



INVOLVE

September 2015–May 2016

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PEOPLE LIKE US - INVOLVEMENT CONFERENCE



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introduction

Welcome to the summer 2016 edition of Involve. I hope you are having a lovely summer and enjoying the sunshine!

We have had a busy time over the past six months and staff and volunteers alike have been involved with meetings, inspections, conferences and much more. We have welcomed many new additions to the wider involvement team and will take time to introduce them in this edition.

In November 2015 we held the first Involvement Conference- People Like Us and welcomed all involved people to the Hallmark Hotel in Glasgow. The day focused on launching our new Involvement Strategy, Working Together, Improving Together 2015-18, various interesting workshops and guest speakers. It was a huge success and attended by many involved people and staff.

As always, the Involvement Team have been out and about all over Scotland meeting people and attending conferences to promote involvement opportunities. We have attended lots of events like Chat for Change with Highland Council, Scottish Commission for Learning Disabilities Digital event and the Evision event. It was great to catch up with so many of our involved people on our travels around Scotland.

Staff update

Stacey Carr is our new administrator and we would like to wish Stacey a very warm welcome to the team. I am sure you will get to know Stacey well in the coming months. Please contact Stacey directly with any admin queries you may have.



Linda McKenna, Equalities and Engagement Adviser left the team in April 16. We wish Linda every success in her new role with the Forestry Commission.



Congratulations to **Barbara Mitchell** who has secured a permanent post as Involvement Co-ordinator with the Involvement Team. Many of you will know Barbara very well and will join us in congratulating Barbara on her permanent role.



INVESTING IN OUR VOLUNTEERS

The Care Inspectorate has signed up to work towards the 'Investing in Volunteers' accreditation scheme. An accreditation managed by Volunteer Scotland to ensure that working with us is an outstanding experience for everyone who volunteers.

A working group made up of representatives from various Care Inspectorate departments as well as involved people have been meeting regularly. We are working with an action plan to meet the standards required by the scheme including updating policies and creating improved ways of working. You may be contacted by Anne Hislop (or another Adviser) from Volunteer Scotland in the coming months to give your views and experiences of working with us.

For more information on Investing in Volunteers is available <http://iiv.investinginvolunteers.org.uk> or contact **Charlene Guild** directly on **01382 207304** or email Charlene.guild@careinspectorate.com.



People like us – involvement conference



IN NOVEMBER 2015 WE WELCOMED INVOLVED PEOPLE FROM ACROSS SCOTLAND TO THE FIRST EVER CARE INSPECTORATE INVOLVEMENT CONFERENCE.

The theme of the event was 'People Like Us' and more than 70 Inspection Volunteers, Involving People Group members and Young Inspection Volunteers attended.

It was an action packed day seeing the launch of our Involvement Strategy 2015-2018, guest speakers and workshops. It was also an opportunity for us to come together and celebrate the work of all of our involved people and recognise the difference we are collectively making to the improvement of care services in Scotland. Here is a rundown of the day itself:

Official launch of the Involvement Strategy 2015-18

Karen Reid, Chief Executive opened the conference welcoming everyone and officially launched the 'Working together, Improving together' involvement strategy 2015-2018. The document sets out why we involve people using care services and their carers in our work and the difference it makes.

We have six involvement outcomes based on our Charter of Involvement which very much focus on added value of involvement both for the Care Inspectorate but also for involved people.

These are:

- 1. People of all cultures, communities, circumstances, backgrounds and ages can be actively involved with us, and new ideas and ways of working are welcomed.**
- 2. Our involvement opportunities make a real contribution to our work and help influence the improvement of care in Scotland.**
- 3. Everyone involved in our work feels respected and valued, with recognition and acknowledgement of their commitment and contribution.**
- 4. Information about being involved in our work is easy to access, open, inclusive and understandable.**
- 5. We develop and share good involvement practices by working with relevant organisations and agencies.**
- 6. Our employees know and understand our involvement activities, and have opportunities to get involved.**

Within the six outcomes, we have actions with set timescales for completion that we have started working on. We will work with our staff and volunteers to make sure we meet each of outcomes in the coming years. We will evaluate our progress regularly via consultation with involved people and would welcome your input throughout the life of the strategy. Copies of the strategy were available on the day, however if you would like a copy please contact Stacey Carr directly.

