



# carenews

SHARING YOUR INTEREST IN CARE

SPRING 2012



## HOME & AWAY

Helping an MS sufferer  
get the best out of life Page 7

Also inside

Best practice ● Involving people ● Nurseries ● Complaints

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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 that 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@carecommission.com](mailto:equality@carecommission.com)

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

## Welcome

to the spring 2012 issue of *Care News*

MUCH of the Care Inspectorate's work to improve the quality of care in Scotland is based on the professional knowledge and expertise of our inspectors. But we also have another vital source of information which informs our decisions: the views of people who use care services, their carers and relatives.

As you will read in this edition, involving people who use care services, and their carers continues to be an important part of our inspection planning process.

Lay assessors are our unsung heroes – people with personal experience of care who give up their time to accompany our inspectors on care service inspections. Turn to page 12 to read about Winnie Whyte from Tayport who has been a lay assessor for the past five years – and plans to continue for many more.

Our Involving People Group is another important way that people who use care services can help us. The group has contributed to the Care Inspectorate's Involvement Plan which includes a Charter – detailing 10 principles for involvement activities.

And also in Care News there's the usual mix of best practice stories from across the care sector and helpful information to keep standards of care as high as they can be.

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 next time.



I hope you enjoy Care News.

**Sarah Wilkie**  
Editor

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## Online



### CARE INSPECTORATE ONLINE NEWS Scottish Social Services Council (SSSC) registration for supervisors in care homes for adults

As of 30 March 2012, all people working as supervisors in care home services for adults must be registered with the SSSC.

### RPS Scotland launches report on improving pharmaceutical care in care homes

The Royal Pharmaceutical Society in Scotland calls for radical changes to the way pharmaceutical care is provided in care homes.

### Bribery Act 2010 Policy and Procedures

The Care Inspectorate has introduced a policy and procedures document to aid compliance.



Scan this...

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

New guide promotes good practice on involving young people in improving services

# HEAR OUR VOICE

To promote the involvement of children and young people in developing and improving the services that support them, the Care Inspectorate has produced a new guide that draws on good practice from services across Scotland: 'Practice Guide: Involving children and young people in improving children's services'.

This guide focuses on how children and young people are engaged and involved in planning and developing services, and is aimed at practitioners and managers in statutory services, as well as private and voluntary organisations that are involved in planning, developing or delivering children's services.

It helps to share the learning from examples of effective practice, to offer ideas about different approaches and provide a framework for self-evaluation that will support continuous improvement. It also offers signposts to reference material providing more detailed tools and techniques.

There has been a growing recognition of the need to challenge adult interpretations of children's wishes in setting policy and designing and



delivering services. The UN Convention on the Rights of the Child identifies participation as one of its guiding principles and this is now understood to be central to UK and Scottish government legislation, policy and guidance. Services for children in Scotland now have duties to consider the views of children and young people and enable them to participate.

The inspection methodologies of the scrutiny bodies that came together to form the Care Inspectorate all recognised the importance of involvement and participation in the continuous development of services.

However, a common finding from inspections across all three bodies was that services were at very different stages of being able to evidence how they routinely used feedback from children and young people to develop and improve services. **CN**

"Feedback from young people we met was positive; they enjoyed being able to share their experiences and it reinforced their confidence in the benefits of involving young people."

Judith Tait and Jo Harrison,  
Senior Inspectors

## FIND OUT MORE

Available to download at the end of April from [www.careinspectorate.com](http://www.careinspectorate.com)

## Penalties for missing annual return deadline

### ANNUAL RETURNS

SERVICES that failed to submit their annual return by the 20 February deadline this year had their grade marked down to "unsatisfactory" (1) for Quality Statement 4.4, or for childminders: Quality Statement 3.9.

However, these services were contacted by the Care Inspectorate and given an additional three weeks to submit their returns which would allow their grade to be reinstated.

Stuart Mackenzie, the Care Inspectorate's Intelligence and Methodology Manager, explained: "The

legal requirement to complete and submit annual returns has always been in place. This was the first year we have downgraded services in such circumstances, but we gave extra time to these services to supply their annual returns as this information is vital to us to inform our risk assessments and plan inspections.

"Next year, the Care Inspectorate will continue with its policy of downgrading services that do not submit an annual return by the deadline. However, we will also be consulting with stakeholders to ensure we have the best process for gathering annual returns."

The policy of electronic-only submission of annual returns will also continue and other documents such as self-assessments.

