

# Who we are and **what** we do



## What is the Care Inspectorate and what do you do?

We are the official body responsible for inspecting standards of care in Scotland. That means we regulate and inspect care services to make sure they meet the right standards. We also carry out joint inspections with other regulators to check how well different organisations in local areas are working to support adults and children. We help ensure social work, including criminal justice social work, meets high standards.

Everyone is entitled to safe, high quality, compassionate care that meets their needs. It is against the law for care services to operate unless they register with us.

Our 600 staff work across Scotland. Specialist inspectors visit thousands of care services every year. We grade their quality, require them to improve if necessary, and investigate complaints. Teams of our inspectors work with colleagues from health, education and justice to carry out joint inspections across local areas.

around  
**8,000**  
inspections  
every year

**We write an inspection  
report for every  
inspection we do. You  
can read these on our  
website or call**

**0345 600 9527**

## What are care services?

We regulate around 14,000 individual care services. The main types are:

- childminders
- children's nurseries
- care homes for older people, adults and children
- care at home
- housing support
- playgroups and out of school clubs.

We also regulate specialist services like daycare, adoption and fostering agencies, childcare agencies, nurse agencies, school accommodation, secure accommodation and respite care.

Hospitals and hospices are inspected by Healthcare Improvement Scotland.  
Schools and colleges are inspected by Education Scotland.

**14,000**  
registered  
care services

## Can you help me choose a care service?

You can search our website for care services in your area. You can read inspection reports to find out how well a service you use, or might use, is performing. Inspection reports tell you what they are doing well, what they need to improve, and what standards they are achieving.

## What do you do when you inspect?

Our inspectors visit every care service we regulate, with higher risk services being inspected more often. They talk to people using the service, staff and managers. They watch what happens in the service to help assess the quality of care people receive.

We want to make sure services safeguard people. They should be managed and led well, and make a positive impact on people's lives, based on their needs, rights and choices.

We give care services grades when we inspect them. We look at the quality of:

- care and support
- environment
- staffing
- management and leadership.

Each area of each care service is graded on a scale from 1 to 6.



## What if things are not good enough?

Our job is not just to inspect care services, but help them improve. This means we offer advice, guidance and suggestions to help services reach the highest standards. If a service isn't performing to the levels we require, we do not hesitate to act. We can issue recommendations for improvement and requirements for change and check these have happened. If a service doesn't improve, we can seek to cancel its registration subject to appeal to the courts, or in very serious cases ask a Sheriff for an emergency closure. We can also impose conditions on a care service meaning they must start or stop doing something specific.

## How can I raise a concern or make a complaint?

We investigate concerns or complaints about care services – anonymously if needed. We can take action to force services to improve. Anyone can make a complaint – a friend, a relative, a visiting professional, or someone who works in the service.

To tell us about your concerns, or to make a complaint about a care service, or about the way we work, you can:

- visit our website

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

- call us on

**0345 600 9527**

- write to us at: **Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY**

Our 'Unhappy about a care service' leaflet gives more information about how to make a complaint. You can download it from our website, or contact us and we will send you one.

## What are joint inspections?

### Children's services

We carry out joint inspections of children's services in every area of Scotland. These inspections bring together professional inspectors from care, social work, health, police and education. They aim to make sure children and young people have the best start in life, by making sure all the different agencies in a local area are working well together. Each inspection team also includes specially trained 'young inspectors' who can speak to children and young people about their experiences.

## Adult services

We work with Healthcare Improvement Scotland to jointly inspect services for older people. The inspections examine how well health, care and social work services are working together to support older people.

**We inspect how well services are working together in each local authority area. Reports are published on our website.**

## What about social work services?

We work with social work departments, to help them evaluate their own practice, and promote constructive challenge to help improvement. If things go seriously wrong in criminal justice social work, we help make sure the right lessons are learned. We also investigate and help to improve things for vulnerable children and adults. We can't investigate individual complaints about social work departments – you should contact the Scottish Public Services Ombudsman for advice about this.

**Scottish Public Services Ombudsman**  
**FREEPOST EH641**  
**Edinburgh**  
**EH3 OBR**

Website:

**[spso.org.uk](https://www.spsos.org.uk)**

Telephone:

**0800 377 7330**

## Can I get involved?

We believe that we can make care better by working with people who have personal experience of care services. Many of our inspections take place with inspection volunteers – people who work alongside our expert inspectors – who listen to the views of people using services and inform our findings. If this is something you might like to do, please get in touch to find out more.

Involvement Coordinator  
Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Email:

**[getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)**

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**01382 207100**



## Headquarters

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**Care Inspectorate Enquiries: 0345 600 9527**

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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

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Published by: Communications

COMMS-0515-174



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