



# carenews

SHARING YOUR INTEREST IN CARE

SUMMER 2016



# NEW VOICE

Service users share their day

PAGE 16

Also inside

Inspection reports ● National Care Standards ● Complaints



HAPPY TO TRANSLATE

## In this issue

### 6 Raising the curtain

The power of pantomime to revitalise a care home community



### 11 Young Inspection Volunteers

Gian Bove explains why he jumped at the chance to be involved



### 12 Musical memories

Kelly Henderson pioneers the Playlist for Life project at her care home



### 14 Speeding up complaints

A new concise complaints report will make the process more efficient



### 15 Safe use of drugs

Advice from common themes raised by the e-notifications system



# Welcome

to the summer 2016 issue of *Care News*

By thinking more creatively, there are many ways that service providers can improve people's everyday lives – and this issue of *Care News* highlights some great examples.

One involves a simple, yet innovative active communication book that is helping adults with learning disabilities to reconnect and communicate with their families every day. You can also find out how, by putting on a panto, one Fife care home brought out their residents' creative side, with spectacular results.

Meet Kelly, who changed her career to care for older people after her gran's health deteriorated. Read how she now helps residents reconnect with their loved ones by creating a playlists of songs that have meaning to them.

Changes to how we inspect started on 1 July. Find out more about the new-style inspection reports, which aim to make it easier for people to choose what services are right for them and their loved ones, and read about how the Care Inspectorate's new inspection focus area on dementia will provide information about how well care homes are supporting people living with the diagnosis.

Finally, work continues to develop Scotland's new National Care Standards. Read more about who's involved, what's happening and how to get involved.

I hope you enjoy reading *Care News*. 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.

Sarah Wilkie  
Editor



## Main offices

### DUNDEE (HQ)

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

### PAISLEY

4th Floor  
No1 Smithhills Street  
Paisley  
PA1 1EB

### ABERDEEN

Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

### HAMILTON

Princes Gate  
Castle Street  
Hamilton  
ML3 6BU

### MUSSELBURGH

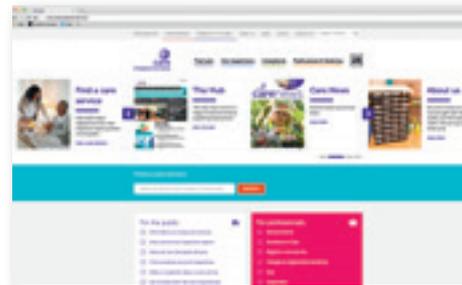
Stuart House  
Eskmill  
Musselburgh  
EH21 7PB

To contact these offices, please call  
☎ 0345 600 9527

Follow us:  
@careinspect

Full listings of all our offices are available at [www.careinspectorate.com](http://www.careinspectorate.com)

## Online



## CARE INSPECTORATE ONLINE NEWS

### Exploring early learning and childcare with Audit Scotland

Audit Scotland has launched a new survey to gather the views of parents and carers of children eligible for funded early learning and childcare. The survey runs until the end of August.

### 'Gusset Grippers' - Physio aims to get the Fringe laughing, not leaking

Elaine Miller, physiotherapist, comedian and recovered incontinent, is bringing her show "Gusset Grippers" from the international speakers circuit to the Edinburgh Festival Fringe.

### Hiding who I am

Marie Curie has just published "Hiding who I am" The reality of end of life care for LGBT people. The report looks into the experiences of end of life care for people who are Lesbian, Gay, Bisexual or Trans (LGBT) and the barriers that prevent LGBT people from accessing end of life care.

# 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)



*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.

Contact Us: Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY  
Tel: 0345 600 9527 Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

# A new approach to inspection reports

**T**he new inspection methodology, which came into effect in July, will focus on the experiences of people receiving care services, and the new-style inspection reports will help give the public the information they need to decide what care service is best for them or their loved ones.

The change in methodology was influenced by a public consultation, which indicated that the Care Inspectorate's inspection reports were too long and not user-friendly. Respondents said the information they were looking for to make a decision about using a care service was often hard to find.

Marie Paterson, who has been driving these changes, explained the new approach: "We are changing the focus of our inspections from inputs to the outputs of a care service's activities and highlighting what a difference these are making to people's lives.

"This information will inform our new-style inspection report, which will carry the views of people using the service to help tell the reader what it's like to receive that service. This will help the public make an informed decision on whether to choose the service."

The new inspection methodology gives inspectors the flexibility to provide a more proportionate, intelligence-led and risk-based assessment of services, based on both evidence and the inspectors' professional judgment.

While all services will receive an inspection, the inspection report for good-performing care services, where there are no known concerns about the quality of care, will be more concise.



The new inspection report will help the public decide what service is right for them

Inspections will look at the Care and Support quality theme plus at least one other quality theme chosen by the inspector, based on evidence.

The inspection of poorly performing care services will cover all four quality themes and will be more detailed about what improvements are needed.

There will also be a new inspection focus area this year about dementia in a selected sample of 150 care homes for older people – see page 4 for details.

Marie added: "Rather than our

inspection being about inputs, we've turned the inspection on its head and focused on the quality of practice and how this impacts on outcomes for people.

"It's their own experiences, which are now highlighted in the new format reports, that will help the public decide what services are right for them and their loved ones."

