

# IMPROVING CARE

2018/19

IT'S WHAT WE HELP DO!



care  
inspectorate

HEALTH AND SOCIAL CARE • EARLY LEARNING AND CHILDCARE • SOCIAL WORK • JUSTICE



WE ARE HERE TO  
DRIVE UP THE  
QUALITY OF  
CARE FOR ALL

FOR MORE INFORMATION GO TO  
[WWW.CAREINSPECTORATE.COM](http://WWW.CAREINSPECTORATE.COM) OR CALL US ON 0345 600 9527



HAPPY TO TRANSLATE

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# INTRO DUCTION

HELLO AND WELCOME TO THIS BITE-SIZED GUIDE TO HOW THE CARE INSPECTORATE HELPS ASSURE THE QUALITY OF CARE IN SCOTLAND AND HOW WE HELP CARE IMPROVE WHEN THINGS ARE NOT GOOD ENOUGH.

It's the Care Inspectorate's job to inspect care right across communities, report on the quality people experience, and to ensure care is as good as it can be. We are a scrutiny body that supports improvement.

We are here to champion good quality care whenever we encounter it across the thousands of inspections we carry out each year, and we work closely with all care providers to support them to improve all the time. Increasingly, we are working collaboratively with other organisations to support improvements across public services. Our work plays a big role in reducing health and social inequalities between people and communities. If you have concerns about care, we may be able to help.

People across Scotland rely on us, and our inspection reports, to give them the facts about care services in the area where they live. People read our reports to help them make important decisions that can have a huge effect on the quality of their life or on the life of someone they love.

With the introduction of Scotland's new Health and Social Care Standards, our work, more than ever, puts people right at the heart of everything we do.

Scotland has led the world in developing and implementing these new standards and we are proud to have been involved in their creation. Their strong focus on human rights and wellbeing makes them unique and innovative and means we can concentrate even more strongly on the needs, choices and rights of every person experiencing care.

We take our responsibilities very seriously and strive to be a high-performing organisation. We are delighted the Care Inspectorate has been awarded the Chartered Institute of Public Finance and Accountancy (CIPFA) Excellence Award in recognition of our good governance – the first public body in Scotland to achieve this.

