



INVOLVE

Summer 2018

Royal Garden Party at Holyrood Palace



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introduction

Welcome to the summer edition of Involve. I hope you are all having a wonderful summer and managing to spend some time enjoying this amazing weather – especially all this amazing sunshine here in Scotland!

The past six months have been busy and productive, as always, for the involvement team and all our volunteers. We have been busy supporting inspections, attending events, conferences and training new volunteers. This means that we have lots of news in this edition of Involve – lots of great work being done by our involved people.

In this edition, you can read about how our volunteers have been talking to the camera about what they do and what they enjoy most about volunteering with the Care Inspectorate. We explore the process and we've included links to the videos so you can watch them for yourself.

The Scottish Government has declared 2018 as the Year of Young People. This year aims to inspire Scotland through its young people; celebrating their achievements, valuing their contribution to communities, and creating new opportunities for them to shine locally, nationally and globally. Our young inspection volunteers have been using this year to showcase their role not just in Scotland but around the world. You can find out more about Year of Young People here: www.yoyp2018.scot.

The involving people group has met twice this year and both meetings were well attended with some really positive discussions at each. Thanks to everyone who came along to the Dundee and Stirling meetings.

Staff update



Our chief executive, Karen Reid, shared some important news with the organisation.

"I have been appointed chief executive of Perth & Kinross council and will be leaving the Care Inspectorate on 1 September to take up this new role.

"Our organisation has been a huge part of my life for almost the last decade and making the decision to move on has been one of the hardest personal decisions I have ever had to make.

"I know I am leaving the Care Inspectorate in a strong position and with a great future. Over the last years, we have transformed our organisation, trusted in delivering first-rate scrutiny and improvement, and have become widely respected for the quality and importance of the work we do. Our modern approach to scrutiny and improvement is capturing the interest of regulators across the world, who see how we are changing our approach and the impact that is having.

"I know you will be wondering what happens next. I will remain fully committed to the Care Inspectorate until my leaving date. There will almost certainly be a gap between me leaving and a new chief executive being recruited to the Care Inspectorate so our chair, Paul Edie, has asked Gordon Weir to take on the role of acting chief executive during that time.

"I will see many of you before I leave, but would like to thank each and every one of you not just for the kindness you have shown me, but for your continued commitment to our organisation – the most powerful agent of change in public services in Scotland."

We are really sorry to see Karen go – she has always been passionate and supportive of our involvement activities. Some of you will even remember being involved in the recruitment process for her role back in 2009. I am sure you will join us in wishing her all the very best in her exciting new challenge with Perth & Kinross council.

Welcome to new volunteers

We have been busy training some new volunteers during the first six months of this year. A big thank you to all new inspection, and young inspection, volunteers for the commitment and dedication you have shown throughout your training. We would like to formally welcome you to the Care Inspectorate and hope you enjoy your time with us.



In March 2018, we ran a two-day training session with 11 potential inspection volunteers, with 10 going forward to the next stage. We recruit twice a year in the hope to get new volunteers in all areas in Scotland. All we ask is that they have personal experience of care, rather than professional. Our volunteers go out on inspection and speak with people who are experiencing services, and their families and friends. We ask that volunteers take part in at least six inspections a year but many do lots more.

Due to more targeted recruitment, we are now able to offer inspection volunteer support to most service types including:

- early years
- alcohol and addiction
- care homes
- learning disabilities services
- autism.

If you know of anyone who may be interested and suitable to volunteer with us, please pass the message on. More information on the role can be found by contacting **Patricia Smith on 01382 207142** or email her at **patricia.smith@careinspectorate.com**.

The volunteer year in numbers

Like every other year, the inspection year 1 April 2017- 31 March 2018 was busy and productive. Thank you to each and every one of our inspection volunteers for your hard work and dedication in helping us with our inspection process. This dedication is reflected in the hours you spent volunteering, the number of people you spoke to on inspection and the number of inspections involving one of you last year.

