



# carenews

SHARING YOUR INTEREST IN CARE

AUTUMN 2015



## ROOM TO BLOOM

Intergenerational project brings a buzz to care home

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HAPPY TO TRANSLATE

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# Would you like to help?

## INSPECTION VOLUNTEERS

WOULD you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care as inspection volunteers.

Inspection volunteers take part in our inspections of regulated care services by talking with people who use services, their families, carers and friends to get their views. They also make their own observations during inspections.

Full training is given and inspection volunteers may also have the opportunity to contribute to other aspects of the Care Inspectorate's work.

### HOW YOU CAN GET INVOLVED

Tel: 0345 600 9527

Email: [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)

# Welcome

to the autumn 2015 issue of *Care News*

OVERALL the quality of care in Scotland is good, but there are still a small number of services that must improve. That's the main message from the Care Inspectorate's Triennial Review – which reports on the care regulator's first three years in operation, and how it's committed to furthering improvement so that everyone gets good quality care in Scotland.

This issue contains some great examples of innovative practice. Read how one care home's 'Room to Bloom' intergenerational project has increased its residents' sense of worth and wellbeing by sharing their life experiences with young people and how it has helped local primary school children better understand the older generation.

Also read how one nursery has embraced 'Setting the Table' – a nutritional guidance tool – to transform their tots' attitudes to food while at the same time involving parents in healthy eating workshops.

Our main interview features parent and inspection volunteer, Shona Wallace, who is using her experience of caring for her daughter to help improve care for others.

I hope you find this issue of Care News useful and informative. We'd like to hear what you think. Please email [communicationsteam@careinspectorate.com](mailto:communicationsteam@careinspectorate.com) to tell us your views or to suggest stories that you'd like to see next time.

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## Online



### CARE INSPECTORATE ONLINE NEWS Button cell batteries

The Royal Society for the Prevention of Accidents has been made aware of the dangers of children swallowing button cell batteries that can be found in toys and devices.

### Retrospective PVG checks

All new staff working with service users have been expected to join the PVG Scheme from the February 2011 commencement of the Protecting Vulnerable Groups Scheme (PVG). Providers must ensure that staff employed before then join the PVG Scheme retrospectively. The deadline from Disclosure Scotland for this is 30 October 2015.



*Care News* is a quarterly magazine for people who use care services, carers, care providers and all those who share an interest in care provision in Scotland. It carries news, advice, best practice and special features on care sectors and the work of the Care Inspectorate so that readers can be kept up-to-date on issues affecting the care industry in Scotland.

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Look out for barcodes like this throughout the magazine. Scan them with your smartphone and they will direct you to the linked web page.

# Triennial review



**A** review of the Care Inspectorate's activities over its first three years in operation has shown that, overall, care services in Scotland have improved since April 2011. However, it also highlights that there are important improvements which need to be made so that everyone in Scotland can access high-quality, safe and compassionate care.

In the past three years, the Care Inspectorate has carried out more than 30,000 inspections of care services, complaint investigations and registrations of Scotland's 14,000 services, including care homes for older people, nurseries and childminders.

Karen Reid, Chief Executive of the Care Inspectorate, said: "Overall, the quality of care in Scotland is good and rising, and there are many outstanding and sector-leading examples. That said, there is a small, albeit significant, number of services where improvements are not sustained and the quality of outcomes for people using those services are limited as a consequence of that.

"That is unacceptable and will continue

to be the focus of our scrutiny and improvement work. It should be stressed, however, that taken as a whole, the findings from this review demonstrate that despite the presence of financial and demographic pressures, social care in Scotland can demonstrate improvement and sustained good levels of performance in a number of important areas.

"This is particularly evident in the performance of registered social care services, reflected throughout the report."

Paul Edie, Chair of the Care Inspectorate, added: "We are rigorous in our inspection of services, but our job is not just to comment on the quality of care; it is to help care services improve when that is required. Indeed, we are charged with the general duty of furthering improvement in the quality of social services.

"While the evidence in this report shows satisfactory progress across most services types over the period of the review, we will be relentless in our pursuit of further improvement and will not hesitate to use our regulatory powers

where the quality of care provided is unsatisfactory or creates harm or the potential for harm."

The full report is available online at: <http://cinsp.in/triennial-review>

## Pilot tests new complaints methodology

### COMPLAINTS

THE Care Inspectorate's complaints team is running a pilot in the Edinburgh, Lothians, Borders and Fife areas to test a new methodology for reporting on and resolving complaints.

The new methodology will make it easier for both complainants and service providers to understand how the Care Inspectorate arrives at its complaint outcomes, and thereby improve openness and transparency. It is also anticipated that this new approach will be more time efficient in completing complaints.

Complainants and providers in these areas should therefore expect to receive the same, simplified report on the complaint findings. This will come with a covering letter outlining what further steps need to be taken.