**For information about the development of the new National Care Standards, turn to page 4.**

## Chief inspectors appointed to senior management team

### NEW ROLES

THREE new chief inspectors have joined the Senior Management Team:

- **Helen Happer**  
Chief Inspector – Strategic Scrutiny
- **Catherine Agnew**  
Chief Inspector – Children's Services
- **Gordon Paterson**  
Chief Inspector – Adult Services.

Along with other colleagues, they join the rest of the Senior Management Team:

- **Karen Reid**, Chief Executive
- **Gordon Weir**, Executive Director of Corporate and Customer Services
- **Rami Okasha**, Executive Director of Strategy and Improvement
- **Kevin Mitchell**, Executive Director of Scrutiny and Assurance.



Helen, Catherine and Gordon



A meeting of the Inclusion Ears group

# Group is all ears

## SUPPORTED LIVING

**W**hen Inclusion, a Glasgow-based organisation that provides supported living to people who have been in long-term institutional care, wants to know what good service looks like it turns to the experts – the people it works for.

More than that, it depends on a group of the same people to gather in-depth information that might not otherwise be available.

Sheila Scott, Director at the organisation, explained: "From day one we've involved the people we work for as much as we can. We became aware that when we did an impact survey we got much more information when they interviewed each other. That gave us the idea of setting up a group that became known as 'Inclusion Ears'."

The group comprises a cross-section of people supported by Inclusion who all receive appropriate training before taking up their duties.

Sheila added: "The members liked the idea of having an 'outcome star'. This has topic headings on each point of the star, namely – my health; my home; my family (or friends); my life; my support; my staff. Two points are left free for respondents to suggest topics they would like to discuss. Respondents rate their feelings about each topic."

Notably, the star has been adopted for all of Inclusion's quality checks. And, in a demonstration of Inclusion Ears' ability to develop the self-confidence of those who take part, one of the group has joined the organisation's board.

The latest impact survey is about to get under way. During this, Inclusion Ears members will talk to as many people throughout the organisation as possible. Information gained is used to improve the service.

Sheila concluded: "We've been delighted with the feedback we've received from Inclusion Ears and surprised at how diverse its use can be."

# Care standards development

## NCS REVIEW TEAM

WORK is under way to develop the general standards for the new National Care Standards (NCS), which will be issued for public consultation in autumn this year.

Following the agreement of the five overarching principles in April, the NCS Development Group has been working with stakeholders to develop general standards for a wide range of health and social care settings.

Henry Mathias is the strategic lead of the NCS Review Team, which includes colleagues from the Care Inspectorate and Healthcare Improvement Scotland, and is enjoying working closely with the Development Group to shape the standards.

He said: "It's been exciting progress and we are now getting down to the task of developing the standards. It's a genuine melting pot of the private, voluntary and statutory sectors, with a broad range of different perspectives and care settings. This makes for lively debate as well as ensuring that all the necessary bases are covered."

"What has been particularly satisfying is finding out that there is a lot of common ground across different sectors of care services, settings and age ranges in developing the standards."

Henry said the new standards will have a wider relevance than the previous 23 standards, which were specific to different registered care settings, and will be able to be applied across all health and social care provision, including services that are not registered.

He added: "The NCS will also be centred on the rights and wellbeing of people experiencing care. The general standards being drafted are common to all individuals experiencing care, and will be complemented by some specialist standards for particular needs and care settings, for example in early years and restricted care services."

For more information, visit [www.newcarestandards.scot](http://www.newcarestandards.scot)

## Benefits of training for the trainers

AN innovative practice resource run by NHS Education for Scotland (NES) to 'train the trainers' has already brought visible benefits for participants.

The course was designed to promote and develop support workers who work with people whose behaviours are perceived as challenging. The training was available across all sectors of health and social care, with the Care Inspectorate working alongside NHS, private, third sector, social work, and occupational therapy (OT). Attendees included training staff, staff nurses, inspectors, managers and OTs.

Staff from ASC Orchard Court and Dalguise care homes in Perthshire, part of the Balhousie Care Group, attended the course. Heather Smith, ASC General Manager, said they have already been able to embed their training into everyday practice.

"I hope that the future holds promotion of this resource for Balhousie Care Group,"

said Heather. "Although it is designed for people with learning disabilities, I believe the approach should be adopted by all care providers regardless of the individual's needs, strengths and abilities."

"Using the resource in its entirety, the future plans for ASC is to upskill the staffing group and continue to improve practice on all levels. This will be achieved by organising and facilitating groups of staff to go through the resource together for support and learning opportunities."

Care Inspector Karen Penman and her colleague Averil Blair attended the same training. Karen said: "It has helped to broaden our own knowledge and will help us to understand the training that staff are undertaking in the service and evaluate outcomes for people."

"There were a number of other regulated services that attended the course and have also reported improved outcomes."

NATIONAL CARE STANDARDS



REVIEW

# 'Transformative' project changes ethos of support

Enthusiastic response to new care approach for people with learning needs

## SOCIAL PEDAGOGY

A pilot project that trained staff in the ethos of social pedagogy within a care service for adults with learning disabilities has been described as "transformative" – both for the staff and their relationships with the people they support.

Social pedagogy is concerned with wellbeing, learning and growth, and draws on related disciplines such as education, sociology, psychology and philosophy.