561
inspections
completed

3,618
people
experiencing
services
spoken with

1,273
unpaid
carers spoken
with

4,891
total number
of people
spoken with

In addition, our involving people group met regularly throughout 2017 and 2018. The group was involved in giving feedback, suggestions and ideas on important areas of our work such as complaints, business transformation, involvement strategy and inspection methodologies.

GETTING TO KNOW YOU

William Clelland is an inspection volunteer with the Care Inspectorate. William tells us about his role and why he got involved.



What is your role and what does it involve?

Inspection volunteer. I talk to people using care services. I work alongside an inspector. I've also taken part in induction training for new Care Inspectorate staff.

Why did you get involved?

To aid my own recovery by giving back to the community and to use my own experiences to help people.

How many inspection have you been involved in?

Approximately 10.

What do you enjoy most about volunteering with us?

I really enjoy speaking to people and hopefully helping improve the care they receive.

How would someone describe you?

Easy going, calm and perhaps strong.

How do you like to spend your free time

I enjoy badminton, meditation, walking and studying.

What makes you laugh?

Silly jokes and myself. I love humour!

Many of you will already know Patricia Smith, our wonderful business support assistant. She is always writing, emailing or phoning and making sure we are all organised. She makes sure we all have our train tickets booked to get to inspections, meetings or events. Here's some insight into what makes Patricia tick.



What is your role?

I am a business support assistant in the corporate support team. My main role is to support the involvement team although I also support the professional standards lead and the head of risk, intelligence and professional standards along with other administration duties at Compass House in Dundee.

What do you enjoy most about your job?

I like the variety; it's always busy with the involvement team, from sending out inspection packs to recruitment to organising travel and accommodation. I'm also lucky that I get to leave the office now and again to see everyone at the involving people group meetings and other events.

What do you find most challenging?

Organising volunteer events! There are so many details to take care of and I've come to expect a spanner in the works here and there!

How would someone describe you?

Quiet but industrious and fun (I hope).

What do you like to do when you're not working?

I have three grandchildren and a fourth on the way so they keep me busy. I'm involved in amateur theatre and am currently in the throws of making costumes for our youth productions at the end of the month. I also like to get my feet up, get the knitting out and put a good film on the telly.

What makes you laugh?

My family and my dog!
And Pixar movies!



Dementia Ambassadors

In February, one of our inspection volunteers James McKillop, along with Clare Egan and Katy Penman went along to the National Dementia Ambassadors conference in Perth.

James and Clare delivered a presentation on how the Care Inspectorate involves people with dementia as inspection volunteers. Katy delivered a slot on equalities in the Care Inspectorate.

They all received positive feedback from the delegates and made a real impact with the work we are doing.

A productive and enjoyable day for all!





European Social Services conference in Seville, Spain

The annual European Social Services Conference is hosted by a different European city each year. It brings people and organisations together that have an interest in social services and social welfare.

This year, the 26th annual conference took place in Seville in Spain and the Care Inspectorate was invited to speak about its work. The involvement team were delighted to be asked to speak about the young inspection volunteer work.

Strategic inspector Karen McCormack along with young inspection volunteer Melissa Young (currently completing her modern apprenticeship with the Care Inspectorate finance team) delivered a session at the conference.

Karen and Melissa worked with organisations from Malta and France as well as the Centre for Excellence for Looked After Children in Scotland (CELCIS) from the University of Strathclyde in Glasgow. They spoke about the importance of involving children and young people in our work and the role of young inspection volunteers during strategic inspections. There was great interest in our

work with lots of questions from the members of the audience.

Rami Okasha, our executive director of strategy and improvement, also delivered a presentation on the Care About Physical Activity (CAPA) programme and the importance of movement for older people.

He also delivered a workshop with a colleague from Healthcare Improvement Scotland (HIS) to let people know about Scotland's new Health and Social Care Standards. The workshop was very well attended by people involved in social care across Europe who showed a real interest in the new standards.

