



Joint inspection of adult services

Integration and outcomes

Partnership Meetings v4.0

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Joint Inspection of Adult Services

Partnership Meetings: Guidance

The Care Inspectorate and Healthcare Improvement Scotland are committed to engaging in dialogue with all relevant people in the Health and Social Care Partnership, referred to as ‘the partnership’ or ‘the HSCP’, throughout the process of the inspection. Regular partnership meetings, scheduled at agreed points during the inspection, assist in the two-way sharing of information between the inspection team and the partnership. They also help to bring transparency to the inspection and provide opportunities to discuss high level emerging messages and themes while the inspection is underway.

The dialogue should help the partnership to understand the rationale for the scope of the inspection, contribute relevant evidence at appropriate stages and reach agreement about the nature and level of scrutiny activity.

Inspectors will also use these discussions as a platform to challenge and affirm the continuous improvement agenda, focussing on improving positive outcomes, across services for adults.

This guidance sets out a schedule of four partnership meetings which will be planned into each inspection. The purpose and suggested agenda for each of the discussions are outlined below. This guidance will be sent to the partnership with the notification of inspection. This should assist the partnership to achieve the appropriate representation for each discussion. Representation may vary for each of the discussions.

The participation of the right people who can discuss the agenda within and across services at each of the partnership meetings is critically important to make sure that best use is made of the opportunities for professional dialogue. Partners are strongly encouraged to ensure representation in relation to strategic planning and delivery of integrated services, including the third and independent sector, at all partnership meetings.

Partnership Meeting 1 – Briefing meeting

Timing

Week 5 (Duration: up to 90 minutes)

Purpose

To introduce the inspection team.

To go through the inspection question and how we will answer the question through inspection activity.

To go through the inspection activity with timings, so the partnership is aware of the different elements of the inspection footprint and when they will happen.

To ensure the partnership understand the QIF and the parts of the QIF this inspection will focus on.

To guide the partnership on the types of evidence they should produce to support their position statement.

To discuss the inspection activities in the engagement phase which will commence before inspection activities with the partnership.

To guide the partnership on the representation they should have at future meetings.

To briefly explain the timings and focus of future partnership meetings.

Participants

Inspection team

- Inspection Lead
- Depute Inspection Lead
- Engagement Lead
- Inspection team members
- SSO

Representatives from the Partnership

The partnership will determine who is most appropriate to attend the partnership meetings. It is suggested that a group of no more than 6 representatives attend the initial briefing.

Suggested Agenda

1. Introduction to inspection.
2. Inspection question and scope of inspection.
3. The QIF
4. Inspection footprint
5. Guide to evidence to support the partnership's position statement
6. Engagement with people and carers who use services
7. Next steps
8. Any questions
9. Coordinators Meeting

Attendance at the coordinator's meeting is generally limited to the inspection lead, the depute, the engagement lead, the SSO and the partnership coordinator. During this meeting, discussion should take place to reinforce data protection issues and the process for the inspection team to review records (this includes the review of records sampling process and process for accessing records). Support for the review of records to be requested (named practitioners to be made available to the inspection team for the duration of the review of records).

Partnership Meeting 2

Timing

Week 14 (Duration: up to 2 hours)

Purpose

To explore:

Findings from position statement and engagement activities with the partnership.

Findings from staff survey

Emerging findings from engagement from people and their carers

To assist the inspection team to begin to determine the scope of the inspection and the nature of any further proportionate inspection activity as they move into reviewing records and scrutiny.

Participants

Inspection team

- Inspection Lead
- Depute Inspection Lead
- Engagement Lead

Representatives from the Partnership

The partnership will determine who is most appropriate to attend the partnership meetings.

It is suggested that a group of no more than 8 representatives, including representation from the range of partner organisations who are directly involved in the strategic planning of services for adults and in joint self-evaluation and improvement.

Suggested Agenda

1. Introductions
2. Inspection activity to date
3. Staff survey analysis feedback
4. Headline feedback from:
 - Position statement and supporting evidence
 - Engagement activities
5. Discussion of emerging findings
6. Next steps
7. Any questions

Partnership Meeting 3

Timing

Week 20 (up to 3 hours)

Purpose

To discuss and share the messages from inspection activities

To allow inspectors to test their understanding of the intelligence gathered in the latest inspection activity with the partnership to give them the opportunity to clarify/challenge/explain findings.