National Care Standards review update

RAMI OKASHA (DIRECTOR OF STRATEGY AND IMPROVEMENT) AND SAARTJE DRIJVER (INSPECTOR) CAME ALONG AND SPOKE TO US ABOUT THE NATIONAL CARE STANDARDS REVIEW AND THE IMPACT THE NEW STANDARDS WILL HAVE ON PEOPLE USING CARE SERVICES.

There are currently 23 sets of Standards which is very confusing and 82% of people who responded to the Scottish Government consultation said they needed to be streamlined. People now expect better quality of care, greater choice and more input into the services they receive and the new Standards need to reflect these changes. The new Standards will apply to all services and settings but will be based on the needs of the people using the service. The Care Inspectorate and Health Improvement Scotland are working together and consulting with others to develop the new standards.

The group considered some of the proposed new principles like Be Respected, Compassion and Be Included. There was lots of very lively discussion and interaction about the suggested principles for the new standards and the feedback from the group was interesting and thought provoking.

NATIONAL CARE STANDARDS



REVIEW



Workshops

The afternoon encouraged us to move around and work with different people during workshops. We would like to say a huge thank you to the organisations and colleagues who came along and delivered such interactive and informative sessions.

- Police Scotland – Recognising and reporting a hate crime.
- Youth Stress Centre – Wellbeing and relaxation.
- Care Inspectorate – Changes to the inspection process.
- Children and Young People's Commissioner Scotland – Children's Rights.
- Care Inspectorate – Protecting.



The workshops encouraged discussions and questions from everyone taking part and it was wonderful to see so many people actively getting involved and asking questions during the workshops. We hope that everyone learned something new from the workshops and has a better understanding of the issues discussed.

After lunch we were welcomed back by Paul Edie, Chair and celebrated some of the successes throughout the year in the form of an involvement quiz. There was some fierce competition in the room as the prize at stake was a sweet treat for the winning table! Well done to Margaret Winchcole's table who scooped first prize!

Dr David Hamilton

Our guest speaker, Dr David Hamilton spoke to us in the afternoon about the positive impact of giving to others and the positive energy volunteers bring to organisations such as the Care Inspectorate. There was a lot of laughter in the room during David's talk as he had everyone in the room thinking about their own energy and body language. He had many of us in the room channelling our inner Wonder Woman / Super Man by adopting a "power pose" helping our inner strength and confidence.



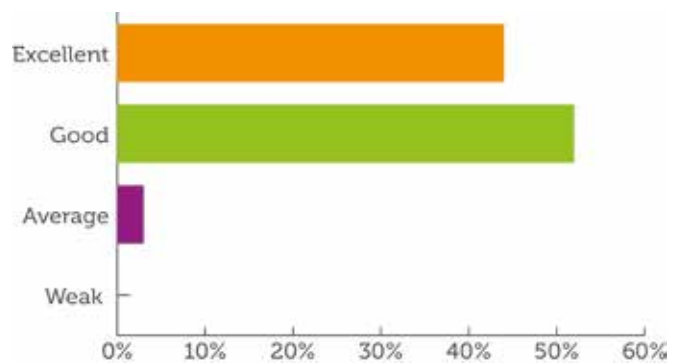
The day concluded with a question and answer session with Karen Reid, Chief Executive at the Care Inspectorate, PC Stephanie Rose, Police Scotland and Sarah-Louise Davie, Children and Young People's Commissioner Scotland on the panel. Thanks to the enthusiasm shown

by those attending and for asking so many valid and interesting questions around hate crime, children's rights and the work of the Care Inspectorate.

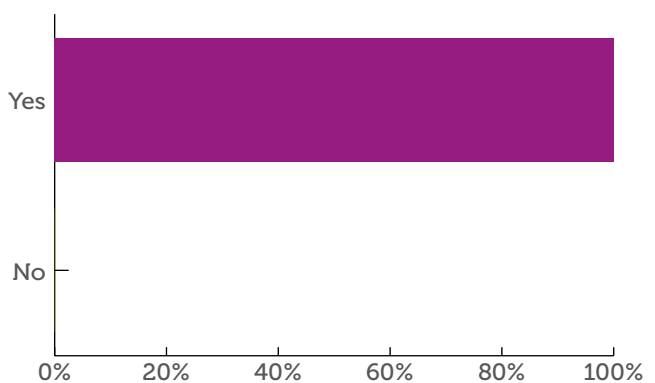
Following the event, we contacted all attendees to gain their thoughts and feedback on the success of the event.

