



Care Inspectorate in Scotland

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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 11,500 social care services for people of all ages and stages in life.





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.



Corporate Plan 2022-2025

Care. It's what we do



HAPPY TO TRANSLATE



Our four strategic outcomes to achieve our vision



High-quality
care for all



Improving
outcomes
for all



Everyone's
rights are
respected
and realised



Our people are
skilled, confident
and well supported
to carry out
their roles



Regulated care service profile

38

adoption services

75

adult placement services

3,530

childminders

1,379

care home services

253 Adults

341 Children and young people

792 Older people

13

childcare agencies

3,517

day care of children services

58

fostering services

5

offender accommodation services

61

school care accommodation services

5

secure accommodation services

1,059

housing support services

128

nurse agencies

1,504

support services

We also carry out scrutiny, assurance and improvement activity for social work services, including joint inspections with partners across services for:

- children and young people
- adults
- older people
- justice services

across:

- 32 local authorities
- 31 integration authorities

Current partners in our strategic joint inspection programmes include

- Healthcare Improvement Scotland
- Her Majesty's Inspectorate of Constabulary in Scotland
- Education Scotland
- Her Majesty's Inspectorate for Prisons in Scotland



Strategic scrutiny

Health and social care partnerships across Scotland

Social
services

Planning, organisation
and coordination
of services

Effectiveness of
strategic plans

Encourage
improvement

To ensure they comply with integration
delivery principles and contribute
to health and wellbeing outcomes



Health and Social Care Standards



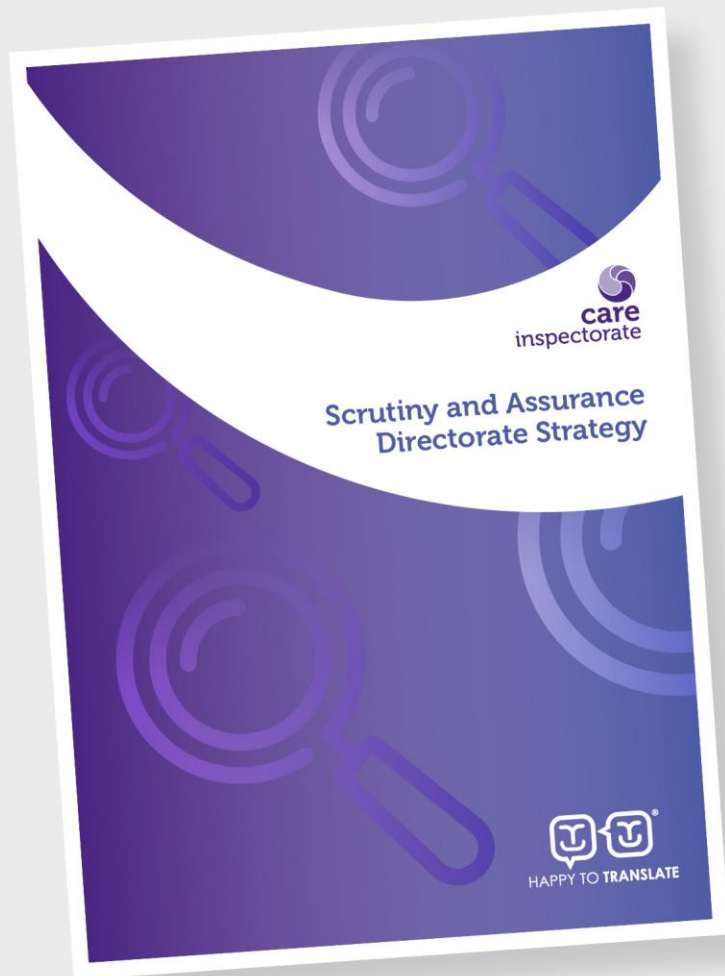
Health and Social Care Standards
My support, my life



<https://www.gov.scot/publications/health-social-care-standards-support-life/>



Scrutiny and Assurance Directorate Strategy



Scrutiny and Assurance Strategy



Ensure the safety, protection
and wellbeing of people



Promoting and
ensuring safe care



Uphold and protect
human rights



Support services
to improve



Every single contact, visit or
inspection is an opportunity
to support improvement