If you have problems using our electronic systems, contact the eForms helpdesk on 0845 603 0890

## Looking after your care

INSIDE this issue of Care News, we've included a new joint leaflet and postcard produced by the Care Inspectorate and the Scottish Social Services Council (SSSC).

The leaflet is for people using services and carers so that they know what standards to expect, who sets the standards and what to do if they have concerns.

For copies of the postcard, please call the SSSC on 0845 60 30 891 or the Care Inspectorate on 0845 600 9527.



Maureen Mathieson on how achieving an MA has helped her role as an inspector

# A REFRESHING EXPERIENCE

## How long have you been with the Care Inspectorate?

I have worked with the Care Inspectorate and before that with the Care Commission, since it was established in 2002.

## What is your role?

I inspect a range of services for children: residential special and school care accommodation, out-of-school care and childminders, but I specialise in early years childcare and education. My background is in childcare and education.

## What motivated you to study for this Masters?

I feel it is very important that inspectors are as knowledgeable as possible in their specialist field in order to be able to base their evaluations on sound research and evidence-based good practice and to share this with practitioners. I chose to study for an MA in Early Childhood Education at The University of Sheffield because the course is highly regarded in the field of early education.

## How long did it take you?

The course took two years to complete. It is a distance learning course, with five intense residential weekend study schools consisting of lectures, seminars and workshops.

## Did you get any support from the Care Inspectorate?

The Care Inspectorate contributed half toward my course fees, as it was relevant to my work and continuing professional development. Management and colleagues were very supportive.

“ Studying and achieving a new qualification refreshes not only your knowledge and skills, but also your confidence in your own abilities ”

## How do you feel the Masters has benefited your role in the Care Inspectorate – and how does this transfer into improving the quality of care in Scotland?

I was able to study aspects of childcare and education that would build knowledge relevant to my work. For example, I chose to study supporting mathematics and numeracy in early years settings, researched how inspectors listen to children during inspections, and explored research into the evaluation of quality in childcare. My dissertation explored what nursery practitioners view as being important in caring for the holistic needs of children under three in nurseries in Scotland. All these aspects gave me a greater insight into what's important for young children and what constitutes best practice in practitioner and inspector roles.

A large number of nursery practitioners worked with me on my dissertation which was fantastic, and I am very grateful to them for their participation.

## What would you say to others considering further education to improve their skills/knowledge?

Studying and achieving a new qualification refreshes not only your knowledge and skills, but also your confidence in your own abilities. People often say to me that they are too old, but I'm no spring chicken! You are never too old to do anything – go for it! **CN**



Maureen graduates with an MA in Early Childhood Education



## Charter calls for input

### PARTICIPATION

PEOPLE with learning disabilities that use care services are helping to make changes to the organisations that support them thanks to the Charter for Involvement.

That's the conclusion from the interim evaluation report to promote the Charter, published by the National Involvement Network and ARC Scotland, a charity that champions developing person-centred support for people with a learning disability or other support needs.

The Charter was launched in Scotland in 2009 and was developed by people with learning disabilities who use services to encourage service providers to make involvement better.

James Fletcher, Director of ARC Scotland, said: "The results from the survey show that the Charter is making a difference, particularly in the way that organisations are involving the people that use their services in shaping that support. We've seen service users involved in the recruitment of new staff and helping to write policy which is exactly what the Charter for Involvement is all about."

For more information, visit <http://arcuk.org.uk/scotland/charter-for-involvement>



Service users, young inspectors and lay assessors give their views on the Involvement Plan

Event seeks views on the proposed Involvement Plan

# WARM RECEPTION FOR PRINCIPLES

**M**ore than 40 lay assessors, young inspectors and people who use care services gathered in Stirling in March to give feedback on the Care Inspectorate's proposed Involvement Plan – "Involving people and improving services". They were asked about the draft Involvement Charter – a list of 10 principles on involving and supporting people who use care services and their carers in the Care Inspectorate's activities.

Charlene Guild, Professional Adviser (Equality and Involvement), explained: "As part of our work to develop the Involvement Plan, we have a project group made up of people who use care services, carers and Care Inspectorate staff who are working together to produce the best possible result. The project group felt it was important to set out our commitment as an organisation to involving people in what we do."

Charlene said the feedback was very positive: "We have a list of 10 principles that we would like to incorporate in all our work to help involve people who use care services, and people were, in general, in agreement with them."

"They said they liked the fact that we were committed to valuing people's personal contributions, being clear about the purpose of their involvement and that the Charter gives us flexibility to continue to develop our involvement culture and ethos."

