



# INVOLVE

January - July 2019



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## introduction

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Welcome to the **Summer 2019** edition of Involve. We hope you are enjoying the early sunshine that April and May have given us!

The beginning of 2019 has been busy and eventful for staff and volunteers at the Care Inspectorate, with a new chief executive coming into post and some other staff changes too.

It was wonderful to see so many volunteers at the involvement conference in March. Thank you to everyone who came along and made the day a huge success.

# Staff update



Peter Macleod

**Peter Macleod** joined the Care Inspectorate late last year as our new chief executive. Peter recorded a video for the involvement conference as he couldn't be there in person. Peter is looking forward to meeting many of you over the coming months.



Edith Macintosh

**Edith Macintosh** has taken up the post of interim director of strategy and improvement. Some volunteers have had the chance to work directly with Edith over the past few months and there will be many more opportunities to do so in 2019.



Charlene Guild

We recently said a temporary goodbye to **Charlene Guild**, organisational and workforce development lead. Most of you will know Charlene - she has managed the involvement team for many years. Charlene has left to take up a secondment with Perth and Kinross council for the next two years - wishing you lots of luck in your new role, Charlene.



Gemma Watson

Katy Penman, senior involvement and equalities advisor left the organisation earlier this year. **Gemma Watson**, involvement adviser for children and young people has taken on the temporary responsibility for managing the involvement team in the meantime.

# Getting to know you

JANICE GIBSON IS OUR HEAD OF ORGANISATIONAL AND WORKFORCE DEVELOPMENT AND THE INVOLVEMENT TEAM REPORT DIRECTLY TO HER.



Janice Gibson

THANK YOU TO JANICE FOR TELLING US A BIT MORE ABOUT YOURSELF!

## What is your role?

I am the head of organisational and workforce development. This means we are focusing on how we support and develop our organisation, workforce and volunteers to make a difference to the quality of care services in Scotland. We deal with employee engagement, employee relations, learning and development, involving people and big projects like our new corporate learning management system.

## What do you enjoy most about your job?

I enjoy meeting people and hearing what they have to say about their thoughts and ideas of how we can improve our organisation and how we support each other to do their job better. I like to learn from others.

## What do you find most challenging?

Clashing deadlines and meetings – this means I don't have as much time to enjoy meeting people and spending time listening to what matters most to them about work.

## How would someone describe you?

Honest, open and sometimes funny.

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

I like to go on walks, do my stained-glass classes and spend time with my family and friends.

# Getting to know you - inspection volunteer



Sheila Thorpe, Inspection Volunteer

**Sheila Thorpe** is an inspection volunteer.

She has been volunteering with the Care Inspectorate since October 2018.

Thanks to Sheila for agreeing to tell her us more about herself.

## **Sheila, what is your role and what does it involve?**

Assisting the inspector and chatting with the people using the service and their families.

## **Why did you get involved?**

Having been inspected while working in the early years sector, I became interested in what's involved when inspections are taking place.

## **How many inspections have you been involved in?**

So far, five.

## **What do you enjoy most about volunteering with us?**

Meeting the inspectors, speaking with people, listening to their stories about their lives.

## **How would someone describe you?**

A caring person committed to helping others.

## **How do you like to spend your free time?**

I am a volunteer with the local Scout group as their group treasurer, also on the Scout district appointments committee interviewing potential leaders.

## **What makes you laugh?**

My grandchildren with their antics and outlook on life.

# Involvement statistics

Like every other year, the inspection year 1 April 2018 - 31 March 2019 was busy and productive. Thank you to each and every one of you 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 and the number of inspections involving a volunteer last inspection year.

**Number of inspections involving a volunteer – 501**

**Number of people experiencing services spoken with – 2,807**

**Number of unpaid carers spoken with – 1,694**

**Total number of people spoken with – 4,501**



# PRESENTING AT THE BOARD

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Before she left, Charlene Guild and Kate Weir, inspection volunteer attended our board meeting to present our involvement strategy Involving You! 2018-2021.

Below, Kate tells us a bit more about her involvement:

"I was invited to accompany Charlene Guild to the board meeting on 28 March at Care Inspectorate HQ in Dundee when the presentation of the final involvement strategy was being made. I went along to talk about the role of an inspection volunteer and how it brings value, skills and lived experience to the organisation.

The most rewarding aspect of being a volunteer for me is being part of an organisation that is inclusive, not top-down, has a strong sense of social justice and strives to ensure that the best care is not only delivered but experienced.

I came to be a volunteer having been a carer, having had concerns about the standard of care, especially palliative care. The training I received was excellent, as has been all communication and support since. The work of inspectors is challenging but they are able, if a service is under-performing, to take the sometimes broken pieces and work alongside service providers to find solutions.

The Care Inspectorate seems willing to constantly review and improve, as any responsible organisation should. Whilst these issues did not directly arise at the meeting, I am sure volunteers have ideas they would always be willing to contribute via their group forums.

The chair of the board, Paul Edie and other board members expressed their appreciation of the contribution of all volunteers and asked for thanks to be passed on to all."

