

Welcome

Sharron Reynolds
Service manager Methodology
Care Inspectorate
Scotland

Scottish model, communication, transparency and person-centred model

- Who we are and what we do
- Our approach to assurance and improvement
- The Health and Social Care Standards
- Outcomes for people using services
- Our quality frameworks
- Self-evaluation



What we do

The Care Inspectorate is the independent scrutiny and improvement support body for social care and social work services in Scotland. By law, care services must be registered with us.

We support and regulate almost 12,000 social care services for people of all ages and stages in life.





What we do

We support and regulate almost 12,000 services

3,886
childminders

3,559
daycare of
children services

333
housing support
services

1,386
care home services

- 251 Adults
- 336 Children and young people
- 799 Older people

126
nurse agencies

71
adult placement services

62
school care
accommodation services

1,487
support services

- 1,093 Care at home
- 394 Adult daycare

59
fostering services

38
adoption services

17
childcare agencies

5
offender accommodation
services

5
secure accommodation
services

The Care Inspectorate's vision, mission and values



Our Vision

The Care Inspectorate's vision is for world-class social care and social work in Scotland, where everyone, in every community, experiences high-quality care, support and learning, tailored to their rights, needs and wishes.

Our Mission

We will provide public assurance about the quality of social care, social work and early learning services, promote innovation and drive continuous improvement. We will collaborate and take action where experiences and outcomes are not meeting individual needs.

Our approach to our scrutiny activities

According to the 5 Principles of Better Regulation, Scrutiny should be:

- Targeted
- Transparent
- Proportionate
- Consistent
- Accountable

Proportionate

Targeted

Evidence Based

Outcome focussed

Modernising our regulatory approach 2014 - 2017

Moving from 'enforcer' to
'enabler'

More proportionality in
better performing services

Much greater focus on
people's outcomes

Clear role in supporting
improvement

New complaints
handling process

Shorter inspection
reports

Greater emphasis on
self-evaluation

Significant strengthening
of CI quality assurance



Health and Social Care Standards

My support, my life.

The Standards should be used to complement relevant legislation and best practice to ensure high quality care and continuous improvement

Seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.

Sets out what we should expect when using health, social care or social work services in Scotland.

Drive improvement, promote flexibility and encourage innovation in how people are cared for and supported.

Taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and care services.

Principles



Be included



Responsive care and support



Wellbeing



Dignity and respect



Compassion



The Standards are
written with the
voice of people
experiencing care



The Standards
cover all aspects
of care

The legal bit

The standards and outcomes set out in the Standards are published in exercise of the Scottish Ministers' powers under section 50 of the Public Services Reform (Scotland) Act 2010 and section 10H of the National Health Service (Scotland) Act 1978. They replaced the National Care Standards, published in 2002 under section 5 of the Regulation of Care (Scotland) Act 2001.



Human rights



Human rights are
integral to all our lives.

1.2 My human rights are protected and promoted,
and I experience no discrimination.



Human rights principles
are at the core of
ensuring good care.

4.1 My human rights are central to the organisations that
support and care for me.



Standard 1.2
Standard 4.1

Outcomes

We want to ensure that outcomes that really matter to people inform our decision-making.