Focus on experiences
and outcomes



Scrutiny and Assurance approach

Develop and
maintain
professional
relationships

Independent

Open

Honest

Balanced

Fair

Taking time
to explain

Professional

Courteous

Listening



Key principles and approaches

Targeted,
proportionate,
intelligence-led,
and risk-based

Use data,
information and
intelligence

Human rights-
based care

Involving
people who
experience care

Reducing
inequalities

Working
collaboratively

Empower
communities and
enable public
services to be
agile and flexible

Responsive
regulation

Assess risk

Use professional
judgement

Professionalism

Using
relevant skills,
knowledge and
experience

Good
governance



How we assess risk and use intelligence

Scrutiny Assessment Tool (RA)

In place for all services to support decision making

Includes outbreaks and other notification data – ASP, accidents, incidents, change of manager, variation, re-registration
(comparison to national average for service type)

Concern from other professionals and oversight groups

Previous regulatory history

Complaints received and outcomes

Determines actions: High, Medium and Low risk



Quality frameworks

**Emphasis
on experiences
and outcomes**

**Proportionate
approaches in
services that
perform well**

**Shorter
inspection
reports**

**Focus on
supporting
improvement
in quality**

Our quality frameworks set out the elements that will help us answer key questions about the difference care is making to people and the quality and effectiveness of the things that contribute to those differences.



Self evaluation

Quality frameworks are designed to support care services in self-evaluation

Core part of assuring quality and supporting improvement

How are we doing?

How do we know?

What are we going to do now?



Complaints

We have a legislative complaints function

We have dedicated complaints teams

We received 5,910 complaints in 2022/23

We assess all complaints received to ensure that they are within the remit of the Care Inspectorate

We assess all complains for protection and criminal issues and make relevant referrals

A total of 4,357 complaints were resolved using the four resolution pathways we have available: this includes note for intelligence, front line resolution, provider resolution and investigation

We continue to receive and uphold more complaints about care homes for older people than for any other type of service

We receive fewer complaints about children and young people – we are addressing this with young volunteers, raising awareness and have developed a text service for young people to make complaints

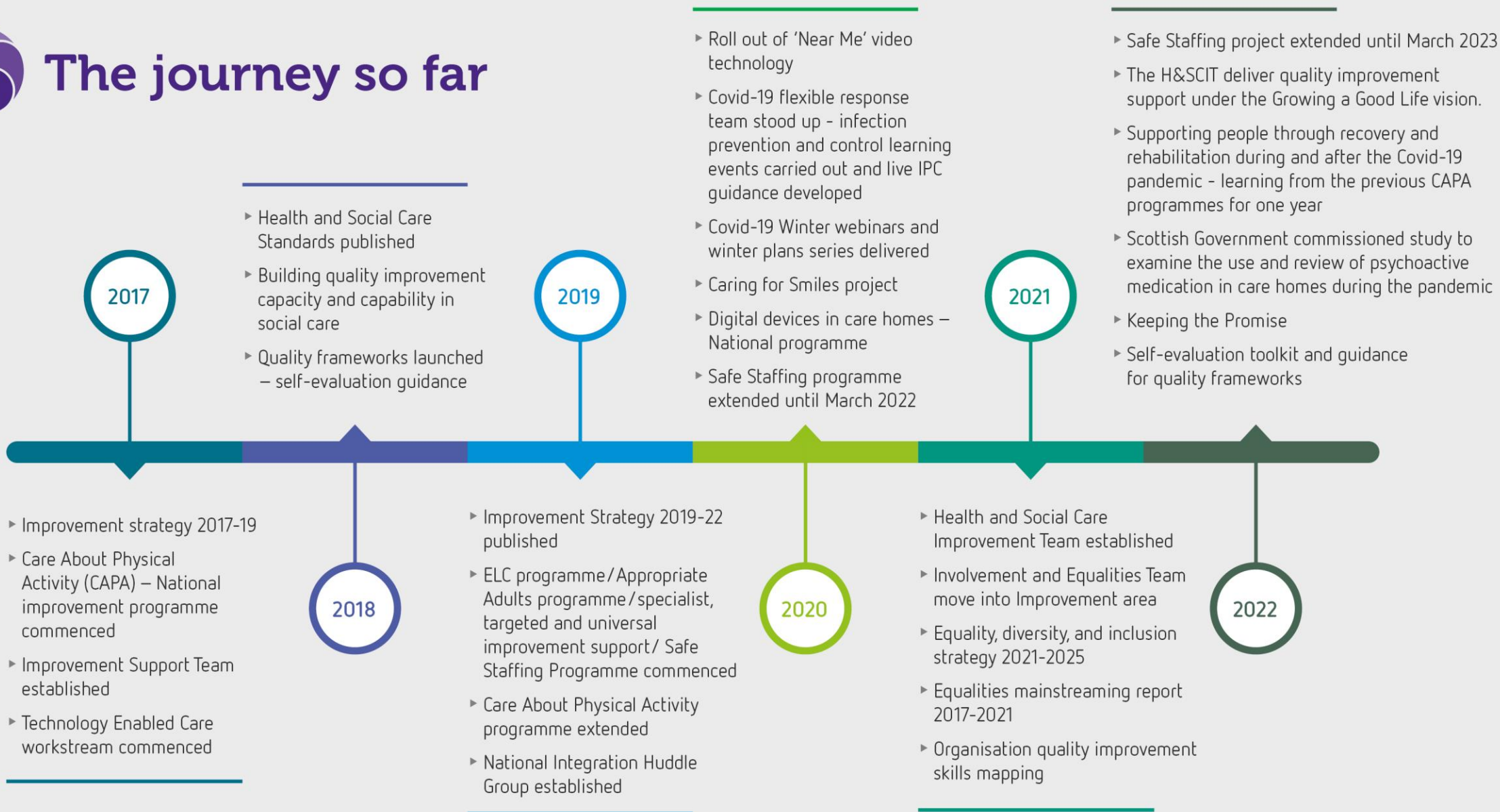
Quality Improvement and Involvement Strategy 2022-25



