to record their observations of the impact that staff interactions have on the quality of outcomes for young children in services such as nurseries and playgroups.

The tool was originally designed for use in care homes where people have

dementia or severe learning disabilities and therefore lack the capacity to verbally communicate their views, but SOFI has now been adapted to support the evaluation of quality interactions in children's settings.

Audrey Donnan, Team Manager, said: "We are using the tool to focus observations during inspection with children under three years of age, with a particular focus on two-year-olds.

"SOFI supports the assessment of outcomes for children by providing indicators about what to look for within interactions and a recording format to support professional dialogue with staff during the inspection.

"Directly observing children and staff is an important way to help us to assess the quality of care and learning being provided. An observer can attempt to tune into children's

experience, look for clues in their general mood and engagement and how staff providing care and learning interact with children to provide positive interactions."

SOFI fits within the Getting it Right for Every Child (GIRFEC) framework as it puts children's experiences at the centre and serves to improve outcomes for children. The sharing of the focused observations with staff on the experiences of individuals will identify aspects for improvement relating to the wellbeing indicators of safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

Audrey added: "The quality of care that children experience has an impact on their learning and development. Children need to feel secure in their environment to explore and learn. The attachments that are formed with adults will have a significant impact on their ability to develop. SOFI is a tool to help us inspect services from the child's perspective."

The SOFI pilot findings will be assessed at the end of March to see how the tool can be rolled out for the inspections of other children's services.





Generation games

NURSERY INITIATIVE

AN innovative project is bringing generations together and inspiring youngsters and care home residents.

The Crocs and Tots programme has seen Little Deers Nursery in Kilwinning, Ayrshire, and Buckreddan Care Centre joining together for weekly activities.

The nursery, which sits in the grounds of the centre, has always enjoyed a close relationship with its neighbours but it was Doreen Hearshaw, Little Deers Manager, who realised the potential for expansion.

She said: "I am a paediatric nurse, so came to the nursery with a slightly different angle on things. We initially ran it as a six-week trial, to see how things would go, and it has really grown arms and legs."

Entertainments Manager Eileen Flannigan worked closely with Doreen to provide a programme that would benefit both young and old. Eileen spoke to the residents at the home and they made a mutual decision as to who would come to the nursery and 'stay and play'.

Doreen said: "Crocs and Tots has seen valuable and wonderful friendships forged between the children and the residents. The residents have even joined in our Spanish lessons. It has been amazing."

The project has been so successful that Doreen was invited to London to speak at a meeting for United for All Ages – a think tank that works with national and local organisations to unite people. The nursery has also been in constant touch with the University of Anglia, which is evaluating the impact this is having on all members.

Doreen added: "Thanks to the support from United for All Ages and the University of Anglia, I have been able to document evidence of how wonderful this programme has been."

The evaluations are continuing but Doreen knows the programme has been a runaway success due to the continued enthusiasm of the children, residents and staff at both centres.

NEW APP TO HELP YOUNG RESIDENTS

Housing project's innovative engagement solution



DIGITAL INITIATIVE

A Glasgow housing project is about to transform the way it delivers information to residents with the proposed launch of a new app.

The James McLean Project (JMP) provides accommodation and support to young men and women aged 16-17. Given the age of those who use the service, gathering written feedback had always been difficult and the project was determined to find a quick and efficient way to share news.

Gavin Spence, JMP Manager, explained: "We have various ways to gather feedback and provide updates, but all in paper form. We also have a six-monthly questionnaire but we historically struggled to get people to fill out these forms and make suggestions to improve the service."

"Almost all of the residents spend their lives glued to their phones, so it seemed a glaringly obvious solution was to give them access to the information electronically. Soon, we are hopeful that residents will be able to share their ideas with us at any time."

The app is currently with the Strategic Innovation Team and Business Development Team at Glasgow City Council, which is ironing out any issues before the proposed launch.

When it launches, JMP has proposed that they will have three staff acting as administrators and all new residents will be invited to join the app for the length of their stay.