The ethos of social pedagogy is not on what is done, but rather on the approach to a practice so the focus is on the aims and outcomes.

Social pedagogy is well established in Europe, but in the UK the approach has been mainly used by children's services. However, as part of the 2013 learning disability strategy 'The Keys to Life', the Scottish Government funded Camphill Scotland to pilot the use of social pedagogy in supporting young people and adults.

There are 11 Camphill communities throughout Scotland that support people with learning disabilities and other support needs to live meaningful lives. Staff at two of the communities were trained in social pedagogy during 2014-15 and supported to build on their relationship-based practice. The pilot was evaluated by the University of Edinburgh, which produced its report in late 2015.

The report found that social pedagogy training had had a transformative effect on the participants, who had increased confidence, reflected more purposefully



Social pedagogy focuses on using relationships to help and encourage people to push themselves and gain new skills

on their practice and focused more on the power of their relationships with the people they supported.

Kirsten Hogg, Co-Director at Camphill Scotland, said: "For me, social pedagogy is all about relationships and how you use them to help people learn and develop.

"It allows staff to feel comfortable in sharing a bit more about themselves to help develop common ground with people and better relationships; it helps people become more of a person than just a support worker.

"It also gives you space to reflect on the importance of these relationships and how you can use them to help someone develop and encourage them to do things that are outside their comfort zone."

The training helped staff to focus on the outcomes of their support. Instead of helping someone make something in one of the workshops – seeing it as just an activity – staff are now reframing the

exercise as a way of helping the person to develop, feel more confident and to gain new skills.

Kirsten said that reflection is a big part of social pedagogy, and this has allowed staff to take a different approach to risk for the people they support.

She explained: "One of our support workers runs a textile workshop and she now she has three people working on sewing machines. She would not have considered doing this before because of the risk, but now the new machinists are grinning from ear to ear as they are so pleased to have this new experience.

"Social pedagogy encourages people to focus on opportunities for learning and to help the people they support to push themselves a little bit further as well.

"Our staff are describing the training as 'life affirming' – I've never seen such enthusiasm and this, of course, is benefiting the people we support." **CN**

## Inspection Focus

### DEMENTIA CARE

DURING the inspection year 2016/17 the Care Inspectorate will be carrying out 150 dementia-focused inspections in care homes for older people across Scotland.

These services have been selected so that the results of this Inspection Focus Area (IFA) will give a national picture of how the Dementia Standards have been applied into practice and changed the experience of

people living with dementia.

Heather Edwards, Dementia Consultant with the Care Inspectorate, said: "We are hoping to be able to show how care homes are supporting people to live with meaning and purpose, staying connected to their families and communities and having their health needs met.

"There may be areas for development and improvement and we are committed to work in partnership with care services to see positive changes."

The dementia IFA inspections will also look

at oral health and the environment of the care setting, regarding elements that make it 'dementia-friendly'.

A range of questions has been developed to elicit information from providers which link into the Dementia Standards, as well as the key findings and recommendations from Remember I'm Still Me report.

The Care Inspectorate's Hub will highlight the tools and documents being used in the IFA processes to support improvement.

For more info, visit [hub.careinspectorate.com](http://hub.careinspectorate.com)

# PANTOMIME RAISES THE CURTAIN



## MEANINGFUL ACTIVITIES

A simple pantomime has transformed a care home into a vibrant community, oh yes it has! The residents of Northeden House in Cupar, Fife, worked solidly for four months to put on an outstanding performance of *Silverlocks* and the *Three Bears*.

It started after the residents visited another care facility to see bell ringers and became very excited by the prospect of arranging something, so plans were made to host their own pantomime.

Nearly all the residents who took part have dementia and it was important for them to have scripts to prompt them during the show.

Staff at Northeden House quickly realised that the rehearsals gave them the opportunity to be a part of the whole process, to strengthen their relationships with residents.

Janice Martin, Unit Manager at Northeden House, said: "The benefits were not just about working towards the show, but the regular social meetings to go over the scripts, the interaction between residents and staff and the excitement of the

## Fife care home transformed into vibrant community as residents respond to excitement of creative stimulation

rehearsals which were also discussed and provided a good topic of conversation with families when they visited."

Mealtimes at the home became much lengthier as residents would sit longer to discuss the play with staff and lead to them recalling memories from youth. These chats gave the staff more knowledge of the individual.

Janice added: "The residents went through a mixture of emotions as the day drew near. Confidence was built by residents standing up for their own views rather than asking staff what they thought would be best."

The costumes were incredibly inventive with Baby Bear dressed in an inflatable sumo suit with a giant-sized nappy and large dummy, covered by a short fur coat. The narrators and the prompter all joined in the fun and dressed elegantly with flowers and fascinators.

And other units supported the production by bringing in different items, including a child's cooking range and beds made of cardboard.

One volunteer even brought Lucky the budgie who starred as one of the animals in the forest and not only tweeted on cue but became the chief heckler through the production.

By the time the show started, the main lounge had been transformed into the stage and seats for the audience.

There have been additional, long-

term benefits from the pantomime. One gentleman, whose dementia is quite progressed, never forgot the two lines he had and remembered that he used to read the story to his children. New friends were also created with one lady inviting a resident from another unit to her 101 birthday party.