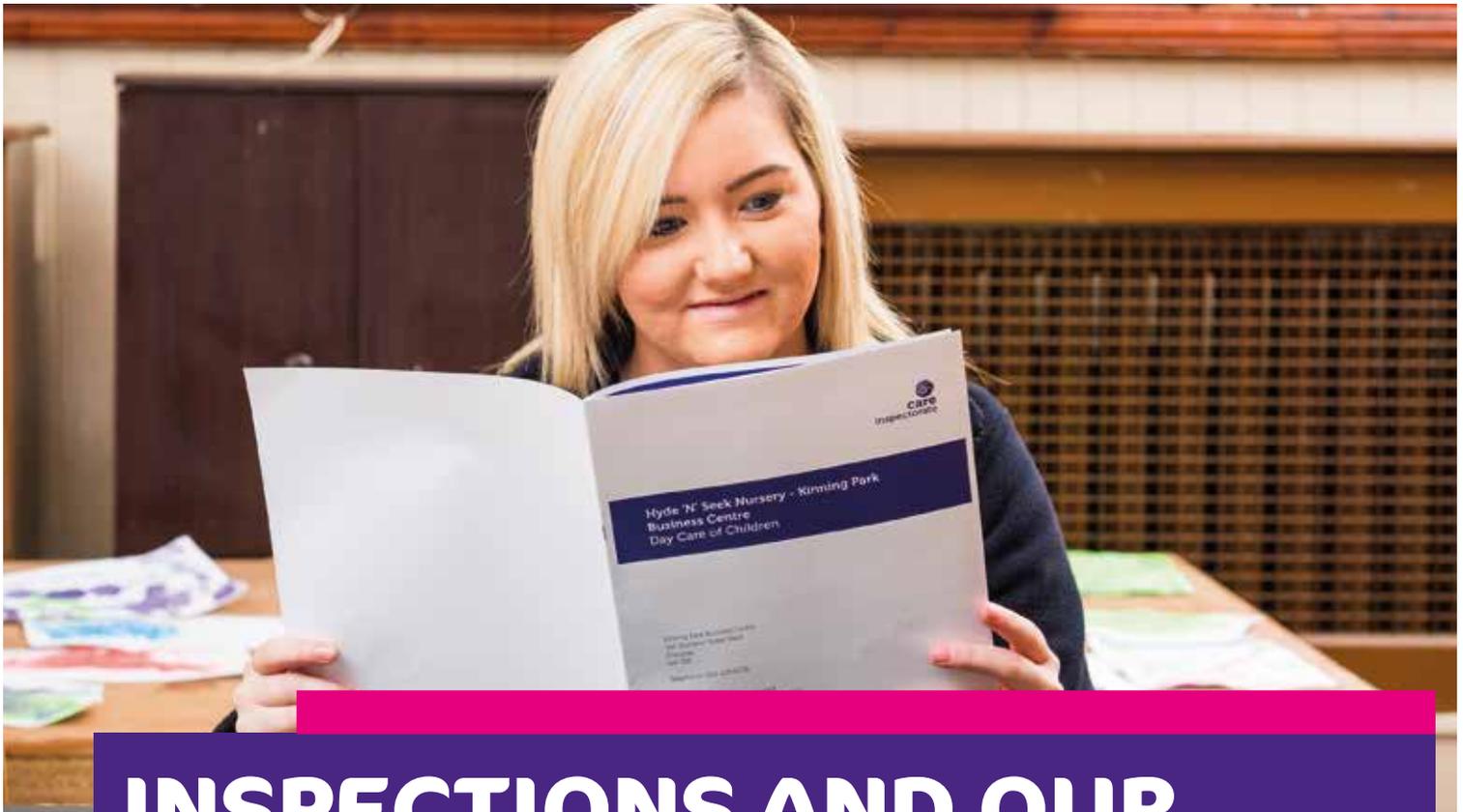


The Care Inspectorate registers

**13,542**

care and support services

Rate this publication and tell us what you think with our short, four-question survey [surveymonkey.co.uk/r/rate-this-publication](https://surveymonkey.co.uk/r/rate-this-publication). Your views are helping us improve.



# INSPECTIONS AND OUR NEW REPORTS

## All care services in Scotland must be registered with the Care Inspectorate.

This means we work with care services, and inspect them, to make sure the care they provide is of a quality that people have a right to expect.

We publish all our inspection reports on our website, where you can search for different types of care in your local area.

We recently changed our reports to make them clearer, easier to read and even more useful for people choosing care. Our reports focus on the experiences of people using care. We evaluate the quality of care that we find on a scale from unsatisfactory to excellent, so you can easily see what we've found. Most care in Scotland is good or better.

We also carry out joint inspections with our partners to assess how well health and social care services are

working together to deliver good outcomes for people where they live.

## We do more than inspect

We investigate complaints about care services. That means we help resolve issues quickly and directly with care services. It also means we also investigate formal complaints and work with care services to ensure that they improve when things are not as good as they should be. Find out more on page 8.

To find out more about the care services you're interested in, including inspection reports, evaluations and any complaints, recommendations, requirements or enforcements, visit our website [www.careinspectorate.com](http://www.careinspectorate.com) and click the 'Find care' tab. You can search by location, service type and service name.



**98%**

of care staff and **96%** of people experiencing care say scrutiny will help improve their care

# SUPPORTING SCOTLAND'S CHILDMINDERS

SCOTLAND'S FIVE AND A HALF THOUSAND CHILDMINDERS ARE PROVIDING HIGH-QUALITY CHILDCARE AND WITH TWO NEW RESOURCES, WE'RE HELPING THEM CONTINUE TO IMPROVE EXPERIENCES FOR CHILDREN.

Childminders care for children in their own home and the quality of care they provide is generally high. We aim to support and encourage every childminder to achieve even better practice.



Follow us: [@careinspect](https://twitter.com/careinspect) [careinspectorate](https://www.facebook.com/careinspectorate)  
[childmindingjourney.scot](http://childmindingjourney.scot)

Your **Childminding Journey** is an exciting new online learning and development resource for childminders, helping them gain and develop the key skills they need to promote good long-term quality outcomes for children and young people.



