

Care Commission

Involving People Plan

EASY READ



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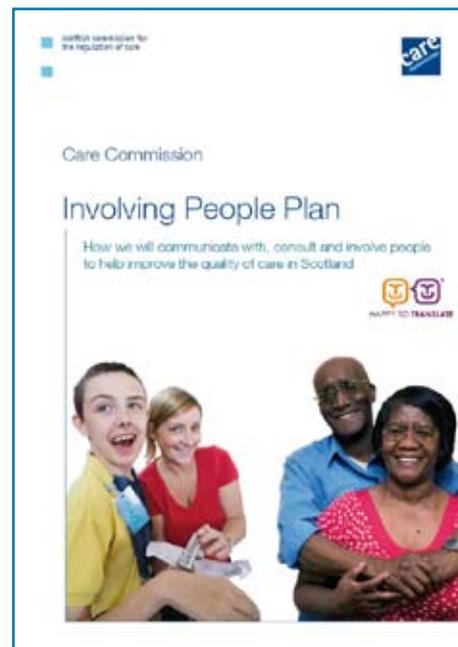
HAPPY TO TRANSLATE



This booklet's been written by the **Care Commission**.

This booklet's about our **Involving People Plan**.

The Involving People Plan explains why we'd like more people to have a say in what we do. It also explains how we're going to do this.



This booklet has five parts. Here's what they tell you:

Part 1: Who we are and what we do **page 3**

Part 2: What this plan's about **page 4**

Part 3: What this plan means for you **page 6**

Part 4: What we're doing to make the plan work **page 11**

Part 5: Words list - this explains some difficult or hard to understand words **page 16**

Part 1: Who we are and what we do

Who we are

We're called the **Care Commission**. We check care services in Scotland to make sure they're good enough for the people who use them.

What we do

We visit lots of different care services. Here are some examples of the people who use care services:



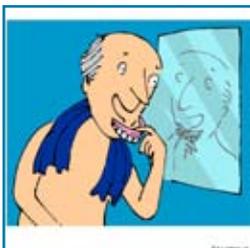
- Babies and children in playgroups and nurseries



- Children and young people in care homes



- People with learning disabilities



- Older people who live in care homes.

We look at how good care services are. We also look for ways that care services can do things better.

We check to see how good services are and write a report to tell you what we find.

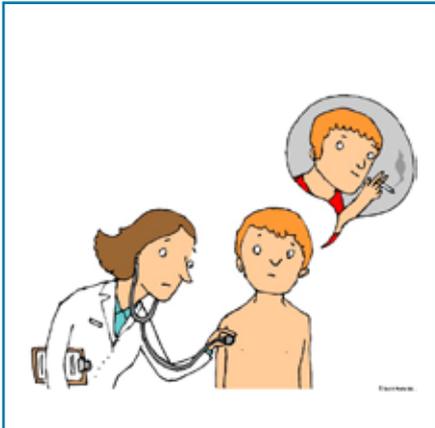
Part 2: What this plan is about

This is our **Involving People Plan**.

Who's this plan for?

The **Involving People Plan** is for everybody who has anything to do with care services. Here are some examples:

- People who use care services
- Families and friends of people who use care services
- People who run care services



- Doctors and nurses
- Social workers

- Politicians, like MPs, MSPs and councillors
- People who work for newspapers, TV and radio stations



How did we write this plan?

We asked how people in general should have a say in what we do. We also asked them what we needed to do to make this happen. We listened to what we were told and used this to write our plan.

Here are some of the people we asked:

- People who use care services
- Families and friends of people who use care services
- People who work for us
- The general public: we asked 3,000 people across Scotland
- Groups of people who help us with our work, including our **Involving People Group**.



The **Involving People Group** has members who use care services or care for people who use care services. It meets four times a year to help us to find new ways to make care services better.

Part 3: What this plan means for you

This is what our plan means if you use a care service

or:

- you care for somebody who uses a care service
- you have a friend who uses a care service
- you have someone in your family who uses a care service.

1. We use the **National Care Standards** to check how good care services are. They tell you what a care service must do to give people a good service. They also say what people who use care services, and their carers and families, should expect from a care service.



2. We want you to know about our **inspection reports**. We write these after we've checked a service.



An **inspection report** tells people what we think about how well a care service is doing. In the report we'll also write about anything we think the service can do better.

We'll also give the service a **grade**.

A **grade** is a number that lets people see how well we think a service is doing in the things we look at when we visit. For example, we might look at the kind of food the service is giving people.