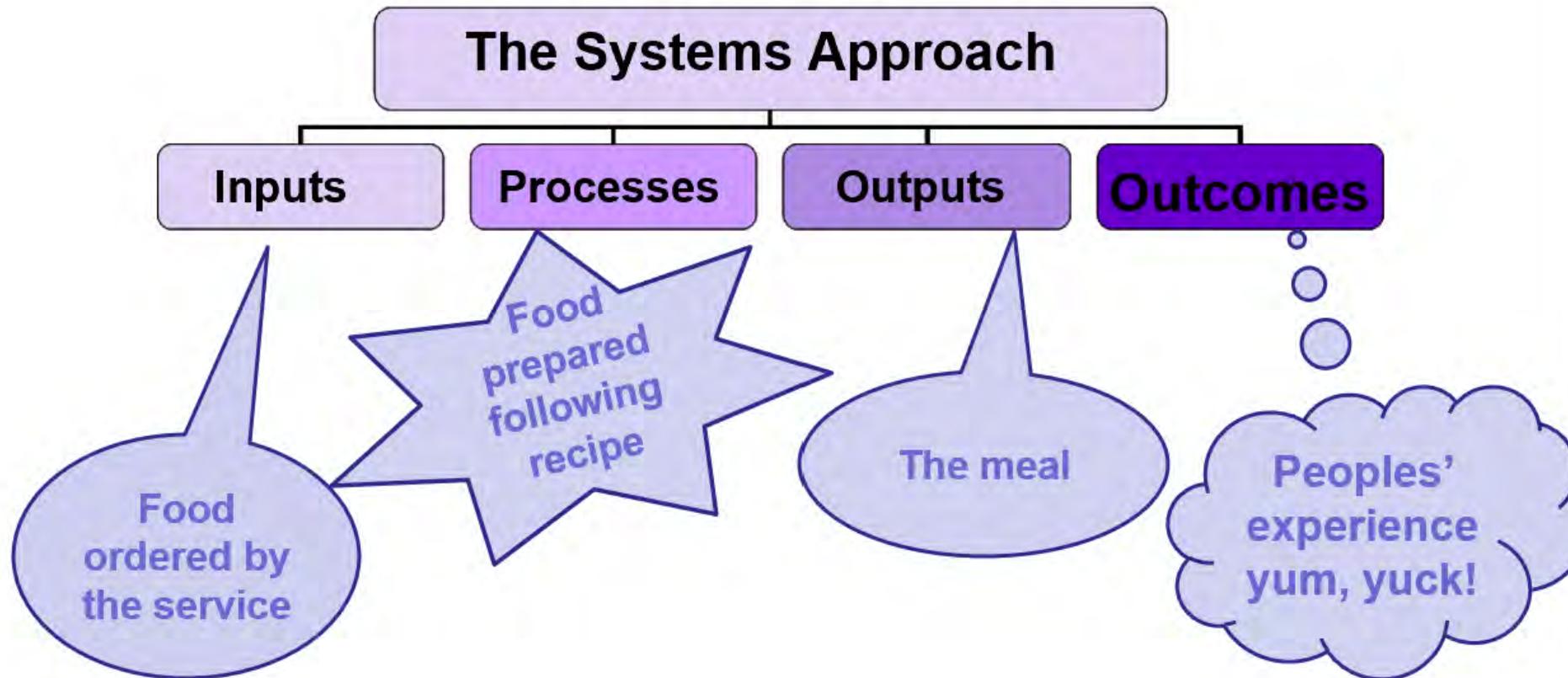
We want to support improvement in services by enabling staff to make professional judgements, using a framework that informs our practice; including when and if to use sanctions.

We want to support staff to have time to promote improvement in services, respond proportionately and make professional decisions that improve outcomes for people using services.



Outcomes

Personal outcomes are about the impact or end result of a service, support or activity on a person's life" (Joint Improvement Team 2012)



We report on outcomes and the difference that the service has made to people's lives.



Hearing the voices of people experiencing care

Inspection Volunteers

We hear from people
at every inspection

We use SOFI 2
observations

Inspection
Questionnaires

'Text to complain' service
for young people

Introduced a new quality
indicator about meaningful
connection



Delivering on the Health and Social Care Standards

Health and Social Care Standards

Legislation

Good practice

Our quality frameworks

Primarily a tool for self-evaluation

Outcome focussed

Developed in consultation with people who use services and providers

Aspirational

Human rights based

Supports openness and transparency

Quality frameworks

A quality framework for care homes for adults and older people
For use in self-evaluation, scrutiny and improvement support
February 2022

HAPPY TO TRANSLATE

A quality framework for justice accommodation (offender accommodation) services
For use in self-evaluation, scrutiny and improvement support
March 2024

A quality framework for fostering, adoption and adult placement services
For use in self-evaluation, scrutiny and improvement support
May 2021

A quality framework for care homes for children and young people and schoolcare accommodation (special residential schools)
For use in self-evaluation, scrutiny and improvement support

A quality framework for support services (not care at home)
For use in self-evaluation, scrutiny and improvement support
October 2019