The pilot runs until 31 December 2015 and the Care Inspectorate will review this process in January 2016 with a view to full implementation.

## Care Standards consultation

THIS autumn, the Care Inspectorate and Healthcare Improvement Scotland will be launching a consultation on the draft overarching principles of the new National Care Standards, which are to apply across all social care and healthcare services.

Your views and opinions are very important, so please make sure that you participate in this consultation.

For more information, visit [www.careinspectorate.com](http://www.careinspectorate.com)

## Checking job history has got tougher

### REFERENCES

CARE services have a duty, under the Scottish Social Services Council (SSSC) Codes of Practice, to ask for reliable references for new staff to ensure they are suitable to enter employment in this sector. This means there is also an emphasis on employers to provide detailed references as to the suitability of former employees to work in new positions in social services.

Part 1.1 of the Code states services must use "rigorous and thorough recruitment and selection processes focused on making sure that only people who have the appropriate knowledge and skills and who are suitable to provide social services are allowed to enter your workforce"; while 1.3 says "reliable references" must be gained.

Thirza Wilson, Registration Manager with the Care Inspectorate, said: "Some employers are only providing minimal references, even just dates of employment.

"As many people in care services will be working with vulnerable people, it is essential that providers receive appropriately detailed employment references so that they can be assured that these people are both 'fit to work' and experienced in working in social services."

For more information about the SSSC Codes of Practice, visit [www.sssc.uk.com](http://www.sssc.uk.com)

## Power to help loved ones

### CAMPAIGN LAUNCH

A NEW Power of Attorney (PoA) campaign has been launched to give people the power to make decisions that will protect them, their family and those they care about should they ever lose the capacity to make decisions for themselves.

The campaign has been organised by Glasgow Social Work Services, NHS Greater Glasgow & Clyde, members of the third and independent sectors and local law firms to raise awareness and promote understanding of the benefits of PoA arrangements.

Although the PoA campaign website is focused around the Glasgow area, the online resources are relevant to all who want to start a conversation about PoA with their family and loved ones.

For more information, visit [www.mypowerofattorney.org.uk](http://www.mypowerofattorney.org.uk)

# A TEST TO TRANSFORM SOCIAL CARE



New pilot aims to increase choice for service users

### SOCIAL CARE

A pilot scheme entitled 'My Life, My Way' that could pave the way for the transformation of social care across Scotland has begun in East Renfrewshire.

As Irene Brown, Senior Development Officer at East Renfrewshire Health & Social Care Partnership explained, the idea is to integrate self directed support (SDS) options into the residential care sector.

"We made a bid for funding from the Scottish government to run this pilot. At the moment, people who go into residential care have fewer options than others. The aim is to offer people more choice and control over how their services are delivered."

Irene said that people should have a personalised service that takes into account their wishes as well as their needs and is not led by the service provider's priorities.

## Sharing excellence among services

### INSPECTION FOCUS AREA

SERVICES for adults with learning disabilities are under the spotlight this year as the Care Inspectorate is seeking to identify areas of excellence that other services can learn from.

This Inspection Focus Area (IFA) will be used in care homes, combined housing support and care at home services, where the main category of registration is adults with learning disabilities.

The IFA will look at aspects such as Human Rights, Safety and Supporting communication, as well as the wider recommendations from the Government's Keys to Life initiative and the Winterbourne View findings (a care home in England where the physical and psychological abuse inflicted on people



The 'Centre Scene' team from the Ellon Resource Centre

with learning disabilities was exposed by a TV programme).

Karen Fraser, Team Manager, said the Care Inspectorate will also be looking at access to responsive healthcare provision. She explained: "As the responsibility for effective and responsive healthcare provision lies with NHS health boards and

"Several care homes are interested in taking part and we have identified a few we want to work with. There is no doubt that there will be enormous challenges along the way. We will need to look at issues such as risk-enablement, truly person-centred planning for people, resources, costs and perhaps even the use of other carers – opening up questions around existing policy, health and safety, insurance, qualifications and so on.

"There are other challenges based around shifting people's perception about care homes and their place in the community."

As part of the pilot Irene and her team have been out and about to talk to people potentially affected by changes. They also staged an engagement event which attracted people who use services, those who are likely to, care providers, younger people who need 24/7 support, nurses, social workers and others. "It was very well attended and we recruited 22 volunteers who will help us as the pilot progresses."

Another project is running at Morayshire health and care partnership and there will be links throughout the next 18 months to share ideas and information.

"Ultimately it is all about increasing choice and control for individuals," said Irene. "We hope to identify participants by November and be working with them by Christmas using SDS legislation and direct payments to create personalised plans.

"At the end of the pilot, in April 2017, we will explore and measure the outcomes for those involved."

