

# How the Care Inspectorate uses self-assessment when assessing quality

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Services undertake a self-assessment before inspection. The self-assessment details strengths, areas for improvement and grades the service has awarded itself based on its performance under quality indicators.

The inspector must review this before inspection and review some of the evidence that the provider says that they have to evidence performance. We must always speak to people and observe practice as a central part of this.

Where a service identifies areas for improvement and has a plan in place to address such areas, and where this will impact positively on outcomes, the inspector should see this as strength and write this under strengths in the report.

The information provided by the service in the self-assessment under areas for improvement should not be used to determine grades if the inspector is satisfied that the provider has a plan in place to address these issues. It should only be considered as an area for improvement if the service is not aware of areas that need to improve.

Inspectors should report, in the inspection report, on the provider's self-assessment and comment on whether the sections validated were accurate, whether they evidenced that the manager and/or the provider knew the service strengths and areas for development, and whether service users and carers were involved in the process.