A quality framework for daycare of children, childminding and school-aged childcare
February 2022

A quality framework for housing support services
For use in self-evaluation, scrutiny and improvement support
November 2022

A quality framework for nurse agencies
For use in self-evaluation, scrutiny and improvement support
October 2022

A quality framework for support services (care at home, including supported living models of support)
For use in self-evaluation, scrutiny and improvement support
November 2020

A quality framework for mainstream boarding schools and school hostels
For use in self-evaluation, scrutiny and improvement support
April 2023

A quality framework for secure accommodation services
For use in self-evaluation, scrutiny and improvement support
November 2020

A quality framework for childcare agencies introducing and supplying childcare staff
For use in self-evaluation, scrutiny and improvement support
May 2024

Quality frameworks

Primarily a tool for self-evaluation

Outcomes focussed

Developed in consultation with people who use services and providers

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Developing the quality frameworks - Consultation

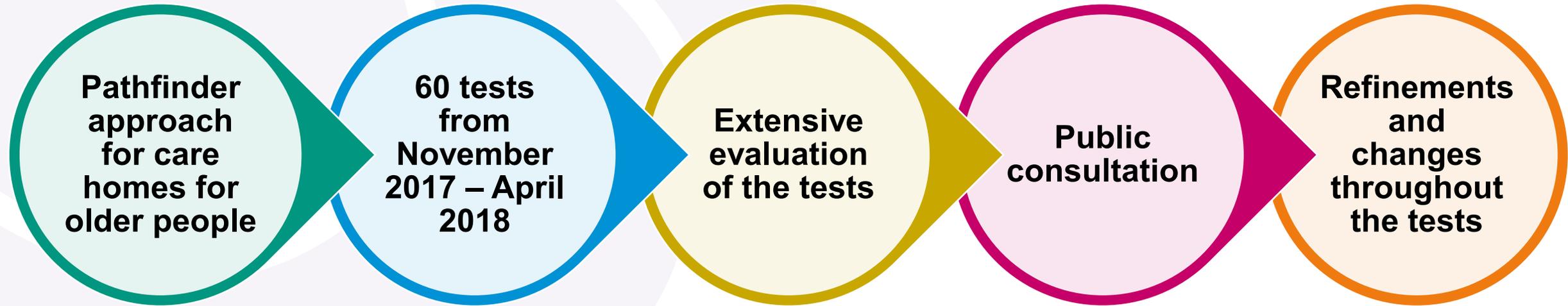
People experiencing care
Stakeholders
Staff
Providers



What is important to you?
What is important for you?



Developing and testing the quality frameworks



Quality Frameworks

European Foundation for Quality Management (EFQM) – examples of very good and weak practice

For use in self evaluation, scrutiny and improvement support

Core Assurances – completed at all inspections based on Hull University Early Indicators of Risk

Scrutiny and Improvement tool box- links to good practice

Key Questions with Quality Indicators

Self Evaluation tool box



Key questions and quality indicators

Key question 1: How well do we support people's wellbeing?	Key question 2: How good is our leadership?	Key question 3: How good is our staff team?	Key question 4: How good is our setting?	Key question 5: How well is our care and support planned?
1.1. People experience compassion, dignity and respect	2.1. Vision and values positively inform practice	3.1. Staff have been recruited well	4.1. People experience high quality facilities	5.1. Assessment and personal planning reflects people's outcomes and wishes
1.2. People get the most out of life	2.2. Quality assurance and improvement is led well	3.2. Staff have the right knowledge, competence and development to care for and support people	4.2. The setting promotes people's independence	5.2. Carers, friends and family members are encouraged to be involved
1.3. People's health and wellbeing benefits from their care and support	2.3. Leaders collaborate to support people	3.3. Staffing arrangements are right and staff work well together	4.3. People can be connected to and involved in the wider community	
1.4. People experience meaningful contact that meets their outcomes, needs and wishes	2.4. Staff are led well			
1.5. People's health and wellbeing benefits from safe infection prevention and control practices and procedures				

Quality indicator 1.1: People experience compassion, dignity and respect

Key areas include the extent to which people experience:

- compassion
- dignity and respect for their rights as an individual
- help to uphold their rights as a citizen free from discrimination.