Community Planning Partnerships we will not hold care services to account for difficulty accessing health services.

"However, we will be looking for innovation by care service providers where people with a learning disability experience inequalities in accessing healthcare. This will also be reported in our end of year report."

Providers have been asked to complete a self-assessment which integrates the quality themes and quality statements with additional questions for the IFA.

Karen added: "We will gather intelligence from the inspections together with the self-assessment responses to report at a national level on excellence as well as any areas of concern.

"Examples of best practice will be available on the [hub.careinspectorate.com](http://hub.careinspectorate.com) website so we can share our learnings from this IFA."

# Share your experience

## CARE OPINION

CARE Opinion has been launched to give a stronger voice to people who use adult care services by providing an independent way for them or their carers or families to comment on their experiences, good and bad.

It's being piloted in Fife and Ayrshire and Arran. It uses the same format of the successful Patient Opinion website, which has been publishing feedback about healthcare across the UK.

Like Patient Opinion, Care Opinion will give care providers the opportunity to respond to feedback and, where relevant, to show how they are making changes in response to comments.

Irene Oldfather, Director at the Health and Social Care Alliance Scotland, said: "The importance of learning and improving through the experience of those who use services and support cannot be overestimated. Stories posted to date have enabled providers to constructively look at how to improve services and support."

Care Opinion will cover adult social care services registered with the Care Inspectorate in Scotland and with other regulators in other parts of the UK.

People share their experiences of health and social care anonymously and stories are moderated by the team running Care Opinion before being published on the website. Independent and third sector providers of care services are able to restrict stories but there are incentives for openness and transparency.

Gina Alexander, Director of Patient Opinion Scotland, said: "Care Opinion presents a great opportunity for care providers to show individuals, the public and other agencies how they are responding to feedback."

The Health and Social Care Alliance Scotland and Patient Opinion are working in partnership on this pilot phase, supported by the Care Inspectorate.



Visit [www.careopinion.org.uk](http://www.careopinion.org.uk)



## Raising awareness of lead in water

**T**he Drinking Water Quality Regulator for Scotland (DWQR) has launched a campaign to highlight the issue of lead in water and to encourage the removal of lead service pipes and plumbing from older buildings.

The main focus of the campaign is public buildings that provide drinking water, and this could include a number of care settings, particularly nurseries and childcare services, if they are located in properties built before 1970

when the use of lead piping for water supplies was banned.

Bill Byers from DWQR's Operations Team said that the aim of the project is to engage with stakeholders and organisations in order that policies can be aligned to achieve the removal of lead from drinking water supply routes.

He said: "We recognise that this will be a journey over time but nonetheless, the first step is making the responsible parties aware that in some buildings, lead remains an issue.

"Owners of care services, such as nurseries, must check if lead piping exists in their property and make plans to remove any that forms part of the drinking water supply route."

For more information, visit [www.dwqr.org.uk](http://www.dwqr.org.uk)

# Carers help reunite siblings after 40 years

## FAMILY REUNION

CARE staff at Balhousie Clement Park care home in Dundee have been involved in reuniting a brother and sister after 40 years.

In 2011, the sister became resident within the care home. Just prior to this move, her sister had died. Her brother-in-law visited periodically, but decided to move to Fife to be closer to his daughter.

During a visit with her brother-in-law she revealed that she had a surviving brother, whom she had not seen for approximately 40 years.

She wished she could contact her brother, as she didn't know what had happened to him.

It was discovered that both siblings had been born and raised in Glasgow. The sister said that following the death of her father, her brother had reacted badly and left the family home, rumour being that he had gone travelling.

He apparently served in the Navy and then had been living on the streets of London, before ending up in a hostel for ex-Navy servicemen. The hostel had contacted the brother-in-law, advising that the resident's brother wanted to return to Scotland.

At this point, Care Assistant Arlene Gordon became involved and asked management if she could make enquires to learn of the brother's whereabouts, in the hope of a reunion. Arlene was encouraged to try to locate the gentleman and her efforts were quickly rewarded – after checking the telephone directory, she found him in the first nursing home she called.

Arlene arranged a visit to St Andrews, advising the sister she was going to see her brother-in-law, but instead went to the home where her brother was. The staff provided a private lounge for the meeting.

On advising the lady that she had actually been brought to see her brother, when he entered the room, the sister exclaimed: "That's not my brother. He has black hair, not grey." Everyone laughed, saying that maybe 40 years ago his hair had been black.

They sat side by side, holding hands. Arlene said they both looked very alike in appearance.

After the visit, regular meetings were organised, allowing the siblings to become closer. After that, the brother said he wanted to return to Dundee to stay with his sister.

Between both homes and care management, brother and sister were reunited within Clement Park home as residents.