Thank you to Melissa for taking the time to speak so passionately and openly about why she volunteers with us and the difference our volunteers make during inspections. Thanks also to involvement adviser Gemma Watson, who supported Melissa on the journey that was challenging in itself, with a stopover in Ibiza and a train from Madrid before arriving in Seville.



YOUNG INSPECTION VOLUNTEER NEWS

Our young inspection volunteers have been really busy this year on new areas of work as well as continuing with their commitment to inspections.

Community Achievement award

Five young inspection volunteers; Ashley Mayer, Raysa Momboka, Toni Twigg, Erin McGuigan and Bronwyn Wyper, have started working towards their SCQF level 6 Community Achievement awards with Glasgow Kelvin college. The level 6 is equivalent to a Higher Grade qualification and they will use their volunteering work with us to achieve the award. Thank you to Glasgow Kelvin college for supporting this work with us!



Promotional video

Earlier this year, our young inspection volunteers made a promotional video to highlight their work and celebrate Year of Young People 2018. The video is available on our YouTube channel here: www.youtube.com/watch?v=sgb2Tn_tXc4

We have shared the video on Care Inspectorate social media pages and it has helped raise awareness and interest in the role. Thank you Bruce Adamson, the children's commissioner for Scotland, and his team for allowing us to film in his office and for getting involved in the video.



Learning logs

Gemma Watson secured some funding from the Care Inspectorate innovation fund to support the development of a learning log for young inspection volunteers. The learning log was co-produced with young inspection volunteers and launched at an event organised by them in Glasgow in May.

The learning log is a place for young inspection volunteers to record all their training, skills and experience gained during their time volunteering with us. We hope it will be a really useful record for volunteers to keep when they decide to move on from their role with us.

Thank you to Bronwyn, Erin, Toni and Raysa for all your hard work with the learning logs.





care
inspectorate

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

Scottish Institute of Residential Child Care Conference 2018

Mary Morris, team manager has developed a wonderful resource called Animal Magic, which highlights the benefits of contact with animals to people experiencing care and how that links to the new Health and Social Care Standards. Mary has worked all over Scotland in both adults' and children's services gathering information and research about this topic.

Mary was asked to deliver a workshop at the SIRCC conference in June to highlight Animal Magic and share some of the conversations she had with people experiencing care across the country. The workshop was supported by two young people from Aberdeen and two of our young inspection volunteers; Carrie Anne Davidson and Toni Twigg. Carrie Anne's dog Tally also joined the workshop and she was an absolute star! Well done to everyone involved, we have had some wonderful feedback.



Visit from the Swedish Health and Social Care Inspectorate

In April, a delegation from the Swedish Health and Social Care Inspectorate visited the Care Inspectorate. The visit was headed by Anna Öström, project manager for the development of Swedish care home inspections. The team of 10 spent three days working with staff and volunteers from the Care Inspectorate. They were involved in speaking to different people across the organisation and shadowing inspections.

Raysa Momboka and Toni Twigg spent an hour with them and provided information on the role of our volunteers. These informative conversations have resulted in Anna's team now considering how they involve people who have a personal experience of care in their work.

Development day May 2018

Our training and development day in May was supported by Rachel Hood, children, young people and families manager at the Mental Health Foundation.

The training was called 'Building Mentally Well Services' and was both fun and informative. Mental wellness is a topic that comes up in conversation regularly for young inspection volunteers. It is really important that they understand the different support available for children and young people in Scotland and also what services could do to support mental wellness.

Rachel helped us think about what types of things we can do for ourselves to help promote good mental health. She helped us challenge stigma associated with mental health and to have better conversations around this subject. She even brought some Lego for us to play with!

Thank you to Rachel and to the Mental Health Foundation. You can find more information about the Mental Health Foundation here: <https://www.mentalhealth.org.uk/scotland>

Involvement conference - November 2018

SAVE THE DATE!

