

Reviewing the Quality of Integrated Health and Social Care, Social Work, Early Learning and Childcare and Criminal Justice Social Work in Scotland

Social Work and Social Care Improvement Scotland's Annual Scrutiny and Improvement Plan for 2016/17

Report to: Board
Date: 18 March 2016
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Agenda Item: 12

PURPOSE OF REPORT

To recommend an amended scrutiny and improvement plan, which will be considered by the Board on 18 March 2016

RECOMMENDATIONS

That the Board

1. Endorses this plan to submit for ministerial approval.

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1.0 INTRODUCTION

Each year, in accordance with Section 54 of the Public Services Reform (Scotland) Act 2010, Social Care and Social Work Improvement Scotland (the Care Inspectorate) must prepare a plan for carrying out inspections in line with best regulatory practice and the agreed budget. The plan must set out arrangements for inspections to be carried out (including inspections of those services subject to self-evaluation (S.54 (2) (a)). It may make different provision for different purposes (S. 54(2) (b)). In preparing the plan, the Care Inspectorate must have regard to any guidance issued by Scottish Ministers. The plan must be kept under review and may, from time to time be revised, to reflect risk. The plan should be subject to appropriate consultation and agreement by Scottish Ministers.

1.1 Scotland's National Performance Framework and the 15 National Outcomes

The Care Inspectorate's work stretches across areas such as health and social care integration, social work, public protection, early learning and childcare, criminal justice social work, youth justice, community justice, and public service reform. We regulate some 14,000 care services and provide strategic scrutiny to every local authority and integrated joint board in Scotland.

Reviewing the quality of care, social work and criminal justice social work in Scotland directly supports fourteen of the fifteen National Outcomes set by the Scottish Government. High-quality regulation and effective scrutiny can support improvement and help us to ensure that:

- we live our lives safe from crime, disorder and danger
- we realise our full economic potential with more and better employment opportunities for our people
- we live in well-designed, sustainable places where we are able to access the amenities and services we need
- we are better educated, more skilled and more successful, renowned for our research and innovation
- we have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others
- we live in a Scotland that is the most attractive place for doing business in Europe
- our young people are successful learners, confident individuals, effective contributors and responsible citizens
- we value and enjoy our built and natural environment and protect it and enhance it for future generations
- our children have the best start in life and are ready to succeed
- we take pride in a strong, fair and inclusive national identity
- we live longer, healthier lives
- we have tackled the significant inequalities in Scottish society

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- our public services are high quality, continually improving, efficient and responsive to local people's needs
- we have improved the life chances for children, young people and families at risk.

1.2 A New Approach

The Care Inspectorate remains committed to ensuring its work aligns to the 2007 Crerar review, which urged scrutiny bodies to ensure activities are targeted, proportionate, intelligence-led and risk-based.

The Scrutiny and Improvement Plan for 2016/17 takes an approach which is developed from, but different to, previous inspection plans. While retaining a focus on providing assurance and protection for care services, and supporting improvement, it signals a move towards more outcomes-focussed, improvement-based and risk and intelligence-led work, for all inspections, including those for which we have a minimum statutory requirement to undertake. It also reflects additional requests from Scottish Government policy teams, as well as joined up scrutiny with other partners under the Duty of Co-operation, outlined in Section 114 of the Public Services Reform (Scotland) Act 2010.

The approach taken in this Plan takes into account discussions with staff and extensive involvement with Scottish Government policy colleagues and extensive discussion with the Care Inspectorate Board, through a development event held on 30 October 2015, prior to formal Board approval.

The Board noted the implications of both forthcoming legislative and policy changes which will impact on the work of the Care Inspectorate in the coming year. As well as this, the Board noted the significant volume of additional requests received from Scottish Government colleagues to support the achievement of national priorities within a context of ever finite resources.

Previous plans focused their proposals on a specific number of inspections to be undertaken by service type, within a rigid frequency framework. Our Scrutiny and Improvement Plan for 2016/17 sets out a broader approach which will support an expanded range of work which impacts positively on people who use care services and their carers, ensuring that we are responsive to their needs and aspirations. The Care Inspectorate will continue to deliver rigorous, robust scrutiny activity whilst adhering to our duty to support continuous improvement in services where this is required.

This renewed approach to our plan for 2016/17 will enable the Care Inspectorate to not only deliver on its Corporate Plan 2014 – 2018, but also to better tell the story of what we do to ensure the protection of people who use care services in Scotland and also provide ongoing public assurance about the quality of care in Scotland while also focussing on outcomes for people.

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2.0 OUR ONGOING ROLE AND FUNCTION

Since 2011, the Care Inspectorate has provided protection and assurance regarding the quality of care services that are delivered in the context of public spending challenges, increasing public expectations and reforms in public sector service delivery. Against this backdrop, care services' performance has increased with 84% of services achieving grades of 'good' or better in 2010 and this figure increasing to 88% in 2014/15.

During the past year, the Care Inspectorate has continued to deliver inspections of regulated care services in accordance with the statutory minimum frequency and those identified in the inspection plan 2015/16 agreed by Scottish Ministers.