The siblings enjoy spending time together, joining in activities and having meals together. Life is now much more enhanced for both residents. **CN**

# Perth gets physical

## HEALTH AND WELLBEING

A NEW physical activity programme delivered by local students has proved the perfect fit for residents at five care homes in Perth.

Lisa Dods, a Sport and Fitness Lecturer at Perth College UHI, explained: "We set up a new HND fitness, health & exercise course in September 2014. As part of that, students work with 'special population groups' and on this occasion, the choice was older adults."

The idea for a specific programme arose when Lisa and her students helped out at a Go for Gold event in Perth - a multi-activity event for older people. Working with the local Live Active Leisure organisation and Carolyn Wilson, the Falls Prevention Manager in Perth, they devised the concept of a 12-week programme delivered by students.

That began in January 2015 with 15 students in five care homes providing strength and balance exercises, as well as games like bocchia and indoor golf.

There was unanimous praise from residents, staff and students – and impressive results. One resident managed five 'sit to stand' exercises in week one, but by the end of the programme, he could do 13. Most homes started with five or six participants, but by week 12, some had up to 18 people taking part.

Edith Macintosh, Rehabilitation Consultant at the Care Inspectorate, said: "Having heard about the very positive outcomes, this is a model which could,



and should, be replicated in other areas in Scotland. Care homes and students working together in this way can enable older people to be more physically active, which makes a significant difference to their overall health and wellbeing."

The aim is to revise the programme next year, introducing individual plans for each resident and staging sessions twice a week rather than once.



Meanwhile, Lisa is delighted with progress. "The whole thing worked even better than we imagined," she said. **CN**



There were lots of fun activities on Grangepark's cruise to different countries

# OPENING UP THE WORLD

Residents at a Peterhead care home enjoy a 'holiday' of a lifetime thanks to a great cruise-themed week

**HOLIDAY AT HOME**

The service users at Grangepark care home in Peterhead may not be able to take off on a typical holiday any more, but that hasn't stopped staff from giving them a tour of several countries – without the residents having to leave the comfort of home.

Staff first came up with the concept of a "holiday at home" week several years ago, as a way to brighten up the residents' summer routine.

Initially, it was based around the theme of a beach holiday, but over the past few years, it has developed into a cruise-themed week.

This summer, residents enjoyed activities, performances and even food related to India, Poland, Wales, Spain, Italy and the United States as part of the cruise, culminating with a family and friends night with a buffet and live music.

"Our staff put a lot of hard work into

transforming the environment and getting everyone involved in the holiday at home activities," says Eric Fulton, Care Home Manager at Grangepark. "As it has developed, residents and families have become involved in fundraising and planning, and it gives a focus to everyone."

Inspector Lorraine McDonald was impressed with the initiative. She said: "The main dining room and lounge was transformed into the ballroom, the corridors became decks, the bedrooms were cabins and the office became the wheel house and each day the ship 'stopped off' in different countries. I visited Spain and Italy during the inspection and the activities, entertainment and meals took on the country theme.

"The relatives and residents we spoke with were very animated and were really enjoying the week. I often see activities or theme days but rarely to this extent. It was just lovely." **CN**



## Revalidation of registered nurses

**PROFESSIONAL DEVELOPMENT**

ALL nurses and midwives should have received a personal communication to make them aware that the Nursing and Midwifery Council (NMC) is introducing a system of revalidation from April 2016. Revalidation will give greater confidence to the public, employers and fellow professionals that nurses and midwives are up to date with their practice.

The new system requires nurses and midwives to undertake a minimum number of hours of practice over three years and to engage in dedicated hours of CPD. Other revalidation obligations include providing five pieces of feedback on their own practice, including confirmation from line managers at annual appraisals that they are demonstrating the requirements for their current role.

Employers also have a role to play to support nurses and midwives in their revalidation and to ensure they are competent to provide safe and effective care.

Donna O'Boyle, Professional Regulatory Adviser, Scottish Government, said that people should act now: "Nurses and midwives should prepare for revalidation by creating their online account at [www.nmc.org/registration/nmc-online](http://www.nmc.org/registration/nmc-online) so they can find out when they are required to revalidate, update their contact details and start to prepare.

"There's lots of information on the website about the revalidation system and there is all manner of educational materials and training modules being developed to help nurses and midwives through this new process."

For more information, visit [www.nmc.org](http://www.nmc.org)



**care**  
inspectorate

# Unhappy about a care service?

## Here's what you can do

Firstly, raise any issues directly with the service. If you are not satisfied – you can make a formal complaint using the service's complaints procedure. All registered care services must have one.

Or, you can raise a complaint about



the service with us.

If you want to speak to us about a concern:

- call us on **0345 600 9527**
- telephone, write or visit any of our offices
- fill out our complaints form on our website.