The numbers look like this:

- 6** excellent
- 5** very good
- 4** good
- 3** adequate
- 2** weak
- 1** unsatisfactory

Any service with grades of 1 or 2 must make things better. If not, we can take action to make them improve. Care services should be able to give you a copy of their latest **inspection report**. You can also get copies on our website.

Here's how:

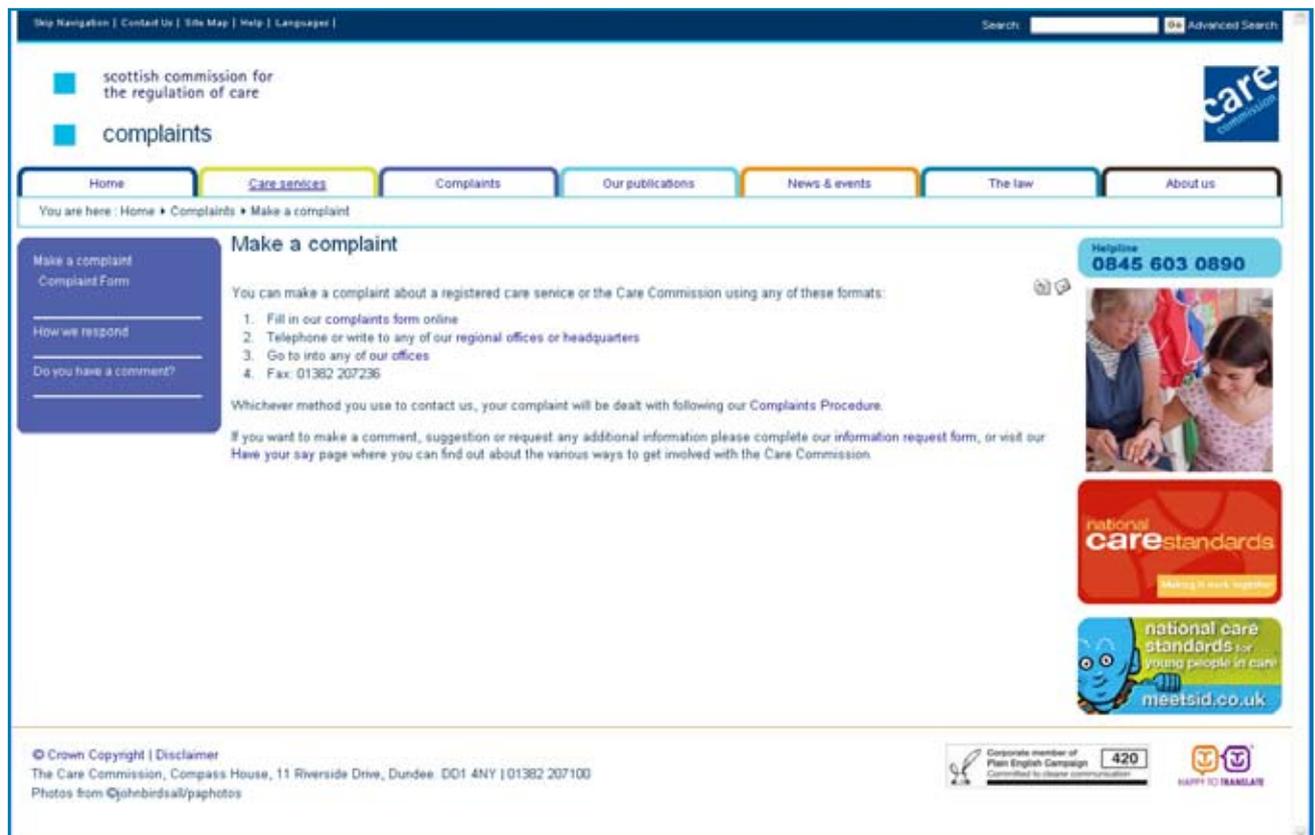
- Go to our website
www.carecommission.com

The screenshot shows the website's navigation menu with options like Home, Care services, Complaints, Our publications, News & events, The law, and About us. The main content area is titled "Finding a care service and inspection reports" and includes a search form with fields for Service Name, Service Number, Provider Name, Provider Number, Town, and Postcode. A "Submit" button is at the bottom of the form. To the right, there is an "Important message on availability of inspection reports 2009/10" and a "national care standards" logo. A helpline number "0845 603 0890" is also visible.

- Look down the left for the words “I WANT TO...”
- Click on “find an **inspection report**”
- Fill in as many things as you know about the service, such as its name and address.

3. We also want you to know what to do if you want to complain. You can complain to the service or complain to us. If you complain to us you don't have to give us your name.

