



# carenews

SHARING YOUR INTEREST IN CARE

AUTUMN 2012



## ANIMAL MAGIC

A CASE OF PET  
THERAPY

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## Join us and make a difference

### STANDARDS OF CARE

THE Involving People Group helps the Care Inspectorate drive up the standards of care services in Scotland. It's all about sharing information and involving people in our work so that care continues to improve.

If you use a care service or care for someone who does, then you can help improve care services in Scotland by giving us your views and getting involved.

You can either come along to the meetings, which are held throughout Scotland, or give us your views by letter, phone or email.

Patricia is a keen member of the group and believes people that have experience of care services can really make a difference. She said: "It is important your view is heard - so get involved!"

### HOW YOU CAN GET INVOLVED

Tel: 0845 600 9527

Email: [equality@careinspectorate.com](mailto:equality@careinspectorate.com)

Write to: Equalities & Involvement, Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY

# Welcome

to the autumn 2012 issue of *Care News*

The resilience and fortitude of young people who have had difficult experiences in care never ceases to impress me and how they have been able to turn their lives around given the right opportunities. Read about one such person in our interview with Nikita who now helps to support young people's rights in care.

We also update you on the emerging policy changes on their way – the integration of health and social care, and the new scrutiny approaches for adults and children – which will affect us and other scrutiny bodies to help 'join up' regulation and put people using services even more at the heart of all our work.

We also report on care services that have raised their performance, particularly those that are embracing the concept of involving people in shaping their care services. Ultimately, promoting people's rights and involving them is at the heart of everything we do.

And as you can see, animals feature too: great as pets for young and old alike – but services need to be aware of the infection control issues to ensure a safe environment for the people in their care.

Please let us know what you think of *Care News*. You can email [communicationsteam@careinspectorate.com](mailto:communicationsteam@careinspectorate.com) to tell us your views, or to suggest stories and topics you'd like to see.

I hope you enjoy *Care News*.

Sarah Wilkie  
Editor



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## Online



### CARE INSPECTORATE ONLINE NEWS Closure and relocation of Care Inspectorate offices in Galashiels

The existing Care Inspectorate office in Galashiels will formally close on 21 September and staff/operations will relocate to new shared premises in Selkirk.

### Information about seasonal influenza and pneumococcal vaccination in residential care services

During the 2011/12 influenza season, the Care Inspectorate was aware of two care home services where some residents were given influenza vaccine twice. There were reports that some care home nurses were administering vaccine without the legal authority to do so or appropriate consent.



*Care News* is a quarterly magazine for people who use care services, carers, care providers and all those who share an interest in care provision in Scotland. It carries news, advice, best practice and special features on care sectors and the work of the Care Inspectorate so that readers can be kept up-to-date on issues affecting the care industry in Scotland.

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Look out for barcodes like this throughout the magazine. Scan them with your smartphone and they will direct you to the linked web page.

## Angus pilot pioneers new approach to children's services



Adopting a child-centred approach

# NEW JOINT INSPECTIONS

Following a successful pilot project in Angus, the Care Inspectorate is rolling out a new form of joint inspections of services for children.

The new inspections are being developed to provide a coordinated approach to scrutiny. This looks at how well local authorities, health boards, police and others are working together to improve the lives of children and young people.

It builds upon the highly successful inspections of social work departments and six years of inspecting child protection services, and aims to evidence how the lives of the most vulnerable children in Scotland are improving by focusing on how successful services are at working together.

It also provides assurance about the quality of services for children – and, of course, helps to improve services and grow expertise across the care sector.

Karen Anderson, Director of

Operations, said: "Our overarching approach will be in line with the principles of 'Getting It Right For Every Child' (GIRFEC); meaning it will be child-centred and based around the experience of the child's journey.

"We also aim to support improved self-assessment and performance management and, where possible, join up scrutiny. We will seek to answer 'How well are the lives of the most vulnerable children improving?'"

These multi-agency inspections are strategic in approach and look at a sample of the children's services working within a local authority area.

The focus is not to evaluate the quality or effectiveness of individual services – we do that through our regulatory work – but to assess the effectiveness of integrated working to improve outcomes for the most vulnerable children. The accountability for integrated children's services will lie with region's community planning partnerships.

## Integration of adult health and social care

THE Care Inspectorate has submitted a joint response with Healthcare Improvement Scotland to the Scottish Government's consultation on its proposals for the integration of health and social care systems which aims to inform and change the way the NHS and local authorities work together as well as how they work in partnership with the third and independent sectors.

The consultation suggests an initial focus on improving outcomes for older people, before extending its focus to improved integrated systems of all areas of adult health and social care. Proposals include changes to how adult health and social care services are planned and delivered, aiming towards a more seamless experience from the perspective of the person using the care service and their carer.