"The main stand-out moments for me were about how this has had an impact on how Northeden is developing," added Janice. "It is not just about looking after people who live in a care home. It has helped us move closer to becoming a community with a unique sense of fellowship."

"The residents have regained lost skills and become more fulfilled in their daily life."

Edith Macintosh, Rehabilitation Consultant at the Care Inspectorate, was delighted by the results and explained the benefits of the project. She said: "The impact that being involved in rehearsing and preparing for this pantomime has had on the residents and staff has been significant in terms of health and wellbeing. I asked the residents, one of whom was almost 101, what they had enjoyed most and immediately they said, the fun and laughter, making new friends and having something to look forward to."

"We should not underestimate the impact that participating in the creative arts can have no matter what age you are. I was blown away when they rehearsed the pantomime for me."





Rena with Supervisor Liz Guthrie

## Residents help in recruitment

### HOUSING SUPPORT STAFF

When Abbeyfield Scotland housing support service was asked to provide the Care Inspectorate with evidence on how its residents are involved in the recruitment and selection of support staff, Service Manager Carolynn Malone asked the residents across the Central Belt if they would be willing to participate in the recruitment of a new House Supervisor.

"I am keen that our residents are given opportunities to be involved in the decision-making in the houses as much as possible," said Carolynn. "Some people are happy to leave that to the professional team and live life at a quieter pace. We are careful to respect the views of everyone, but in this case we asked our residents if they would take part in the recruitment process for a new House Supervisor.

"The residents were interested because from their perspective the most important attributes the new recruit would need were the ability to understand an older person's needs; be a good listener; be able to provide reassurance and very importantly be able cook proper meals made from scratch.

"Our interview panel was a revelation – the residents asked different questions from ours, and it meant I could see how the applicants interacted with the residents. One of the most active participants at the housing support service at Lockerbie was Mrs Rena Upton, who asked questions relevant to the post as well as putting the candidates at ease. Her involvement contributed to us selecting the right person for the job, and I know that Rena enjoyed being involved."

The idea has been such a success that it has now become part of the recruitment process at other Abbeyfield Scotland locations.

"It's been a wonderful experience," said Carolynn. "Something we thought could have been challenging has in fact proved to be easy to manifest itself. We have successfully engaged our residents, and in the process we've received an improved report from the Care Inspectorate."



Linda raises a toast to independent living

# A spectacular turnaround!

### INDEPENDENT LIVING

**V**ery few people go from the prospect of long-term palliative care to return to independent living, but that's exactly the path taken by Linda Martin.

Helped by the staff at Redford Nursing Home in Ayr, Linda has made what some might describe as a miraculous turnaround.

Linda arrived at Redford in February 2015. She was moved from a care home in Aberdeen where she had stayed for a short time following the death of her husband. Prior to that unfortunate event, Linda had been bedridden for more than two years.

She chose to move to Ayr as she has family in nearby Troon. "When she came here, Linda was an extremely frail, immobile 63-year-old lady," said Margaret Watson, manager at Redford.

However, within a few weeks care home staff began to think Linda was not functioning to her full potential. Her GP and other health professionals, including physiotherapists and occupational

therapists, began to assist with her rehabilitation. Family and staff took Linda out and about to get her involved in the local community again.

At a review meeting in October she said she wanted to live independently. That's when things really started to progress. "There was a completely different change in attitude after we got started," said Margaret. "Linda was determined she was going to get a house and her life back."

Margaret says this story has provided important lessons all round. "South Ayrshire Social Work has never discharged a long-term nursing home resident back into the community. And it has been a long process to arrange benefits, since no one knew how to change care home fees into housing benefit."

Linda moved into her own home in Troon in May, 2016.

"Along the way our staff have learned that people can do a lot more than you think. Caring isn't always about doing things for people – very often it's about giving them help to achieve their potential."

**NATIONAL CARE  
STANDARDS**



**REVIEW**

# National Care Standards

## The principles

### **Dignity and respect**

- My human rights are respected and promoted • I am respected and treated with dignity as an individual • I am treated fairly and do not experience discrimination • My privacy is respected

### **Compassion**

- I experience warm, compassionate and nurturing care and support • My care is provided by people who understand and are sensitive to my needs and my wishes

## **Be included**

• I receive the right information, at the right time and in a way that I can understand • I am supported to make informed choices, so that I can control my care and support • I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered

## **Responsive care and support**

• My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time • My care and support adapts when my needs, choices and decisions change • I experience consistency in who provides my care and support and in how it is provided

## **Wellbeing**

• I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these • I am encouraged and helped to achieve my full potential • I am supported to make informed choices, even if this means I might be taking personal risks • I feel safe and I am protected from neglect, abuse, or avoidable harm.

Read about the next stage of the development of National Care Standards at:

**[www.newcarestandards.scot](http://www.newcarestandards.scot)**

## Rural nursery encourages a real community spirit

### MALLAIG NURSERY

A RURAL nursery has launched an innovative project to bring its children into the heart of the community, while supporting local businesses.

Mallaig Nursery, on the west coast of Scotland, is immersing the youngsters in village life with visits to a range of places, from the fire and police stations to the health centre, residential care home and post office.

It is all in a bid to make the children familiar with the facilities and services in their neighbourhood.