Quality illustrations

Very good	Weak
People experience care and support with compassion because there are warm, encouraging, positive relationships between staff and people living in the care home. This supports people to achieve their individual outcomes.	Staff interact with people in ways which are impersonal or abrupt. Staff may appear rushed and have no time for meaningful interaction with people. People's views and preferences are not actively sought when planning and

Key question 6: What is the overall capacity for improvement?

Evidence gathering



When we inspect care services, we look at how they are meeting Scotland's Health and Social Care Standards



Evaluations

Excellent 06	Very good 05	Good 04	Adequate 03	Weak 02	Unsatisfactory 01
OUTSTANDING OR SECTOR LEADING	MAJOR STRENGTHS	IMPORTANT STRENGTHS, WITH SOME AREAS FOR IMPROVEMENT	STRENGTHS JUST OUTWEIGH WEAKNESSES	IMPORTANT WEAKNESSES – PRIORITY ACTION REQUIRED	MAJOR WEAKNESSES – URGENT REMEDIAL ACTION REQUIRED

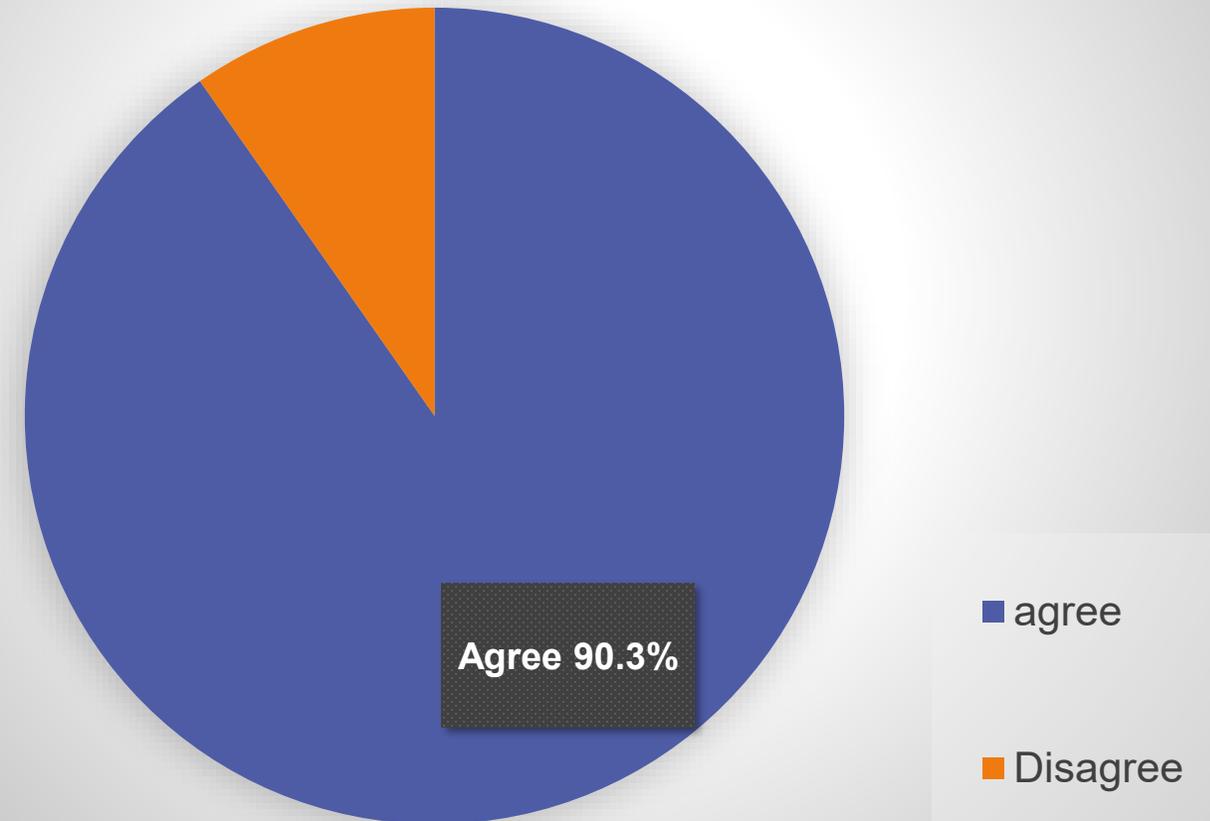
Reviewing the Frameworks

Inspectors, stakeholders and 177 Care providers contributed to the review after the first year of the frameworks being used.