- Go to our website
www.carecommission.com



- Look down the left for the words “I WANT TO...”
- Click on “make a complaint”
- Fill in the online complaint form
- You can also call us on **0845 603 0890**

4. We’re busy trying to find ways to make sure that you can get involved in how we work.

For example, we want to know what you think and we’ll listen to what you tell us.

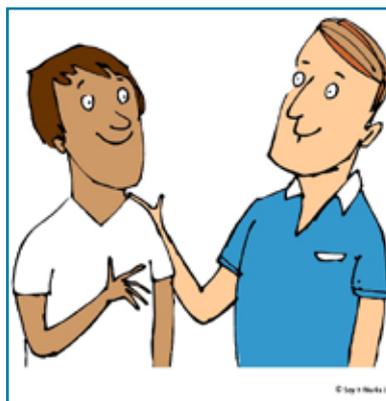
We’ll tell you what we did as a result of what you said to us. If we haven’t been able to do anything, we’ll explain why.

This is what our plan means if you're a member of the public interested in care services

1. We want you to know about who we are, what we do and how we work.



2. We want you to know about all the different kinds of care services in Scotland, and about how good they should be.
3. We want you to know how you can find out more information about all the care services in Scotland using our website www.carecommission.com
4. We also want to hear from you. If you have any worries about a care service, please let us know. If you have new ideas you think we should listen to, please tell us.



Part 4: What we're doing to make the plan

We're using different ways to ask people for their views and listen to what they tell us.

For example, one of our **Care Commission officers** might be checking a service that you use. Or you might know somebody who's using a service that our inspectors are visiting.

A **Care Commission officer** is someone who works for us. They visit care services to see how well they are doing. They talk to people who use the service, as well as people who run the service.

If this happens, please take the time to tell us what you think.

Here are some ways you could do this:

- You could talk to one of our officers on your own.
- You could be part of a group talking to one of our officers.
- One of our officers could ask you to fill in a **questionnaire**.



A **questionnaire** is a form that asks you questions. It has spaces for you to write in answers.

A photograph of a questionnaire form titled "Support Services - Day care" and "Care Standards Questionnaire". The form asks "How satisfied are you with this care service?" and includes instructions to complete the form in black ink on block cards. It features a large white box for writing answers, a barcode, and logos for the Care Commission and the Local Authority. The form is on a teal background.

We sometimes also ask **lay assessors** to visit care services with our officers.

Lay assessors are people who know a lot about care services. For example, they may have used a care service. Or they may care for someone who uses a care service.



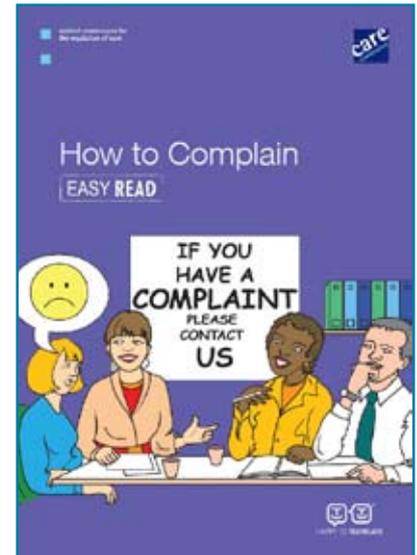
If you use a care service, a **lay assessor** might visit with one of our officers. The **lay assessor** might ask you to tell them about what you think of the service. You don't have to give your name.

If you tell the **lay assessor** things you think the service can do better, the lay assessor will let us know. Then we'll try to do something about it.

We're using different ways to tell people about us and about care services

Here are some of the things we're doing:

- We write leaflets, posters and newsletters and send them to people and to care services.
- We write booklets, leaflets and posters in different languages.
- We make DVDs and give them out to people.



- We have a telephone helpline if you want to talk to us or ask us about something. It is open from 9am - 5pm Monday to Friday. The number is **0845 603 0890**.

- We go to meetings where we tell people about what we do and ask what they think about care services.



- We tell local newspapers, radio and television stations about what we do.
- We talk to other groups, like social workers and **politicians**, about care services.

We're doing these so that as many people as possible know about us.

We also want as many people as possible to know about our **inspection reports**.



So we're making our reports easier to read. This is so that people who use care services know how the service is doing. It's also to help people who want to use a care service to pick one that's right for them

We also want people to know that if they use a care service they should be involved in how it's run.

We want people to get involved in what we do

We'd really like you to get involved with us if you use a care service or you know someone who does.



Here's why.

Things often have to change – for example, because a law changes or because we find a new way of doing something.

