

Care Inspectorate report on Health and Social Care Standards implementation

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Introduction

The impact of the Standards on legislation, parliamentary activity, media and national policy and practice across the health, social work and social care sectors, both within Scotland and further afield, has been systematically tracked by the Care Inspectorate's policy team. Scottish Government has been kept updated on this external impact through regular reports (see latest impact report attached).

The Standards are fully reflected across the Care Inspectorate's strategic planning activity, as including the Corporate Plan and Improvement Strategy.

This report aims to update Scottish Government on the Care Inspectorate's internal activity to embed the Standards in our improvement support and scrutiny and assurance activities and promote the Standards across the organisation.

Improvement support

The Care Inspectorate has been embedding the Standards in a variety of ways one being through the development of improvement support resources for the social care sector. These resources model and illustrate what implementing the Standards could look like with regard to high quality practice and care in the sector, with the Standards being referenced for specific practice examples. For example, since the Standards were published they have been reflected in the following improvement support resources:

- Animal Magic
- Bringing Generations Together
- Eating and drinking well in care: good practice guidance for older people
- Food Matters
- Gender Equal Play
- My Childminding Experience
- Our Creative Journey
- Out to Play
- Space to Grow
- Your Childminding Journey

The Care Inspectorate and the SSSC are co-producing an improvement resource promoting Compassionate Care, which will be published next month. This will illustrate what the underpinning principle of compassion running through the Standards means for people in a range of different care settings. Modelling the more personalised approach to Standards and scrutiny, people experiencing and working in social care have contributed directly by sharing their lived experiences.

Our improvement support team have been building capacity and capability for improvement. The one day improvement workshop approach has incorporated the Standards and inspection quality framework presentations by inspection colleagues. The improvement support team have supported over 90 workshops in Scotland to date with over 1500 delegates. This ranges from small services to large providers across the landscape.

As part of a test to embed improvement approaches in the Angus area, the improvement support team in partnership with Scottish Care developed a nine-month programme to support providers to develop areas for improvement and embed improvement. One specific improvement project was around raising awareness of the Standards. The provider developed innovative ways to raise awareness of the standards within their setting with staff and residents with the aim to ultimately improve outcomes.

The Care About Physical Activity (CAPA) improvement programme funded through the Scottish Government routinely maps the standards to the improvements that services are implementing related to physical activity. The CAPA team have also produced graphics for sharing on social media which help to inform how services can evidence their alignment with the standards in the care they provide.

Scrutiny and assurance

Over the past months the Care Inspectorate through the business transformation programme has been developing new inspection frameworks which are aligned to the Standards.

The table below sets out the phased programme of framework development, which is embedding the Standards across all scrutiny activity. From April 2018, the Care Inspectorate has routinely referenced the Standards when making any requirement or area for improvement regarding a regulated service as part of inspection and complaints activity. The process for redesigning the inspection frameworks includes testing and ongoing consultation and collaboration with organisations representing people providing and experiencing care, followed by a 12 month review.

Activity	Comments
Inspecting care homes for older people	New inspection framework redesigned to embed the Standards implemented in July 2018. This includes quality illustrations that evidence meeting of the Standards and the importance of an approach based on human rights and outcomes. This is currently being reviewed.
Inspecting care homes for adults	New inspection framework redesigned to embed the Standards implemented May 2019. As above.
Inspecting care homes for children & young people & special schools	New inspection framework redesigned to embed the Standards implemented June 2019. The following guidance has also been reviewed and reflects the Standards: <ul style="list-style-type: none"> • Matching Children and Young People: Admissions Guidance for Residential Services • Physical Intervention and Seclusion Principles: Guidance for HM Inspectors and the Care Inspectorate
Inspecting support services without care at home	New inspection framework redesigned to embed the Standards implemented in October 2019. This includes quality illustrations that evidence meeting of Standards and the importance of a human rights and outcome-based approach.

Activity	Comments
Inspecting mainstream school care accommodation and school hostels	Implementation planned for November 2019.
Inspecting care at home/housing support	Consultation events on new inspection framework taking place in December-January, with implementation planned from April 2020. Implementation may involve blending regulated service and strategic inspection methodology.
Inspecting offender and secure accommodation services	Implementation planned for November 2019.
Inspecting childcare and nurse agencies and fostering and adoption/adult placement	Planning and consultations on this framework are being undertaken with implementation due April 2020.
Inspecting early learning and childcare	<p>Development of a Quality Framework for ELC inspections of childminders, nurseries and out of school care settings. The draft framework will be widely consulted on in November 2019 with a development of an implementation plan following.</p> <p>The following guidance is also being reviewed and reflects the Standards:</p> <ul style="list-style-type: none"> • Building the Ambition, the national guidance is being reviewed and will take into account the Standards.
Registration	<p>Guidance being updated incrementally to embed the Standards. For example, the following guidance has been reviewed and reflects the Standards:</p> <ul style="list-style-type: none"> • Guidance on Peripatetic Management Arrangements • Guidance about Conditions of Registration.
Complaints	The new complaints procedure has the Standards embedded and ensures staff use these in all complaint investigations. The new complaints APP has embedded within it the Standards for staff to select relevant Standard ensuring we use the full text of the relevant Standard.
Scrutiny of social work services and strategic partnerships	We promote, encourage and support self-evaluation by strategic partnerships through the use of an EFQM-informed quality improvement framework accompanied by illustrations of good practice. The same basic framework is tailored to be of relevance to different partnerships and different areas of work. Inspection teams use these bespoke frameworks to assess and evaluate practice for each inspection programme. Since their launch, we have incorporated the Standards into the relevant quality indicators in each framework, clearly influencing how we assess people's experiences of services, in particular.

Activity	Comments
	<p>The Standards are now reflected in the quality improvement frameworks for the following:</p> <ul style="list-style-type: none"> • Services for children and young people in need of care and protection • Strategic commissioning of services for adults by Health and Social Care Partnerships • The implementation of self-directed support • Adult support and protection • Justice social work services

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本出版品有其他格式和其他語言備索。

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