



INVOLVE

JANUARY 2022

A vibrant purple background decorated with various patterns of colorful dots in shades of blue, yellow, orange, and pink. Some dots form starburst or circular patterns, creating a festive, celebratory atmosphere.

Happy
New Year
to all our
volunteers

contents

Introduction / page 2
Listening to the voices of people experiencing care / page 3
A perspective / page 4
Carers Right's Day / page 5
A huge welcome to Paula Caird / page 5
Young inspection volunteers share their experiences with the Board / page 6
The Care Inspectorate and The Lens / page 7
New involvement advisor for children and young people / page 8
Our involvement journey / page 9

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introduction

Happy New Year. I thought I would start by saying thank you!

The last couple of years have been challenging for everyone, however we have a dedicated team of volunteers who continue to give their precious gift of time. I read this lovely poem which I thought truly reflects the work our inspection volunteers do.

To be a volunteer (Anon)

To be a volunteer, it takes...
Generosity, a willingness to give your time to others,
Understanding, because their lives might be very different from your own,
Empathy, an ability to put yourself in someone else's shoes and feel what they must feel.
Compassion, to truly care about making someone else's life better,
Patience, because the process doesn't always go as smoothly as it might
Dedication, to stick with the project and see it through

You've all shown these qualities and so much more. Thank you for all that you have done and continue to do.

Amanda Tough
Involvement and Equalities Team

Listening to the voices of people experiencing care



Around 20 of our existing inspection volunteers have supported the Care Inspectorate during 2021, talking with family members of those who experience care during the pandemic.

As always, we have worked with our inspection colleagues who were keen to share their feedback on how the work of inspection volunteers enhances the inspection process. They have told us:

‘The inspection volunteers make a great contribution to the inspection and give good quality feedback from people who experience the service and their relatives. They help take the pressure off inspectors by making phone calls and giving clear feedback on people’s views of services. They add value to the inspection process.’

‘The feedback has been extremely useful and has determined the outcome of inspections including supporting our assessments of unsafe practice.’

‘For me the involvement of the volunteers has been invaluable in informing the inspections and outcomes for people.’

Sometimes what we learn on inspection is so different to the experience of the families and friends of those being cared for and without their feedback, the inspection somehow feels incomplete.’

‘Improvement of services is positively influenced by the feedback from others and I am convinced that people are more at ease speaking with volunteers rather than inspectors a lot of the time.’

‘I think the volunteers have risen extremely well to a very big challenge. They are often dealing with families who are incredibly emotional, having not seen their loved ones for some time. It can be difficult to listen to and of course will have some personal impact.’

‘Job well done to you all!’

We wanted to share these comments as they reflect how we value the work that the inspection volunteers bring to the Care Inspectorate.



Telephone interview training

The involvement coordinators have been busy recruiting new inspection volunteers. We have recently interviewed candidates on Microsoft Teams and will train a small group of people at the end

of January 2022 to carry out telephone interviews.

Telephone interviews are different to inspection visits, so we have made some changes to the existing

training materials. This will all be delivered online and we hope to keep the training as interactive as possible. We look forward to welcoming new inspection volunteers to the Care Inspectorate.

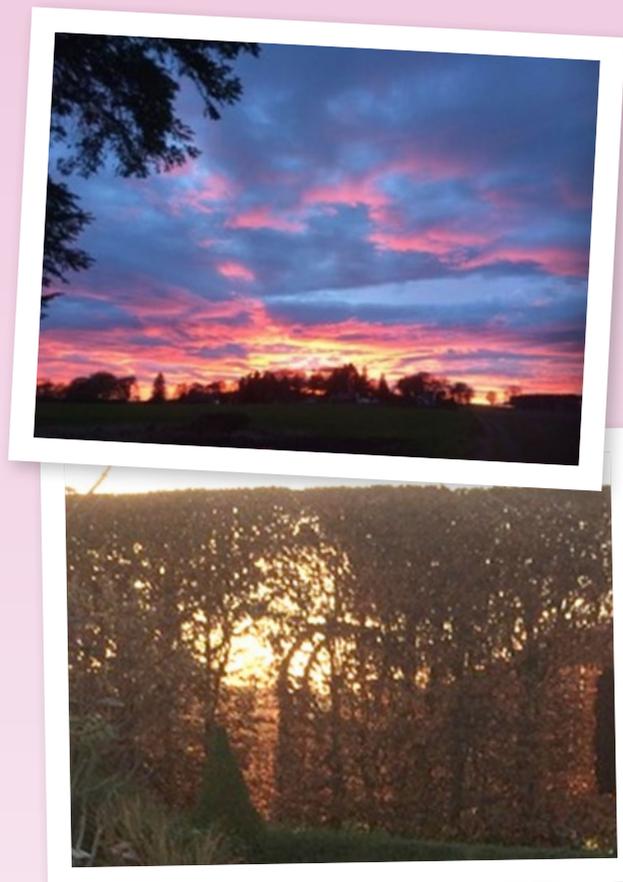
A perspective from Kate Weir, Inspection Volunteer



Inspections depend on the people who make it all work so well. As a volunteer, I am of course only a small cog in a very big wheel.