If something needs to change it might affect you. If that happens we want to make sure we can talk to you about it first and listen to what you have to say.

If you ask us to do something, we'll do our best to do it. And if we can't, we'll tell you why.

Here are some ways you can get involved in what we do.

- You can join one of our groups, like our **Involving People Group**.
- You can become a **lay assessor**.
- You can find out more from our website **www.carecommission.com**



- Look down the left for the words “I WANT TO”. Then click on “get involved”.

scottish commission for the regulation of care

about us

Home Care services Complaints Our publications News & events The law About us

You are here: Home > About us > Get involved

Get involved in our work

We want to communicate, consult and involve people in the work that we do to help improve the quality of care in Scotland. You can get involved in the work that we do through various activities and groups. We aim to always put people at the heart of what we do. It is vital that everyone has the opportunity to contribute to our work.

There are various ways you can get involved with us.

- The Equality Consultation Panel aims to tackle discrimination and is open to people who use care services and their carers, as well as well as any groups or organisations which promote people rights or tackle inequality. Again, members can take part through meetings or by letter and email.
- The Involving People Group is ideally suited for people using care services, or caring for someone who does. The group meets four times a year with a view to developing new, user-friendly ways to improve care. Virtual membership lets volunteers take part by post or by email. Watch our DVD to find out more about the Involving People Group
- The Lay Assessor Scheme lets people with a personal experience of using care services get involved in the inspection process. Using their own experiences to help them, they join inspectors to talk to people using the care service, and family carers, to get their views of services. Watch our DVD to find out more about being a Lay Assessor

Helpline
0845 603 0890

national care standards
Making it work together

national care standards for young people in care
meetsid.co.uk

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The Care Commission, Compass House, 11 Riverside Drive, Dundee. DD1 4NY | 01382 207100
Photos from @Johnbirdsall/paphotos

Corporate member of Plain English Campaign 420
Committed to clearer communication

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How will we know if the Involving People Plan's working?

We'll ask people who use care services what they think about us and about our work. We'll do the same for people who don't use care services but like to know how they're working.

We'll do this by asking them questions, giving them forms to fill in and listening to what they tell us. We'll also check what people say about us on TV, radio and in the newspapers.

Part 5: Words list

These are some of the words we use in this booklet.

The **Care Commission**

We in the **Care Commission** check care services in Scotland to make sure they're good enough for the people who use them.

Involving People Plan

The **Involving People Plan** is what this booklet is about. It explains why we'd like more people to have a say in what we do. It also explains how we're going to do this.

National Care Standards

These tell us what a care service must do to give people a good service. They also tell you what you and your family should get from a care service.

Inspection report

This is a report we write after we've checked a care service. It tells people what we think about how well the service is doing. In the report we'll also write about anything we think the service can do better.

Involving People Group

The **Involving People Group** has members who use care services or care for people who use care services. It meets four times a year to help us to find new ways to make care services better.

Grades

Grades are numbers that let people see how well we think a service is doing in the things we look at when we visit. The numbers go from grade 1 (poor) to 6 (excellent).

Care Commission officer

A **Care Commission officer** is someone who works for us. They visit care services to see how well they are doing. They talk to people who use the service, as well as people who run the service.

Questionnaire

This is a form that asks you questions. It has spaces for you to write in answers.

Lay assessors

Lay assessors are people who know a lot about care services. For example, they may have used a care service. Or they may know someone very well who uses a care service.

Contact us to find out more

We have offices all over Scotland that you can come to.

To find out which office is near you, telephone us on **0845 603 0890**.

Headquarters

Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207100

Fax: 01382 207289

Lo-call: 0845 603 890

enquiries@carecommission.com

www.carecommission.com



You can also tell us your views by:

Phone: **0845 603 0890**

Email: equality@carecommission.com

Post: **Communications and Equality**
Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY

How you can find out more about the national care standards

You can get a copy of the **national care standards** online. Here's how:

- Go to our website www.carecommission.com
- Look on the right side of the page for the link that says “**national care standards**”
- Click on it.



You can telephone or email Blackwells Bookshop in Edinburgh and ask for a copy of the national care standards. You'll have to pay for the cost of Blackwells posting them to you. The telephone number is **0131 622 8283**. The email address is edinburgh@blackwells.co.uk

Many of the National Care Standards are available in large print and easy read.

For more details phone **0131 244 5387**
or email: standardsandsponsorship@scotland.gsi.gov.uk

HEADQUARTERS

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This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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ਬੈਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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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.

Helpline: 0845 603 0890

Website: www.carecommission.com

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