The feedback from the event will be reviewed by the Involvement Plan People Project Group and then will be put out for consultation with a wider range of stakeholders in late May.

After the consultation, the Involvement Charter will be put to the Care Inspectorate Executive team and for Board approval in the summer.

**HAVE YOUR SAY**  
 TO have your say on the Involvement Charter when it's published, please check the consultation section of the Care Inspectorate website in late May.



## SEE THE VIDEO

TO understand how important involving people who use services and their carers are to the Care Inspectorate's work, watch the video about our Involving People Group. Scan the QR code (left) with a smart phone or search for Involving People Group on YouTube: [www.youtube.com](http://www.youtube.com)





## Initiative to change lives

### SELF-DIRECTED SUPPORT

FIVE of Scotland's leading voluntary organisations have joined forces to drive forward self-directed support for vulnerable people.

The initiative, Changing Support, Changing Lives, is funded by the Scottish Government. Its members are the Long Term Conditions Alliance Scotland; the Scottish Consortium for Learning Disability; ENABLE Scotland; In Control Scotland; and The Institute for Research and Innovation in Social Services.

The programme will support care and support providers across the country to make the transformation to self-directed support through conferences, master classes, networks and redesign projects.

For more information, visit [www.changingsupport.org.uk](http://www.changingsupport.org.uk)

# THEY'RE GOING THE EXTRA MILE

The extra efforts of carers to help out is making life much better for one couple

**W**hether it's a lift to a doctor's appointment or picking up some shopping, a group of carers have shown that they go above and beyond for one man living at home with MS.

Carers from Allied Healthcare are not only making it possible for Lawson Marshall to live in his own home, but also go out of their way to help him and his wife Pat with day-to-day challenges.

Lawson has been living with MS for years, but after a relapse, he became unable to dress himself and move about the house easily. And, having undergone operations on a hip and a knee, his wife was unable to assist Lawson on her own. That's when the carers stepped in – to dress him in the mornings, give him lunch and dress him for bed.

Lawson's son, David, who is a Pharmacy Advisor at the Care Inspectorate, explained: "The carers may be here to do a task but, in fact, they go over and above what is expected of them. They seem to have become friends with my dad. They make him laugh. He always looks forward to them visiting. It's great that it's the same faces he is seeing every day, so they can build up a positive relationship with him. The carers are clearly there for the person."



Carers go above and beyond their expected duties for Lawson Marshall, building up a positive relationship

Pat said: "They are brilliant. They make him laugh, which is good, and give him a shower even though they don't need to. Nothing is ever a bother for them. On occasion they have even driven Lawson to doctor's and hospital appointments and picked up the odd thing from the shops, such as milk, when we need it."

## Being social is all fun and games

### CARE HOME ACTIVITY NETWORK

IN this Olympic year, it's not only the athletes who are "Going for Gold", it's care home residents too!

Thanks to the Care Home Activity Network, more people using care services are enjoying new activities, from indoor curling and skittles to parachute and ball, and beanbag toss.

This network has helped put care homes in touch with each other to plan joint events and share resources so they can encourage older people to get

more active and become healthier, prevent illness and have more independence.

Care services in West Lothian kicked off the initiative last year when they brought residents from care homes together with people using day care, sheltered housing and care at home services for an afternoon of competitive events at the Xcite leisure centre in Broxburn.

Perth & Kinross is another area that has started its own network, with care homes planning their first Go for Gold competition at

the Bells Sport Centre in Perth in June.

Vikki Adams, Care Assistant at Kincarrathie House near Perth, said: "It gives us a good support network. And it's very important for our residents as it encourages social activity and gives them opportunities to get together, especially to meet people from other homes and to have some fun."

Edith Macintosh, Care Inspectorate Rehabilitation Consultant, said: "The network is a great example of a successful partnership approach between health and social care and it is helping to promote a person-centred approach to care by



finding out what people's likes and dislikes are, and offering more social opportunities."

For more information on go for gold, visit [www.bhfactive.org.uk](http://www.bhfactive.org.uk) and [www.napa-activities.co.uk](http://www.napa-activities.co.uk)



From left, are John Halliburton, Cathy Baxter, Ackroyd Butterfield, Gregory Patterson, Gillian Rojek, Edward Fairweather, and Ali Davidson

Cooking competition for people at Gowrie Care in Dundee was a 'great success'

# COME DINE WITH US ALL

**T**he popular TV programme "Come Dine with Me" sparked a lot of interest among people using Gowrie Care in Dundee.

So when a member of the support staff came up with the idea of Gowrie Care having its own version – "Gowrie Care to Dine with Me" – nine people decided to take part.

