

## How the Care Inspectorate uses Twitter

Publication code: COMMS-0713-131

<b>Publication date</b>	22 July 2013
<b>Version number</b>	1
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<b>Job title</b>	Web and Database Administrator
<b>Responsibility for this document</b>	Communications Manager
<b>Review date</b>	25 June 2014
Key changes made since last version of document	
This is the first version of this document	

**This policy informs people about how we will use our Twitter account and the type of information that they can expect to find.**

### **How we use Twitter**

The Care Inspectorate's Twitter account is used to communicate and engage with people who use services, their carers, partner organisations, relevant stakeholders and the wider general public.

Our Twitter account provides latest news, best practice, links to relevant events and news from partner organisations.

If you follow us you can expect approximately 20-30 tweets per week, bringing you the latest information from the Care Inspectorate. We will not automatically follow people who follow us. Being followed by the Care Inspectorate does not imply endorsement of any kind.

### **Account Administration**

Our Twitter account is administered and monitored by staff from our Communications Team. The account is generally monitored during normal office hours Monday – Friday. Please note that our account is not routinely monitored 24/7. We read all tweets and direct messages to ensure that any emerging themes or suggestions are passed to the most relevant person within the organisation. We also keep track of any Twitter replies and respond if we feel it is appropriate to do so. We will endeavour to respond to any queries as quickly as possible.

### **Moderation**

Whilst we value discussion and acknowledge that the online community will have opinions on current events, we ask everyone to be mindful that our Twitter account has a large and diverse following. Please be respectful, civil and considerate when replying to comments. We will consider blocking users who choose not to respect this request. As a public body, we are not able to engage in discussion of policies beyond our remit.

### **Issues we cannot resolve on Twitter**

We may not be able to resolve every query we receive on Twitter. Where we need to refer people to another way of contacting the Care Inspectorate, we will do this as clearly as possible. For example, if people wish to make a complaint about a care service, it will be necessary to contact our National Enquiry Line on 0845 600 9527, online or email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com).

Urgent concerns about the protection of adults or children using care services should always be referred to the police.