Here is what they told us:

Overall rating of the event



Did attending the conference make you feel more engaged with the Care Inspectorate?



Thank you to everyone who came along and helped make the event a huge success. Thanks also to anyone who offered their feedback, it is really helpful for us to know what you liked most about the event and what could have been improved upon.



Getting to know you

MAGGI BOYD HAS BEEN AN INSPECTION VOLUNTEER SINCE DECEMBER 2014. BELOW SHE TELLS US A LITTLE ABOUT HERSELF INCLUDING WHY SHE GOT INVOLVED.

What is your role and what does it involve?

I am an Inspection Volunteer. I accompany Inspectors when they are on a visit. I try to speak to residents and relatives to get their opinions on their experience of the care home. I let them know that I will repeat their comments, as far as possible, in their own words while protecting their anonymity if necessary.

Why did you get involved?

I was due to retire and wanted to continue to be effective. I had spoken to many people who had had very negative experiences of care homes and similar services. I thought that I could become a voice for them.

How many inspection have you been involved in?

Probably around eight visits and have also done two phone interviews with people who use support services in their own homes. I would also like to say that previously my view was that Inspectors went into premises looking for negative things. I now know that they are looking for the positive as well as the negative, and are keen to support managers to find solutions to any problem areas. If I was a care home manager, I would look on the Care Inspectorate as a really supportive organisation.

What do you enjoy most about volunteering with us?

It's a real privilege to hear people's stories. Many of them have had a difficult time getting to this place in their lives; I hear words like happy, relief, content, grateful and thankful from people. Many people say that though they would rather be at home, where they are staying is as good as it can be. It's very humbling to hear people talk like this. When I phone to speak to people using housing services, you're right there with them in their



Maggi Boyd

own home, in the middle of whatever life event is unfolding. One man I spoke to told me that his wife only had a few hours left to live but he wanted me to know that the support workers had been angels. I felt very sad for them though it was wonderful to know that he felt their needs had been supported so well by care staff.

How would someone describe you?

Cheery!

How do you like to spend your free time?

I'm busy! I also volunteer for a charity, Playlist for Life, which promotes personal music for people with dementia. I make presentations to groups of the public and some professionals and attend events, manning a Playlist stall.

I paint. I started when I was 60, and really love it. The only thing being, my expectations of myself are often not met by my actual work! I'm on the art club committee too. But I've recently sold 4 paintings. It's a real thrill to know that people want to share their space with something you've painted.

I also have seven beautiful grandchildren, they take some physical time as well as brain space!

What makes you laugh?

Life, my grandchildren and TV show, Boston Legal.

Getting to know you

CLARE EGAN AS MANY OF YOU WILL KNOW, IS AN INVOLVEMENT COORDINATOR WITH THE INVOLVEMENT TEAM. SHE SUPPORTS INSPECTION VOLUNTEERS AND YOUNG INSPECTION VOLUNTEERS AND IS A REGULAR AT IPG MEETINGS. BELOW, CLARE TELLS US A LITTLE MORE ABOUT HERSELF.

What do you enjoy most about your job?

The variety. Every day can be so different. A week can consist of interviewing for new inspection volunteers, supporting an inspection volunteer on inspection, travelling to Dundee for a staff meeting and then a couple of days in the office to catch up with admin and emails.

The people. I have had the pleasure to work with so many interesting volunteers over the years and have met some inspiring people on inspection.

What do you find most challenging?

Giving constructive feedback to an inspection volunteer when things have not gone well. I don't want to upset people yet I know I have a role in helping them improve aspects of their practice. I also find driving in the dark challenging, especially on an unfamiliar road.

How would someone describe you?

Kind, hard working and enthusiastic.

What do you like to do when you're not working?

I love athletics either taking part or spectating. I run for my local athletics club and have recently started to enjoy some trail running and cross country runs which is a welcome break from constantly pounding the pavement.

