

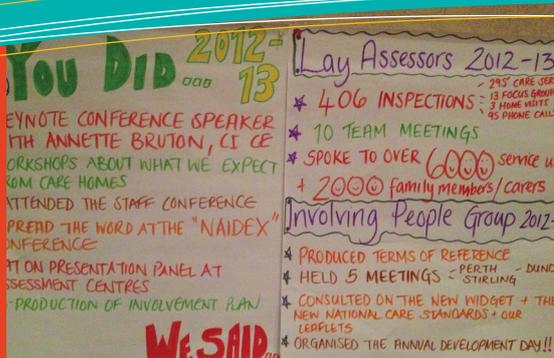
Introduction

Happy New Year everyone!

I hope you all had a wonderful time over the holiday period – here's a look back at all the involvement activities you were involved in from September to December last year.

This includes our first annual development day at the Doubletree Hilton in Dunblane. There is also an update on the Lay Assessor Scheme and some other interesting involvement projects we are working on. You have also let us know about the interesting things you get up to in your spare time. Margaret Winchcote has been working hard to achieve her dementia awareness certificate and both Barbara Barnes and Patricia Millar were presented their British Empire Medals at special ceremonies.

As always, please keep in touch with me and let me know about all the interesting things you have been doing or involved in – we would love to include them in our Involve newsletter!



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Annual Involvement Day 24 and 25 September 2013

Around 50 of us gathered at the Doubletree Dunblane Hilton for the first annual development day for everyone who is involved in our work. We had a short session on Wednesday evening to get us ready for the long day ahead on Thursday!

Charlene introduced the evening session and discussed some of the areas of work that have been achieved by you all over the past 12 months:

Achievements of our involved people 2012/13:

- Attended a conference as a keynote speaker alongside Annette Bruton, Chief Executive.
- Got involved in workshops about what we expect from care homes.
- Attended the CI staff conference to promote involvement activities.
- Sat on the panel at senior manager recruitment assessment centres.
- Co-produced the Involving People, Improving Services Plan with staff members.
- Took part in our Board's away day.
- Attended the 'NAIDEX' conference to promote CI involvement.
- Were members of the recruitment campaign planning group to promote the Lay Assessor scheme.
- Participated in joint children's service inspections.
- Appeared in Care News and The Herald about being involved.
- Redrafted the Lay Assessor notebook and prompts.
- Carried out 406 Inspections (broken down into:):
 - 295 care service visits
 - 13 focus group visits

- 3 home visits
- 95 phone calls.
- Attended 10 Lay Assessor team meetings.
- Spoke to over 6000 service users and 2000 family members/carers.
- Produced new Terms of Reference for the Involving People Group.
- Held 5 IPG meetings in Perth, Stirling and Dundee.
- Consulted on the National Care Standards review and our new publications.
- Awarded a Lifetime Achievement Award – Agnes Houston.
- Awarded the British Empire Medal – Barbara Barnes and Patricia Millar.
- Delivered training to new inspectors as a person who uses services or as a carer.
- Were key members in organising the annual development day (and you also delivered a full consultation session)!!

Paul Edie, CI Chair and Robert Peat, Director of Inspection also gave a talk about the new roles and responsibilities that they have within the organisation and how involvement is vital to the Care Inspectorate.



Paul giving his talk

After our evening session, we were all feeling energised and raring to go in the morning. We started the day off by agreeing some quick ground rules for the event – be respectful, don't talk over each other, have mobile phones on silent, everyone get involved and enjoy!!

We had a number of really interesting and informative sessions, detailed below:

Session 1: Integration of health and social services



Helen Happer

Helen Happer, Head of Quality and Improvement started the day off by giving a presentation on the Integration of Health and Social Care. She discussed what this might mean and what the Scottish Governments outcomes for this project are:

- Healthier living
- Independent living
- Positive experiences and outcomes
- Carers are supported
- Services are safe
- Engaged workforce
- Effective resource use.

Helen then asked each group to consider:

"What do you think the Care Inspectorate and other scrutiny bodies could do to find out how well services are working together to achieve these outcomes for people who use services, and for their carers?"