Rosie Lawrence, Senior Inspector, said: "We are supportive of the Scottish Government's focus on achieving better outcomes for people using health and social care services and are committed to work with the other bodies to assist the implementation of the proposals.

"We are expecting the Scottish Government to publish a report on the consultation process in the autumn."



Joining up services

## Notification of relevant individuals

AN important part of a care service's responsibilities under the Public Services Reform (Scotland) Act 2010 is to notify the Care Inspectorate of any changes to the 'relevant individuals' in its organisation.

This means that changes in the key personnel in the service, such as directors or partners, board members or even members

of committees or associations, must be communicated to the Care Inspectorate immediately.

Stuart Mackenzie, the Care Inspectorate's Intelligence and Methodology Manager, said it's a simple process: "If you have a change in a relevant individual or any part of your service you can easily change your details

online using our eform system.

"It's really important to keep contact details up to date as we need to ensure that we are contacting the right people at your service. This is particularly important for email addresses – all you have to do is go into the eforms system and use the menu to 'Change Email Address' in your records."

## Cyrenians celebrates cooking course success

THE Edinburgh-based charity Cyrenians, which has successfully run cooking classes for a number of years, has recently been praised for an innovative and practical healthy eating cooking course.

The Good Food Good Health Award is jointly accredited by the charity and the Royal Environmental Health Institute of Scotland, and is specifically designed to give support workers and

carers the knowledge, training and confidence to go on to run their own cooking classes.

The ten-week course works ideally with two support workers from a service to learn the skills required to run cooking classes within their own premises, working with their own service users during the learning process. The support workers are supported by a tutor who initially leads the sessions and, as the weeks progress, the support workers



Support workers can now run their own cooking courses

move to the role of tutor. After an initial two-day training on basic nutritional knowledge and practical skills on menu planning and food budgeting, the support workers then get a further two-hour session, once a week for eight weeks,

getting practical experience within a kitchen with their service users.

These cooking courses have proved to be ideal when working with vulnerable groups of people with issues around drugs and alcohol, homelessness and social exclusion, promoting the positive health and social benefits that together help people to build skills empowering them to move on in their lives.

By the end of the ten-week period, after the support workers have completed a portfolio of work, they are rewarded with the Good Food Good Health Award.



Raising the level of care

## Glasgow east end care home gets thumbs up after transformation

"I AM more than happy with my care here... the home deserves 10 out of 10."

Praise indeed from a resident of Baillieston Care Home in east Glasgow. And it says much for the work of everyone there that the home is so highly thought of.

Not so long ago, the 60-bedroom unit received two improvement notices in a single year and was the focus of media attention.

Happily, those days are gone and the home recently received grades of 4 and 5 for its services.

Care Inspector Linda Kemp said: "The management and staff have really turned the service around by focusing on appropriate training and adopting a very person-centred approach. They dealt with all of the issues raised in the improvement notices, and put a lot of effort in.

"The home's dementia unit – which at one stage was quite chaotic



### Other comments from residents and their relatives include:

"This is the best the home has ever been, and I have been living here for years, it has continued to improve"

"We are always made so welcome when we come to visit, and the staff keep us well informed"

"The staff are excellent, very caring and helpful"

# HIGH PRAISE IN BAILLIESTON

– is a much calmer place where the staff now find out as much as they can when a resident is admitted, and understand how some people react to changes in their environment."

She added: "They're also getting a lot of information from relatives and carers about new residents, and using it to form their care and support plans."

Jennifer Young is Director of Operations for the home's owner, Four Seasons Health Care. She said: "We drew up



Teamwork between staff, residents and relatives raised standards

an action plan and reviewed it constantly to make sure the Care Inspectorate's requirements and recommendations were being met. I made unannounced night-time visits and went along to Baillieston to listen to handovers between staff first thing in the morning."

Home Manager Eric O'Hare added: "Teamwork and good communications by everybody involved – staff, residents and relatives – allowed us to raise standards and we're delighted with the progress we have made." **CN**

# STEP INTO LEADERSHIP

**W**hen you think of 'leaders' do images of Winston Churchill or Martin Luther King immediately come to mind? Well, if you delve into the Scottish Social Services Council's (SSSC) newly launched 'Step into Leadership' website you will find out how we can all develop our own leadership capacities, whatever our role in social services.

The new website has been designed to help people in Scotland's social services explore their own leadership and identify their learning needs to help them enhance their skills – and it's not just for managers and strategic leaders, there are sections to inspire front-line staff and people who use social services too.

Jess Alexander, SSSC Adviser, Workforce Development and Planning, said: "The website

**New SSSC website can help develop the capabilities of carers**

aims to demystify leadership for people working in social services and show them, no matter where they are in the hierarchy of an organisation, how they can develop their leadership skills and improve outcomes for the people who use their service."