Each one had to create and cook their own special meal for the others in their group, and each took turns as party host or hostess. At the end of each evening, votes were cast by those taking part, and a winner chosen.

Dates were set over two weeks for the competition, and Gowrie Care arranged for the contestants to be filmed and a DVD made that was "premiered" at a special event in February.

Cathy Baxter, one of the two

service users who each won £50, said: "It was good, and I enjoyed the food. I liked setting the table and making it look nice. And I won and got the money for winning."

Another contestant, Gregory Patterson, added: "The best bit was cooking for other people. I would love to do it again!"

The other £50 winner was Gillian Rojek.

The premiere was attended by Irene Duff from Gowrie Care Dundee services and Damian McGowan, Gowrie Care's managing director, as well as members of staff and, of course, the service users who took part.

There was lively audience participation and everyone voted the evening – and the competition – "a great success".

Care Inspector Shona Adam said: "I think this is an excellent example of how Gowrie Care staff have supported people to fulfil their dreams and wishes.

The amount of work that staff did and their attention to detail made sure the experience was thoroughly enjoyable for all and as close to the real thing as possible.

"The event was a resounding success and the staff are very hopeful that it could be repeated so that others could have the experience."



**A range of care...**

GOWRIE Care supports people who have a learning disability, mental health problems, are on the autism spectrum or are or have been homeless. Care ranges from internal 24-hour support to short term or minimal visiting support.



John Halliburton

# Looking after yo





Scottish  
Social Services  
Council



# ur care

The Care Inspectorate and the Scottish Social Services Council regulates social care services and the people who work in them to protect you and to make sure you get good care.

All care services must meet the National Care Standards. Individuals that work in care services must meet the SSSC Code of Practice for Social Services Workers.

If you, or someone you know is:

- unhappy with the quality of care provided
  - concerned about the ability or behaviour of a care worker
- you can speak directly to the service (the person, other staff, their manager, the employer).

If this doesn't help you can speak to:

- the SSSC to complain about an individual worker
- the Care Inspectorate to complain about standards of care in a service.

## Contact us

### SSSC

Tel: 0845 60 30 891

Email: [enquiries@sssc.uk.com](mailto:enquiries@sssc.uk.com)

Web: [www.sssc.uk.com](http://www.sssc.uk.com)

### Care Inspectorate

Tel: 0845 600 9527

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

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

Find out more about the National Care Standards at

[www.nationalcarestandards.com](http://www.nationalcarestandards.com) or call 0845 370 0067

# Nurseries give a taste of the great outdoors

## OUTDOOR PLAY

CAROL MacRae is a fan of the great outdoors – so much so that she has made this a key aspect of her Ross-shire nursery service.

Ankerville Nurseries is a family-owned group of three nurseries based in Tain and Alness, catering for children from 0-8 years on a full, part-time and after-school basis.

Two of Ankerville's nurseries now boast improved outdoor areas, with planning under way to do the same at the third.

Ankerville began out of Carol's family

home in Tain but, as the nursery grew, she and her family had to move out.

"Our family garden area was extended into the nursery garden," she said.

Carol then purchased a second building for Ankerville, which had a much bigger garden space.

"A large corner of the garden has been made into a sensory garden with water features, crystals that catch the light, fruit trees growing, and a special area for story time," Carol said.

"The children can come and go freely into that area and it's a quieter place for those who don't want to go running around as much.

"We also have a grass area. Our local football team, Ross County, run a Little Dribblers programme for the children to teach them football skills, and use this space."

The garden is still being developed too. "A third area has been designed to have an outdoor table and chairs and a big muddy patch for play," Carol said. "It also has a greenhouse.

"The third unit in the Ankerville portfolio is strictly for under threes. We're looking at ways to cater for that age range in the small garden space there."

Carol believes this outdoor approach is perfect for the development of the children at Ankerville.

"We do all the things we do inside, of course, but the children all love to be outside," she said.

The Care Inspectorate's Jill MacDonald also pointed out the merits of Ankerville's outdoor areas.