The app will only be accessed by staff and residents with content moderated to

ensure all feedback, including criticisms, is presented appropriately.

To ensure the app meets a wide variety of needs, the project involved the Glasgow Homelessness Information and Feedback Team. JMP also encouraged three of its residents to attend the Glasgow Kelvin College campus in Springburn to support its development and Gavin added: "One of our residents attending the campus even received the College's Community Achievement Award and was granted funding for a new laptop to help with her applications for further education and employment."

Once the app is launched, people will be instantly updated at the touch of a button. However, there is one key benefit that Gavin says will outweigh the others: "We always have residents who are not comfortable in groups and will rarely comment on service provision or put ideas forward. Now I can tell them: 'If you don't want to tell me, tell the app. In your own time and your own words. It's totally anonymous.'"

Tony Valbonesi, from the Care Inspectorate, was full of praise for the project after conducting an inspection of JMP. Tony said: "I think this is an innovative approach for engaging with these young people, whose voices are often not heard. I think it is great that JMP are working with other agencies towards creating their digital app which will be safe, confidential and easy to use."

"At the time of inspection, the young people's involvement in its development was great to see and it was having a positive effect on their confidence and self-worth, not to mention their IT skills." **CN**

The Care Inspectorate is taking an innovative approach to assessing the quality of care for young people in Scotland. Here we speak to two Young Inspection Volunteers about their groundbreaking role



Toni and Raysa discuss their inspection experiences

IN TUNE WITH YOUNG PEOPLE

When Toni Twigg, 20, strikes up a conversation with a young person in a care setting her infectious smile and broad 'fae Glasgow' accent always gets a reaction... and people just want to talk to her. Raysa Momboka, 23, on the other hand, uses her listening skills and gentle empathy to encourage young people to open up to her.

These two remarkable young women are part of the Care Inspectorate's Young Inspection Volunteers (YIV) team and an important component in assessing the quality of care for young people in Scotland.

Like the others in the 13-strong YIV team, Toni and Raysa have benefited from care services themselves in the past, and they draw on their personal experiences to give the Care Inspectors who accompany them on inspections

valuable insight into how young people feel about how they are cared for in each service.

This innovative approach has attracted international interest from other social care regulators, and Toni and Raysa have joined the Care Inspectorate's senior managers in hosting meetings with representatives from Sweden, the Netherlands and Malta recently.

Raysa said: "The visitors were interested in finding out more about the role of YIVs and the training and support we receive to enable us to help with formal inspections."

Raysa has a background of campaigning for people's rights through her work with the National Deaf Children's Society and has been volunteering with the Care Inspectorate for the past two years. She fits in four-to-five inspections a year while studying social care at college, after which

she hopes to study a degree in nursing and midwifery.

Toni had a disrupted childhood as she moved family home often and that affected her schooling. However, in recent years she has settled down with her partner and young son, and with the support of agencies such as Move On she has gained new qualifications. It was three years ago, while studying with Move On and developing her interest in youth work that she was asked to join the Care Inspectorate as a YIV.

So what makes a good YIV? Raysa said: "You have to be very observant and have good understanding of what is happening, particularly around the context of the conversations you are having with a young person."

Toni added: "It's really important that you are non-judgmental. A lot of people think young people in care are always

“It’s important to be non-judgmental. A lot of people think young people in care are always in trouble, but this is not the case – it’s just a lazy stereotype”

in trouble, but this is not the case – it’s just a lazy stereotype people have which makes me angry.”

The biggest skill is getting young people to talk in the first place, as Raysa explained: “It’s so important that we encourage people to open up – to help them understand that someone wants to listen to their views and that these views are valued... and also to talk about things to get the weight off their shoulders.

“Some people are worried that what they say to us will count against them but we make it absolutely clear that their comments are not attributed to them and remain totally anonymous.”

Toni added: “Some people just don’t want to talk at first, so it’s always good to break the ice with non-inspection related chat, but it’s important to keep your boundaries and be professional. Although we can’t divulge any personal information about ourselves we can let them know that we have been in their situation in general terms and try to strike up a rapport that way.”