You said:

- Information has to be more open.
- Communicate these messages in pictures and have better strategies for communication with people with disabilities.
- Improve the support for carers and a better system for help.
- Better advertising and more events to get the message across should lead to healthier living and more education.
- There is a need for more health awareness and healthy eating so allow home care staff time to prepare and make healthy nutritious food and this includes care at home staff so all services covered.
- Care Inspectorate should tap into expertise of health care professionals (eg. GPs and psychiatrists) who regularly visit care homes.
- Ensure mechanisms for 'whistle blowing' by ALL staff of care environments and learn from mistakes.
- Make sure that there is an equity within all health boards and that they are working for the same outcomes.
- Need to ask the service user what they need and what they think.
- Make sure that we tackle the gaps in service provision and transitions between services at specific ages, ie Children → Adults → Older people
- Safe services – safe for who? This is open to interpretation.
- Consider people's response over corporate response.
- More friends and family involved in inspection process.
- There needs to be more sharing of good practice between care services including shadowing/mentoring.
- Making sure people are not pigeon holed into boxes dependant on their health and condition ("See me") should apply to all.
- Services should be built around a person rather than being built around people's condition or organisational needs.
- Local authorities which cross over boundaries NEED to talk to each other as they don't always do this now.

Feedback

Helen passed on all of the feedback you gave about the integration of health and social care services to Annette Bruton and Paul Edie. They then took your comments to Scottish Parliament and shared them with members in a similar discussion in October 2013.

Session 2: Involvement Plan Session



Martin giving his talk

Patricia Millar and Martin Fraser; IPG members and Barbara Barnes; Lay Assessor gave a presentation on how they were part of the project team to develop our Involvement Plan and asked the group for feedback on the following action points:

How do we develop more community groups to enable more people to get involved in our work?

- Link into existing community groups
- Develop methods to reach rural areas
- Send us to represent CI involvement to all kinds of groups i.e. golf, mother/toddler etc.
- Pamphlets into Doctors surgeries and libraries etc.
- More smaller, local IPG Groups
- Focus on smaller communities that are seldom heard
- Give a local contact to councillors
- Tap into local community centres
- Approach churches/Mosques
- Charity organisations

How do we promote the Care Inspectorate's involvement activities through advertising and the use of social media?

- Utilise more regular social media : Twitter/Facebook/website
- Videos of our personal experiences – podcasts
- DVD – Ways to get involved
- Publicity – Newspapers, TV, Local Venues.
- Bus stop ads
- Advertise in free papers
- Employ 'young' person
- Follow up any work already done ie Widgit
- Use game technology ie develop new games
- Use advertising experience of volunteers

Do you have any other ideas for involvement?

- Joint fun days for team building and informal sharing of info
- Lay assessors speaking to community groups about their involvement in inspections
- Involve Lay Assessors in new Lay Assessor training
- More community inspections
- LA's should be involved in more focus groups
- Advertise LA's in care home when out on inspection
- More peer support for LA's (who feel they need it) to help them with inspections
- Have "reflections" in IPG Group to share ideas and improve knowledge
- Training guidance for staff – How to work with Lay Assessor
- Famous person to be our champion
- Social Care and Health conference.

How do we involve more young people and more hard-to-reach groups in our work?

- List service providers and then write asking them to come and meet involvement team
- Contact schools or youth organisations like Princes Carers Centres, Scouts, Guides and Princes Trust
- Have a stand at local volunteer events
- Social media - Use technology to target young people
- Use good incentives to get them to participate
- Ask young carers to give talks
- By offering work experience opportunities

Session 3: Service provider talk (Abbotsford Care, Glasgow)



Paul Sokhi, Abbotsford Care

Paul Sokhi who is one of the owners of Abbotsford Care in Glasgow came along and gave a very informative talk about some of the involvement activities that are in place within his service and how he maintains good grades. We were really interested to hear about the social media in place for residents. They had access to computers and ipads and some regularly skyped family abroad!



Paul speaking to a participant

Session 4: Equality Training Session

Claire White and Charlene led on an equality training session for members to:

- give an update on the Equality Act 2010 and its implications
- consider our own personal responsibilities in relation to equality issues
- think through our own behaviours and attitudes about different groups of people
- appreciate and value each other as individuals
- consider prejudice and discrimination .

We discussed the equality act and what the new nine protected characteristics are:

- AGE
- DISABILITY
- RELIGION OR BELIEF
- SEX
- SEXUAL ORIENTATION
- GENDER REASSIGNMENT
- RACE
- MARRIAGE & CIVIL PARTNERSHIP
- MATERNITY & PREGNANCY

We then carried out a group exercise to think about stereotypes and bias, which people really enjoyed.