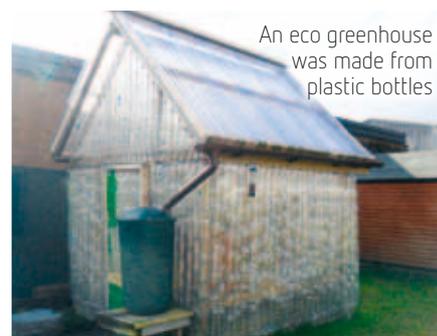
She said: "The nursery garden area has been extensively developed and provides a very stimulating environment for children to explore."



There's a quiet place for children to sit in the sensory garden



There is plenty of space for children to run around and play



An eco greenhouse was made from plastic bottles

# 'Great communication'

## NURSERY SKILLS

AN Inverclyde children's centre has been praised for the way it communicates with both parents and children alike.

Hillend Children's Centre, in the east end of Greenock, offers placements to children with additional support needs across the whole of the Inverclyde area.

The nursery is registered for 50 children on a full-time equivalent basis, and children can attend from two to six years old. Twenty of these placements are for children with additional support needs.

After its recent inspection by the Care Inspectorate, Jane MacLeod awarded Hillend an 'excellent' rating for communication.

She said: "We were able to observe the excellent non-verbal

communication that staff had developed to meet the individual needs of some of the children.

"Staff were extremely knowledgeable at identifying children's reactions to different sensory stimulations and shared this practice with parents, with a range of material being made up for parents to continue this form of communication at home."

Manager Lesley O'Hagan said the success of the service is due to the joint working with parents and carers, and the dedication and experience of the staff, which is complemented by a range of other professionals. These include a paediatrician, community nurses, physiotherapist and speech and language therapists.



Staff meet the needs of some of the children with non-verbal communication



The young people at the film's premiere in Glasgow

Young people speak out about abuse in a hard-hitting film

# SELFLESS ON SCREEN

## ABUSE

**Y**oung people in Falkirk are speaking out to help their peers avoid becoming the victims of bullying, rape, domestic abuse and self-harm.

Aged between 16 and 25, the group were all previously homeless, and they've all been service users at Ypeople's Seaforth House supported accommodation.

Between them they've produced a hard-hitting DVD that, through drama and documentary, explores the abuse they each suffered while they were growing up, and how they've rebuilt their lives since then.

They're now acting as advocates to encourage other young people to speak out and refuse to become victims.

The group produced the DVD – entitled 'Speak Out' – after getting training from 'Shooters', the film production arm of Scots actor David Hayman's charity, Spirit Aid.

It was premiered at the end of February, and was shown to MSPs at the Scottish

Parliament at the beginning of March at an event hosted by Siobhan McMahon MSP.

One of the group members is 19-year-old Caragh Spencer-Hicks, a former resident at the project. She explained that without its intervention, she could have faced a future of hostels and homelessness.

"I first came to Seaforth House when I was doing my Highers at school and stayed for eight months. I honestly don't think I would be half the person I am if it wasn't for this place.

"Being part of the project really helped you get your own voice heard in situations where you would normally be 'tagged' by some for being young and homeless."

Councillor Jim Blackwood, Falkirk Council's Convener of Housing and Social Care, said: "The extent to which some of these young people have suffered abuse is truly terrifying, and it is a remarkable achievement that they have all transformed their lives and are now reaching out to help others." **CN**

## Sight and sound of challenges

### ARTS BANK

YOUNG people at a short break residential programme in Falkirk are telling the world how disabilities affect different people – in their very own DVD.

The young people were filmed and photographed as part of Arts Bank – an initiative designed to involve children and young people in Action for Children Scotland's participation strategy.

Action for Children used child-friendly, accessible cameras to build up a library of images for the 'As Long as it Takes' project.

The youngsters were encouraged to give their own experiences of how simple actions like having a drink or answering a question can take considerable effort and time.



A youngster enjoys the Arts Bank

They then set the images to music, where they sang along to Abba's hit song Mamma Mia.

James Crossley, Service Manager at Tayavalla, said: "The emphasis throughout the project was to encourage the children and young people to participate and express themselves in a non-conventional way."

Each child involved with the project now has a copy of the DVD. It's being shared with other agencies and was shown at the launch of the Centre for Excellence for Looked After Children.

### HAVE A LOOK

The DVD is on the resources site of [www.celcis.org](http://www.celcis.org)



Winnie and her daughter Angela share a laugh over a cuppa



“  
If I see something that's not right, I raise it immediately with the Inspector, but I write up all my observations and feedback as a report that is used by the Inspector to help grade the overall services”

## FACE TO FACE

# A LIFETIME OF CARING

Foster carer, respite care provider and mum – Winnie Whyte has the perfect background to look out for the interests of others as a lay assessor

**C**aring for people has been Winnie Whyte's life's work – both professionally and personally. And today, although recently retired and continuing to care for her daughter Angela, she still has a passion for making sure people receive the best quality of care.