We looked at:

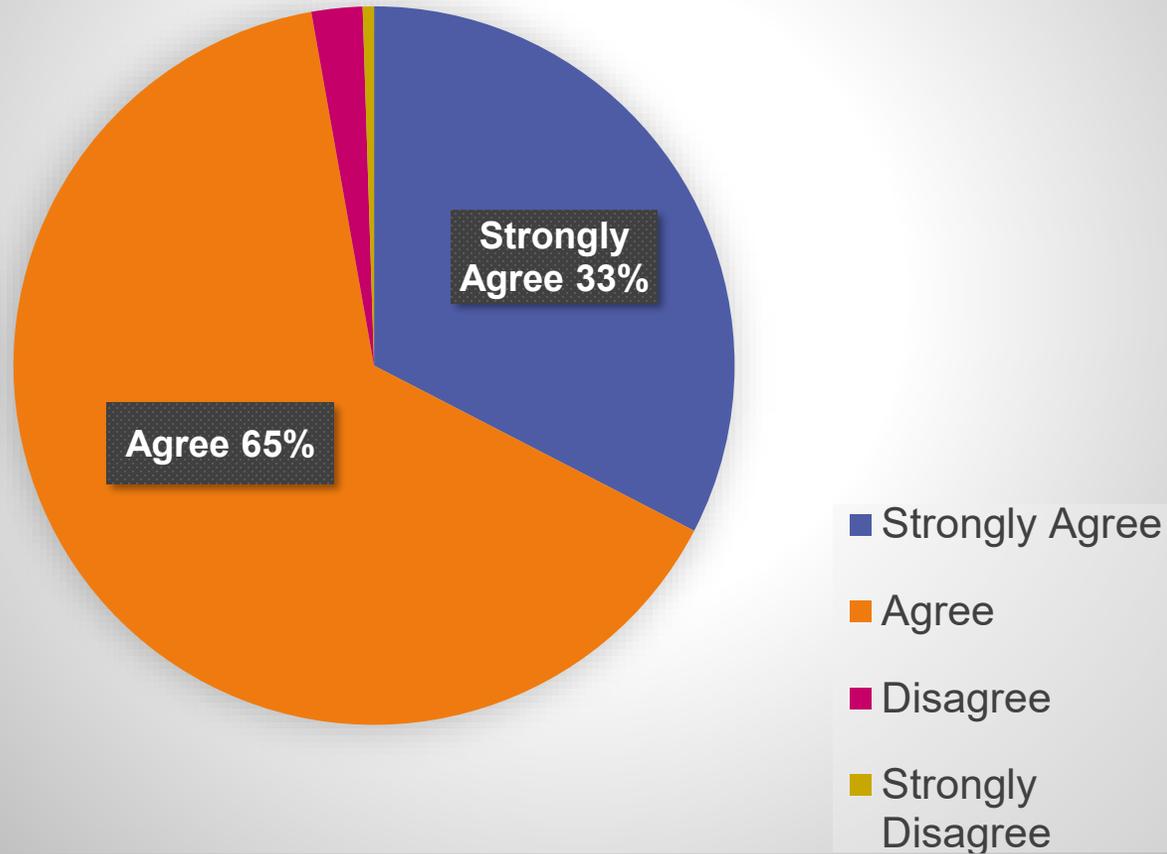
- Overall impact on outcomes (perceptions)
- Impact on evaluations (grades)
- number of requirements being made
- Views on joining the care homes for older people and care homes for adults frameworks

The Quality Frameworks are supporting a focus on people's experiences and helping improve outcomes for people experiencing care