# Visit from the Dutch Health Care Inspectorate

(Inspectie voor de Gezondheidszorg (IGZ))

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On 27 March, Melissa Young, young inspection volunteer and Karen McCormack, strategic inspector attended the International Regulators' Conference in Glasgow. They delivered a presentation about how the Care Inspectorate involves young people with a personal experience of care in regulation of services.

There were colleagues from regulators of care all across the world in the audience including Holland, Portugal, Ireland and Morocco. Melissa and Karen's presentation was really well received and generated lots of discussion and questions about involvement.

The following day, the Dutch delegation spent the day working with Care Inspectorate staff in our HQ in Dundee.

They met with many different colleagues and were really keen to learn more about involvement. Gemma Watson, involvement adviser was asked to go along and meet with them. Julia Bull, inspection volunteer agreed to attend with Gemma and they met the Dutch delegation together.

Over the page, Julia tells us a bit more about her involvement:

"On 19 March, Barbara Mitchell emailed telling me of the planned visit by a delegation from the Dutch Care Inspectorate and asking if I would be willing to speak to them about how we do things from a volunteer's perspective. It was to be a short talk as part of Gemma Watson's presentation. Gemma is inspection volunteer lead. I agreed and immediately did an internet search on the Dutch system. I didn't have much success!

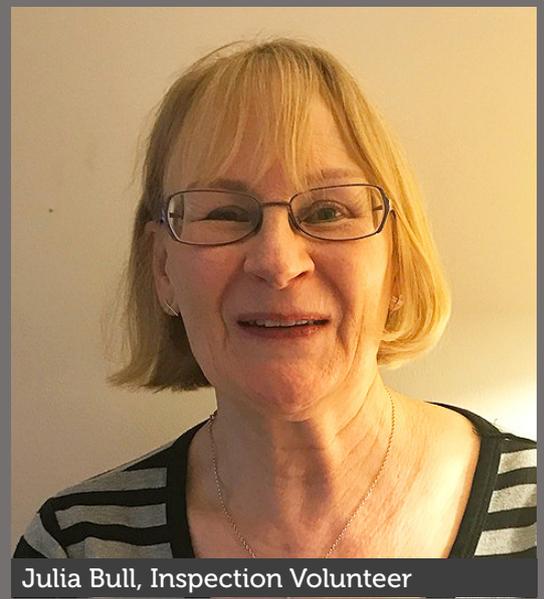
Gemma rang and we discussed how things were to go. Her talk - Involving People Who Experience Care Services in our Work - included a slide with headings for me to speak about:

- **how long I had been a volunteer**
- **why I did this**
- **how I work with the inspector during inspections**
- **what volunteers bring to the role**

On 28 March, I met with Gemma half an hour before our slot to go over what I planned to say and to ask any questions I may have. For example, how many people would be there? did they speak fluent English?

As our slot was near the end of the day we agreed our audience would probably be weary as they had been attending presentations all day. As it turned out the group was quite small - six Dutch delegates plus one of our own inspectors, Gabrielle and another colleague whose name I didn't get.

Gemma started off and I joined in at the appropriate moment. I explained about our training and how we have a coordinator, how many coordinators there are, their areas of responsibility. They were given an idea of my usual role visiting care homes and also of some other opportunities that had arisen over the past two years. There was a brief overview of why I was drawn to volunteering and how I hoped my involvement may contribute to making the care journey experiences better for residents and their families. I then gave a detailed description of how we organise a visit and the procedure we follow. So, that means from the time the coordinator makes the request for support to the actual inspection, talking to residents and their families, writing up the notebook, providing feedback to the inspector and sometimes the unit manager, and finally completing the summary sheet and expenses form.



Julia Bull, Inspection Volunteer

I rounded off by speaking about why I felt volunteers could make a valuable contribution to inspections. They have empathy as a result of their own personal experiences. They understand what is important to residents and their families. They can seem less official and easy to talk to although I noted that it was sometimes difficult to gather information that was totally relevant!

Volunteers bring a very grounded and practical vision of what good care is all about, while continually thinking of the care standards that are the foundation of all good practice.

The group seemed genuinely interested and asked several questions afterwards. Thankfully most were quite fluent in English with only one or two clarifications or translations needed.

Unfortunately, we were not given the names or status of our visitors. It would have been interesting to know what their roles were within their organisation. It would also have been interesting to know a bit about how their systems work. However, time was not on our side!

The atmosphere round the table was very relaxed and friendly, with some laughter too. Hopefully I left them with a good impression of us!!"

## Practice Development Award

Grant Dugdale is an inspector and really recognises the benefits of involvement within the work of the organisation. Grant is currently completing his Practice Development Award (PDA), a qualification which all our inspectors must complete.