Supporting social care and social work in Scotland to improve the outcomes for people who experience care.



The journey so far





**Quality
improvement
capacity and
capability**



Innovation



**Involvement
and
equalities**



**Quality
improvement
support**



Quality improvement capacity and capability

- QI workshops
- Implementation
- Facilitation
- National partners
- Upskill workforce



Innovation

- Test new approaches
- Use intelligence
- Evidence based practice
- Share good practice



Involvement and equalities

- Corporate parents
- Volunteers
- The Promise
- UNCRC
- Equalities
- Participation



Quality improvement support

- ELC programme
- Appropriate adults
- Growing a Good Life
- H&SCIT
- QIST
- TEC



SPECIALIST - EXPERT LEVEL INVOLVEMENT

Expert level QI resources allocated/commissioned from the Improvement Support section responding to specific themes, trends, or clusters of services at local or national level.

TARGETED

Scrutiny and assurance and improvement support working together to target QI support to specific themes, trends, or clusters of services at local or national level.

UNIVERSAL - FIRST POINT OF CONTACT

Inspection staff are our biggest resource for improvement support. Improvement advisers will support and advise scrutiny and assurance staff as required.



Improvement support section

An introduction to the improvement support section and quality improvement methodology.



Improvement guidance, advice and resources

A library of all resources on the site, including Care Inspectorate publications, guidance, and national strategies and frameworks



Care Inspectorate programmes and publications

Improvement activity led by the Care Inspectorate, including recent practice resources and initiatives



**The Care Inspectorate,
like other organisations,
has committed to
involve people in the
design of scrutiny
and improvement**

Inspection volunteers

26
inspection
volunteers

13
young
inspection
volunteers



Growing a Good Life

Eating
and
drinking
well

Staying
active

Doing the
stuff of life

Management
of medicines

Moving more
often

Keeping
connected
with the
community



Care About Physical Activity programme

- CAPA supported national and local organisations to promote physical activity
- Enable older people to move more and live well
- A national movement for change
- Enabled hundreds of people to realise their potential



Anne's Law

Visiting and meaningful connections



Strengthen the rights of people living in adult and older people's care homes to see and spend time with the people who are important to them, even in the event of an outbreak of infectious disease.

Meaningful contact is a fundamental right and is essential to supporting health and wellbeing.



Thank you and questions

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