Shirley Cairney, External Manager for Residential Children Units in Inverclyde Council, believes the website will be a great benefit for her team of 35 who currently care for 24 children across the region.

She's been involved in the development of the site with SSSC since last November and said: "I think it's a super resource for people to use to plan and manage their career development. The tools are



**“It's a super resource to use to plan and manage your career development”**

Shirley Cairney

phenomenal and will help the workforce enhance their knowledge and leadership skills. I believe everyone is a leader in their own way and this resource will provide a pathway to help them develop their abilities."

Karen Anderson, Care Inspectorate Director of Operations, added: "Good leadership at all levels within the social services sector is absolutely critical to delivering good quality of care. We know from our inspection evidence that those services and individuals who demonstrate good leadership are likely to provide high standards of care and support leading to positive outcomes and a better quality of life that reflects the needs and rights of people using services and their carers.

"That is why the Care Inspectorate is endorsing and signposting service providers, local authority partners and colleagues working in the social services sector to the 'Step into Leadership' website."

**For more information, visit <http://workforcesolutions.sssc.uk.com/leadership>**

## A fresh start for people

AFTER escaping from chaotic lifestyles and abuse, most women entering the Chara Centre in the north of Glasgow can't believe their eyes! Although it's an emergency hostel and assessment centre for homeless women, it has the facilities of a smart hotel – all designed around the views of women who have been past residents of Glasgow Council's Inglefield Street Hostel.

The Chara Centre, which opened in the summer, is the result of Glasgow Council's transformation of its homeless residential properties, which began 10 years ago.

The Inglefield Street Hostel was the last large facility for women who were homeless, but in the years leading up to its closure this year, the staff involved residents in the planning of the design of the new centre to replace it.

Women's Services Manager Geraldine Lynch explained: "The consultations showed that women valued their own privacy and safety. Feedback included a desire for all-women staffing, and facilities like cooking and clothes washing in their own rooms, as well as ideas on



The Chara Centre provides a safe and peaceful environment

furnishings and decor. Even the name 'Chara' itself was chosen by the women: it is the Greek word for joy and chosen as an expression of hope and aspiration for the future."

The architects' solution was a light and spacious centre with 25 self-contained bed sits and a family room with an enclosed private outside area.

Geraldine said: "The high quality and privacy of the centre has provided the women with a calming space in which to recover.



There's a much quieter and peaceful environment here than at Inglefield and this helps the women focus on other key issues in their lives such as health and wellbeing."

In addition to providing a safe and comfortable environment, the centre also provides 'wrap around' services to support the women moving on after six-12 weeks.

# PET THERAPY



The kune kune pigs are just like puppies!

## Three Bridges Care Home has taken its love of animals to a new level and now residents can enjoy petting everything from chickens to pigs

**A**fter a visit from a travelling animal zoo to one of her three care homes, Margaret Sawers, Director of Northcare Scotland, saw the joy that animals could bring to her residents. So, when she opened a new 72-bed care home for frail and elderly residents in the south of Glasgow in May, chickens, pigs and rabbits were already part of the plan.

However, before she installed a coop for eight chickens and a pen for two pigs, she had to do her research to ensure that she not only satisfied the government's minimum legal requirements and guidance on best practice

on animal regulations, but that she had also taken infection control measures to protect the health of her residents.

Margaret explained: "I got advice from my local vet on the Scottish Government's welfare codes for the care of laying hens and pigs and also Defra's welfare code for the care of rabbits. You have to apply for a livestock traceability licence for pigs as they have the potential to transmit foot and mouth disease to other animals, and you cannot feed table scraps, left-over food or kitchen waste of any sort to pigs and chickens as animals can get food poisoning too!"

The whole aim of keeping the animals was to get the residents involved in their upkeep, from collecting eggs from the hens to make themselves breakfast, to feeding and petting the pigs and rabbits – so Margaret called upon the expertise of Audrey MacKenzie, the Care Inspectorate's Professional Adviser Infection Prevention and

TO find out more on infection control issues with animals, turn to page 15

Feeding and caring for animals brings residents great enjoyment



**USEFUL LINKS FOR FURTHER INFORMATION:**

- [www.scotland.gov.uk](http://www.scotland.gov.uk)
- [www.defra.gov.uk](http://www.defra.gov.uk)



Control. She said: "Audrey advised us about the serious risk of infection, particularly with the chickens, so we installed washing facilities in an outside shed.

"It's policy for a member of staff to supervise the residents when they are interacting with the animals and for that person to help residents wash their hands thoroughly with liquid soap and running water. This means they do not bring any potential infection into the home."

Margaret said the extra cost and bureaucracy has been worth it: "The interaction with animals has given our residents a lot of enjoyment and their involvement with feeding, cleaning and playing with the animals has given them a sense of purpose during the day.