Grant tells us some more: "As part of my Practice Development Award (PDA) I decided to look at how inspection volunteers could be involved in our registration process. The Care Inspectorate's involvement strategy makes a commitment to involving inspection volunteers in all aspects of our scrutiny work. However, at the moment they are not involved in the work we do in registration. With the help of Elaine Cranston, a focus group was set up so I could discuss with the volunteers how they could be involved in the work of the registration team. We held a very good discussion and I was impressed with their enthusiasm for being involved and their comments on how they could enhance the work we do. Their personal experience of the care sector will bring a different perspective to the work we do. The next stage is to pilot their involvement in registration and I very much look forward to working with the inspection volunteers to make that pilot a success."



Grant Dugdale, Inspector

# YOUNG INSPECTION VOLUNTEER NEWS

Following the success of Year of Young People, the Young Inspection Volunteers are as busy and enthusiastic as ever! They continue to be involved in strategic inspections as well as regulated care service inspection as well as committing to other work.

## Young Scot Awards

The young inspection volunteers as well as some Care Inspectorate staff were invited to the prestigious Young Scot Awards in Glasgow; an evening dedicated to celebrating and recognising Scotland's young people.

Carrie Ann, Shannon, Erin, Toni, Raysa and Bronwyn attended the awards and had a fantastic evening! Barbara Mitchell, Elaine Cranston and Patricia Smith from the involvement team as well as John Elliot, an inspector and member of our corporate parenting group also attended. A wonderful evening was had by all and they were overwhelmed by the young people nominated for awards this year.

Thank you to Young Scot for the opportunity to



Young Inspection Volunteers at the Young Scot Awards

## December Development Day

Fiona Duncan, chair of the Independent Care Review was keen to meet with the young inspection volunteers to ensure their views were fed into the review. Fiona and her colleague Thomas came along to the volunteers December development day in Edinburgh to consult with them and hear their views. It was a really productive meeting and the volunteers got to speak not only about their own experiences of care but some of the things they hear when on inspection.

Find out more about the Independent Care Review here: [www.carereview.scot](http://www.carereview.scot).



Care Review

To celebrate the end of Year of Young People, the young inspection volunteers, along with Gemma Watson and Charlene Guild visited the Harry Potter Escape Rooms in Edinburgh. It was a fantastic opportunity for team building and really encouraged everyone to work together!



Young Inspection Volunteers at the Escape Rooms

# Level 6 Community Achievement Awards



Young Inspection Volunteers at Kelvin College

For the past few months some of the young inspection volunteers have been working really hard to achieve their Level 6 Community Achievement Award with Glasgow Kelvin college.

The Community Achievement Award is a Scottish Community Qualification Framework accredited course which is designed to support, recognise and accredit learning and achievement in a community setting. The award is based around a three-stage process:

- 1. Planning – choosing an activity and setting milestones.**
- 2. Implementing – carrying out activity as outlined in the planning stage.**
- 3. Evaluating – reviewing success, identifying learning and looking at the benefits to the self and others.**

The Level 6 qualification is equivalent to a Higher qualification and we are extremely proud of the young inspection volunteers involved! Thank you to the staff at Glasgow Kelvin college who have supported and mentored us to work towards the qualification!

# Involvement Conference

## 7 March 2019

We held our second involvement conference on 7 March 2019 at the Raddison Blu hotel in Glasgow. The agenda for the day was action packed and it was fantastic to see so many of you there!



Young Inspection Volunteers at Involvement Conference

The conference was opened by video link to our chief executive, Peter Macleod before heading straight into the presentations and workshops.

The involvement strategy, *Involving You! 2018-2021*, was officially launched by Edith Macintosh and sets out what the Care Inspectorate will do over the next three years to ensure people with a personal experience of care are at the heart of our work. If you would like a copy of the involvement strategy sent to you please email us at [getinvolved@careinspectorate.gov.scot](mailto:getinvolved@careinspectorate.gov.scot).

It was great to see the enthusiasm for the workshops throughout the day from our internal staff and other organisations such as LGBT Youth. We hope you enjoyed the workshops and will take some of the learning into your volunteering.

We had presentations from our Care About Physical Activity (CAPA) team and they really got everyone in the room moving and thinking more about the importance of movement not only for ourselves but for others when we are out on inspection.

Alison Guthrie from the SSSC and Heather Edwards, head of improvement at the Care Inspectorate delivered a wonderful session on compassionate care. Thank you to everyone who got involved in discussing the importance of compassion in care services. If you filled out a postcard with an example of compassionate care, we may be in touch to speak to you in more detail.

Thanks to Paul Edie, Chair for rounding up the day and highlighting the two birthdays, Rachel and Erin!



Erin and Rachel

A survey evaluation has been circulated to everyone who attended the conference.

Thanks to everyone who took the time to complete it. It is really useful for us to hear what worked well and what we can improve upon.

In the afternoon we were joined by a very special guest, Tally the dog. Tally belongs to Carrie Ann Davidson, one of our young inspection volunteers. Tally and Carrie Ann worked with Mary Morris, team manager at the Care Inspectorate to deliver Animal Magic! Together they delivered a presentation around the Animal Magic resource and spoke about the benefits of care services having animals. More information on the Animal Magic resource can be found on the Care Inspectorate hub: <http://bit.ly/thehub-animalmagic>