We have some exciting news! We are holding our second involvement conference on **Thursday 8 November 2018** in the **Radisson Blu Hotel, Glasgow**. We held our first conference back in 2015 and we had a busy agenda with a choice of workshop sessions, an involvement quiz, a motivational speaker and a Q&A panel. Our 2018 conference is already shaping up to be just as interesting, informative and fun and we hope that all of our volunteers will be able to join us on the day.

More details will follow soon but if you have any questions, suggestions or feedback in the meantime, please get in contact with **Charlene Guild** on **01382 207304** or by email to: charlene.guild@careinspectorate.com.

FILMING - WHO WE ARE AND WHAT WE DO

IN EARLY MAY, BARBARA MITCHELL AND TWO INSPECTION VOLUNTEERS, BILL STALKER AND BARBARA BARNES TRAVELLED TO EDINBURGH TO MEET A FILMING COMPANY IN RESPONSE TO A REQUEST FROM RAMI OKASHA, EXECUTIVE DIRECTOR OF STRATEGY AND IMPROVEMENT.



Bill Stalker, Inspection Volunteer



Barbara Barnes, Inspection Volunteer



Stella McPherson, Public Partner



Jerry McKay, Public Partner

Rami was due to deliver a presentation at an international conference in early May and wanted to include some short videos with our inspection volunteers and a public partner from Health Improvement Scotland. As we already had some clips of our young inspectors, it was down to Bill and Barbara to represent our adults' involvement work.

With beautiful Edinburgh Castle providing the backdrop, Bill and Barbara talked about the role of inspection volunteer, what had encouraged them to undertake the role and what they enjoyed most. Importantly, they talked about the value they bring to inspection and the difference their involvement can make.

Even with very challenging timescales, our two volunteers were completely professional and we were able to get these to Rami in time to present abroad. Both Rami and the involvement team were very pleased with the results

Royal Garden Party at Holyrood Palace – Toni Twigg



I have been a young inspection volunteer since 2015 and really enjoy my volunteering role with the Care Inspectorate. I was nominated to attend the Royal Garden Party at Holyrood Palace in Edinburgh on the 4th July 2018 and I was absolutely delighted!

When the day came to attend, I was really nervous but I was excited to get all dressed up as I don't normally get the opportunity to do that. When I arrived, the military band was playing and everyone looked lovely in their fancy outfits. It was a beautiful sunny day in Edinburgh and the event was so relaxing.

The food was beautiful with lots of little cakes and sandwiches and they actually served cucumber sandwiches! There were members of the royal family in attendance. I even got to see the Queen and got some photos and a video of her. I met the First Minister, Nicola Sturgeon and spoke to her.

Attending the event was a wonderful experience, I would love to do it all over again!

INVOLVING PEOPLE GROUP MEETING, JANUARY 2018

WE HELD THE FIRST INVOLVING PEOPLE GROUP MEETING OF THE NEW YEAR IN DUNDEE. THANKS TO EVERYONE WHO BRAVED THE WINTER WEATHER TO COME ALONG. IT WAS A BUSY AND INTERESTING FIRST MEETING OF THE YEAR!

John Elliott, a complaints inspector with a background in social work with children, young people and families, gave a full presentation on how the complaints process works within the Care Inspectorate, and how this has changed over time.

He explained that all concerns and complaints are discussed with the service involved. Services are given 20 days to report back to the Care Inspectorate on what happened, what they did to investigate, how they dealt with the issue, and how they changed their service as a result. Complaints can have a bearing on future inspections by giving a picture of what is happening in a service and they can also trigger a new inspection if needed. There is a process in place to work out how much of a risk or danger a complaint identifies in a service, and the way and speed they are dealt with is informed by this.

We also had Gerry and Lynda joining us from the business transformation team and a discussion took place around three key questions about how the Care Inspectorate shares what it finds during inspections. Group members were concerned that many of the new questions are actually several different questions in one. For example, "how good is the care, how good is the support and what difference does it make?" The group saw this as three questions in one and difficult to answer in a clear and precise way – it may also confuse

someone in a care service and it would need to be asked carefully.