For copies of our 'Unhappy about a care service' leaflet please call

**0345 600 9527**

or visit

**[www.careinspectorate.com](http://www.careinspectorate.com)**



## Sharing experiences

### WORKING TOGETHER

A World War II project at Queen Anne High School in Dunfermline led to some inspiring intergenerational work with the Jean Mackie Centre.

A small group of pupils from the fourth year Personal Development class visited the centre to interview six of the service users about the war.

Unit Manager Mark Morley said: "The school project was to commemorate the anniversary of the end of World War II and the pupils were looking to gather first-hand experiences and memories.

"Following the interviews, an invitation was received by the service users from the students to join them for afternoon tea at the school. This was to show them around and thank them for participating in the project. I think this type of intergenerational work is very important to both groups and the older generation benefit as they feel a sense of value in being asked to share their life experiences. The experience helped break down some of the assumptions that each generation had about the other and the service users were very appreciative of how polite and well-mannered the students were."

Craig Masson, Acting Principal Teacher at Queen Anne, was keen to work with the Jean Mackie Centre.

He said: "This made links with our community but also enabled our young people to enhance their communication and interpersonal skills, encourage team work and learn about the past."

Care Inspectorate Inspector Susan White added: "When I visited the Jean Mackie Centre two months after the events, the service users were still talking about the project and the staff were enthused as well.

"I think the fact that the older people can feel valued in giving their time is a benefit for them. The feeling of wellbeing and of being valued, which is traditionally the older person's role in the world but may have been lost in the last generation, is very important."

# Friendships and flowers bloomed at care home

### INTERGENERATIONAL PROJECT

**B**eautiful flowers weren't the only result of an intergenerational project at Balhousie Huntly Care Home – beautiful friendships were also formed.

The 'Room to Bloom' project took place over three weeks and saw primary five pupils from Gordon Primary School pot and craft flowers with the residents of the home.

Activities Co-ordinator Tanya Smith said: "The conversations between the residents and children were great to hear and two of the groups started singing together which added a lovely buzz to the room. One of the residents held a girl's hand down to the resource table, which I thought really showed the bond that they had formed."

As well as making flowers using a variety of arts and crafts materials, the children and residents also sang songs together and when the project came to an end the strong bond was evident as one of the residents became quite emotional.

Care Inspectorate Inspector Andrew Somerville witnessed the success of the project during a recent inspection.

He said: "The Room to Bloom initiative was a real success and is a great

example of innovative practice.

"The children really made a connection with the older people and the relationships they formed helped the children understand the value of older people. When I was there the residents were talking about it and how much it meant to them."

Tanya added: "The Room to Bloom project provided a lot of positive impact for both the residents and the Gordon Primary School pupils.

"I hope that we will be able to have another intergenerational project next year as the past two years have been great. I am so happy that I have been able to plan and provide this for the residents as I think it has really provided a lot of happiness and stimulation for them."

“ One of the residents held a girl's hand down to the resource table, which I thought showed the bond they had formed. ”



Pupils planted flowers in groups with service users



Youngsters enjoy outdoor learning at Cheeky Monkeys

# GOOD PRACTICE IS ON THE MENU

## SETTING THE TABLE

**C**heeky Monkeys Nursery has been praised by the Care Inspectorate for its transformation, in particular to the approach it has taken to the Setting the Table Guidance.

Setting the Table is a document which has been developed to provide nutritional guidance, food standards and advice about the importance of positive meal time experiences for early years childcare providers in Scotland, and Cheeky Monkeys has embraced it head on.

Care Inspectorate Inspector Camilla McGregor said: "The nursery has become a hive of learning activity developed through a focused approach to improvement which has had far-reaching consequences. The provider, management and staff used the Setting the Table Guidance to inform the changes they needed to make. As a result of this they considered children's menus, portion sizes and fluid intake. Children's nutritional needs are met very well and in addition to this the children have developed a very healthy attitude towards food."

The nursery also involved parents by providing workshops and inviting food retailers such as a local fishmonger and supermarket to give interactive presentations for the children. A cookery school has been developed within the service led by the provider who is a qualified cook and so baking and cooking together have also become a part of the children's weekly activities.

The workshops allowed parents to input into a new lunch menu and were a real eye-opener for them.

One parent said: "It opened my eyes as to how much sugar there really is in kids' fruit juices. It was very informative."

Another impressed parent added: "It was interesting to know that a child's portion of fruit is only the size of the palm of their hand. Makes it easier to give them their five a day."

Outdoor play was another focused area for development and so, to overcome limited space within the nursery, they have recently developed a relationship with a neighbouring care home which offers woodland space so the children can now participate in outdoor learning.

Manager Anne Seaton and Depute Manager Fiona McLean were delighted with the praise.

They said: "We are thrilled with our most recent report, especially with regards to our development of outdoor experiences and our use of the Setting the Table Guidance. The impact on the staff and children has been profound, and we are now able to offer the children free play opportunities at the woods, heightening their curiosity during a period of learning which is aimed at exploration."