Although YIVs are highly trained the role can take an emotional toll sometimes, particularly when they hear about other young people’s personal experiences, which have the potential to bring back uncomfortable memories of their own.

Toni explained: “We all have our different triggers, but it could be hearing



Involvement Adviser Gemma Watson (left) co-ordinates the Young Inspection Volunteer team

about something traumatic or upsetting that happened to a young person in their childhood and you think about your own experiences. This can stay in your head after the inspection and be disturbing for a long time. That’s why we always get support after the inspections and we also have a peer support group as well so we can support each other if we need it.

“We also get together for training about four times a year and this is a good time to raise issues – and it’s great fun too; we are like the Care Inspectorate family!”

So with Raysa studying hard at college and Toni as a busy full-time mum with her own studies, why do they give up their precious spare time to volunteer to help the Care Inspectorate?

“Well, one thing we don’t do it for is money, as we don’t get paid”, laughed Toni. “We do it because we care about what happens to young people. We know what it feels like to use care services and we want to make a difference, so young people can get the best care possible.”

YIVs offer valuable insights

INVOLVEMENT Adviser Gemma Watson co-ordinates the Young Inspection Volunteers team and organises training and team meetings to help support the young people in their inspection work

She said: “All our young people, aged 18–26, are specially trained and have experience of care, either having lived in foster care, residential houses or with extended family in a formal kinship care arrangement. Some have used aftercare support, disability services or experienced homelessness.

“Young people using care services will often be intimidated by older people in formal dress asking them questions, so it’s very useful for the Care Inspectorate in our inspections to have younger people who have experience of care to engage with them. Our YIVs offer us really valuable insights as they can look at services through the lens of a young person and not a professional, and they often ask practical and challenging questions. They can tell us a lot about how children and young people experience care and the difference it makes

to them. Our YIVs play a vital role in working with the inspectors, making sure that the concerns of young people are understood and taken seriously.”

It’s also good experience for the YIVs personally as their work with the Care Inspectorate opens their eyes to the different roles available in the care sector and gives them time, as well as a wide range of new skills, to think about what they want to do when they move on.

Gemma added: “One of the great aspects of my job is to see these young people really grow in confidence through the role and then go on to get jobs that will make a difference to people’s lives.”



HSCS pocket guide – available online and in print
Annual report – available online only
My life, my care home – available online only
Improvement strategy – available online only



Publications to help you improve care

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

These 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 level of care people should expect to receive, and what to do if they need to make a complaint.

Publications available online at www.careinspectorate.com

Complaint resolved by working together

CASE STUDY

This complaint case study demonstrates where the Care Inspectorate's new complaints process involving frontline and provider resolution has worked well. The complainant and the care provider have managed to maintain a good relationship, one that has improved as a result of working together rather than through a third party.

This complaint was raised by a daughter about the experience of her elderly mother during a respite stay in a 24-hour care service last year when a fellow resident entered her room.

By the time the incident was raised with the Care Inspectorate, the matter had already been reported to the local social work office and Police Scotland had conducted an investigation. However, the service had not provided feedback to the complainant and her family on the learning outcomes from the incident and subsequent investigation.

The lady had been traumatised by the incident and was left frightened and fearful of agreeing to enter a care home again or take a respite break. The complainant and her family were concerned as they could not provide their mother with reassurance that measures would be taken to prevent an incident like this occurring again.

The complainant did not want the issue investigated again, but wanted the care home to provide feedback to her and her mother to offer reassurance and ensure this situation could not happen again.



Risk assessment

Using its new complaints procedure risk matrix assessment tool, the Care Inspectorate determined that the seriousness of the complaint was high. The service had a poor regulatory history.

Action taken

After discussion with the complainant, the Care Inspectorate decided that the most effective and satisfactory means of handling this complaint would be through frontline resolution – to contact the care provider's operations manager and ask them to conduct their own internal investigation, after which they would provide detailed feedback to the complainant on the learning outcomes for the organisation.