"The kune kune pigs are great fun because they are a small and friendly breed and the residents enjoy petting them when we let the animals roam free, especially when they roll over and let their tummies be scratched – they are just like little puppies!"

# Arcadia Gardens Radio

At Arcadia Gardens, the residents are always thinking of ways to get involved and strengthen the community. The care home based in Bridgeton, Glasgow, offers residential care for up to 72 older residents.

Allan Moore, Chairman of the Resident's Committee, proposed the idea of a radio station run by residents. Brooke Cameron, Activities Co-ordinator, contacted Real Radio to find out more about what is involved.

Real Radio suggested getting in touch with Glasgow Audio which helped by setting up the studio at the care home and connecting it to the existing speakers in the units at Arcadia Gardens.

The radio station was launched on 4 July with American themed

celebrations for the residents and relatives. Since then, it has expanded to two shows each day.

In the morning, resident Allan Moore hosts the show. It includes not only music but also news and birthday announcements. Several residents, including Eileen Baxter, run the afternoon show. Any residents who want to get involved can do so.

The manager has an occasional spot on a Wednesday afternoon to give any updates about Arcadia Gardens. All residents and staff can join in the fun by requesting songs.

Allan summed up the appeal of having a residents' radio station: "The music gets everyone up singing and dancing. It's fun."



## Blar Buidhe nursing home

BASED on the Isle of Lewis in the Western Isles of Scotland, Blar Buidhe offers dementia and nursing care. It is a relatively small care home of up to 40 residents but that doesn't stop them having fun.

Care Inspector Ishbel Macdonald thought she was on just another inspection when she visited the Blar Buidhe care home in Stornoway in the Western Isles. What she didn't expect was a spontaneous music session.

Working in one of the offices early in the evening, she heard a guitar being played. Suddenly a member of staff ran into the room Ishbel was in, grabbed a box and dashed out again. Wondering what was

going on, she went to investigate. What she found was an impromptu ceilidh with a guitar and accordion being played and even some highland dancing!

Wondering whether the music session was in reaction to her unannounced visit as an inspector, Ishbel checked with one of the carers. They told her that these music evenings happened quite often and were always as spontaneous as on that evening.

Ishbel said: "Music is a great way of cheering up the residents and getting them involved in the community spirit of Blar Buidhe. This great example shows how care homes can encourage involvement with just a couple of instruments."

## Encouraging physical activity in care homes

INNOVATIVE gym equipment, specifically designed for use by older people, has been placed in care homes, sheltered housing complexes and hospitals across Aberdeen, and the Robert Gordon University (RGU) has joined forces with Aberdeen City Council to promote and evaluate its use.

Technogym Easyline equipment employs a hydraulic design, ensuring the resistance applied is relative to the ability of the person using it. The machines allow users to work muscle groups through a range of natural movements, building up strength with no great stress

placed on any part of the body.

RGU Sport and Exercise Science students have undertaken a work placement based around the promotion of "active aging", providing classes and instruction to elderly people in a number of settings. An ongoing evaluation is also taking place, examining the impact on functional capacity and quality of life of older people – the results so far have been very positive.



# Are you **using** or **choosing** a care service?





## How do you know if it's of good quality?

There are over 14,000 registered care services in Scotland and the Care Inspectorate inspects them all. We also regulate and inspect social work and child protection services in Scotland.

Whether it's a care home, nursery, childminder or care at home, we regularly inspect them and publish every inspection report on our website.

For more information please call

**0845 600 9527**

OR visit

**[www.careinspectorate.com](http://www.careinspectorate.com)**

## Praise for new Fife care plans

A CARE home in Fife has taken the aims of GIRFEC\* and SHANARRI\*\* to heart and developed new care plans for young people which have been so successful that they have been rolled out to Fife Council's four other residential homes.

Nikki Drummond, Senior Care Worker at Maidstone residential home in Leven, was inspired to integrate the best practice principals of GIRFEC and SHANARRI into the home's new care plans. These would not only be more needs and outcomes focused, but would also engage the youngsters in developing their own plans.

She explained: "We had daily, short-term and long-term care plans but the way they were designed did not contain any useful information for us to help develop the young people in our care.

"As they had not been changed for years, a team of us at Maidstone decided to use GIRFEC and SHANARRI to redesign the care plans so they would be more relevant and useful. We piloted the new plans at Maidstone and found that the new approach helped us to understand more about our young people's dreams and aspirations. It made us look at their care plans in a different light, and particularly focused us on helping them to get to their desired outcomes.

"Part of this success was down to the young people themselves who were really engaged with developing their own care plans and taking ownership for making them happen."

The documents have proved so successful at engaging children and young people in planning their service, that they are now being used in all of the council's care homes in Fife.