Dawn MacPhie, Head Teacher at Mallaig Primary and Nursery, said: "The children learn by



participating in society as well as discovering interesting features of their environment and community. We encounter very few challenges. We live in a small community and all businesses are in walking distance and very accommodating."

The nursery has also dived into the challenge

of teaching the children to swim, a life-saving skill in a coastal community.

Dawn explained: "We are surrounded by water and swimming is a vital skill for all our children. They are extremely lucky to begin lessons from the age of three. There are also many water-orientated sporting opportunities within the

area and we like to ensure that children are included – learning to swim from a young age ensures inclusion for all."

The centre is building strong links with other nurseries, including Arisaig and Inverie, to develop the youngsters' social skills.

John MacLennan, from the Care Inspectorate, said: "Mallaig, like most rural communities, is losing its youngsters to the cities and commonwealth. Therefore, valuing children is even more important and local businesses have welcomed children to their premises.

"It is a very happy nursery that has everyone smiling and all are very welcoming."

# Mud, glorious mud!

### SPARK OF GENIUS

Working around in the mud might not be everyone's idea of how to build relationships and self-confidence, but it has certainly proved its worth for young people at Spark of Genius in Ayrshire.

Karen Pickett, Residential Manager, explained: "Last year, the young people here decided to take part in the Muddy Trials held at Craufurdland Estate. Four took part, two of whom were new to care, and we used the exercise to build positive relationships, confidence and self-esteem."

The event proved a real success, and helped raise funds for the fight against cancer.

As a result, it was decided to take part again this year, this time linking with the Scottish Air Ambulance Service and Ronald McDonald House.

Karen added: "Some of last year's children had moved on and four of the five young people who participated in 2016 were new to care. They were joined on the day by several staff members and their own children. It was a great way for our kids to be part of the community and link with others. There's a real mix of people at the event, including families, companies and other groups."

After the trial, the young people got back, showered and enjoyed a take-away.



Staff's children also joined in that part of the evening. "That was very positive, since our young people don't often get visitors around the same age."

The group has worked hard to fit in with the community, Karen said. They also took part in the recent Race for Life, held in early June, and are planning to participate in a local litter pick.

The Spark of Genius approach is to avoid the traditional ideas of a care home. Most of its houses are based in a rural setting, with a number in urban surroundings, and the aim is to create as homely and friendly an environment as possible.



"Our overall philosophy is based around a therapeutic approach," said Karen.

Occasionally, it seems, that means young people and staff getting their hands – and much else – muddy.

# HUGE SENSE OF ACHIEVEMENT

## HOLISTIC CHILDCARE

**T**eamwork by teachers and residential care staff at Maben House and Closeburn House in Dumfriesshire illustrates how a unified approach can help young people build the confidence to achieve, gain and maintain positive destinations.

The schools are run by Holistic Childcare & Education, which offers 'specialist therapeutic care and education' for young people aged 5-18.

Both the primary and secondary school offer a specialist education which personalises Curriculum for Excellence for each young person, and promotes 24-hour learning of literacy and numeracy through Learning in Care.

Statistically, looked-after children are more likely to be excluded from school and less likely to go into positive destinations when they leave.

At Maben House and Closeburn House, the school day starts with a detailed handover from care staff to teachers. Care staff then offer guidance and support to young people throughout the school day.

Full attendance is expected, with clear rules and boundaries. Key teachers and care staff have joint sessions with young people to develop health and wellbeing and identify personal learning targets, offer guidance for subject choices and support with course work.

Teachers and care staff join the young people for lunch breaks, birthday



Kirsty Penny is Director of Care and Yvonne Turner is Head of Education

celebrations and outings. There is an emphasis on wider achievements, with success celebrated and accredited in as many ways as possible. Young people build a sense of self-respect and identity as they recognise their own worth in the school and the community.

Kirsty Penny, Director of Care, cited one young person, who was suspicious of outsiders and whose previous education had been very limited. She would not read, write or use a computer, due to her

fear of the gaps in her education being discovered.

Kirsty said: "Our care staff spent a lot of time gaining her trust and this relationship helped them to support her in class, giving her the confidence to engage with teachers and improve her literacy. She has since gained National 4 units in Hospitality and National 3 Literacy and Numeracy.

"Our practice model provides the young people with a greater sense of inclusion, self-worth, self-esteem and achievement."

## Young volunteers help to give young people a voice

### YOUNG INSPECTION VOLUNTEERS

THE Care Inspectorate has recently recruited some new young inspection volunteers. *Care News* spoke to one of them to find out about life as a volunteer.

Young inspection volunteers are chosen because they have personal experience of care and their role includes taking part in inspections.



Gian Bove, 23, has been a volunteer for eight months.

He said: "When I was given the form to join the Care Inspectorate by my ex-throughcare worker, I jumped at the chance.

"I want to give back to the system that I came from that

helped me so much.

"I recently attended my first inspection and loved it. I was nervous about the first one, but it was such a fantastic experience that I'm now really looking forward to the next one.

"Through my experience of being in care, I know what's expected of my role. Hopefully my being there will help young people relax and not feel intimidated.

"Knowing that I'm making a difference makes me feel great and this opportunity has also

opened a lot of doors for me."