I also spend a lot of time relaxing with my family.

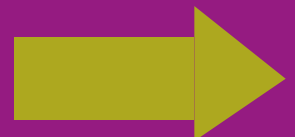
What makes you laugh?

My young nephews and their antics and my attempts to answer questions on University Challenge!



Clare Egan

We have just launched our new publication “My World Outdoors” which promotes outdoor play, learning and development for children and young people. The poster overleaf is promoting this area for service providers and parents of children using the services. Please take this poster out and put it somewhere you are familiar with where people may be interested in this. For example, you could display the poster on notice boards in your own care service, local community centres, places of worship, carers groups etc.





care
inspectorate

MY World Outdoors



Sharing good practice
in how early years

services can provide play and learning wholly or partially outdoors.

This resource is for people who provide childcare services and parents of children who attend them.

Available online at:

hub.careinspectorate.com



YOUNG INSPECTION VOLUNTEER NEWS

YOUNG INSPECTION VOLUNTEERS HAVE BEEN AS BUSY AS EVER ON JOINT INSPECTIONS OF CHILDREN'S SERVICES AND HAVE ALSO BEEN SUPPORTING INSPECTORS IN VARIOUS REGULATED CARE SERVICE INSPECTIONS ACROSS SCOTLAND.

New Young Inspection Volunteers

A huge welcome to the new Young Inspection Volunteers who have joined us this year. Billy, Kirsty, Lauren, Toni, Gian and Brooke undertook their five days induction training in Edinburgh and have all now been out on their first inspections. Welcome to the team!



Young inspector's picnic

Callum Finlay is moving on!

We are sad to announce that Callum Finlay, one of our very experienced Young Inspection Volunteer is no longer able to be involved with us. However, we are delighted that this is because he is now working fulltime in a job he really enjoys! Congratulations to Callum on his new role, we are very proud of him, all he has achieved and have valued his contribution to the Young IV scheme. Keep in touch Callum!

Congratulations to Dawn Stewart

Congratulations to our young IV, Dawn and her partner Billy on the birth of their beautiful baby daughter, Leah!

Strategic Inspector interviews

Brooke Reid was involved in interviewing candidates for the post of strategic inspector. Thanks for committing two days to the interviews, Brooke - your input was very valuable and we made a successful appointment!

Working with the Registration Team

Callum and Dawn have been working closely with Philip Yeaman, Registration Inspector to



Philip Yeaman and Young Inspection Volunteers

develop guidance for new care services for children and young people. They have been using their own personal experience as well as feedback from children and young people using care services being inspected to support the new guidance.

Chat for Change conference

Callum Finlay Young Inspection Volunteer and Gemma Watson, Involvement Adviser, attended 'Chat or Change' at Eden Court Theatre in Inverness. The event was organised by care experienced young people living in Highland Council area.

The conference explored ways of improving outcomes for care experienced young people in Highland and also included a range of key note speakers and round table discussions between professionals and young people.

We had a stall at the event and spoke to young people and workers about the work of the Care Inspectorate and the opportunities for them to be involved as Young Inspection Volunteers or as a member of the Involving People Group.

We met Lauren Carruthers at the event and she has since completed training and become an active Young Inspection Volunteer!

Who Cares Scotland National Conference

Gemma Watson, Involvement Advisor and Saartje Drijver from the National Care Standards review team attended the Who Cares? Scotland conference at Hamilton Academicals Football ground in May. We spoke to many young people about the opportunities for them to become involved with us as members of the IPG or as Young Inspection Volunteers.

We also ran an activity encouraging young people to think about the review of the national care standards and to speak to us about their own experience of care. Many young people took time out of their busy day to speak to us and comment on the review.

Investors in Young People award

We are delighted to announce that the Care Inspectorate has secured the Investors in Young People accreditation. We were awarded this in April 2016 and would like to thank Young Inspection Volunteers Hazell Jenkins and Gian Bove for getting involved in interviews and speaking about their volunteering role. Congratulations to all involved in this process.



Saartje Drijver

INVOLVING PEOPLE GROUP - 31 MARCH 2016, SALUATION HOTEL, PERTH

Our most recent Involving People Group meeting took place in the Salutation Hotel, Perth on 31 March 2016. We had such a lively and productive meeting with lots of constructive and useful feedback for our presenters to take back to their organisations.