Inspector Lisa Kirkbride was impressed with the adoption of GIRFEC and SHANARRI best practice principles in to the new care plans. She said: "They are clear and easy to understand with no social work terminology to confuse the young people."

\* Getting it right for every child

\*\* Safe, healthy, achieving, nurtured, active, respected, responsible and involved

# ISLAND NURSERY CUTS IT LOCALLY

## Dunsgalair shows children peat-cutting

Peat cutting might not be an everyday event for most children in nursery care, but at Croileagan Dunsgalair it's just one of many ways staff seek to teach youngsters about their heritage.

Dunsgalair is a very small Gaelic nursery on North Uist in the Western Isles, run by a committee of parents. In addition to committee support, staff are aided by the local authority's Early Years Services and Bord na Gaidhlig.

The committee is made up of mostly working mothers and fathers who meet with staff on a monthly basis to discuss the running of the group.

It is, in fact, one of the last of its type, with most Croileagans on the Western Isles taken over by the local authority's Education Department and merged into the schools. The children are

immersed in the Gaelic language when they come to the nursery and they are thoroughly involved with the local community.

The nursery staff and children are invited to any activities going on in the nearby community centre, and, for such a small nursery, they raise a significant



Locals were invited to show the children peat-cutting



## Kids rule OK at St Mirin's

ST Mirin's Out of School Club in King's Park, Glasgow, is certainly child orientated.

In fact, the children make most of the decisions about what they want to do, and when and where they want to do it.

It's a winning philosophy that has brought the service excellent grades in its latest inspection. Quality is paramount and St Mirin's was the first service in Scotland to achieve the quality assurance award Aiming High Scotland at the highest level of 3. The service is voluntarily managed by parents.

Care Inspector Louisa Walker said: "Children told me that they make decisions about the activities they want to participate

in, and that they are encouraged to take part in extra curricular sport sessions in the local community such as football and basketball.

"Citizenship is promoted through fundraising, anti-bullying, health and wellbeing initiatives.

"The service has continued to maintain and achieve excellent grades ensuring children and families are at the heart of its decision making processes."

The staff members are encouraged by manager, Margaret McLelland, to continue their professional development and access a wide range of training and development opportunities. Margaret is keen to point out



amount of money for charity.

Staff regularly involve the children in all aspects of the community and the community appreciate the commitment of parents to keep the facility locally.

Islanders were even invited along to demonstrate that peat was once a form of fuel in the Western Isles, showing the children how it was cut and dried.

Inspector Peigi Nicolson said: "Committee members work well together as they have fought very hard to keep the nursery in the community open and are very

supportive of staff.

"This benefits the children as they become familiar with the community they live in.

"They live in a very small and, at times, isolated community and getting to know people of all ages is beneficial to the children.

"With communities such as the Western Isles, we often have to leave our homes at a young age for further education or work.

"This means that the children have to learn, from a very young age, to be confident individuals."

**CN**

that credit for the excellent service provided should be given to the highly trained, professional and dedicated staff team. She said: "We had a children's council, but the children decided it was taking them away from their play so now we have Pit Stop Days where all children and staff discuss what we've done and what we're planning to do.

"The children lead the activities. In the last two years the children have presented our AGM to parents and this again promotes their independence, accountability and confidence."

With 48 children attending each day, the seven staff are kept on their toes.



The team at St Mirin's Out of School Club are kept on their toes with the 48 children attending the service

## Involve to Improve

IF you want to learn ways in which you can involve children and young people in shaping and improving your services then look out for the new **Involve to Improve** website.

Developed by the Care Inspectorate, this website aims to promote and share effective practice about involving children and young people in planning and developing services.

This site, which will be launched in the autumn, contains more than 20 case studies that show effective service user involvement in directing the development of services... and it's looking for more examples so that services can learn from each other.

Senior Inspector Judith Tait: "The idea came from the practice guide produced by SWIA which had collected a number of examples where services had encouraged a higher level of involvement of children and young people in the strategic development of their services.

"The Care Inspectorate is committed to promoting continuous improvement in care services in Scotland and this interactive website will provide exciting opportunities for the care and social work services we regulate and inspect to share their own effective practice and learn from others."

The website is designed to be interactive and to encourage services and service users to post their examples of effective practice, as well as comment on issues through blogs.

To learn more about the website or to submit your own case studies, email [involveimprove@careinspectorate.com](mailto:involveimprove@careinspectorate.com)

## Be a good egg with car seats

THOUSANDS of unaware parents throughout Scotland are putting young children at risk each year through the use of poorly fitted or incompatible car seats. In 2011, the Scottish Good Egg In-Car Child Safety Initiative carried out 1,827 child car seat vehicle checks and discovered that just under half were fitted with inappropriate or unsafe car seats.