Gemma Watson, Involvement Advisor – Children and Young People, for the Care Inspectorate, added: "Involving young people creates a culture where the views and opinions of children and young people are taken seriously and, in turn, create a better response to the issues and concerns raised by them."

To find out more about becoming a young inspection volunteer, visit [www.careinspectorate.com](http://www.careinspectorate.com)



# MUSICAL MEMORIES

An innovative project is helping families and their loved ones with dementia reconnect by creating a playlist of songs that have special meaning to them

## THE INTERVIEW

**K**elly Henderson never got to celebrate her 18th birthday party. Her granny, who was diagnosed with early onset dementia, slipped and broke her hip in the lead up to Kelly's big day and was rushed to hospital. The party was cancelled, but that was not the worst shock for Kelly – it was seeing how much her beloved grandmother had deteriorated and witnessing the poor care she was receiving.

Looking back on the traumatic period in her life, Kelly said: "I could not believe how emaciated my grandmother had become so quickly – it's still etched on my mind. There was water by her bedside but no way she could get to drink it herself. I felt a deep urge to look after her myself. It was there and then that I decided to change career plans and find a job looking after the elderly."

It wasn't long before she found a job as a housekeeper at Carlingwark House Care Home, housed in an elegant 18th-century red sandstone villa overlooking Loch Carlingwark, in her home town of Castle Douglas in Dumfries & Galloway.

Over the past 15 years, she's worked her way up from catering assistant to support worker, and on to become one of the two team leaders managing the home's

40 staff looking after the 30 people the service supports – the large majority having a range of dementia conditions.

One of her passions is working with people with dementia, and this has been enhanced in the last few years through her discovery of the benefits of the Playlist for Life project – the use of music to rekindle memories and promote connections with loved ones, as well as alleviate dementia symptoms such as stress and distress.

Kelly said: "It all started a couple of years ago when I went on a 'Stress and Distress' course to learn more about dementia-related coping strategies, organised by the local NHS Ideas Team. They showed a video of a project in the US that illustrated how music therapy for people with dementia had a calming effect – it really touched me, and I wanted to find out all about it."

Her research brought her to the Playlist project and she soon developed a great partnership with Andy Lowndes, the organisation's Deputy Chair and Training Lead, who helped her trial the programme with residents at the care home.

Kelly said: "Andy was fantastic and gave me good advice, especially when I tried to take on too much at first. He told me to slow down and do one person at a time – you can't change the world in a day!"





Playlist encourages families to choose music from their loved one's past that will help bring back memories. These tracks are downloaded on iPods and played through earphones.

Kelly has witnessed the positive results: "I sit with them and while they listen to the music, you can see in their body language that they are enjoying the experience – sometimes they tap their feet or hands and in some cases sing. One lady cried during 'Danny Boy' as this song was important to her. The smile was etched on her face and tears rolled down her cheeks. It was a beautiful moment.

"The exercise of finding out about their favourite music also lets you learn more about their past. I help the families by asking things like what was the song they played for the first dance of their wedding, or nursery rhymes they sang to their children."

Popular artists with residents include the Everly Brothers, Dolly Parton, Doris Day and musicals, but Kelly has known some residents who are partial to Lady GaGa.

She said that Playlist is a powerful way for both staff to connect with people they support with dementia and for families to get meaningful quality time with their loved ones. She explained: "You don't just plug the iPod in and walk away – the music gives you the introduction to promote communication and helps you have a meaningful one-to-one engagement. It opens the gates to so much more.

"It's a real loss for family when their loved one comes into care and they see

them fade mentally and physically before their eyes. This music therapy gives the family the chance of quality time with their loved ones – the time they deserve to have together."

Her involvement in music therapy has increased her passion for working with people with dementia, and other organisations are keen to learn from her experience. She's been talking at various conferences with Andy about the Playlist programme, and is now working with Community Integrated Care, who own Carlingwark House Care Home, to roll training out to its other care homes in the area, and eventually throughout the UK.

As she is such an advocate for music therapy, Playlist for Life Chair Sally Magnusson, and Andy launched its new online training course at Carlingwark House. This enables care staff and relatives at home to create playlists of personally meaningful music to help people with dementia reconnect with themselves and their loved ones.

Her efforts to pioneer the Playlist for Life music therapy at the home were further recognised at the National Care Awards last year, where she was presented with the Resident Engagement Award and the Creative Arts Award.

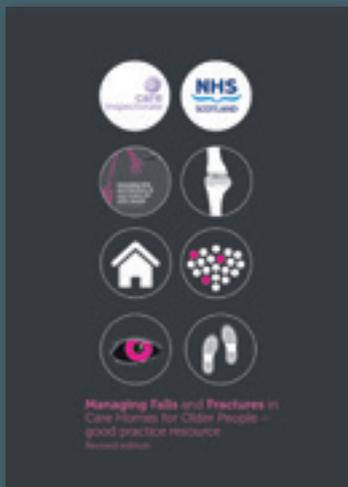
Kelly said: "This highly personalised music gives people a snapshot of a different time of their lives, which helps to bring back memories.

"It's like pressing the play button on a life that has been on pause."

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

**“ Music therapy gives the family the chance of quality time with their loved ones – the time they deserve to have together ”**

## Free publications full of helpful information about care issues



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)

# New report will speed up complaints process

## COMPLAINTS PROCESS

**T**he Care Inspectorate has increased the efficiency of its complaints process through the development of a new shorter and more concise complaint report.