An inspection involves so much hard work and so many skills from the inspectors. I admire Barbara, one of the involvement coordinators, too for her passion and drive and kindness, She is amazing.

I have always liked this poem and offer extracts from it it as a fanfare for the Care Inspectorate and everyone who works there.



Photos by Kate Weir

Extracts from 'A Fanfare for the Makers by Louis Macneice'

A cloud of witnesses. To whom? To what?
To the small fire that never leaves the sky.
To the great fire that boils the daily pot.

To all the things we are not remembered by,
Which we remember and bless. To all the things
That will not notice when we die,

Yet lend the passing moment words and wings.

So fanfare for the Makers: who compose
A book of words or deeds who runs may write
As many who do run, as a family grows

At times like sunflowers turning towards the light.
As sometimes in the blackout and the raids
One joke composed an island in the night.

As sometimes one man's kindness pervades
A room or house or village, as sometimes
Merely to tighten screws or sharpen blades

In an empty nonchalant sky, as anglers play
Their fish, as workers work and can take pride
In spending sweat before they draw their pay.

To make is such. Let us make. And set the
weather fair.

All the best, Kate



carers RIGHTS DAY

On November 25 2021, Jacqui Duncan, equalities professional advisor, Amanda Tough, involvement and equalities team manager and Healthcare Improvement Scotland co-hosted a webinar for unpaid carers.

Carers Rights Day 2021 focussed on raising awareness of the rights that unpaid carers have. The webinar highlighted that the pandemic has had a massive impact on the lives of carers, affecting access to services, the ability to juggle work and care and much more. This is why it's more important than ever that carers are aware of what they have the right to. During the webinar, we had some fantastic speakers including:

- **Craig Morris**, head of improvement support, Care Inspectorate
- **Christine Sutton**, people-led care - portfolio lead, iHub
- **Marianne Brennan**, senior project officer, iHub
- **Shubhanna Hussain-Ahmed**, partnership development officer, Coalition of Carers in Scotland
- **Fiona Collie**, policy and public affairs manager, Carers Scotland.

Throughout this year we will continue to work with our colleagues at Healthcare Improvement Scotland and we intend to keep the focus on our unpaid carers, and work together to ensure they receive the support they need.

If you would like to find out more about your rights as an unpaid carer visit the [CarersUK website](https://www.carersuk.org).

Carers Scotland advice line 0808 808 7777 is available Monday to Friday where you can talk to an adviser about your rights and accessing support.



A huge welcome to Paula Caird

Paula recently joined the involvement and equalities team in October 2021. We are delighted to have her on board, as our dedicated business support assistant.

Who am I:

I am the business support assistant for the involvement and equalities team and I am based at Compass House, Dundee, but working from home most of the time just now. I am a mum to two boys, an 18 year old and a 12 year old, who keep me busy in washing.

Why I enjoy most about my role

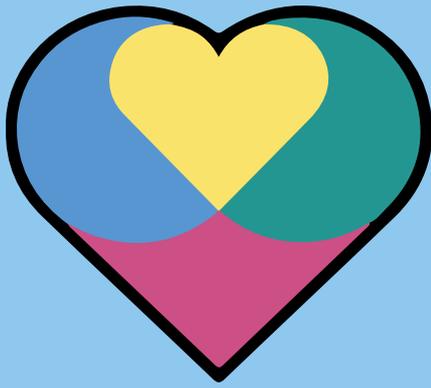
I enjoy meeting and being around people, listening and learning from their experiences.

What do you find most challenging?

I find working from home a challenge, I like to think of myself as a people person and miss working in an office environment with people face to face.

How would someone describe me

Friendly, honest, and reliable.



Young inspection volunteers share their experiences with the Board

A few of our young inspection volunteers Bronwyn, Raysa and Toni were invited along to our board development event, held in 2021, to share some of their achievements towards keeping 'The Promise'. These achievements included a short film created for 'Stand up for Siblings' and their co-design of our strategic inspection methodologies in order to strengthen the rights and participation of cared for children and young people.

The young inspection volunteers demonstrated the many ways they have used their lived experience to contribute

to our work. They also shared some of their personal experiences and talked candidly about how we can and must improve things for those experiencing care.