Disclosure Scotland

Paul McCann and Iseabail Howatt from Protection Services at Disclosure Scotland came along to speak about their role in keeping service users safe by checking people who work with them to make sure they are not people who might harm them. We had a lot of debate over scenarios involving the behaviour of support workers and care assistants – what was acceptable and what was not. This ranged from a

support worker using their clubcard to gain points when assisting a client to a support worker being abusive. We had some really useful feedback for Paul and Iseabail and it was clear that sometimes the “professional” view was not the same as the “experts by experience” so that was very thought provoking! It also highlighted the need for professionals to always speak to people using services to ensure that all the right safeguards are being put in place and their needs are being met. A huge thank you to both Paul and Iseabail, it was such informative and enjoyable session and we hope that they will come back in the future and share some of the progress they have made.

Scottish Social Services Council

Natalie Paterson, Solicitor from SSSC spoke to the group about the role of the SSSC and their code of conduct for people working in care services. She then asked the group to consider what makes

a good care / social service worker. The group gave the following feedback that they would be:

- Able to inspire confidence
- A good listener
- Clear about expectations of them
- Keen to get to know the person and their specific needs
- Observant of body language behaviour and appearance
- Trustworthy – respects confidentiality
- Understanding
- Have empathy and kindness
- Concerned with the wellbeing of people being cared for – Caring
- A good communicator

Further to this session, Natalie has been back in touch to ask if anyone would be interested in taking this work further and getting involved in a testing group for the SSSC. This is to give feedback on their current move to a “fitness to practice model” that she discussed in the meeting. If you are interested in this work and reviewing the document related to the work, please contact

natalie.paterson@sssc.uk.com on **01382 346496**.

NATIONAL CARE STANDARDS



National Care Standards Review

Heather Melvin came along to the meeting to give an update on the National Care Standards review project. There are now five overarching principles which have been approved and "signed off" by Ministers.

- Dignity and respect
- Compassionate (sensitive)
- Included
- Responsive care and support
- Wellbeing (good health, fitness and environment).

If you would like any further information about the review, you can contact Heather at heather.melvin@careinspectorate.com or on **07748 147506**.

INSPECTION VOLUNTEER NEWS

Inspection Volunteer statistics 2015/2016

We are pleased to announce the annual statistics for the number of inspections our volunteers were involved in during 2015/2016 which were another cause for celebration! (we do like to celebrate!)

Inspection Volunteers (including Young Inspection Volunteers) were involved in **549** regulated care service inspections. Collectively they spoke to **4,862** people about their experience of using a care service. This included **3,475** people using a service and **1,387** carers including friends and family members.

Young Inspection Volunteers and Inspection Volunteers also supported 12 strategic inspections during the same period. These inspections have volunteers working closely with Strategic Inspectors and staff from other scrutiny bodies for a number of days.

Inspection Volunteers (including Young Inspection Volunteers) were involved in



Well done to everyone for your hard work, commitment and enthusiasm during the past year! Working closely with Inspection staff, we really are making a difference and could not speak to so many people without the commitment of Inspection Volunteers!

Its not only inspections that keep our IVs busy! We have a number of working groups and projects that they are currently involved in including the High Level Scrutiny Group, Working Group for the new inspector qualification, Equality Advisory Group and interview panel for the recent Director appointments as well as other events and conferences. We have also been working with IVs in the following areas:

- **Involving Inspection Volunteers in Early Years inspections**
Last year, a number of our current Inspection Volunteers undertook additional training to become more involved in inspections of services for children. These include nurseries and out of school care.

We recently spoke to Fiona Stewart, Early Years Inspector and Paddy Young, Inspection Volunteer about how working together is really making a difference.

Fiona described Paddy as dedicated and passionate about gathering the views of parents, carers and children during an early years inspection. Fiona and Paddy have worked together on several inspections and work very well together.

Fiona said Paddy is a real asset to inspections. She said "Paddy uses her communication skills to meet with parents and carers individually and in groups to gather their views. She is discreet and respects the confidentiality of parents raising any issues, ensuring that their views are fed back to me".