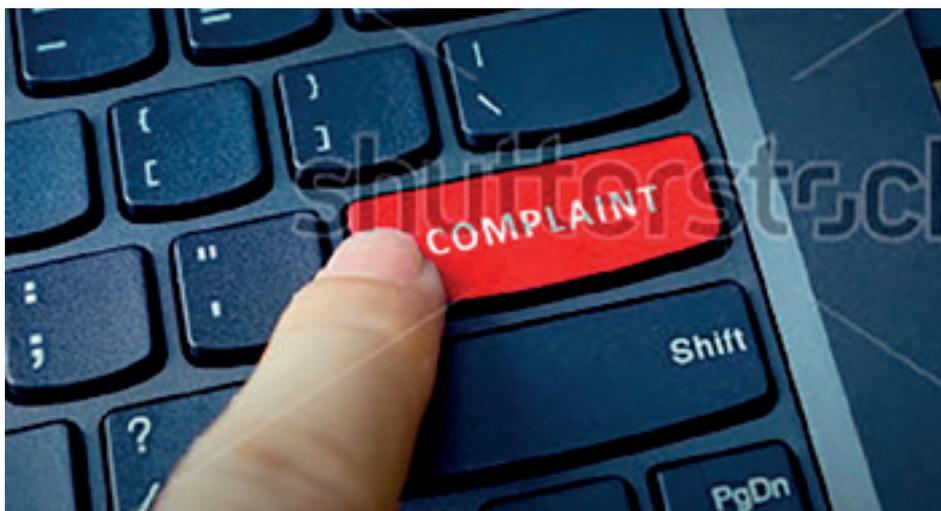
The new report gives both complainants and care services clear information behind its conclusions in one single document. It focuses on what the inspectors looked at during the investigation, highlights the evidence behind their conclusions and presents this information in an easy-to-read bullet point format.

Kenny Campbell, Complaints Inspection Manager, explained the benefits: "In the past, some of our more complicated complaints reports were lengthy documents, and the format was not as clear as it could be for both the complainant and care service to understand how we came to our conclusions.

"We have now developed a much more concise report format that is suitable for both the complainant and care service concerned."

The new methodology was piloted in the Edinburgh, Fife, Lothians and Borders regions between October and the end of December last year.

Feedback from a survey in February showed the vast majority – more than 80 per cent – "agreed/strongly agreed" that the report was easy to understand, that it was clear how decisions to uphold/not uphold complaints had been arrived at, and they were clear



about what steps needed to be taken to improve the service.

A person using a care service that raised a complaint was happy with the new approach. She said: "The complaint was acted on and dealt with in a timely manner. The inspector allocated was clear in communication."

A manager of a care service that was the subject of a complaint said of the new-style report: "Everything was explained clearly and in a way that I understood everything".

Kenny added: "Our complaints team is skilled at highlighting the salient points of its investigations and the new format allows them to write up their conclusions in a much shorter time, streamlining our complaints process and making the whole system more efficient. This will also help us to achieve our target of resolving a complaint within 40 days of agreeing the issue with the complainant."

The roll-out of the new methodology for all complaints teams across Scotland will start in July.

**“ Our complaints team is skilled at highlighting the salient points of its investigations and the new format allows them to write up their conclusions in a much shorter time ”**

# SAFE USE OF DRUGS

## CONTROLLED DRUGS NOTIFICATION

In the 12 months since April 2015, when it became mandatory to use the Care Inspectorate's e-notification system to report incidents and concerns involving the safe use and management of controlled drugs, the regulator received 387 notifications.

There were some common themes that arose during the year that care services can learn from to manage controlled drugs and ensure best practice.

### Fentanyl and buprenorphine patches

Nearly one fifth (69) of incidents related to the use of patches containing medicines such as fentanyl and buprenorphine, and included:

- patches not applied/changed when they should have been
- patches falling off and this not being noticed
- patches applied and the other patch not removed.

The NHS Accountable Officers Network is currently preparing guidance on the use and in-situ monitoring of such patches.

### Oramorph solution

Twenty notifications related to use of Oramorph, a solution containing



morphine, including errors in the calculation of administration dosage.

This type of error was noted with other medicines such as injections. Services are advised to ensure staff are aware of how to calculate the correct administration dose for such medicines.

### The use of the e-notification system

Commenting on the first 12 months of the e-notification system in operation, David Marshall, Improvement Adviser-Pharmacy, said: "Most service types in all bar one NHS region submitted notifications to the Care Inspectorate, suggesting a general awareness of the e-notification system."

He added that these incidents also

provide a learning opportunity: "When submitting a notification, I would encourage providers to consider the likely root causes for any incidents and put in plans to help prevent reoccurrence of these situations."

### Notifications for non-controlled drugs

A small number of notifications were received for medicines that were not controlled drugs. Many services will have a copy of the British National Formulary ([www.bnf.org](http://www.bnf.org)), which now identifies those medicines that are in schedule 1-4 (but not schedule 5) of the Misuse of Drugs Regulations 2001.

If there is any doubt as to whether a medicine falls into one of the five schedules for controlled drugs listed in the Misuse of Drugs Regulations 2001 ([www.legislation.gov.uk/ukxi/2001/3998/schedule/2/made](http://www.legislation.gov.uk/ukxi/2001/3998/schedule/2/made)), advice can be sought from a pharmacy.