Their presentation highlighted the importance of young people's involvement in different ways in our scrutiny, quality improvement and methodologies, and how these experiences support the volunteers in their own learning and development. Their passion and commitment to improving care services shone through and was very well received by our board members, who responded with support and encouragement.

'It's so important that we keep 'The Promise'
Toni

'We need to fight for what's right for young people in Scotland'
Raysa

The Care Inspectorate and The Lens

Marie Thomson, Inspection Volunteer

In April 2021, I received an email asking if, as an inspection volunteer, I would be interested in being part of an intrapreneurship programme that the Care Inspectorate was planning in partnership with The Lens.

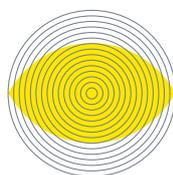
Curious to learn more, I agreed and soon learned that I was selected as one of a panel of six judges for the programme, which for me was both exciting and scary at the same time! Fellow judges were a skilled group who were very supportive throughout the programme, and who helped me understand more about the size and extent of the Care Inspectorate, its work and ambitions.

The Lens programme ran from April to November 2021. Care Inspectorate staff were encouraged to shape ideas they have that could make a difference to the lives of the people who experience care and present them to The Lens, and to the scrutiny of the judges. This was made more difficult because meetings and presentations had to

be online. A shortlist of finalists was selected to receive coaching and support from The Lens team. These finalists went forward to compete for funding to help develop their idea to fruition. During the online investment day, held on 1 December, the judges had the difficult job of selecting the winners. The quality of presentations and the enthusiasm demonstrated by the intrapreneurs made this a difficult challenge for the team of judges.



For me, it was a real a privilege to be able to see the passion and commitment shown by staff working in the Care Inspectorate. I was impressed by the innovative ideas presented by individuals and staff teams representing various aspects of the work of the Care Inspectorate and I learned a lot.



T H E L E N S

Valuing Ideas.
Inspiring People.
Powering Innovation.

New involvement advisor for children and young people



Hello, I'm Julie Brown and on 28 October 2021 I joined the Care Inspectorate as the involvement adviser for children and young people.

My introduction to the Care Inspectorate was instantly very connecting and inspiring. Being interviewed by two young inspection volunteers, who were very much equal partners in the process of interview and selection, demonstrated the Care Inspectorate's real commitment to meaningful participation. I learned just how important and informative their experiences of volunteering had been and could instantly see how vital their skills are.

I'm based in Edinburgh where I live with my partner Ross and daughter Cara. In my spare time I enjoy being out in nature and swimming in reservoirs and lochs, usually with my furry friend Archie, the border terrier.

I'm proud to be an 'Unfeartie' and stand with children to make rights real in day-to-day life. Article 31 from the UNCRC states: 'Every child has the right to relax, play and take part in a wide range of cultural and artistic activities'. I've been working in community education for the last 20 years and being outside whether relaxing, taking part in fun activities or getting creative, has always been fundamental for my own wellbeing and for the young people I support. I'm looking forward to contributing to the work and challenges set by The Promise, and Archie is very excited to be part of things too!"





Our involvement journey

Scott and Lynn from the Professional Development Award (PDA) team share their story about the influence of participation and involvement in the delivery of the qualification for inspectors that work with the Care Inspectorate.

Our own participation journey sounds like a gripping novel – mistakes, missed opportunity, good fortune, acceptance, passion, and success. Through those experiences, we developed our own understanding, recognising the importance of involvement and seeking creative ways of collaborating and co-producing, teaching sessions, learning materials and assessment processes.

We not only worked alongside the involvement team and engaged with young inspection volunteers but also, through that connection, collaborated with [Love Inc.](#) as an external stakeholder.

We recently got the opportunity to share our involvement journey with an international group of regulators. We recognised that it is not just our story to tell – it is sharing people's own experiences from their perspectives. So, together, with Liz and Erin from Love Inc

and our own involvement team, we had the freedom to develop our storytelling through a mixed media approach – using written word, presentation, video and discussion.

The response to our presentation highlighted the international appetite to better understand collaborative approaches within the scrutiny landscape. Energised by this feedback, we want to further develop opportunities for collaboration and co-production throughout the future development of the PDA qualification and continue to share those experiences across the regulatory community.

We want to hear from anyone interested in supporting inspectors to understand the different approaches and theories around participation and involvement for use within the inspection process. We will also be working in collaboration with the involvement team to capture experiences of involvement through multimedia approaches and to develop an informed understanding of what successful involvement feels like.

We would look forward to meeting with you over the course of the year.

Scott and Lynn