The government-backed Good Egg In-Car Safety programme is currently running a campaign to raise awareness. Free seat checking clinics have been provided nationwide to show parents first-hand how to correctly install the seats themselves. Around 50,000 leaflets containing tips and advice have been produced to educate the public, specifically child-minders, on the risks faced with an improper child seat installation.

A free app has also been developed, allowing parents to locate their nearest reputable child seat outlet, calculate the correct seat type and size for their child and receive news on the issue.

For more information visit [www.protectchild.co.uk](http://www.protectchild.co.uk)





FACE TO FACE

# WHO CARES WINS

Having been through the care system, Nikita Connelly is determined to become a youth worker herself



“As I got older and left care I started visiting young people’s units with the Who Cares? Scotland workers to help advise kids on issues”

**A**t the age of 13, Nikita Connelly asked to be taken into care – her violent and abusive mother had pushed her to breaking point and she wanted an escape. However, three years in the care system, after being transferred between different children’s units, dealing with an inexperienced foster parent and the emotional turmoil of several failed re-uniting sessions with her mother, it was not the great escape she had originally hoped for.

Today, Nikita is a mother herself, with three young children, and has what she describes as a “great job” with young people’s advocacy group Who Cares? Scotland, where she can use her real-life experiences to help other youngsters in care.

Like most people her age, her first introduction to the care system was daunting, as she explained: “I thought care homes were where all the bad kids went and that I’d be picked on, but to my mind it was still safer than staying at home.

“I was sent to a children’s unit and was allowed to attend my own school, which was good. But, as my mother wouldn’t let me see my brothers, I got really upset, and on my younger brother’s birthday

I went out and got drunk. I then got into an argument with the headmaster when I returned to school and then ended up getting expelled.”

By her own admission, Nikita was no angel: “I was very angry with everyone. I’d lose my rag easily – I had a real chip on my shoulder.”

However, thanks to Who Cares? Scotland she was encouraged to channel some of her energy into young people’s rights.

She said: “The Who Cares? Scotland team visited my unit and I thought kids’ rights in care was a good thing to get involved with, as I’d seen lots of cases where rights were abused.

“I’ve now been involved with them for 10 years, initially helping with campaigns like their anti-stigma video and later attending conferences on care and young people’s rights all over Scotland.

“As I got older and left care I started visiting young people’s units with the Who Cares? Scotland workers to help advise kids on issues.

“I remember one young girl in care who was just desperate to have a baby.

“Having been recently pregnant, I was able to tell her all about it and how difficult it is to raise a baby by yourself. Last I heard about her

## 5 THINGS ABOUT ME

**What did you want to be when you grew up:**  
A lawyer

**First job:**  
In the local chippy



**Passions:**  
My kids, my job and a clean house!

**Best experience:**  
Using my experience for good and not as an excuse, and succeeding in life - I could not ask for more.

**Biggest wish:**  
To own my own home



was that she is doing really well at college... and no babies!” College is an aim for Nikita herself, as she wants to study a HNC in Child Care so she can be a qualified youth worker with Who Cares? Scotland.

“When I was a kid I wanted to be a lawyer and put all the bad guys away, and then I thought about being a residential worker in a children’s unit, but my experience has really put me off that.

“Don’t get me wrong, there are some really great residential workers out there, but I believe a lot of them are getting bogged down in the admin and paperwork and losing their focus on care.”

Nikita has also done a lot of work for the Care Inspectorate, particularly on its ‘Meet Sid’ campaign to help youngsters in care across Scotland. She was involved in developing the original concept and has actually become Sid’s alter ego, answering young people’s questions on the website about being in care and providing support.

She’s excited about this project as phase two has started which involves new videos and an online game.

To cope with her time in care, Nikita used to write poems as a way of expressing her feelings. She said: “When I was 21 I read some of my old poems and was shocked at how sad they were. So different from where I am now with lovely children, a nice home and with a job I love.” **CN**

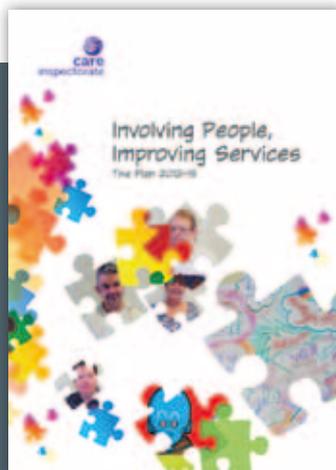
## Free books and DVDs

THE Care Inspectorate produces a range of publications and DVDs that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information for people

who currently use, or are preparing to use, care services as well as for their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