Other concerns included:

- people might be slipping through the net
- the standards and corresponding questions are too generalised
- this might not help people to make decisions about choosing the right service for their care
- we need to use this opportunity to increase public confidence in the care sector
- grades are meaningless if the rationale for awarding them is not clear
- can one size fit all for the different audiences of these reports? We don't think so.

In terms of inspection methodology, group members expressed a concern that the views of people with communication difficulties were being missed and this needs to improve. Group





members were keen to see reports (or alternatives to reports) that are able to capture the different levels of support and kinds of care that people may need. They want more details about how individuals experience a care service.

For example, one group member said:

"a place might be really good for people with dementia but not so good for people with cerebral palsy."

The group agreed that sometimes very small things that people do can make a huge difference to the person receiving care.

Gerry said that it is important to the Care Inspectorate that:

- people feel supported when they are receiving care,
- staff feel supported in the place they work
- the service feels it is delivering well.

This is independently verified using a process called 'triangulation', where inspectors observe what happens in a care home, look at individual care plans and speak to people using or visiting the service.

The group also heard all about the SOFI tool which was developed by Bradford University and stands for 'short observational framework for inspection'. This allows inspectors to gather evidence while watching one particular area of a care home. It was important to members that reflective listening skills are used in this process, and that people experiencing care are treated with dignity, both in person and in terms of what is written and read in their care plans. Members reflected that it can be difficult with everyone having different expectations of care services and what a good service looks like. Thank you to everyone present at this meeting and expressing an interest in getting involved more.



INVOLVING PEOPLE GROUP MEETING

APRIL 2018

The April meeting was held in Stirling and was really well attended. It was great to see so many familiar faces and welcome some new people to the group.

The meeting was led by Katy Penman and focused on the consultation for drafting our new involvement strategy for 2018-21.

We took some time to look at the current involvement strategy and think about what we liked about it and what we would really like to see changed. Katy used a fun 'washing line' method to ensure everyone got a chance to hang their positive comments on the washing line and put any changes in the washing basket for us to think more about.

You told us the following for moving forward with our new strategy.

What's good and what should stay?

- Making staff know about our work and that they can speak to people to get involved.
- Connecting with the organisation through social media like Facebook and Twitter.
- Making sure people have the right support to get involved – from care staff and from the Care Inspectorate.
- Administration is very important – train tickets, times, expenses all organised very well.
- Making sure the Care Inspectorate listens.
- Images of 'real' involved people – continue this throughout the document.
- Being clear about who can get involved.
- Being involved makes people feel good and helps develop confidence and personal development.



What's missing and what new ideas do you have?

- Would like to have more carers and relatives as members of the involving people group?
- Involve people in the registration of services particularly for accessibility.
- Make sure we can attract new members to the involving people group – carers' centre.
- Get new leaflets made up and send our newsletter out to services.
- Images – don't use models – use real people.
- Get better at social media.
- More use of video – talking heads of involving people group members and inspection volunteers.
- Formalise feedback after consultation and give it in the form of "You said – we did".
- Introduce a mentoring scheme for new members and new inspection volunteers.
- More information on what inspection volunteers and the involving people group do.
- Highlight what good care is – involved people are advocates for good care – highlight good practice.
- Help deliver the new Health and Social Care Standards – tell more about how we're making a difference, good services, grades and how to get in touch with us through our contact centre. We could produce a video clip for the involving people group about who we are and why we're here.

We also took some time to review our involvement charter, which is displayed in every Care Inspectorate office across Scotland and was agreed back in 2012. Our staff have committed to the charter when involving people who experience care and their carers in any area of our work.



Thank you to everyone who came along and gave their opinions. It was great to see you all there! We are continuing to gather views and feedback from volunteers, staff and other organisations and will launch the new involvement strategy later in the year.