My  
childminding  
experience

**My Childminding Experience** showcases good practice in childminding and shows how local authorities and childminders are working together innovatively to support children, including those whose development needs might be best supported within the homely environment a childminder brings.

Thousands of young children in Scotland use childminding and daycare services every day. Our work helps to ensure that services, which play a vital role in the lives of children and families, contribute to the aim of making Scotland the best place to grow up for all and deliver positive experiences and outcomes for children.



## ENTITLEMENT TO FREE EARLY LEARNING AND CHILDCARE IS INCREASING

High-quality early learning and childcare services play a vital role in supporting and nurturing children and their development. They provide a crucial service to working parents and help make Scotland the best place to grow up.

From 2014, entitlement to free early learning and childcare increased from 475 to 600 hours a year for all three and four year olds and eligible two year olds and that will expand to 1140 hours by 2020. We are playing a major role in the expansion to 1140 hours, including through our role registering all new care services.

This is a time of significant change for early years in Scotland, and in our scrutiny work we have found both challenges and opportunities for services. We were pleased to note that levels of breakfast and after school care had increased, with childminders, nurseries and out of school care services continuing to offer the highest levels of care before and after school. We also found examples of excellent early learning and childcare services across the local authority, voluntary and private sectors in all parts of Scotland, with many services operating at the very highest levels of quality.



The Care Inspectorate regulates and inspects all of Scotland's early learning and childcare services. Over a quarter of a million children in Scotland experience early learning and childcare, which includes childminders, nurseries, playgroups, out-of-school care, child and family centres, and holiday play schemes.

Childminders care for nearly

**33,500**  
children



## CONTINUING CARE TO SUPPORT YOUNG PEOPLE INTO ADULTHOOD

Care for young people can take many forms, from care homes, secure care, school care accommodation in schools, to foster care and now, with the recent changes in legislation, continuing care into early adulthood.

We register and inspect all of these types of services to help ensure young people are getting the care and support they need and want. Young people over the age of 16, but under 21, are now supported by law through continuing care which means they are supported into young adulthood. We are helping some residential childcare services to care for these people as young adults.

We work with colleagues at the Scottish Social Services Council to ensure services and staff providing care and support to young people under continuing care have the skills and knowledge to support young people.

## OUR CREATIVE JOURNEY

We know 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.

That's why we launched Our Creative Journey, aimed at promoting good practice in all types of early learning and childcare settings, to help all services aspire to be the best they can be and have the greatest impact on children's lives.



Our  
creative  
journey

# QUALITY OF DEMENTIA IN SCOTLAND

Improvements have been made in the quality of dementia care in Scotland, but more needs to be done, inspectors found. A two-year long study into the experiences of people living with dementia in 145 care homes found some excellent practice, and important areas for improvement.

Over half of care homes were performing at a good or better level in terms of meeting the needs, rights and expectations of people living with dementia. Inspectors stressed that it is possible to live well with dementia, and care services play a crucial role in supporting people to do so.

Key findings were that:

- there was inconsistent and variable post-diagnostic support when someone in a care home is diagnosed with dementia
- more than a third of people living with dementia (35%) had no access to independent advocacy to help them express their needs and expectations
- while 55% of care homes had provision for ongoing, organised activities every day of the week, 10% of care homes did not provide any opportunities for people to keep active and engaged.

The Care Inspectorate is now using the findings from this inspection programme to develop improvement resources which are designed to improve experiences for people living with dementia, and their families.



**Come On In** is a resource to help build connections between people with dementia and relatives, based on work by the Care Inspectorate, Life Changes Trust, and the Abbeyfield Society



## SUPPORTING PEOPLE LIVING WITH ADDICTION

ALCOHOL AND DRUG PARTNERSHIPS ACROSS SCOTLAND DELIVER SERVICES TO SUPPORT PEOPLE WITH SERIOUS ALCOHOL AND DRUG RELATED PROBLEMS.

In the past year, we have reviewed the way addiction services across the country are supporting people in recovery. The Care Inspectorate led scrutiny in all 29 alcohol and drug partnerships in Scotland. The aim was to assess how well services were delivering good outcomes for people who use them.