If a service wishes to submit a notification for an incident that does not relate to a controlled drug, then the general incident or accident e-form should be used.

**For more information about Notifications about controlled drugs: guidance for providers, visit <http://hub.careinspectorate.com>**

## Managing falls guidance

### SELF-ASSESSMENT RESOURCE

THE second edition of *Managing Falls and Fractures in Care Homes for Older People*; a good practice self-assessment resource has been launched to update services on good practice in the management and prevention of falls and the prevention of fractures.

It contains a wide range of tools to help services identify areas for improvement, record and analyse falls in their care home and manage residents' risk of having falls, as well as good practice examples from several care homes highlighting successful approaches to this issue.

Edith Macintosh, Rehabilitation Consultant with the Care Inspectorate, said: "The new resource will

help update care homes on the most recent practice and provide useful tools and resources on how services can make sustainable improvements to enable older people to live well and enjoy life.

"A lot of services will already be using some tools of their own to manage falls in their care home but it's worth taking a look at this second edition of the resource to see if the tools in the pack could complement them. Also, completing the self assessment to see how well falls prevention and management and the prevention of fractures is being addressed in the service is important."

To get a copy of the resource, go to the Guidance part of the Professionals section of the website [www.careinspectorate.com](http://www.careinspectorate.com)

## Infection control videos

STAFF in care settings can be quickly brought up to date with the latest best practice in infection prevention and control thanks to three new online videos produced by NHS Education for Scotland (NES).

The short videos use animation and filming in real health and care settings to explain best practice in the use of personal protective equipment, the management of care equipment, and dealing with blood and body fluid spillages.

These educational resources were developed by NES' Healthcare Associated Infection (HAI) team in partnership with key stakeholders and are part of its Standard Infection Control Precautions education provision.

Sarah Freeman, Educational Projects Manager, explained: "Recent inspections highlighted common infection control areas for improvement in health services, so we worked together with an advisory group, which included the Care Inspectorate and Scottish Care, to get a feel for the issues in social care settings. The infection control issues were similar so we developed educational resources that could be used across the whole health and care sector."

The videos provide a useful introduction to the main issues and signpost viewers to more detailed information contained in the national Infection Prevention and Control manual.

A more in-depth infection prevention and control education programme is available via the NES Preventing Infection in Care DVD/CD-ROM. This was distributed to all Scottish care homes in May.

To view the videos, visit [www.nes-hai.info](http://www.nes-hai.info)

# A NEW VOICE

Innovative 'active communication' book helps users to share their day with their families

## LEARNING DISABILITIES RESOURCE

People using the Riverbank Resource Centre in Stirling have been given a new 'voice' thanks to the 'active communication' book which helps service users tell their families and carers what they got up to at the service and how their day was.

Active communication is the brainchild of staff at the Stirling Council-run centre for adults with learning disabilities, many of whom have profound, multiple learning disabilities and complex needs and have limited or no verbal communication and Makaton skills.

Co-creators, Janet O'Hare and Walker Laing developed the innovative idea following a request from a parent for help to better communicate with his daughter.

Janet explained: "Imagine the feelings of frustration felt by all as an adult daughter returns from day services but is unable to explain to her parents what she has been doing during the day, or simply what she had for lunch. This communication tool has been designed to tackle such frustrations and enable service users, staff and families to share meaningful information about their day.

"It aims to enhance interaction, promote self-esteem and build relationships for the user, and we believe this inclusive approach at Riverbank has encouraged and enabled three-way communications between ourselves, our service users, and their families."

The active communications tool consists of a durable flip-over book that uses photographs to help people describe what they did and how they felt throughout the day. The book is divided into sections to illustrate feelings, activities, meal times, transport and weather, and is personalised for each service user. It also contains a checklist that staff complete during the day to show what they did.

When the person returns home, their family can use the book with its checklist and images to talk to them about their day.

Walker added: "It provides family members with conversation prompts, as they can see what has happened during



Janet O'Hare and Walker Laing help Joanna to use their book to describe her day

the day from the staff checklist. We're delighted that the book has become so meaningful to our users. For many, it's now the focal point of their evening."

This is certainly true for one parent, who said: "My daughter can't wait for when I get home to get her active communication book and tell me all that she has been up to and who she has been sharing her day with.

"Before we had this book there was no way to prompt or get into the kind of conversations we have now, and it's every day. Brilliant."

Walker said that the active communication tool also helps staff to focus on a successful outcomes approach with each service user, but the concept could be customised for other services. He explained: "Although the Active Communication toolkit was originally created to meet the needs of service



users at the Riverbank Centre, it could be easily modified and adapted to suit other settings, including residential, children and adolescent services. The tool could also be useful for people who have dementia or who have had a stroke."

Commenting on the initiative Care Inspector Neil Morrison said: "On a recent visit to the Riverbank Centre I was very impressed by the 'active communication' book the service had developed. It gave people with limited verbal communication the chance to tell family members and others about their day at the centre and I got feedback that they really enjoyed being able to do this."

**“ Before we had this book there was no way to prompt or get into the kind of conversations we have now, and it's every day. Brilliant”**