Dundee-born Winnie has been a volunteer lay assessor for the Care Inspectorate for the past five years, accompanying officers on their inspections of care services, and she believes it's a vital part of the inspection process.

She explained: "I'm the eyes, ears and mouthpiece for people using care services and it's a role I really love. I look at what is going on in a care service by speaking with the service users and, where possible, also the relatives, to help me get a feel of the level of care they are receiving.

"In many cases, people I'm visiting are not able to talk directly to me, but I'm trained in non-verbal communication techniques and how to read body language – and, if that doesn't work, then drawing pictures is a great way to get feedback.

"I'm also looking at the ambience of a service, from cleanliness to the relationship between staff and service users, particularly at meal times.

"If I see something that's not right, I raise it immediately with the Inspector, but I write up all my observations and feedback as a report that is used by the Inspector to help grade the overall services."

Ironically, it was by raising a complaint about a service herself that Winnie became aware of the work of the care regulator.

She said: "I was impressed with how they dealt with my complaint and I understood that they were serious about improving the quality of care across Scotland. Later, when I saw an advert in the local paper about becoming a lay assessor for the Care Commission, I was interested and applied immediately."

Although Winnie's 30 years of



Winnie, pictured with Angela, is involved in

professional experience in home care services is impressive, it was her personal experience of care that the Care Inspectorate valued for her role as a lay assessor: fostering children, providing respite care, looking after her ageing parents, using nurseries and, of course, caring for her daughter Angela, which she continues to do.

Winnie said: "As a lay assessor, it's

important that we don't cross the line from being independent observers to using our professional outlook. In my early days, I had to be reminded of this when I once helped an elderly man.

"Over the past five years, I've done many inspections and I've seen great examples of care and occasions where it is not so good, such as the way people are sometimes treated or the state of the facilities.

"I don't know what it is, but one thing service users appear to bring to my attention time and time again is the state of their mattresses. It's something I have addressed with many inspectors and brought to successful outcomes – so some people are sleeping more soundly!"

Winnie says there is lots of support and training for lay assessors and this is one of the enjoyable aspects of the role: meeting other people and bouncing ideas off each other. She's involved in other Care Inspectorate initiatives, such as the Involving People Group and a project group for developing an involvement charter. Even her daughter Angela has volunteered to help Care Inspectorate staff to understand the views of someone using care services, particularly on staff training last year.

Now that Winnie has retired, she's enjoying spending more time with Angela at their Tayport home and visiting her other daughter Karen who lives nearby.

"We enjoy meeting up for some shopping and a pub lunch or having day trips together, like visiting the Valleyfield Snowdrops Festival in Fife. As I love driving, I'd also like to take time to explore the more remote areas of Scotland that I've not visited yet."

Although she has more free time for herself now, Winnie says being a lay assessor is still an important part of her life: "I've been caring for people all my life and through my work I hope to make the lives of service users I meet that little more pleasant. It's part of who I am – my family always say I come home after an inspection with a spring in my step!" **CN**

## 5 THINGS ABOUT ME

### Claim to fame

Having breakfast beside the Chippendales in a hotel – except I didn't know who they were at the time!

### Best holiday

Riding a camel across the desert like Lawrence of Arabia and seeing the sunrise over the Sahara

### Passions:

Knitting and crafts, where you can make something out of nothing

### What her best friend says:

Outgoing, very caring and considerate of others – well, most of the time!

### Biggest wish

To have singing lessons so I can learn to hold a note!



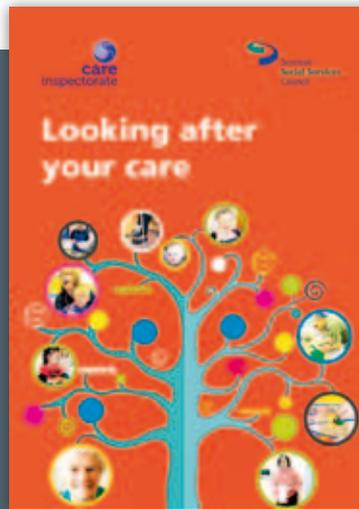
## Free books and DVDs

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.