Your feedback

At the end of the day, we asked for your opinions on the development day, if you felt it worked, would you be happy to have another, what you liked most and what could have worked better.

Here are some of the comments you made:

- A GREAT day. It was SO informative and interesting.
- Enjoyed the day, meeting all the different people. Enjoyed the TEAM work.
- Meet different people from various areas of care. Found this interesting.
- I enjoyed the session on equality legislation.
- Have learned lots about involved people and what experience and skills they have.
- Really good ideas being discussed – want to take these forward now.
- Enjoyed Paul's perspective as a care home owner and glad to finally get a service provider giving a talk.
- Good, felt more confident than my last meeting as it was my first time.
- Enjoyable. Really enjoyed that it was not all power point, enjoyed the group activities.
- Taught me not to judge by first impressions.



Snapshots of the day

Lay Assessor news

Activity in the last three months of the year was very high and Lay Assessors were busy being involved in 114 inspections and speaking with 776 people receiving a service and 329 family members and friends.

As always, we would like to thank all lay assessors for their hard work on inspection and with report writing.

In October we gave a big welcome to Barbara Mitchell as the new Involvement Co-ordinator for the north area (from Fife to the Highlands and Islands). Barbara is a great addition to the team! Many of you will know Barbara already as our former admin support worker. Patricia Smith will be organising the admin support for lay assessors from now on with help from Seonade Sparey. Please feel free to contact Patricia with any admin queries you may have.



Barbara Mitchell

We now have our group meeting dates for the 2014 and we look forward to seeing you there. Group meetings are a useful opportunity for lay assessors to meet each other and share their experiences about being involved in inspection. If you are unable to attend a local meeting, speak to your Involvement Co-ordinator as you may be able to attend another meeting in a different area on occasion.

Wilma Morgan, Inspector Manager attended the December group meeting in Paisley. Wilma shared her team's experience of working with lay assessors and emphasised the importance of the role of the lay assessor in supporting Inspectors with their work. We hope that Wilma will be a regular contributor to these meetings in Paisley.

We recruited 16 new lay assessors in 2013 and would like to give them all a warm welcome to the team. We will do our best to ensure they have an enjoyable experience volunteering with us. If you know anyone who may be interested in being a lay assessor and has the personal experience of using care services or being an informal carer needed, please let them know about us and how to get in touch.

For the annual development day, we asked our inspectors to give us some short comments about their experiences of working with lay assessors. You will see over the page that we received some great feedback and that the role is valued highly as a part of the whole inspection process.

Lay Assessor news (continued)

Inspector comments:

- “Had support on my last inspection – much valued! They have more time to spend with residents – an important part of inspections.”
- “FANTASTIC! Really adds value by improving the number and scope of views from people – one of our aims!”
- “Take pressure off and ensure SU’s views are at core of inspections.”
- “Service users say things to LA’s they won’t say to inspectors. They invoice SU’s much more than we can on our own.”
- “Provide useful insights and make valuable contributions to the inspection process.”
- “Adds value, goes smoothly and gains a better representation of people using the service.”
- “Extra pair of eyes – different perspective – bounce ideas off each other and good learning from them.
- “Positive experience and outcomes.”

Other news

New team structure

We now have our new Involvement and Equalities team in place and you should have received an email or letter back in October to let you know how this would work in practice. We have welcomed some new team members – Gemma Watson, Involvement Adviser (Children & Young People) and Margaret Paterson, Equalities & Engagement Officer. Both bring with them some really valuable and interesting experience and are looking forward to getting involved in our new projects next year.

British Empire Medal Awards

Congratulations to Barbara and Patricia who were invited to special ceremonies to receive their British Empire Medals. We managed to get some photographs of these very special occasions!

Scottish Government Focus Group

Richard Lyall, Team Leader of the Reshaping Care for Older People project at the Scottish Government came along and hosted a focus group for anyone who has an interest in this area. We had a lot of lively discussion and all the feedback you gave was passed onto Richard. This has been translated into a wider **document**