The Care Inspectorate contacted the operations manager and obtained agreement that they would undertake their own investigation, working directly with the complainant and her family to provide feedback on the incident by an agreed date. As a result, the care provider sent a detailed account of the circumstances surrounding the incident: it identified failures, lessons to be learned and actions that would be implemented to prevent such an incident happening again.

Feedback/outcome

The complainant expressed her satisfaction with the process and had spoken with the operations manager about their investigation, the findings and the action to be taken. The complainant's mother had also been offered the opportunity to meet the operations manager to discuss what had happened and to provide reassurance that steps had been taken to stop such a thing happening to her again. This provided the complainant and her mother with reassurance and that action had been taken to stop a similar incident happening.

The complainant also wrote to the Care Inspectorate to express her thanks for the support given and how this had a positive outcome for her and her mother.

Marie Paterson, Service Manager for Complaints and Inspection, said: "From our discussions with the operations manager, there was a definite appreciation regarding the approach taken to resolving this complaint/concern by allowing someone within the organisation to address the problem without further regulatory action."

Avoid the spread of eye infections



HEALTH PROTECTION SCOTLAND

Eye infections in young children can be a concern for people working in early years services in case the infection is transferred to others. Here is current advice from Health Protection Scotland on what to do when a child in a childcare setting has an eye infection.

What is conjunctivitis?

Conjunctivitis is a type of infection that affects the surface of the eye and is very common in young children. It can cause streaming or sticky eyes, which can feel itchy, and the affected eye(s) can look red and inflamed.

However, similar symptoms of sore and irritated eyes can be caused by allergies, e.g. to pollen or dust mites, and exposure to irritating substances such as shampoo or chlorinated water from swimming pools. This is referred to as allergic or irritative conjunctivitis.

Why do children get conjunctivitis? – and how should it be managed?

Conjunctivitis caused by infection is normally a result of a virus or bacteria.

It can be very difficult to distinguish between viral or bacterial eye infections. In either case, conjunctivitis will usually get better on its own within a few days without any specific treatment.

Antibiotic eye drops can occasionally be helpful if the symptoms are severe but will not necessarily help the infection to get better more quickly. These eye drops will not help at all if the infection is caused by a virus. For most cases of conjunctivitis, prescribing eye drops will make absolutely no difference in terms of how quickly the symptoms improve. If parents are concerned about their child's eye infection, they should seek professional advice from their local pharmacist.

How can we stop conjunctivitis from spreading?

Similarly to many other common infections, antibiotics, in this case in the form of eye drops, will not stop the infection spreading. Only good eye hygiene can stop spread. It is good practice to observe the best possible standards of hygiene in the care setting, whether or not there is a child with conjunctivitis in attendance.

Things that can help to stop the spread of conjunctivitis include:

- ensuring a high standard and frequency of hand washing by children and staff
- using separate towels or flannels for each child
- maintaining a clean environment and equipment.

Do we need to exclude children with conjunctivitis?

There is no requirement to exclude a child with conjunctivitis from any childcare setting if they are otherwise feeling well. Similarly there is no requirement for a child to be prescribed eye drops in order to return to the care setting. If there are concerns about an outbreak or cluster of conjunctivitis cases in a care setting staff should contact their local NHS Public Health department for advice.

If staff are worried in any way about a child's symptoms, the child feels unwell, or a newborn baby is affected, then they should inform the parent or carer.

More information on conjunctivitis and how to treat it can also be found on www.nhsinform.scot/illnesses-and-conditions/eyes/conjunctivitis

Advice initiative on pressure ulcers

WEBSITE RESOURCE

A new website – www.pressureulcer.scot – has been launched to give care homes and the public access to best practice in preventing and also dealing with pressure ulcers that develop in people in their care.

The resources on the site have been developed through the two-year Reducing Pressure Ulcers in Care Homes Improvement programme which involved 20 care homes throughout five health and social care partnership areas across Scotland. This was a joint initiative led by the Scottish Patient Safety Programme (SPSP) with Scottish

Care and the Care Inspectorate.