FOR COPIES CALL 0845 600 9527

# DON'T TRIP UP ON PLANNING TRIPS

Outings involving children need to be fully assessed before taking place

### COMPLAINT CASE STUDY

SUMMER is on its way! At this time of year, many nurseries start to think about outings for children. Such trips are often wonderful experiences for them, but careful planning is needed to ensure it turns out to be a safe, fun event.

This case study looks at a nursery visit to a museum where a child went missing and which resulted in a complaint about adequate supervision by the nursery. Fortunately, the child was unharmed, but the complaint investigation highlighted some very important lessons which all providers should heed when they plan outings.

Care Inspectorate investigators checked the planning for the visit and found that the adult:child ratio was one adult to between two and three children, and that all children were wearing high-visibility jackets. The nursery managers had also visited the museum with their own families prior to the outing to inform the planning for the visit.

However, subsequent feedback from staff suggested the museum was not sufficiently engaging for the children and there was not enough to occupy them for the time they were there. There was no enclosed area where they could gather at lunchtime and no outdoor or soft play facilities for the children to have a break.

The child went missing towards the end of the visit when a member of staff took five children with her to the gift shop. When she came out of the shop, all the groups and the parent helpers who were allocated to this member of staff had left the building and were getting on to the bus, which was parked a few yards from the main entrance.

When the staff member realised one of the children was missing, she thought it best to get the four children who were with her on to the bus before going to look



for the missing child. She told the security guard at the main entrance that a child was missing and went to the reception to broadcast a message. Soon afterwards, the missing child appeared with a security guard.

The investigators concluded that while the service had planned and implemented an adequate adult:child ratio, the supervision was compromised by the fact that the parent helpers did not stay with the groups as they sometimes went off with their own children, leaving staff members at times with a one adult to five children ratio.

The investigators also concluded that not enough information had been gathered about the venue, and there was no plan of what to do if the children were not fully engaged with the museum or where they would eat their lunch. There were no instructions recorded about the shop. These issues had created difficulties for staff in supervising the children and should have been considered and documented at the planning stage.

Happily, the outing ended without any harm being caused. However, the potential risk was present and with more careful planning could have been foreseen and avoided. **CN**



### Lessons learned

1. Nursery managers must make sure that staff and parent helpers are clear about the importance of staying together in their allocated groups to maintain the adult:child ratio and ensure the safety of children on all outings.

2. Information gathered during visits to proposed venues for outings is evaluated, considered and included in any planning documentation prior to the outing taking place to ensure that all staff and parent helpers know what to expect.

# SIMPLE GUIDE TO CLEANING



**W**ith infection prevention and control high on the political agenda, many care services are buying disinfectant cleaning products – but are they necessary for maintaining a healthy environment?

Audrey Mackenzie, Professional Advisor for Infection Prevention and Control, said the best practice for general cleaning is to use a correctly measured neutral detergent and water solution, rinse and dry. The solution should be changed every 15 minutes, when dirty, and prior to moving to different areas.

A sanitising product should be used for cleaning WC bowls and hand washing should be carried out with non-antibacterial liquid soap – visit [www.washyourhandsfromthem.com](http://www.washyourhandsfromthem.com) for more details.

There is growing evidence

## Appropriate use of products can help prevent infection

that inappropriate and overuse of disinfectant cleaning products can lead to resistant germs. Of course, there are situations when specific cleaning products are required:

- cleaning within food preparation areas such as kitchens should comply with Environmental Health standards

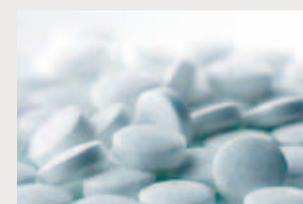
- Norovirus outbreak: recommend the use of steam cleaning and/or bleach-type products for that period only
- spillages of blood and body fluids: use bleach-type products as stated in Standard Infection Control Precautions and Infection Prevention and Control in Childcare Settings March 2011. See [www.hps.scot.nhs.uk](http://www.hps.scot.nhs.uk)

When cleaning microfibre systems, disposable paper or disposable cloths should be used. Using machine-washable mop heads can save time and achieve a better clean.

However, Audrey said that steam cleaning has the advantage of being very effective against a range of germs commonly found in all health and social care services.

Sylvia McKay, Managing Director of Hopscotch Childcare Centre and associated services, said that it is an excellent method of cleaning: "I've been using steam cleaning for the past five years because it eliminates the need for the routine use of chemicals in a childcare environment."