**“We were pleased to be able to report a clear shift to a recovery-focused philosophy in the planning, commissioning and delivery of services across Scotland. Our report highlighted a need for continued improvement that supports communities to become safe places for individuals to achieve recovery in a way that works for them, and takes into account their needs, rights and circumstances”.**



**Kevin Mitchell, executive director of scrutiny and assurance**

In particular, we called for action to reduce stigma in a wide range of public services, including those not specifically supporting people with drug and alcohol addiction.



In Scotland, there are **849** care homes for older people, around **971** care at home services, and many other support services for adults included support accommodation and sheltered housing.

## A BLOOMING GOOD IDEA!

OLDER PEOPLE ACROSS SCOTLAND ARE BENEFITING FROM A PROGRAMME TO BOOST PHYSICAL ACTIVITY. AS PART OF THE CAPA PROGRAMME, STAFF AT DALVENIE VERY SHELTERED HOUSING IN BANCHORY HAVE BEEN WORKING TO IMPROVE THEIR GARDEN TO SUPPORT OLDER PEOPLE TO COME OUTSIDE AND TO MOVE MORE OFTEN.

For one couple in particular, the renovated garden has made a huge difference. Billy Reid, 83, and his wife Lily, 89, from Banchory moved to Dalvenie in 2017. They both had failing health and wanted to stay together and locally, as they have a very supportive family nearby.

**“We knew that when he was younger, Billy was a keen gardener and was very fit and active. Lily also loves getting out in the fresh air. So we saw the garden and greenhouse project as an ideal way to help them to keep moving and also to integrate into the service’s community.”**

**Fiona Pirie, care service manager**

Before Billy retired he was very active. He worked as a gardener at the Links and Parks in Aberdeen for about five years, also at Balogie for four years and at Crathes Castle for five years. When the couple moved in, having the focus of the garden helped with getting to know the tenants, staff and general day-to-day life of living within a very sheltered housing complex.

Billy went out daily with Lily to tend to the garden, often bringing vegetables grown in for residents, staff

and visitors to the home. He would check the greenhouse every day. He and Lily still go out in the garden now regularly despite the cold weather. And he has already asked if someone would help him to tidy the greenhouse in the spring once the weather improves.

Bill and Lily have been married for 61 years. They met on a bus from Stonehaven to Aberdeen in 1955. Lily was a conductress on the bus and Billy was a passenger. Lily says: “I thought he looked a really nice fella and I gave him a wink”. They didn’t meet again until four months later.

Lily continued: “I had lost my first husband; he had an accident, lost his arm and got an infection; he did not make it. My brother said to me it’s time to have some fun after you have been through and took me to a farmers’ ball in Stonehaven. At the ball, Bill remembered me from the bus and asked me for a dance and he hasn’t let me dance with anybody else since. We got married a year and a half later. We had three children together. (I had two children with my first husband.) We’ve had a lovely life together”.

The CAPA programme has helped Bill and Lily at a time of moving into a new home, and supported them to keep doing what they love.

**We are a member of the National Preventive Mechanism, that means we help to check people are protected from ill treatment when they are held in detention and that includes young people living in secure care. Find out more at [www.nationalpreventivemechanism.org.uk/](http://www.nationalpreventivemechanism.org.uk/)**

ARTS  
IN  
CARE

# ARTS IN CARE

THE ARTS CAN BE REALLY IMPORTANT IN MAINTAINING AND IMPROVING PEOPLE'S HEALTH AND WELLBEING. BEING CREATIVE CAN HAVE A VERY POSITIVE IMPACT ON AGEING AND LIVING WELL.

We are encouraging Scotland's care homes to support older people to enjoy and participate in the creative arts. Our Arts in Care resource is providing every care home in Scotland with educational tools, a DVD and hints and tips on working with professional artists. It aims to motivate and enable care staff to support those they care for to participate in the creative arts, either in a care home, or in their local community.

The project was delivered in partnership between the Care Inspectorate, Creative Scotland and Luminare, Scotland's creative ageing organisation.

**“Our resource supports care home staff and other care professionals to develop skills and knowledge about the creative arts, providing new opportunities for older people in care homes.”**



**Gordon Weir, executive director of corporate and customer services**

TODAY I WATCH THE BIRDS THROUGH THE WINDOW. I SEE THEM SOARING IN THE SKY. I WATCH THEM ON BRANCHES AND I SEE BEAUTIFUL PATTERNS AS THEY

## CONCERNS AND COMPLAINTS ABOUT CARE SERVICES

MOST CARE IN SCOTLAND IS GOOD, BUT SOMETIMES THINGS DO GO WRONG.

