



care
inspectorate

Excellence in Care
developing our methodology

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Developing our methodology for scrutiny and improvement

**Important changes
are happening from
1 April 2016**



HAPPY TO TRANSLATE

We're changing how we inspect. Some changes come into effect 1 April, some from 1 July.

The Care Inspectorate has a critical part to play to make sure that care services in Scotland are high quality and provide good experiences and outcomes for the people who use them and their carers.

We expect providers to understand how their services impact on the people who use them. Providers must be able to demonstrate that they know the views and feelings of the people who are using their services and show how they use this knowledge and understanding to continually improve their services.

Inspection model

This year, we will continue to develop an inspection model that focuses on outcomes for people, is proportionate, intelligence-led and risk-based. This is so that we can target our resources in services where we have concerns, and need our support to improve. We will continue to take robust action where the service received by people does not provide high quality, safe compassionate care.

Changes from 1 April

Quality themes

From 1 April we will change how we choose which quality themes and statements are inspected for better performing services, to be more proportionate and targeted in our work.

In highly performing services, inspections will consider Quality Theme: 1 Care and Support. The inspections will also look at one other quality theme, based on intelligence and knowledge of the service. Services will be eligible for this type of inspection if:

- they have grades as good or better for all quality themes
- there are no known concerns about the service
- there are no significant variations since the last inspection which could impact on outcomes for service users
- the last inspection was undertaken within the current inspection frequency arrangements, and
- the service is not selected for the new dementia inspection focus area.

The inspector will be able to inspect all or other themes if they judge this is needed.

For services that do not meet these criteria, we will continue to inspect the four quality themes, which are:

- Care and support
- Environment (except in services not provided from a premises)
- Staffing
- Management and leadership.

Childminders

Inspections for childminders will not change and will continue to be inspected against three quality themes (or four if they employ staff). Each quality theme will focus on the SHANARRI wellbeing indicators of Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included. We will conclude our formal evaluation of changes made to childminder inspection methodology during 2016/17.

Follow-up inspections

We will continue to use follow-up inspections where a service is performing poorly and needs a second inspection in a year. The inspection will focus on the requirements and recommendations made at the first inspection. We tested follow-up inspections last year and we will be evaluating the changes, so may refine these further during the course of the year.

Validation inspections

Between April and the end of June we will continue to undertake these in a sample of better performing care services. The purpose of the validation inspection is to assure the public that previous high standards in the services we inspect are being maintained. We will evaluate these after June.

From 1 July

Quality statements

We will look more at the quality of practice and outcomes for people who use care services, so from summer onwards we will only report and grade on the quality themes: individual statements will no longer be assessed. This is the case for all inspection types.

Shorter inspection reports

From 1 July, the Care Inspectorate also plans to introduce a new shorter inspection report for inspections of better performing services. As people may use these reports to help them make decisions about care services, it is important to communicate as clearly as possible about what the Care Inspectorate finds and the impact the service has on the lives of people receiving care and support. A lot of the feedback is that our current reports are too long. Services with grades of adequate, weak, and unsatisfactory will still receive a longer inspection report, but we hope the format and structure will be easier for people to read.

Dementia Inspection Focus Area (IFA)

There will be a new Inspection Focus Area (IFA) this year about dementia in a selected sample of 150 care homes for older people. The focus will be on people living with dementia, their experience and outcomes and how their rights are promoted and protected. A report will be written in 2017 and the findings will be used to guide improvement work thereafter.

Why we are making these changes

We want to better evidence the specific improvement duty in Section 44(1)b of the Public Services Reform (Scotland) Act 2010 which places upon us "the general duty of furthering improvement in the quality of social services". Scotland's new National Care Standards will be based on a human rights approach, and the way we inspect will complement this, especially as the new overarching principles of the national care standards bed in and the general and specialist standards are developed. There will be new joint working arrangements between health and social care and the Children and Young People (Scotland) Act 2014 makes significant changes too. We need to develop a more tailored approach and we know that the expectations of people who use services are rising.

Effective regulation, robust inspection and clear evidence-based reporting are key to achieving positive outcomes for people. We want to make sure that our inspections help support improvement and lead to better outcomes for people so that everyone's experience of care in Scotland is as good as it can be.

Find more information and regular updates at www.careinspectorate.com

National Care Standards

Scotland's National Care Standards are changing, with new principles about people's rights. After a consultation with people using care, their carers and organisations that represent their interests, as well as care providers and staff, the overarching principles of the new care standards have been agreed. They are dignity and respect, compassion, being included, responsive care and support, and wellbeing. These should inform how you design and deliver services. More detailed standards will be rolled out from April 2017, after which we will check that services are meeting these, when we inspect. For more information visit www.newcarestandards.scot

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.



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