The website has advice and resources about pressure ulcers, their prevention and treatment for both health and care professionals, as well information for residents and families.

Commenting on the new website, Joyce O'Hare, Care Inspectorate Manager: Improvement Support Team, said: "This represents a valuable resource for services, people who have pressure ulcers and their carers

and families, particularly as it outlines the responsibilities that care homes have under the six standards for the Prevention and Management of Pressure Ulcers published by Healthcare Improvement Scotland in 2016.

"There's an easy-to-understand motion graphic in the 'Standards' section of the website that explains the requirements and what care homes need to do to ensure they are applying the standards with a preventative approach."

The microsite hosts the best practice developed by the care homes involved in the pilot, and it provides insightful recommendations on how care homes can use quality improvement methodology as well as practical case studies to help to improve their approach to pressure sores.





Participation events bring people together. Right: Birthdays are celebrated too

The power of human contact

'Passion against loneliness' leads to annual luncheon that brings people together for fun and friendship

SOCIAL INTERACTION INITIATIVE

For thousands of people across Scotland, care at home enables them to live in their own surroundings while receiving the support they need.

But for many, seeing their carers might be the only form of human contact they have from one week to the next.

It is this lack of social interaction that has led care provider Constance Care to come up with an innovative way to address such isolation among recipients of home care packages.

Every year, in each of the seven local authorities it operates in, Constance Care organises 'participation events' to bring the people together under one roof.

What started out as an informal chat among a few people in the office of Managing Director Rosalind Carr has evolved into a "grand affair" with up to 200 people at a time all enjoying an afternoon of food, fun and friendship.

The luncheon events take place in hotels within South Ayrshire, East Ayrshire, East Renfrewshire, Renfrewshire, South Lanarkshire, North Lanarkshire and Stirling, and each one of the service's 1,500 clients is invited.

"I have a passion against loneliness. That's why we started our luncheons," explained Rosalind.

"We started off by bringing a few people into my office for tea to see how

we could better our service. It was the social side of it that stood out, and that's what gave us the idea.

"We invite all people, along with a family member or friend, we provide transport, and bring them to a luncheon at a very nice hotel."

The luncheons give people the chance to raise any issues they may have, or make suggestions about how Constance Care can make improvements.

They also act as information sessions, with speakers such as the police or fire service invited to each occasion to give talks on subjects such as bogus callers and how to be safe at home.

The talks are followed by entertainment, music and dancing for those who are able.

"For me, the main benefit is the enjoyment factor," said Rosalind.

"It's a huge expense but it's worth every penny.

"Because I'm always at the luncheons, it makes me more accessible to people if they do have anything they want to discuss. They and their families catch up with me and enquire about my wonderful grandchildren and my dog."

Angela Dick, Constance Care's Head of Operations, said the best thing about the luncheons was being given the opportunity to act upon feedback.

"One of the things I enjoyed most last year was when a 92-year-old man told us that he would love to be able to go

back to the chip shop for a fish supper," said Angela.

"We spoke to his daughter and son-in-law, and the following Saturday we went and got him and took him for a fish supper.

"Wee things like that can make all the difference to people, and it's so lovely to be given the chance to do that for them."

Care Inspector Mala Thomson, who has attended some of the luncheons, praised the initiative.

She said: "They support all the people that use the service to get there, which is amazing as it might be the only event they go to all year. There are lots of very isolated people in communities, and they all look forward to going and socialising.

"I saw someone with dementia who had been supported to get ready by a staff member. In addition to personal care, they helped her pick clothes and dress up, and helped with makeup. The woman hadn't been out all year and staff were all commenting on how nice she looked when she arrived, and she was loving the attention."

Mala added: "They set it up like it's a wedding, it's a really grand affair. And Constance Care also meets the cost of it all.

"The great thing about this care provider is that they have been consistent in delivering such an event. It isn't just a one-off." **CN**