• BOTH AVAILABLE ONLINE

• FOR COPIES CALL 0845 600 9527

# GETTING THE RIGHT NUMBERS IS THE KEY

## Care Inspectorate investigates how staffing and hours worked impacts service

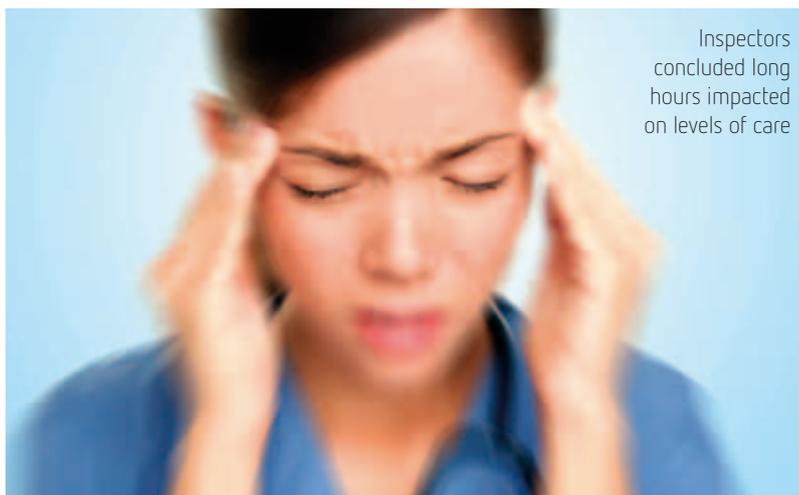
### COMPLAINT CASE STUDY

THE highest number of complaints received by the Care Inspectorate relate to staffing issues. Although they often concern the competence and training of care staff, a high proportion of them highlight the actual numbers – or lack of proper numbers – of staff employed in care services during specific times of the day.

This case study describes a complaint where the complainant was not only very concerned about the service not employing the correct number of staff on a night shift at a care home, but also that some staff at the home were working 14-hour shifts.

Two Inspectors arrived on an unannounced early morning visit to the home, and found only two staff on duty instead of the necessary three.

The staff shared their own concerns about the reduced night shift because of the number of residents who were at risk from falling if they needed to get up from bed during the night. There had been situations where a resident buzzed for assistance but staff were unable to go immediately because



they were assisting another resident. The falls were confirmed in the personal plans.

Sometimes staff couldn't take the time to take people to the toilet with a stand aid and just gave them a commode or moved people without using the stand aid. There were other concerns about finding it difficult to administer medication when there are only two staff available, and also getting proper breaks during the night shift.

Our Inspectors found that not only was the service operating without the correct number of staff during the night shift, but that, as a direct consequence, vulnerable elderly residents were being exposed to high risk. This part of the complaint was upheld.

The second complaint about the service was that staff on the day shift were being asked to work 14-hour shifts to compensate for the reduction of staff on night shifts. The example given was that staff were being asked to work from 8am until 10pm, and sometimes required to come in at 6am the next morning. The staff told Inspectors they were unhappy about working such long hours and that some were finding it hard to concentrate and getting impatient with residents as a result. Our Inspectors concluded that staff working such long hours, often on consecutive days, impacted on the quality of care provided and may be detrimental to the health and wellbeing of service users. **CN**



### Lesson learned

1. Providers must pay proper heed to staff numbers, not least during night shifts.

2. Staff tiredness can place vulnerable older people at risk.

3. Lengthy shifts lead to tiredness and can cause risk, both to service users and the staff who care for them.

Animal infection control needs consideration in care services

# MAKE SURE YOU UNDERSTAND ISSUES WITH PETS

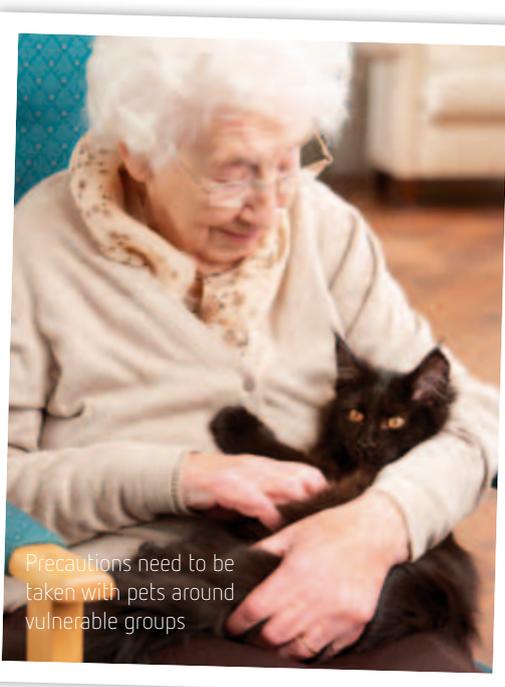
**A**nimals make great companions for older people, provide lots of fun for youngsters ... and constitute serious infection control hazards too!

No one likes to look upon a pet as the equivalent of a bacterial Petri dish but precautions have to be taken around elderly people and children.