If something isn't right about the care you see or experience, we encourage you to speak to the care staff and manager in the first instance. They can often help put things right.

But if that hasn't helped or you felt unable to do this, or the issue is serious, anyone can contact us direct - anonymously if needed.

We know it's important that people can let us know when things aren't right and that's why we've simplified our complaints procedure to make it easier to access and use.

We can investigate complaints and can often help things to improve for the people who raise concerns with us.

This also helps us build a picture of the quality of care, and shows what needs to improve, and where. Complaints can provide an early warning of problems in a care service and we can require that changes happen.

It's our job to ensure people experience safe, high-quality, compassionate care that meets their needs and promotes their rights and choices. We've just introduced a new complaints procedure. It is easy to use and helps us to solve problems earlier and ensure improvements are made before they escalate. The new procedures help us to focus resources on the most serious and urgent concerns, whilst ensuring all issues raised with us are looked at carefully by our specialist inspectors.

Last year, we received **4,696** concerns. We formally investigated over **2,000** complaints and upheld over half.



## What do people complain about?

**26.2%**  
of complaints were  
about general  
health and welfare

**470**  
were  
upheld

**15.7%**  
of complaints  
were specific  
healthcare  
concerns

**281**  
were  
upheld

**14.9%**  
were concerns  
about staff  
or staffing

**267**  
were  
upheld

**13.6%**  
of complaints  
were about  
communication

**244**  
were  
upheld

**5.7%**  
were complaints  
about policies  
and procedures

**103**  
were  
upheld

**5.4%**  
of complaints were  
about choice

**96**  
were  
upheld

You can raise a concern about a care service with us online, by telephone or in writing.

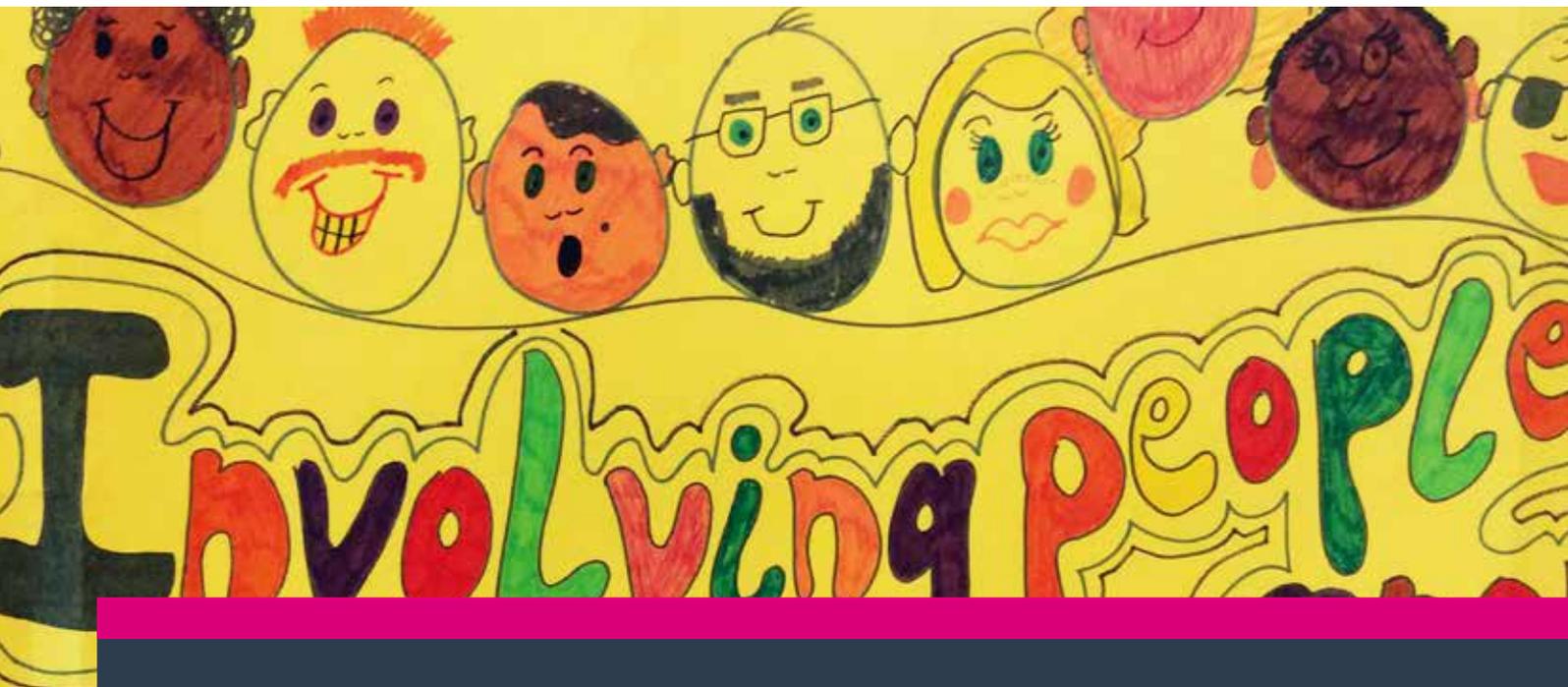
Complete our online complaints form:

