

Code of Practice for Associate Assessors

Joint inspections

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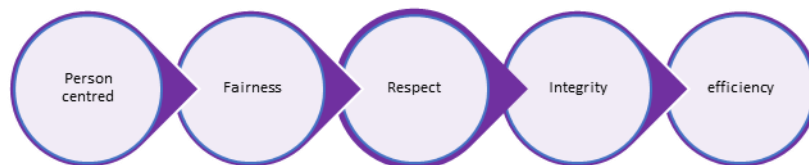
The Care Inspectorate (formally titled “Social Care and Social Work Improvement Scotland”) is a non-departmental public body having the functions and responsibilities set out in the Public Services Reform (Scotland) Act 2010. Our core purpose, as outlined in the Care Inspectorate corporate plan 2019-2022, is to provide independent scrutiny, assurance and improvement support for social care and social work in Scotland. We are a key contributor to the aspiration for world-class social care and social work in Scotland.

The **Public Services Reform (Scotland) Act 2010 S.115** provides the legislative basis for joint inspections. The Care Inspectorate has the authority to deploy teams of inspectors, including Associate Assessors.

This code of practice outlines the obligations for associate assessors taking part in joint inspections. As an associate assessor, you should adhere to all aspects of this code of practice along with your professional code of conduct.

1. Our Values

The Care Inspectorate expects the highest standards of integrity and conduct from their employees and those authorised to take part in inspections. This includes treating each other with dignity and respect and acting in accordance with the organisation’s values. Our values underpin how we work together with people and communities to achieve common goals, how we influence others and how we interact with our colleagues and customers. As an associate assessor deployed to joint inspections, you should comply with our five organisational values:



- Person-centred: we will put people at the heart of everything we do
- Fairness: we will act fairly, be transparent and treat people equally
- Respect: we will be respectful in all that we do
- Integrity: we will be impartial and act to improve care for the people of Scotland
- Efficiency: we will provide the best possible quality and public value from our work

The **Health and Social Care Standards** set out what people have the right to expect when using health, social care and social work services in Scotland. Using language and statements which directly address people’s experiences, they seek to provide better outcomes for everyone and ensure that people are treated with dignity and respect and their human rights are upheld.

Our inspection frameworks take account of these standards.

The principles of the Standards are:

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

The Care Inspectorate’s values, the Health and Social Care Standards and professional codes of conduct provide the foundations for all inspection activity.

2. Conduct

As a representative of the Care Inspectorate and a member of the inspection team, you should conduct yourself in a manner commensurate with the role.

You must treat all stakeholders and those who use services fairly, equitably and with respect.

Although we may at times ask challenging questions of staff, managers and leaders, this must be done in a supportive and constructive manner. You should be respectful, flexible and responsive in the ways in which you engage and interact with those who use services and staff during interviews, focus groups or activities.

You must always carry your employing agency identification when engaged in Care Inspectorate business.

3. Confidentiality

The Care Inspectorate is bound by the provisions of General Data Protection Regulations (GDPR) and the Data Protection Act (2018). Our inspection methodology applies these principles rigorously to avoid any unnecessary processing of information. If, during the course of the inspection you become aware of a potential data breach, you must raise this with the inspection lead or depute as soon as possible.

You are required to respect the confidentiality of information which comes into your possession during the course of an inspection. The 2010 Act introduces a **duty of confidentiality** that places a requirement on inspectors (and therefore associate assessors) not to disclose confidential information other than for the purposes of inspection. Inspectors may disclose confidential information in order to comply with a court order, to protect the welfare of a child or adult at risk, or to assist with the prevention or detection of a crime or the apprehension or prosecution of offenders.

Associate assessors must respect the confidentiality of information in their possession.

If serious concerns arise during the inspection about the safety or wellbeing of an individual child or adult, you must raise this with the inspection lead or depute as a matter of urgency.

During the course of an inspection, you will have access to information which is likely to be highly sensitive. Inspection teams store all inspection-related information on the electronic platform Sharepoint. While you will be able to view this information, restrictions in place mean that you will be unable to download information. You should not make any attempt to copy or store information on desktop or portable devices. It is essential that you do not share this information outwith the inspection team. The utmost care should be taken to ensure that both electronic information and paperwork are kept confidential, in line with the 2010 Act (as outlined above). You must ensure that inspection documentation (electronic/paper) is destroyed in line with the Care Inspectorate's retention and destruction policy. The inspection lead and strategic support officer will tell you more about this at key points during the inspection.

Once inspection reports are published, we encourage you to draw from your learning and share examples of good practice. The de-brief discussion with the inspection lead at the end of your involvement in the inspection will provide an opportunity to discuss this further.

4. Health and Safety

The inspection lead will undertake a health and safety risk assessment in preparation for each inspection. You should alert the inspection lead at the earliest opportunity of any requirements you may have, or any matters which may impact on your health, safety or wellbeing during an inspection. Examples include pregnancy, hearing/visual impairment, physical disability.

During the onsite activity weeks, you may wish to use your own vehicle to get to and from activities or meetings. In these circumstances, you must ensure that any private vehicle used during the course of an inspection has the relevant business use insurance.

All inspection team members are required to provide emergency contact details for the periods covering the onsite weeks. This information is kept confidential.

5. Conflicts of interest

You must not allow any private interest to influence the decisions you make in relation to an inspection. You must notify the inspection lead as soon as possible concerning any potential conflict of interests which a stakeholder or member of the public may reasonably believe could influence your judgement.

Associate assessors must be impartial in order to ensure the fairness and integrity of inspections.

6. Acceptance of gifts, hospitality and services

You should not accept personal gifts, hospitality or services from anyone which would, or might appear to place you under any obligation. Should such a situation arise, you should seek support from the inspection lead.

7. Reporting of improper behaviour (“whistleblowing”)

If you observe a member of the inspection team acting in a way which may be illegal, improper, unethical or in conflict with the provisions within this code of practice, you should raise the matter with the inspection lead or the relevant service manager (strategic scrutiny).

8. Privacy statement and suitability

The Care Inspectorate respects your privacy and will only use the information you provided on your nomination form for the purposes you provided it to us, in accordance with Data Protection legislation. By signing your nomination form, you have given your permission to the Care Inspectorate to store and retain your data in accordance with our privacy notice (available on our website at <https://www.careinspectorate.com/index.php/core-privacy-notice>).

Your line manager also confirmed:

- that they considered you suitable to be an associate assessor
- that you are a member of the Protecting Vulnerable Groups scheme and as such are able to work with children, young people and vulnerable adults.

You must inform the inspection lead immediately of any circumstances which could result in you being considered unsuitable for the role. This includes disciplinary matters or any incidents of a potentially criminal nature.

9. Unforeseen circumstances

The Care Inspectorate is committed to giving you at least three months advance notice of any inspection involvement in order to enable you to make the appropriate arrangements with their employer.

There may be circumstances which could result in you being unable to carry out agreed inspection activity (such as illness, bereavement or other unforeseen circumstances). If this is the case, you should inform the inspection lead and the strategic support officer as soon as possible so that alternative arrangements can be made.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.