

Chair's Report

Report to: Board
Date: 27 June 2014
Report by: Paul Edie, Chair
Report No: B-19-2014
Agenda Item: 11

PURPOSE OF REPORT

This report provides an update on key developments.

RECOMMENDATIONS

That the Board:

1. Notes the information contained in this report.

Version Control and Consultation Recording Form

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management			
	Legal Services			
	Resources Directorate			
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			
Equality Impact Assessment				
To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.				
Policy Title:				
Date of Initial Assessment:				
EIA Carried Out			YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy.				
If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required.			Name: Paul Edie Position: Chair	
Authorised by Director	Name: P Edie		Date:	

1.0 INTRODUCTION

This is my fourth Chair's report which highlights a few of my activities since the Board last met in March.

2.0 CARE AT HOME CONFERENCE

I was delighted to attend the recent Home Care Conference in Glasgow run by Scottish Care. This brought together providers and other interested parties and featured a Key Note address from the Cabinet Secretary for Health Alex Neil.

It also featured sessions involving Care Inspectorate staff and indeed one involving Care Inspectorate Board Member Jim McGoldrick in his capacity as Chair of the SSSC. The Care Inspectorate took the opportunity to give the conference a brief explanation of what was in the Care at Home Report that had been published that morning.

Other issues which were much discussed included the use of 15 min appointments, proposals to introduce a Living Wage and opening up the care sector to competition in some parts of the country where this had not yet happened.

3.0 CARE AT HOME REPORT

The Care Inspectorate published the annual Care at Home report. This showed how much care was being provided by each sector and clearly demonstrated on the best evidence available to us that the voluntary sector still provides in general services of the best quality with the private sector lagging behind.

The picture of Home Care appears to be generally good with more polarisation ie. more providers are improving but the very small minority who were poor now seems to be a bigger number of services.

This is an area whose methodology is being reviewed.

4.0 ENGAGING WITH MEMBERS OF THE SCOTTISH PARLIAMENT

Alongside our Communications Head I was delighted to help staff the Care Inspectorate stand at the Scottish Parliament in June.

This was the first time we have conducted such an exercise and it proved to be an extremely effective method of engaging with the legislators to whom we are accountable. In all we managed to engage 52 MSPs which ranged from getting items of casework to explaining in some depth about what we did as an

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Inspectorate. We provided them with useful materials to help our parliamentarians and their staff with case work plus also sharing some of our reports and other information.

The mood was very positive about the work we have been doing as the public watchdog of care services. I am very grateful to Colin Keir MSP, our sponsor for the event, and his staff who were so helpful to us in arranging the event.

5.0 VISIT TO ABERDEEN OFFICE

I have recommenced my program of visits to various Care Inspectorate offices with a visit in April to our Aberdeen office. Aberdeen is one of our largest offices and it was very useful to meet our staff there and to hear their thoughts and concerns. I am very grateful to the team there for the warm welcome and the chance to learn more about what is happening on the ground.

6.0 CORPORATE GOVERNANCE

At today's Board we will be agreeing a suite of reports following long discussions on how we can improve our corporate governance. We have had a couple of external points of reference on which these reports are based; one the annual audit of governance from our external auditors which gave us three green lights and one from an external consultant, a move considered good practice to do so every three years or so. Both found us in good shape but our external consultant identified a few areas where we could tighten up a little to allow us to become an exemplar in this area.

Allied to that we have passed responsibility for investigating complaints about the Care Inspectorate on to the Scottish Ombudsman Office in line with Scottish Government Policy. It thus became apparent that we needed to change our standing orders and structures to accommodate these developments. It was strongly felt by Board members that it was important to keep some strategic oversight of complaints so that the Board were sighted on concerns people had about our level service. The Board felt that it also wanted to receive more general reports, about our work regarding complaints about social care services, to allow us to keep a watching brief on trends out there in the sector. To that end, subject to Board approval, we are strengthening up our structures and practices to allow us to be an even more effective Board.

7.0 ENGAGEMENT WITH PROVIDERS

When the Board met with the Cabinet Secretary in October for an accountability session one of the issues he raised with us was engagement with providers. Some work was already taking place on this but I am delighted with the report circulated today which makes a number of interesting

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suggestions about how we can better engage with out service providers.

As ever our excellent team have been working ahead of the curve and have already had a very successful conference for providers of services for people with dementia. I understand that this conference was massively oversubscribed indicating that there is an enormous appetite amongst providers for information about how to improve their services.

Providers, which ever sector they come from, are very important partners for us and as the agency charged with looking after the best interests of frail and vulnerable people, it is in everyone's interests that we communicate effectively with those providing these people with services.

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