In all our work, we are advised by our lay Involving People Group, who discuss our policies, approaches, and take part in our scrutiny activities as inspection volunteers. We will expand the number of involved people who take part in scrutiny work including young people with care experience and, for the first time, people with a diagnosis of dementia.

In the past year, we have continued to work closely with our scrutiny partners, not just in the delivery of more integrated models of strategic inspection, but also in the delivery of regulated care service inspections for children and early years services, for example, with Education Scotland. Working with Healthcare Improvement Scotland, we have continued to develop a model for the joint inspection of integrated health and social care for adults.

We will continue to find ways of ensuring that our regulated care service inspections inform our strategic scrutiny, and vice-versa.

We continue to work closely with other organisations to share information and intelligence, assessment of which helps plan our inspection programmes. The Care Inspectorate continues to work closely with the Strategic Scrutiny Group, led by Audit Scotland, to develop and deliver the annual national scrutiny plan for Scotland. Cognisance is taken of the work undertaken by local area networks (LANs) which involve our staff, and the shared risk assessments for each community planning partnership area.

We have continued to develop our inspection planning which provides scrutiny partners and ourselves with a single point of contact to identify risks, share information and plan and coordinate inspections better, particularly those which are carried out under a duty of cooperation.

2.1 Achievements from the Scrutiny and Improvement Plan 2015/16 to Date

We reported on our activities during 2014/15 through our annual report and accounts which were laid before the Scottish Parliament in December 2015.

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Throughout 2015/16, we have inspected registered services as per our statutory requirement and to our current frequency framework and have also introduced a programme to support a new methodology which has included tests of change (pilots of changes to our inspection methodology) to support improvement in care services and our way of working.

We have progressed our joint strategic inspections of services for adults and for children, including publishing progress reviews where areas for development had been previously identified. We continue to review the deaths of looked after children, criminal justice serious case reviews and have embarked on reviewing significant case reviews.

In November 2015 we published a major thematic review of the Multi Agency Public Protection Arrangements (MAPPA) with Her Majesty's Inspectorate of Constabulary in Scotland. We have assisted in inspections of prisons with Her Majesty's Inspectorate of Prisons for Scotland. We continue to review criminal justice serious incident reviews, and published a biennial report on them.

3.0 FACTORS IMPACTING ON THE SCRUTINY AND IMPROVEMENT PLAN 2016/17

This plan is designed to be flexible and responsive to the changing scrutiny and improvement landscape, as well as taking account of financial circumstances. As well as the Scottish Regulators' Strategic Code, the following legislative and policy contexts will impact on our role.

3.1 Legislative and Policy Contexts

Integrating Health and Social Care

The Public Bodies (Joint Working) (Scotland) Act 2014 changes the ways in which health and social care partnerships will work for the public to deliver agreed national outcomes and services across their areas. The Care Inspectorate continues to inspect the strategic provision of health and social care services for adults with our partners in Healthcare Improvement Scotland to provide independent assurance on the quality of care received by service users, the protection of vulnerable people, and to support improvement. We will also jointly progress our new statutory responsibility to inspect the planning, organisation and co-ordination of integrated services and our role in scrutinising strategic commissioning by integration authorities.

More support for children and young people

The Children and Young People (Scotland) Act 2014 enshrined phased additional responsibilities on local authorities and community planning partnerships, including increase in funded early learning and childcare, a statutory basis for wellbeing indicators, and extending support for care leavers to remain in a stable care environment. The Act also imposed a number of specific duties on the Care Inspectorate, including reporting on its responsibilities within the United Nations Convention on the Rights of the Child

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and our responsibilities as a corporate parent.

All of this directly impacts on the registration and scrutiny and improvement of regulated care services for children and young people, as well as our strategic joint inspections and specific work undertaken by our strategic inspectors. Working together with relevant partners such as Education Scotland, we have responded to these changes and continued to provide assurance, based on the evidence gained through inspection and intelligence gathering, on the quality of care for children and young people.

National Care Standards

The Care Inspectorate co-chairs, with Healthcare Improvement Scotland, the national working group reviewing and developing the new National Care Standards. The consultation on the overarching principles closed on 10 December 2015 and we continue to work closely with HIS and other partners in analysing the consultation findings. We have seconded a Head of Inspection to be Lead Officer from the Care Inspectorate to take forward this work with our partners in Healthcare Improvement Scotland. He will be supported within the Care Inspectorate by a development officer and a project officer (part time secondment).

As the overarching principles are consulted on, developed and agreed, we will continue to support this development and review our registration, scrutiny and improvement activities in line with the new nationally agreed standards when they are rolled out from April 2017. This is a critical development in allowing the Care Inspectorate to develop a new inspection methodology which is outcome-based, supports improvement, and provides public protection and assurance.

More focus on and support for carers

The Carers Bill was passed by the Scottish Parliament in February 2016. It sets out to make provision about carers, including the identification of carers' needs for support through adult carer support plans and young carer statements; the provision of support to carers; the enabling of carer involvement in certain services; the preparation of local carer strategies; and the establishment of information and advice services for carers. We will continue to monitor the development of this Bill and its enactment into legislation, reviewing with Scottish Government any associated changes, responsibilities and resource requirements we may have as a result.