These developments have also been well received by parents.

One parent said: "Our little boy loves going into the woods with the nursery and has become much more observant when we take him for walks; pointing out snails, birds and fallen trees."

## Allowing children to have a voice

### ANNA RITCHIE SCHOOL

TOTAL communication and a team approach – these are the characteristics that help the Anna Ritchie School in Peterhead achieve high levels of participation, according to Deputy Head, Nicola Sangster.

The school provides a service to children with additional support and complex needs. "Throughout the school we have a total communication approach, using signing, language, symbols and sensory materials to help children understand, make sense of their surroundings, and have a voice," said Nicola.

"We are very aware that to maximise the benefit our children receive from education it has to encompass many sensory areas."

The school employs PECS (picture exchange communication system) and extends that to work out levels of understanding, differentiation between colours, counting ability and so on.

Many parents of children with additional support needs can feel quite isolated. As well as operating an open door policy, the school holds informal monthly drop-in sessions for parents. That helps build up a friendship network and promotes information sharing.

Care Inspectorate Inspector Fiona Thomson said: "Parents are enthusiastic about what the school does and how it involves them. From the outset, they are encouraged to share their knowledge of their child so that the school can provide the best possible care."

She added that staff interact in the most appropriate way for each child. As a result, the children get their point across and take part in activities they are interested in.

"It's important that we have a whole team ethos," said Nicola. "Our staff are all willing to keep learning to help stimulate a child and promote development."



# GIVING PEOPLE A VOICE

## THE INTERVIEW

**By being an inspection volunteer, Shona Wallace is using her daughter's experience of care to improve services for others**

**W**hen Shona Wallace gave birth to her first daughter Clare in 1991, the prognosis was not good. The child was diagnosed with Wolf Hirschhorn Syndrome – a rare genetic disorder characterised by slow growth and developmental delay. The doctors could only advise Shona and her husband to go home and enjoy the few short years they had with their daughter... but today, at 24 years old, Clare continues to enjoy a happy and active life with her family.

Shona has devoted a lot of care and nurturing on Clare over this time at their family home in Kinghorn, Fife, and now that her daughter is enjoying independent living in a supported care service, she is

using her experience for the benefit of others in care as an inspection volunteer with the Care Inspectorate.

As a former pharmacist at the Victoria Hospital in Kirkcaldy, Shona decided to find as much as she could about Wolf Hirschhorn Syndrome when Clare was diagnosed with the condition. Information was sparse, but there was a charity set up by parents of children with the disorder that Shona contacted that provided help and support.

Shona said: "At the time, we did not know anything about this condition, so I wanted to get in touch with other families to learn as much as I could – to understand how I could support Clare, but also to give us hope for the future."



Wolf Hirschhorn Syndrome is estimated to affect one in 50,000 births and in addition to developmental delay, can also present heart and kidney problems as well as seizures and epilepsy.

Shona soon became an active member of the charity, helping to set up meetings around the UK, and eventually became a Trustee of the Wolf Hirschhorn Syndrome Trust.

She added: "We've built up quite a support structure throughout the UK so that parents with children with this condition can learn about the latest research findings, as well as get advice on the simple things such as eating, sleeping and general help to give them reassurance."

Shona stopped working to look after Clare and to see her through her childhood, schooldays – where she had additional support teachers – and on to college where she has learned valuable life skills.

To give her daughter some independence, and Shona some 'me time', Clare moved into a supported residential unit 18 months ago, where she



stays during the week and comes home at the weekend.

It was about this time that Shona saw an advert in the local paper for inspection volunteers for the Care Inspectorate and it immediately appealed to her. She said: "I've been an advocate for Clare since she was born and I've had relatives who have had to go into homes with dementia, so I thought this would be a good way to give people in care a voice."

Her first inspection was in a care home for adults with physical disabilities, but the most stressful part of the day was finding the place. She explained: "It's silly, but I got so nervous that I parked in the wrong car park and had to ask my Inspector to come and find me. But after that, it was great. I found that the residents were really

willing to chat about the care they received and we had time to reminisce about their past – I found it a real privilege to share their stories.

"The training I received beforehand really prepared me for the inspection – not just the conversations to have, but also the non-verbal evidence, such as how happy and settled people are, the interaction with staff, and how clean and tidy the place is.

"I went to a care home recently where the husband of a lady in the home would come every day to visit her in the afternoon. The staff pointed out that they would chat away together then,

after a while, fall asleep on the sofa next to each other.

At 4pm the husband would wake up, kiss his wife goodbye and then be back the next day to chat and doze again. I thought that was a lovely example of continuing quality of life with a loved one.