Paddy said "I know that parents are busy and drop off and pick up times can be the only time I have to speak with them during inspection, it is sometimes a very short conversation so I need to know the right questions to ask".

Paddy is also involved in focus groups with parents and carers in a nursery. She told us that meeting parents in a group often encourages

them to speak more openly to her.

During an early years inspection, Paddy also interacts with the children using the service and often speaks directly to them. She also uses her own observations and watches how staff and children interact throughout the day, Fiona said "on a few occasions, Paddy has picked up on issues via her observations and ensured this is fed back to me. I can then discuss this directly with the service. Involving an Inspection Volunteer with a personal experience of using early years services really brings a different perspective to the inspection".



Fiona Stewart



Paddy Young

• **IV Dementia Pilot**

We are currently running an exciting pilot project for people who have a diagnosis of dementia to get involved with us as Inspection Volunteers. The pilot started in October 2015 and will run for a year. We have recruited and trained five new IVs - all who have a diagnosis of dementia, are

being supported to get involved by Caroline Brown of Authentic Dementia. Our two day training course was held back in March 2016 and inspections are now underway. The IVs are focusing on their own observations and views of the service as well as those of people using the service and their relatives. We are looking forward to many successful inspections and then producing an evaluation report of the whole project and its impact.



Dementia pilot

• **IV Complaints Work**

There has been some discussion about involving our Inspection Volunteers in complaints work for a while now. You will be happy to hear that we have now made some progress in this area. Back in March 2016, Gillian Anderson, Complaints Team Manager held a session with a small group of Inspection Volunteers, interested in getting involved in this work. The session gave information about the complaints team, the work that they do to investigate complaints and

considered how our IVs could be involved. We also looked at some case studies and thought about how an IV could add value to this process. We have now spoken to the Complaints team about requesting an IV for a complaints investigation and we are looking forward to getting involved in this work in the coming year.

Agnes Houston – MBE

AGNES HOUSTON IS AN ACTIVE MEMBER OF THE IPG AND ALSO AN ACTIVIST FOR DEMENTIA AWARENESS.

Agnes' dedication and hard work was recognised when she received an MBE in December 2015. Well done Agnes and congratulations from everyone at the Care Inspectorate.



Agnes told us "I was TRULY honoured and humbled to receive this award for services to dementia. It was a cold day the week before Christmas when we went to Buckingham Palace and it was looking splendid with its Christmas decorations. I was pleased to have my husband and daughter with me and it was Prince Charles who presented me with my MBE medal.



During the day, I kept thinking of those with dementia who had gone before me who had campaigned, those true giants, and I was standing on their shoulders. This is for all of us Campaigners.

Thanks to those professionals who made it possible for our voices to be heard but most importantly thanks to my family, especially my only daughter Donna who has supported me to be an advocate and assisted me while travelling to meetings. Without her support I could not campaign".

Agnes was not allowed to take a camera along to the ceremony but these are some photos taken afterwards.



Margaret Winchcole, Crossreach Volunteer of the Year

MARGARET WINCHCOLE IS AN ACTIVE INSPECTION VOLUNTEER AND MEMBER OF THE INVOLVING PEOPLE GROUP.

However, she also dedicates a great deal of her free time to volunteering and fundraising elsewhere. Margaret takes part in fun-runs to raise funds for charities including Cancer Research, Sports Relief and Children in Need. She was also a volunteer at the Commonwealth Games in Glasgow and is a volunteer on the Crossreach Threshold management team. Margaret was nominated by Christina McIver, Service Manager.

Margaret was given her award at a celebration event on 31st May. She told us "I had two friends with me and I was crying as I was so happy to win". Margaret was presented with a plaque and also some prize money and plans to spend it on a weekend away in Stonehaven.

Well done Margret, this is so well deserved and we are so proud of you. We certainly appreciate all the work you do for us. Huge congratulations from everyone at the Care Inspectorate!



Margaret Winchcole



Margaret with her award

CONCLUSION

Once again, we have managed to squeeze so much work into the last six months and this would not have been possible without all the amazing people who volunteer with us. We value your input, feedback and suggestions so please get in contact with us if you would like to feature in our next edition of Involve! We all look forward to working with you over the next few months on even more exciting projects!!