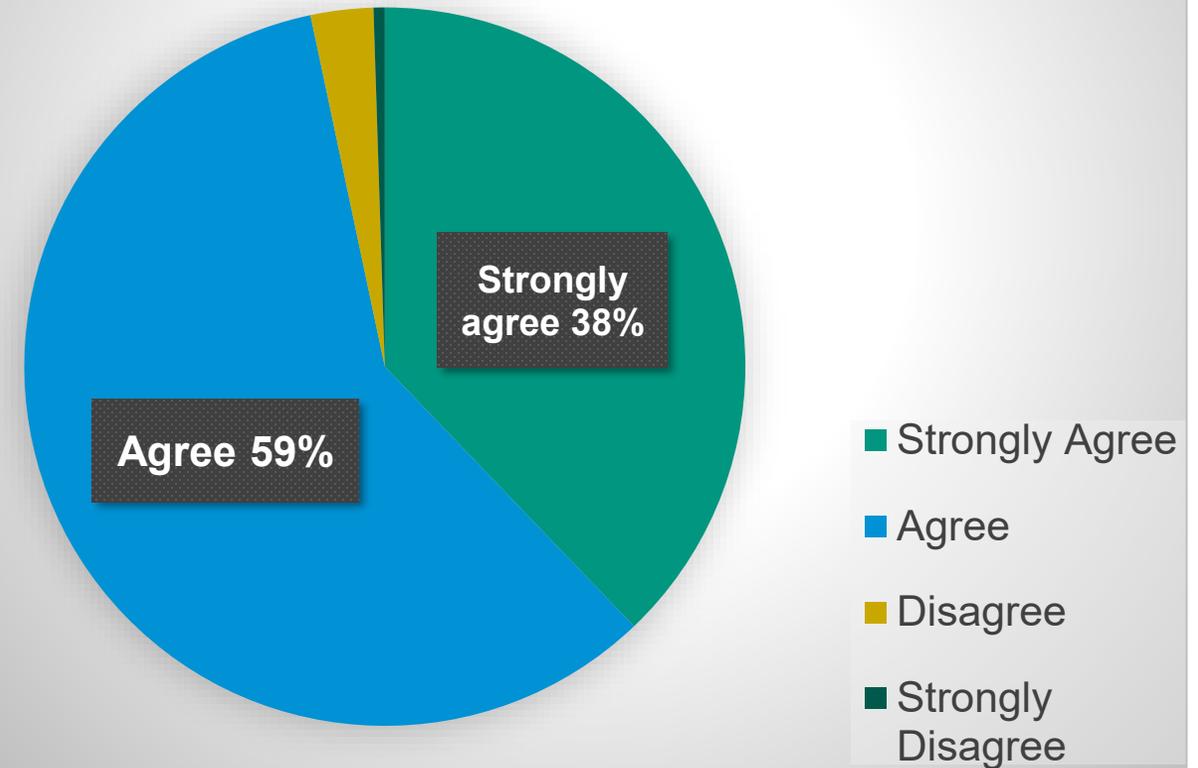


Reviewing the Frameworks

The quality framework helps me evaluate my own service



The quality framework helps me understand the Care Inspectorate's expectations of my service



Framework journey

Joined the
older people
and adult
care home
frameworks

Included a
specific
quality
indicator on
infection
prevention
and control

Introduced a
key question
7 in
response to
Covid-19

Introduced
electronic
toolboxes

Ongoing
development
and review.

What are the core assurances?



Based on the Hull Early Indicators of concern, enforcement review, key legislation and research.



Important areas that inspectors must look at during inspections.



Help providers know the areas that are important to people's safety and wellbeing.

Core assurances

Protection

Infection prevention and control

Medication system and records

Management of people's finances

Development / improvement plan

Accident / incident records

Complaints

Staff recruitment (Safe staffing)

The physical environment (when applicable)

Maintenance records for safety equipment

Planned care and support

Management oversight and governance

Meaningful connections (care home services)

Self-evaluation questions

How are we doing?