"Originally, I just wanted to inspect services for people with learning disabilities, but I've inspected 10 different care services now and realise it's not about your area of expertise, it's about wanting to do the best for everyone.

"It's very satisfying to use my experience of caring for my daughter and understanding the issues that arise and using that help others. I really feel part of the Care Inspectorate team, and when I can point to something that could be improved and it's acted upon, I really feel I have made a difference." **CN**

**“ I've had relatives who have had to go into homes with dementia, so I thought this would be a good way to give people in care a voice ”**

For more information about the Wolf Hirschhorn Syndrome Trust, visit [www.whs4pminus.co.uk](http://www.whs4pminus.co.uk)



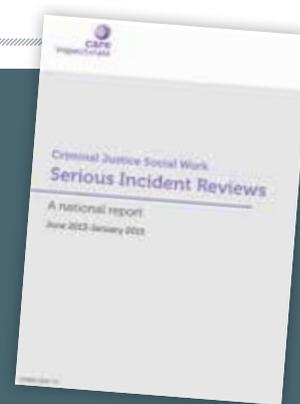
## Publications full of helpful information

THE Care Inspectorate produces a range of publications that are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information to people who currently

use, or are preparing to use, care services, as well as to their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.



• AVAILABLE ONLINE AT [WWW.CAREINSPECTORATE.COM](http://WWW.CAREINSPECTORATE.COM)

# THE VALUE OF COMPLAINTS

## CASE STUDY

People often view 'complaints' in a negative light, but they play an important role in reassuring people that their loved ones are receiving the right quality of care.

In an interesting case recently, a lady contacted the Care Inspectorate because she was worried that staff in a care at home service had not been properly trained to undertake aspects of personal care, particularly catheter care. She was initially concerned about how this may impact on her father who was a service user, but also that it may present a degree of risk to other service users.

The Care Inspectorate investigated the concern by making a 'very short notice' announced visit to the service. The inspector examined the training records of the staff identified by the complainant, and, in each case, it was proven that they had all received induction training to include catheter care. There was no evidence that any staff member had supported any service user with a catheter without first receiving catheter training.

The inspector spoke with a number of staff members who confirmed that they had received both induction and catheter care training and that they felt competent in their role. She also examined the training records of the person who delivers catheter training, who was a Registered Nurse with extensive experience in the community and had received training from the NHS Continence Nurse Advisor in 2014.

In conclusion, the inspector was satisfied that the service had offered adequate training and that practice did not present the type of risk that the complainant had been worried about.



When this was communicated to the complainant, she apologised, believing that she had wasted the Inspector's time. The Inspector, however, quickly reassured her that rather than being a waste of time, it was a very worthwhile exercise.

She explained that the Care Inspectorate had been given the opportunity to examine some credible concerns and give an assurance to the complainant. This restored the complainant's confidence in

the service and it also gave the service an opportunity to reflect on these matters at the same time.

In the end, this demonstrates the value of raising concerns. A complainant is not at fault by asking questions of a service and an investigation can lead to improved confidence among all parties about the way in which the challenges of delivering personal care are being addressed. **CN**

“ A complainant is not at fault by asking questions of a service and an investigation can lead to improved confidence among all parties ”



# First aid in focus

## PAEDIATRIC FIRST AID TRAINING

THE passing of 'Millie's Law'\* in England, which requires all staff working in nurseries to have a specific paediatric first aid certificate, has raised questions on whether similar arrangements should be made in Scotland.

Henry Mathias, Head of Inspection - Early Years (East) at the Care Inspectorate said that the organisation is ready to raise awareness of the availability of new specialist paediatric first aid certificates.

"We require staff to have skills and knowledge for their role and many will have a qualification that includes a first aid element. The Care Inspectorate insists on there being a minimum of one first aider on nursery premises at all times and we will assess the skills and knowledge of the overall staff group, which will include first aid."

Henry also pointed out that while in Scotland all staff in a registered day care setting must also be registered with the Scottish Social Services Council (SSSC), there is no such requirement in England

and Wales.

There are several organisations in Scotland that offer a specialist certificate in paediatric first aid. One is St Andrew's First Aid Training and Supplies Ltd. Its Operations Director, Jim Dornan, said: "We would always encourage the best possible standard of first aid is made available to anyone in Scotland – children and adults.

"Many children have different types of conditions, and it is about making the environment they are in - school or pre-school - as safe as possible. We recently devised a paediatric first aid course that would meet the requirements if we were operating in England and those who have taken it say that they have much more confidence in being able to tackle emergency situations."

**\* 'Millie's Law' is named after nine-month-old Millie Thompson, who fatally choked on her lunch at a nursery in Cheadle Hulme, in October 2012. Her parents subsequently campaigned for compulsory paediatric first aid training for nursery staff.**

## Antimicrobial stewardship for registered nurses

### EDUCATIONAL RESOURCE

FOLLOWING the growing concern about the resistance of harmful bacteria to antibiotics, NHS Education for Scotland (NES) has developed a new educational resource to help nurses in care homes play their role in 'antimicrobial stewardship' – to ensure that current antimicrobials remain effective for future generations.