<http://www.careinspectorate.com/index.php/online-complaint-form>

t: **0345 600 9527**

e: [complaints.NEL@careinspectorate.com](mailto:complaints.NEL@careinspectorate.com)

Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY



# GET INVOLVED

## Get involved with the Care Inspectorate

We strongly believe our work is improved by involving people who experience care and their carers. We have a number of innovative ways that people can get involved with us and make sure they have the opportunity to influence our work.

We look for people with a personal experience of care or caring. You do not have to have any qualifications. Your personal experience gives you a unique insight.

## Become an inspection volunteer

Our inspection volunteers accompany our inspectors during inspections and talk to the people who use the service. Their insight of how services are performing is invaluable, because they bring personal perspectives.

## Join our Involving People Group

Our national group of people who experience care and their carers come together to give us their views and help develop our work. This can be through one-off consultation events to collaborative projects advising us on how we do our work.

## Become a young inspector

Young people with experience of care, aged 18-25, can get involved by helping us with our inspections of services for children and young people in different parts of Scotland.

## How we work with our volunteers

We know that people with personal experience of care have unique insights. Working together helps us do our job better and can help services improve. We support our volunteers to work with us, offer training at the start and throughout and we cover expenses. If you have additional needs we will do our best to support you with those too.

Young inspection volunteer learning logs were launched in March 2018



# THE YEAR OF YOUNG PEOPLE

FOR US IN THE CARE INSPECTORATE, THE YEAR OF YOUNG PEOPLE HAS BEEN AN OPPORTUNITY TO CELEBRATE THE AMAZING YOUNG PEOPLE WHO VOLUNTEER WITH US TO HELP MAKE SURE OTHER YOUNG PEOPLE AND CHILDREN ARE EXPERIENCING THE BEST POSSIBLE CARE.



The Care Inspectorate works with young inspection volunteers. They are specially trained people aged 18–26, who themselves have experience of care. Most have 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. They join our inspections of care for children and children’s services, bringing their experience and understanding to the table, and helping to assess the quality of care.

Young inspection volunteers 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 during inspections.



If you’d like to get involved with us, email

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

or call us on

**0345 600 9527**

or visit our page at: <http://www.careinspectorate.com/index.php/get-involved-with-the-care-inspectorate>



Last year, inspection volunteers joined

**561**

adult inspections and spoke with over

**4,891**

people experiencing care and their families



# 96%

of high performing services maintained or continued to improve

## HOW GOOD ARE SERVICES ACROSS YOUR AREA?

AS WELL AS INSPECTING INDIVIDUAL CARE SERVICES, WE WORK WITH OTHER ORGANISATIONS TO ASSESS HOW SOCIAL CARE AND SOCIAL WORK SERVICES ARE BEING DELIVERED ACROSS LOCAL AREAS AND NATIONALLY.

Health and social care partnerships, community planning partnerships and local authorities all have various responsibilities for the health and social work services in their areas. Because a number of scrutiny bodies have a duty to scrutinise elements of these services, it makes sense for us to work in a joined up way.