**Information on cleaning can be found in the NHSScotland National Cleaning Specifications 2009 and at [www.hfs.scot.nhs.uk](http://www.hfs.scot.nhs.uk)**



## Antibiotic guidelines

### ANTIBIOTIC USE

ANTIBIOTICS can be a powerful weapon against bacterial infection, but used inappropriately, they can result in bacteria developing resistance to them.

Care homes can improve care and the effectiveness of antibiotics by ensuring that:

- they are started within 24 hours of being prescribed
- the course is completed as prescribed – missing doses may compromise the effectiveness of the antibiotic and/or facilitate the emergence of resistant organisms
- antibiotics doses are spaced evenly throughout the "awake" day.

### And remember:

- the reason for giving an antibiotic and the duration of treatment for an acute course should be documented in the care plan
- keep accurate records e.g. the number of doses administered should match the number of doses supplied.

The Care Inspectorate's Pharmacy Advisor David Marshall said: "Increasing awareness of how to use antibiotics safely and effectively will help tackle resistance and improve care."

## Overdose antidote approved

### NALOXONE PROGRAMME

THE National Naloxone Programme has been rolled out across Scotland.

Naloxone is an opiate antidote which can temporarily reverse the effects of opiates

such as heroin or methadone in a suspected opiate overdose.

Unique guidance issued by the Lord Advocate allows named workers in care services who support people affected by drug misuse issues to hold stocks of Naloxone.

These services, such as hostels and supported services, can now potentially receive a supply of the opiate antidote for use within the service in the event of a life-threatening

situation where emergency first aid is required.

The Blue Triangle Housing Association in Glasgow supports people with chaotic lifestyles who are at risk of an opiate overdose.

Blue Triangle Housing Association's Learning and Development Manager, Duggie Struthers, said: "Previously, we would call 999; however, the training has increased staff confidence in

recognising the signs and symptoms of a drug overdose and given them the skills to deliver first aid, including naloxone administration, until the ambulance can arrive."

**To find the naloxene lead in your area, contact: Stephen Malloy, National Naloxone Co-ordinator, Scottish Drugs Forum, on 0141 221 1175 or email [Stephen@sdf.org.uk](mailto:Stephen@sdf.org.uk) For more information, visit [www.naloxone.org.uk](http://www.naloxone.org.uk)**

# DRIVING HIGH STANDARDS

**C**are Inspector Chris Tweddle plans her workload around a four-year rolling programme. She has to. Chris, who works out of Inverness, is responsible for inspecting more than 90 care providers in an area that stretches from Granttown-on-Spey in the east to Lochinver and the Isle of Skye on the west coast of Scotland.

"Not all of the providers need to be inspected every year, but I need to make sure that my diary is kept up to date for visits and inspections," she explained.

One area that Chris visits is the Howard Doris Centre in Lochcarron, near Kishorn in Ross-shire, which provides a range of care services under one roof.

The centre, built with the help of a legacy from oil production yard Howard Doris in 1996, hosts a day centre, six very sheltered flats, one respite bed and two medical beds. The building is jointly owned by the Highland Council and the

**With an area stretching hundreds of miles, Chris Tweddle helps ensure Highland residents enjoy quality care from providers**

Albyn Housing Association, with the main funding streams originating from Highland Council and NHS Highland.

Chris said: "The centre provides all the care services the local community needs.

"There are nuances between what would be considered day care and 24-hour care, but the staff are very helpful and work closely with me during an inspection.

"Then the only complication is to make sure the right part of my inspection report covers the relevant part of the system!"

Sally Ross is the Operational Manager of the Howard Doris Centre. She was a staff

nurse when the project opened 16 years ago, but swapped jobs with the previous manager Ishbel McKinnon in 2010.

Sally said: "All of our services and staff try to be as flexible as possible. We've always prided ourselves that, being such a small organisation, the staff will turn their hands to most jobs.

"A staff nurse will often find herself helping in the kitchen, or in the day centre. It's stimulating for them too."

Since she became manager, Sally has a better appreciation of the importance of care standards. "As a staff nurse, you're aware of the standards, but as a manager, you know how important they are and why we are always aiming to improve our performance."

She added: "Chris has been our Care Inspector for the last few inspections, and she understands the unique way we work to provide care for those who need it in our little community." **CN**



**There are nuances between what would be considered day care and 24-hour care, but the staff are very helpful and work closely with me during an inspection**



Chris Tweddle covers an area stretching from Granttown-on-Spey to the Isle of Skye