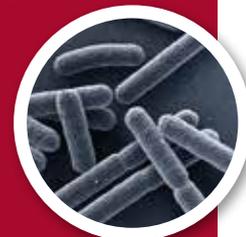
The NES workbook supports learning around antimicrobial stewardship and the care of people with infections to promote optimal outcomes. It allows learners to assess their current level of knowledge and identify potential development needs in each topic area.

Care home nurses are encouraged to complete the applicable sections and activities agreed by their line manager as part of their ongoing professional development. Senior carers at care homes that don't have nurses will also find the parts of the administration sections of the workbook useful.

Antimicrobial resistance has been referred to as a "global threat to public health" by the World Health Organisation and with no new antibiotics in the pipeline, it is vital that we safeguard the antimicrobial resource we currently have.

To download the workbook, visit: [www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/healthcare-associated-infections/training-resources/antimicrobial-stewardship.aspx](http://www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/healthcare-associated-infections/training-resources/antimicrobial-stewardship.aspx)

For further information, contact: [hai@nes.scot.nhs.uk](mailto:hai@nes.scot.nhs.uk)



## Medicine Sick Day Rules

### LONG-TERM MEDICINES

DO you know that there are some medicines that should be stopped temporarily during a dehydrating illness such as vomiting, diarrhoea and fever?

While this is well known among health professionals, awareness among people taking certain medicines, their carers and some care services is low.

In order to highlight the issue, NHS Scotland has launched "Medicine Sick Day Rules" cards with the aim of increasing patient awareness about stopping certain long-term medicines during dehydrating illnesses. Not following this advice can lead to potentially serious side effects, including kidney injury.

The Medicine Sick Day Rules cards explain what the rules are, which medicines are involved and the advice to give patients.

Carers are then encouraged to follow the rules when assisting patients with medicines.

A patient in NHS Highland who used the card said: "It is absolutely drummed into heart failure patients that we should never stop taking our medicines,

so I would not have had the confidence to temporarily stop taking any of my medicines without having the Medicine Sick Day Rules card to refer to.

"I'm convinced that following the advice on the card meant that I avoided a hospital admission when I was ill."

More information, visit [www.scottishpatient-safetyprogramme.scot.nhs.uk](http://www.scottishpatient-safetyprogramme.scot.nhs.uk)



Aberdeen Services offers services for people with complex needs



# POSITIVE EXAMPLE OF TEAM WORKING

## ABERDEEN SERVICES

**W**hen Care UK's Aberdeen Services housing support service was inspected by the Care Inspectorate in 2013, it was found to have extensive problems, and there were concerns about whether it would survive.

The service, which started as part of the hospital resettlement process in 2002/03, has three purpose-built buildings in the city's Dubford area with separate flats supporting eight people in each building.

The majority have extremely complex needs and multiple disabilities, including learning disabilities, mental health problems and physical disabilities. This makes it an extremely complex service to run, needing a highly skilled workforce.

The service was also the subject of several complaints, many of which were

upheld and the Care Inspectorate made a large number of requirements.

Aberdeen City Council carried out a large-scale adult support and protection investigation into how the service was operating, and brought all the stakeholders in the service together to work towards making the necessary improvements and changing its fortunes.

"Everybody bent over backwards to turn this around," said Martin Kasproicz, Head of Service at Aberdeen City Council. "The service provider, Care UK (now Living Ambitions), along with staff, senior management, care managers, consultants, GPs, psychologists, nurses, and the Care Inspectorate, all provided the necessary support. I would call this a huge team effort on the part of not just the provider, but of Team Aberdeen. Everybody put their backs to the wheel

and pushed as hard as they could to turn this around.

"Aberdeen Services is a positive example of a multi-agency group working together to ensure that the needs of some of our most vulnerable adults in Aberdeen are met and met safely."

Sarah Allan, Operations Manager for Living Ambitions, took over the post at Aberdeen Services in May 2014 and attended meetings with Aberdeen City Council to discuss the actions required.

"This process of instituting the improvements took some five months to achieve," said Sarah. "Now all the staff on site are fully compliant with their mandatory and additional training and have an increased and better quality skill set to better support the people who live at Dubford. The support staff have really worked hard to improve the quality of care and support we provide."

James West, Care Inspector, said: "Some services would not be able to make the scale of changes required and others might improve slightly and then stall.

"This recovery appears to be broad-based, consistent and hopefully is sustainable." **CN**

**“Aberdeen Services is a positive example of a multi-agency group working together to ensure that the needs of some of our most vulnerable adults are met”**