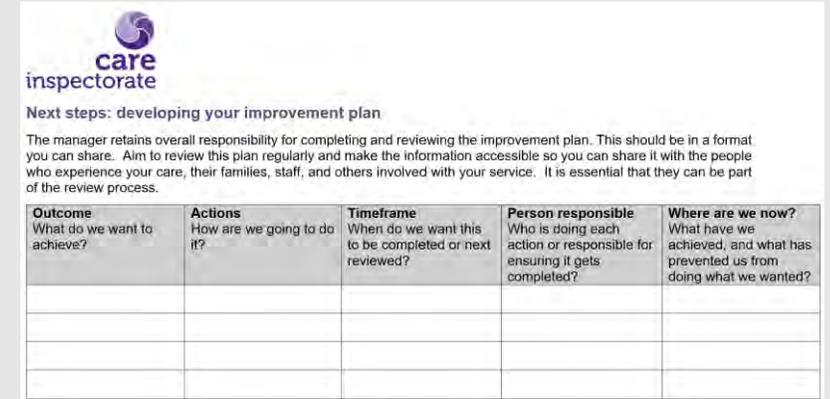
How do we know?

- How well do we support people's wellbeing?
- How good is our leadership?
- How good is our staff team?
- How good is our setting?
- How well is our care planned?

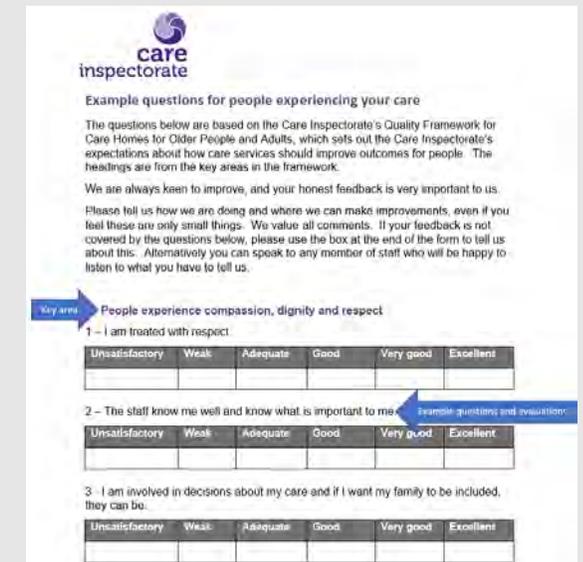
What are we going to do now?

Self-evaluation Toolkits

- Guidance on theory and practical application.
- Worked example relevant to the sector.
- Questionnaire templates for:
 - staff
 - people experiencing care
 - relatives
 - Stakeholders
- Self-evaluation template.
- Improvement plan template.
- Focus area tools (restrictive practice and meaningful connection).



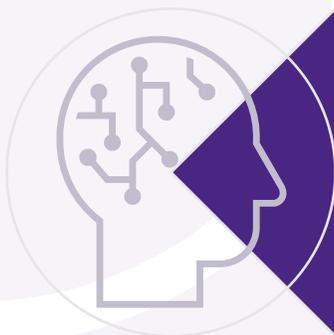
Creating a culture for connection	1	2	3	4	5	6	How do we know, what is our evidence for choosing this number? (What do people / families / staff / stakeholders say? What is written down?)	What would we like to focus on to make this even better?
Staff know what people's preferences and needs for meaningful connection are and reflect them in daily practice.								
People experiencing care are supported to remain meaningfully connected to their families and friends								
Families and friends are welcomed and valued as equal partners in care, when this is what people want.								
Families and friends' inclusion is supported and facilitated and any barriers addressed.								
People experiencing care have								



Self-evaluation moving forward



Build a range of options for how we can expand the use of self-evaluation including specific focussed self-evaluation tools (restrictive practices, meaningful engagement, safe staffing).



Support a further shift toward “risk-based” scrutiny and assurance activities that allows us to deploy limited resources more strategically.



Get to a position where all providers are engaged in self-evaluation and improvement planning as a routine part of their management of services.



Thank you.

Questions or comments?

Useful links:

www.careinspectorate.com

[Self evaluation guide and tools](#)

[Quality frameworks and KQ7s](#)

[Health and Social Care Standards: my support, my life - gov.scot](#)

[Introduction - Early Indicators of Concern in Care Services - gov.scot](#)

[How we inspect regulated services_ June 24.pdf](#)

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