Barbara

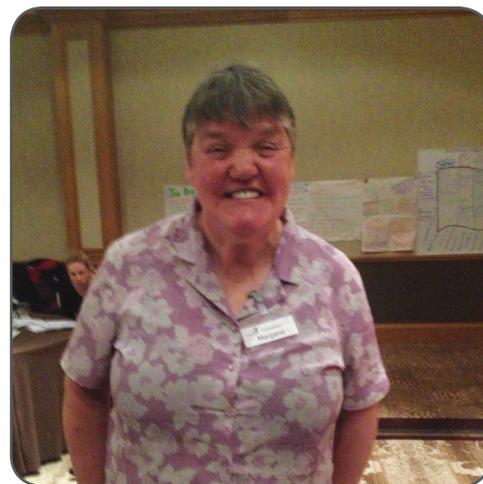


Patricia

Dementia awareness training

The involvement and equalities team recently received dementia awareness training. This was delivered by Heather Edwards, the Dementia Consultant for the Care Inspectorate. Heather is happy to organise this training for lay assessors. If you would like to find out more information about this training and feel this training would be useful for you, please contact your Involvement Co-ordinator.

Congratulations to Margaret Winchcote who was recently awarded her dementia training certificate and will soon be volunteering in an older people's care service due to her new qualification. Well done Margaret!



Margaret Winchcote

Involvement presentation at Threshold Day Service

In November, Charlene and Clare Egan were out and about giving a presentation to the Threshold Day opportunities centre in Glasgow. We talked all about the Care Inspectorate, who we are, what we do and how we involve people. We met some fantastic people and had a tour of the centre. Everyone seemed to be really enjoying themselves, playing games, chatting and even having their nails painted!

IPG Christmas meeting - 12 December 2013

We had our last IPG meeting of the year in our Dundee HQ on 12 December 2013 and we had a really good turn out. Helen Happer (Head of Quality and Improvement) and David Wiseman (Board Member) joined us for our last meeting of the year. This was welcomed as at our March 2013 meeting, we had discussed a Board member attending our meetings and it was good to get an update from David on his role and the progress of the Board.

We also discussed the new draft leaflet on **"Making a complaint about the Care Inspectorate – A guide for the public"**. Charlene gave a quick presentation on this and we asked for Ideas on what you liked and how to make it better.

You liked:

- There is lots of good information – tells us what we need to know
- Bullet Points makes the main points clear

You would change:

- Too much writing so its not easy to read
- 2nd Paragraph to much unnecessary information
- Make it larger Print
- Have an easy read version
- Specific contact details of who will discuss and explain the complaints procedure – not an anonymous number
- A named point of contact if making a complaint
- Use of very clear language graphics and photography
- Symbols and pictures for those unable/unwilling to read current format

Our ideas for communicating this information:

- A mobile phone/Tablet "App"
- DVD
- Leaflet handed out during inspections
- Available in local Libraries and council offices /
- Doctors surgery's
- TV advertising

The group talked about the word "complaint" and felt that this can be seen as very formal and might perhaps put people off from getting in touch. Perhaps we could add the term "comment" which may encourage people to communicate with us in a less formal way.

After the hard work was done ☺, Barbara and Patricia got the Group into the Christmas spirit with a few games including pass the parcel and Christmas charades – it raised a few laughs to see you acting out favourite songs and films such as "I saw mummy kissing santa claus" and "Fairytale of New York"!!

We then joined together to have some Christmas lunch which seemed to be enjoyed by all.



Barbara and Patricia



Christmas



Summary

As you can see, we really did achieve a lot in 2013, and managed to squeeze in a lot of great involvement activities.

We really look forward to catching up with you all in 2014 and keeping you all busy with involvement opportunities!! Here are the dates of our IPG meetings, and we will make arrangements for venues very soon, so if you have any ideas where to hold our meeting let us know!

- Thursday 27 March 2014
- Thursday 26 June 2014
- Thursday 25 September 2014
- Thursday 11 December 2014

Keep in touch and we all look forward to seeing you soon!



Charlene Guild

Senior Professional Adviser, Involvement & Equalities



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the 1990s, the number of people in the UK who are employed in the public sector has increased from 10.5 million to 12.5 million (12.5% of the population).

There are a number of reasons for this increase. One is that the public sector has become a more important part of the economy. Another is that the public sector has become more efficient. A third is that the public sector has become more attractive to workers. A fourth is that the public sector has become more diverse.

The public sector has become a more important part of the economy. In 1990, the public sector accounted for 10.5% of the UK's GDP. By 2000, it had increased to 12.5%.

The public sector has become more efficient. In 1990, the public sector spent 10.5% of the UK's GDP. By 2000, it had increased to 12.5%.

The public sector has become more attractive to workers. In 1990, the public sector employed 10.5 million people. By 2000, it had increased to 12.5 million.

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