These joint inspections look at services for particular groups of people. For example, children and young people, adults and older people, and community justice.

All our reports of joint inspections are published on our website.



### Children

Our new model of children's service inspections starts in 2018, bringing together social work, health, education and police inspectors. These inspections will take a focused look at vulnerable children and young people, including children and young people who are looked after at home or in fostering, residential, secure care, and those in kinship care.

We want to see how effective partners are at identifying those children and at reducing risks promptly for them, working together to make them safer within their families. We will also look at the experiences and outcomes of those who were subject to corporate parenting responsibilities and how they are being supported to succeed into adulthood.

Care experienced young people have been advising us on what questions the inspections should answer. Their most powerful message is that young people should be enabled to experience sincere human contact and enduring relationships. So we need to look at how well the system is organised to ensure children and young people can experience continuity in their care and develop



lasting relationships. Our specially-trained young inspection volunteers will be a part of the inspections.

### Adults

Now that many services for adults and older people are integrated in health and social care partnerships, the Care Inspectorate and Healthcare Improvement Scotland are leading a new model of inspections to look at how well those services are being planned and commissioned. Our inspections look to see whether the new health and social care partnerships have the building blocks in place to understand the needs and wishes of local people, and meet them. The new inspections focus on the leadership in local partnerships, strategic planning and commissioning, and the early performance of partnerships in meeting their objectives.



# WORKING TOGETHER FOR BETTER CARE

WE WORK WITH A WIDE RANGE OF PARTNERS TO IMPROVE EVERYONE'S EXPERIENCES OF CARE.

By sharing and pooling knowledge, learning and resources, we highlight what good care looks like so everyone can learn from good practice.

Our dedicated website for care professionals <http://hub.careinspectorate.com> is full of information, guidance and resources that give practical examples of care services delivering first class care – so that everyone can share good ideas.

Just some of the organisations we work with:





# WHAT WILL SCOTLAND'S NEW HEALTH AND SOCIAL CARE STANDARDS MEAN FOR YOU?

In the past year, new national standards for Scotland have set out what everyone should experience and expect from the care, social work and health services they use.



## Health and Social Care Standards

My support, my life.

The Health and Social Care Standards have been produced in partnership and collaboration with a broad range of people from the public, private, voluntary and the third sector and with input from people who experience care, providers and other professionals.

Applying across all health, social care and social work provision, the development has been jointly led by the Care Inspectorate and Healthcare Improvement Scotland. These new standards inform how services are designed and delivered, and inspected, ensuring that people receive the care they need in a way that respects their rights and choices, and puts the people who experience care right at the heart of care.





The Health and Social Care Standards have five principles:

-  **Dignity and respect**
-  **Compassion**
-  **Be included**
-  **Responsive care and support**
-  **Wellbeing**



“Scotland’s new care standards are amongst the most progressive and radical anywhere in the world.

“Almost everyone in Scotland will use a care service at some point in their lives. More people of all ages are coming into contact with care and these standards are designed to help ensure they experience the highest quality of care that is right for them.

“Scotland is leading the way in developing standards which have such a strong focus on human rights and wellbeing, making them unique and innovative. As the Care Inspectorate develops new approaches to scrutiny and improvement, the standards will play an important role in our work too.”