The partnership may offer additional documentation/evidence at this point. The lead inspector should make the decision whether information not given as evidence in the advanced request for documents should be accepted.

Participants

Inspection team

- Inspection lead
- Depute inspection lead
- Engagement lead

Representatives from the Partnership

It is suggested that a group of no more than 8 representatives to include representation from personnel directly involved in the earlier discussions about joint self-evaluation as well as those who have management responsibility for practice and decisions in relation to individual services. The inspection coordinator should also be in attendance to record and plan arrangements for any additional inspection activities.

Suggested agenda

1. Headline feedback from latest inspection activity
2. Discussion
3. Partnership response - issues and questions
4. Next steps
5. Any questions

Partnership Meeting 4

Timing

Week 26 (up to 3 hours)

Partnership Meeting to happen after all inspection activity has been concluded and the partnership has received the draft report.

Purpose

To share high level messages and the inspection team's evaluations/assurance statements for the Quality Indicators in the inspection report.

Discussion of the inspection team's findings

The discussion will be ordered around the key question to be answered in the published report and cover key strengths, good practice, and areas for improvement.

Participants

Inspection team

- Inspection lead
- Depute Inspection lead
- Engagement lead (tbc by inspection lead if required to provide feedback but attend by exception only)
- Inspection team members (tbc by Inspection lead if required to provide feedback on their QI)
- Link inspector for the partnership area

Representatives from the Partnership

A group of no more than 10 representatives made up of members of the partnership should attend this meeting. As this will be giving final feedback to the partnership, they may wish to include the Chief Executives, Chief Officer/CSWO as well as the senior managers representing the range of partner organisations responsible for leading and delivering services for adults. We will not be prescriptive in who attends the partnership meetings however we can suggest that this group should include those who will be responsible for devising and implementing improvement plans arising from the inspection findings.

Suggested Agenda

The discussion of inspection findings should focus on the key question to be answered in the report and include the evaluations/assurance statements of the relevant quality indicators. The inspection team will have access to notes which summarise the key messages of the inspection findings. These notes remain draft at this stage and will be refined at a later date to form the inspection report. The discussion will include:

1. Introduction
2. What key outcomes have integrated services achieved for people and carers who use services in the HSCP?
3. How far is the delivery of key processes in the partnership integrated and effective?
4. How good are commissioning arrangements.
5. How has leadership in the partnership contributed to good outcomes for people and their carers?
6. What happens next – post inspection.

Stage in the inspection	Purpose of Meeting	Suggested Participants	Duration
1. Preparation <i>Week 5</i>	Meeting to plan and co-ordinate the inspection	<ul style="list-style-type: none"> • Inspection lead, depute lead, engagement lead and strategic support officer • Chief Officer • CSWO • Co-ordinator for the inspection 	90 minutes
2.Position statement dialogue, scoping and engagement <i>Week 14</i>	To discuss: <ul style="list-style-type: none"> • Initial discussion to explore: • Partnership position statement • Staff survey results • Feedback on inspection activities to date • Emerging findings from engagement from people and their carers • Finding out the best sources of evidence to answer any remaining areas of uncertainty 	<ul style="list-style-type: none"> • Inspection lead, depute inspection lead and engagement lead • Senior operational managers for theme group selected • Co-ordinator for the inspection 	2 hours
3. Sharing inspection findings <i>Week 20</i>	To discuss: <ul style="list-style-type: none"> • Headline feedback of review of records, team around the person and scrutiny sessions • Ensure understanding of the intelligence gathered 	<ul style="list-style-type: none"> • Inspection lead, depute inspection lead and engagement lead • Chief officer • CSWO • Senior operational managers for theme group selected • Co-ordinator for the inspection 	Up to 3 hours

4.Report and next steps <i>Week 26</i>	To discuss: <ul style="list-style-type: none"> • Key messages, high level findings and priority areas for improvement based on inspection findings. • The final report and evaluations, including key strengths and areas for improvement • Post inspection 	<ul style="list-style-type: none"> • Inspection lead, depute inspection lead and link inspector • Chief officer, CSWO, CE • Senior managers representing the range of partner organisations responsible for leading and delivering services for adults. • Senior officers with lead responsibility for devising and implementing improvement plans • Co-ordinator for the inspection 	3 hours
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