



# A Quality Improvement Strategy for the Care Inspectorate

**Report to:** Policy Committee  
**Date:** 3 March 2015  
**Report by:** Karen Anderson, Director of Strategic Development/  
Depute Chief Executive  
**Report No:** P-01-2015  
**Agenda Item:** 6

## PURPOSE OF REPORT

To provide a new quality improvement framework for the Care Inspectorate.

## RECOMMENDATIONS

That the Committee:

1. Agrees the strategy.
2. Notes the dynamic action plan and that it will be reviewed and updated quarterly. This will include any items on the strategic risk register.

Version: 4.0	Status: <i>Final</i>	Date: 27/02/2015
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**Version Control and Consultation Recording Form**

Version	Consultation	Manager	Brief Description of Changes	Date
	Senior Management		Executive Team Inspection Directorate  Executive Team	Feb 14 Autumn 14 Feb 15
	Legal Services			
	Resources Directorate		Ongoing discussion with Head of Organisational Development	August 13 to date
	Committee Consultation (where appropriate)		Strategy and Performance Committee – agreed Member/Officer Working Group	4.3.15
	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

NO

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: R Okasha

Position: Head of Quality and Improvement

Authorised by Director

Name: K Anderson

Date: 23 February 2015

Version: 4.0

Status: *Final*

Date: 27/02/2015

## **1.0 INTRODUCTION**

The Strategy and Performance Committee, as was, discussed a paper on 4 March 2014 called 'Towards a Quality Improvement Framework for the Care Inspectorate'.

A key objective of that report was to find a way to incorporate the current quality assurance framework into a new Quality Improvement Framework that supports the delivery of the Corporate Plan 2014 – 2018 and the operational improvement plan, whilst also informing the development of inspection methodologies and the review of National Care Standards.

An internal audit report dated January 2014 provided a comprehensive summary that evidenced excellent progress and provided helpful recommendations for consideration. Subsequently, a member / officer working group was established to consider a quality and improvement framework and to draft a strategy.

## **2.0 PROPOSED STRATEGY**

A proposed strategy, and associated action plan, is attached at Appendix 1. It seeks to build on our purpose and values, and links closely to the Corporate Plan 2014 – 2018.

The strategy seeks to set expectations around organisational culture, and describes the key desired attributes of the Care Inspectorate employee and manager. The actualisation of these attributes will be essential to support delivery of the framework and associated action plan.

Located with the context of our operational environment, the strategy sets out three quality ambitions around people, partnership and performance. Each quality ambition has identified goals and improvement interventions necessary to achieve them.

The strategy does not seek to prescribe any one philosophical approach or quality improvement tool: different approaches will be required for different parts of the organisation's business.

## **3.0 THE ACTION PLAN**

An action plan is provided which is intended to be dynamic. The action plan defines outcomes and deliverables in priority areas and provides responsibility lines to show which directors and heads of service are responsible for progressing work.

It will be reviewed regularly by the Executive Team and will change as goals are accomplished and new priority areas are identified.

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**4.0 RESOURCES**

The strategy is designed to be delivered within existing resources.

**5.0 BENEFITS FOR PEOPLE USING SERVICES AND THEIR CARERS**

Our staff and stakeholders – especially people who use and provide care – must have confidence in our ability and performance as a scrutiny and improvement body. The quality of the Care Inspectorate’s work and the ability for the organisation to be self-reflective and capable of continuous improvement are therefore essential in improving the quality of care. A robust quality improvement strategy is needed to underpin this and to measure performance.

**9.0 CONCLUSION**

The Policy Committee is invited to agree this strategy.

**LIST OF APPENDICES**

**Appendix 1 – The Care Inspectorate’s Quality and Improvement Strategy**