Rami Okasha, executive director of strategy and improvement

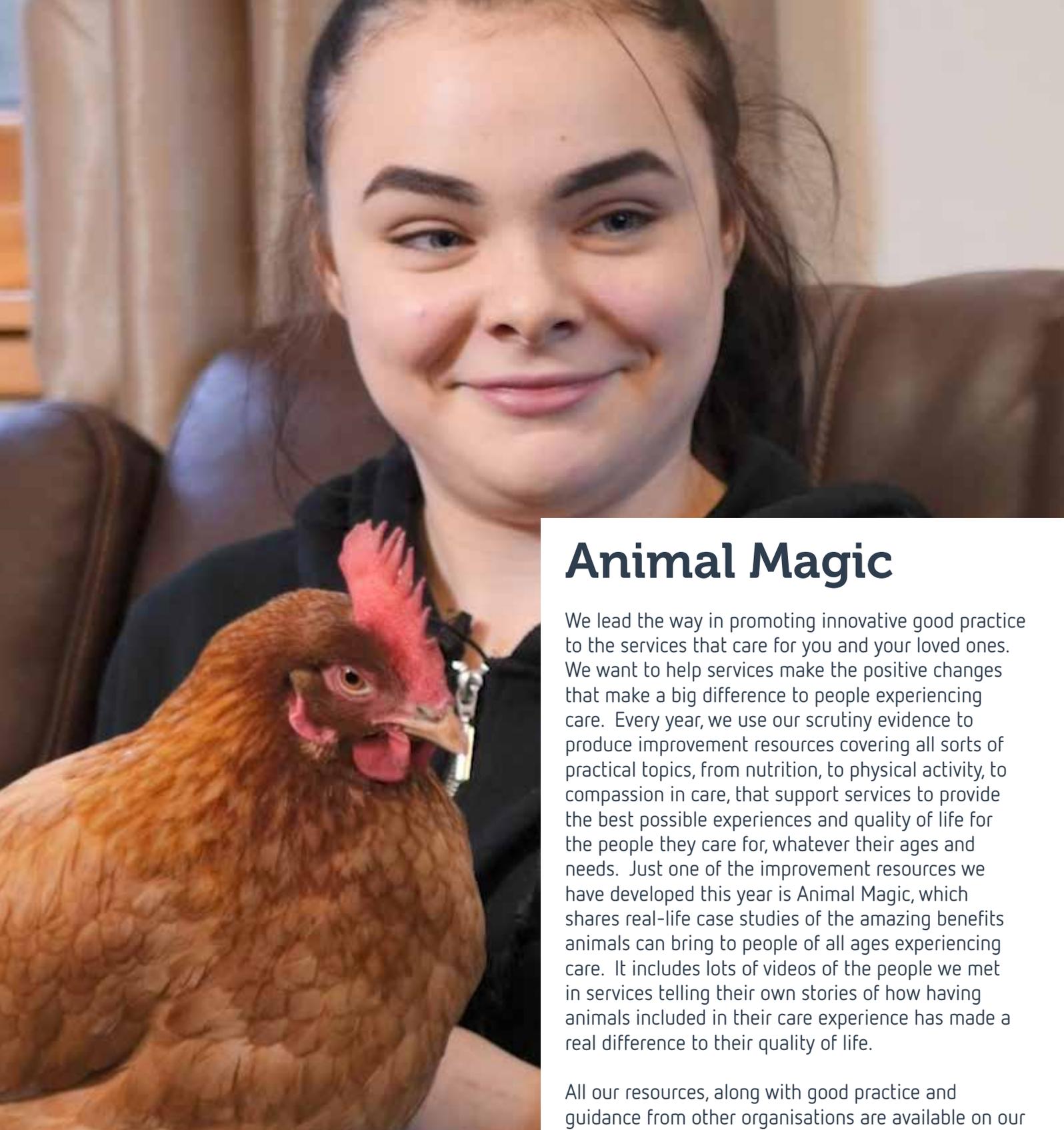


For more information on the Health and Social Care Standards visit:



Health and Social Care Standards  
My support, my life.

[www.newcarestandards.scot](http://www.newcarestandards.scot)



## Animal Magic

We lead the way in promoting innovative good practice to the services that care for you and your loved ones. We want to help services make the positive changes that make a big difference to people experiencing care. Every year, we use our scrutiny evidence to produce improvement resources covering all sorts of practical topics, from nutrition, to physical activity, to compassion in care, that support services to provide the best possible experiences and quality of life for the people they care for, whatever their ages and needs. Just one of the improvement resources we have developed this year is Animal Magic, which shares real-life case studies of the amazing benefits animals can bring to people of all ages experiencing care. It includes lots of videos of the people we met in services telling their own stories of how having animals included in their care experience has made a real difference to their quality of life.

All our resources, along with good practice and guidance from other organisations are available on our dedicated improvement website

[www.hub.careinspectorate.com](http://www.hub.careinspectorate.com) and you can see all our videos on our YouTube channel

[www.youtube.com/careinspectorate](http://www.youtube.com/careinspectorate).



Corporate member of  
Plain English Campaign  
Committed to clearer communication

420

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