Audrey Mackenzie, the Care Inspectorate's Professional Adviser Infection Prevention and Control, said that care services need to seek the appropriate guidance and permissions, and infection control advice before bringing animals into their premises.

She said: "Following incidences of infections from animal contact at visitor attractions, the Health & Safety Executive has published guidance on preventing ill health which is useful information for all care services, particularly where care settings host visits of exotic animals. These are well received but, again, there has been occasions when people have acquired infection from lack of, or poor hand washing after handling the animal or being in contact with its equipment or droppings.

"That's why it is essential that people always wash hands under running water using liquid soap and dry with paper towels after contact with animals. The use of



Precautions need to be taken with pets around vulnerable groups

wipes, alcohol gels or hand sanitiser is not sufficient or safe."

Audrey said that childminders also need to think about what pets are on their premises when children are attending. **CN**

For more information, visit [www.hse.gov.uk](http://www.hse.gov.uk)

## Developing footcare standards

### CONSULTATION

The Scottish Government is highlighting the issue of personal footcare for older people through a forthcoming consultation on national guidance.

Good personal footcare is particularly important for older people as poor foot condition can negatively affect comfort and mobility, self-confidence, and may lead to slips and falls.

Jenny Ackland, the AHP National Lead for Footcare,

said: "Our multi-agency group has developed draft guidance for personal footcare for older people. It suggests what staff working within the care sector should do locally to support older people with footcare.

"There are plans for educational and training

resources to be made available to ensure a consistent approach to the provision of personal footcare.

"This important area of work is one of the 27 actions highlighted in the AHP National Delivery Plan and we would welcome feedback from people involved in the care of older people about our suggestions."

The consultation will be launched in October and for more information, contact [jenny.ackland@ggc.scot.nhs.uk](mailto:jenny.ackland@ggc.scot.nhs.uk)



## Help at hand for records and plans

A NEW Care Inspectorate document, 'Guidance about medication personal plans, reviews, monitoring and record keeping in residential care services' has been produced to help care service staff working in residential care services who record medication administration and develop personal plans.

This guidance takes into account areas of concern that the Care Inspectorate has identified over the last 10 years of regulation of care homes and other residential services.

Alison Rees, Professional Adviser - Pharmacy, explained: "A common issue we identify during inspections or complaints activity is poor and ambiguous medication recording.

"This document is designed to give common sense guidance on medication recording and care plans. It also provides the perfect opportunity for care services to review their medication policies and procedures to ensure they cover all legal requirements and best practice relating to medication recording, reviews, monitoring and care planning.

"We feel the information within the guidance is a useful starting point to open up dialogue between care services, their supplying pharmacy, GPs, relatives and carers, and training organisations to improve the quality of medicines management within the service. This should be part of a joint commitment to improving quality and care."

For more information, visit the health professional advice / medicines management guidance section of [www.careinspectorate.com](http://www.careinspectorate.com)



Residents enjoying a day out at North Berwick

# EVERYONE IS INVOLVED



Nancy Burgoyne

Looking after people with dementia isn't easy – but a day care centre in Livingston has found that the key to success is involvement and activity.

And that philosophy has brought a recommendation for "excellent" grades from the Care Inspectorate, in the latest inspection of the Rosebery Centre, which is housed at St Paul's Church in Ladywell.

Care Inspector Janet Wilson said: "I've never experienced a day care centre quite like Rosebery. The service users are always asked for their views, whatever their level of understanding, and the carers and volunteers – many of whom have been carers themselves – are encouraged to take part in the staff training programmes.

"There's a high level of consistency among the people who work in the centre, and at the end of each day the staff and volunteers discuss each client and evaluate how they

## Rosebery day care centre uses activities to make life easier for those with dementia

enjoyed the experience."

Centre manager Nancy Burgoyne said: "We started the service 28 years ago and took advice from many agencies – social work, health and the voluntary sector – on how to provide the best possible service to people with confusion problems.

"When I was in training,

experts thought that people with dementia couldn't cope with more than three or four activities a day. I soon discovered that wasn't the case. I was also told by those who trained me that people with dementia didn't have the ability to discuss their condition – well, that was wrong too."



The Family Carers Group out on the Union Canal

Nancy noticed that TV programmes watched by her young children changed every two or three minutes, and wondered if the idea would work for dementia sufferers.

It did. The Rosebery Centre has expanded several times and now takes in 45 people a week (15 people on each of three days).

Nancy said: "We have two members of staff and around 10 volunteers each day and we have a list of 200 activities for our members, as they like to be called.

"It's a combination of physical, mental and emotional activities, and if something isn't working we just change it there and then.

"We also encourage the members to take activities home with them to stimulate their interest when they're not here.

"We provide home visits, and if a carer can't make it to the centre on a training day, we'll take the training to them at home." **CN**