3.2 Our Changing Context and Resources

The Care Inspectorate's work in 2016/17 will continue during a period of further potential change, as clarity emerges over future public sector finances and spending plans, developing policy across a range of topics, and the May 2016 Scottish Parliamentary elections. Throughout this, the Care Inspectorate will continue to meet its statutory duties to assure and protect people who use care

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services of a high quality and standard of care across Scotland, and to do so in a way which is responsive to any emerging policy and/or legislative developments.

4.0 DEVELOPING OUR METHODOLOGY

We will continue to build on the changes introduced through our Review of Scrutiny and Improvement, focusing on our methodologies for inspection, strategic inspection, complaints and registration. Changes which came into effect in April 2015 will continue, and tests of change introduced during that year will be developed and mainstreamed, pending evaluation. These changes are aimed at moving from a compliance model to a collaborative model of risk-based inspection which supports improvement but remains rigorous and capable of protecting vulnerable people when necessary.

We will:

- continue our review of methodology to develop and test proportionate, risk-based approaches to inspection
- continue our approach of follow-up inspections where poor performance is identified
- continue to test our approach of validation inspections in some highly performing services, thematic inspections, and early years focused inspections
- continue to develop and test new, proportionate and efficient ways of responding to complaints, ensuring there is an effective link between complaint and inspection activity.
- ensure our registration process and practice is efficient and supportive of innovative types of services.

We will review our approach to the use of quality themes and statements, ensuring that our approach to inspection and inspection intensity is targeted against identified risk and that inspections support holistic but risk-based assessments of the quality of provision in any given services. Our approach will be to increase intensity in poorly performing or risky services, and maintain a proportionate approach in services we believe to be performing well.

We will continue to work together with a range of agencies to share information and develop collaborative approaches to scrutiny and improvement.

4.1 Supporting Improvement

Developments in our methodology are also designed to support improvement in the quality of care. A new Improvement Strategy will set out the strategic principles of how we will support improvement in the care sector in Scotland, what the boundaries and focus of our role should be, and how we will do this in partnership with other scrutiny and improvement partners, the sector, and people who use services and their carers. This approach will support the Scottish Regulators' Strategic Code. Our scrutiny and improvement activity will

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increasingly reflect the shift towards even greater integration of health and social care services, further implementation of self-directed support across children's and adults' services, changes in early learning and childcare, and a greater focus on improving outcomes for services users.

5.0 THE CARE INSPECTORATE'S RESOURCES AND CAPACITY

It is critical that, in preparing a balanced budget and managing the efficiencies needed to meet the public sector financial arrangements, we do not compromise on the public protection and public assurance our scrutiny and improvement work provides. We also want to increase transparency and openness about our performance as a public body in receipt of significant resources from the public sector. We will review our Key Performance Indicators and Quality Indicators to ensure we are accountable for all the work that we do, not just reporting on the number of inspections completed.

We continue to review, on an annual basis, our workforce planning assumptions, to ensure that we continue to make the best use of our resources and maximise the impact we make in improving care. Leading up to and during 2016/17, we will reassess how we plan inspections across inspector caseloads, maintaining the approach to specialist teams so inspectors are, in so far as possible, working with services in which they have a practice background.

6.0 INTELLIGENCE-LED AND RISK-BASED APPROACHES TO SCRUTINY AND IMPROVEMENT

During 2016/17, we anticipate and have planned for undertaking around 12,000 – 14,000 scrutiny and improvement interventions. These will comprise statutory inspections, inspections in services not subject to a statutory minimum inspection frequency, follow-up inspections, strategic inspections, link inspector activities, complaint activity, registration activity, variation activity, and improvement interventions where the scrutiny suggests this is necessary. These will be prioritised within broad frequency guidelines, based on risk, intelligence and service type. These broad frequency guidelines are set out in the appendix.

The Care Inspectorate, as directed by Scottish Ministers, is required to undertake, as a minimum, a unannounced inspection each twelve months of all registered services in the following 3 categories of service:

- care homes
- support services – care at home
- secure accommodation.

Some of these care services are highly performing services with grades of 'very good' or better in all four quality themes, and require to be inspected at least once each 12 months. Other care service types that are performing well

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and not in these categories may be inspected less frequently or with a mix of inspection approaches. For all well-performing services we want to ensure we are more proportionate in our approach to scrutiny. Therefore for those that fall into the statutory category above, and are well performing, we propose to take a proportionate approach similar to other categories, within the required frequency. This approach, based on risk assessment, will allow us to choose different types of inspection methodology best suited to the individual service.

This means that whilst still adhering to the statutory minimum frequency for our scrutiny and improvement interventions, the specific focus, breadth and depth of each intervention will be driven more by the risk profile for that service type and the specific information and intelligence we hold about individual services, including past performance and robust self-assessment. This will support us to:

- make the best use of our finite resources by targeting them to where they can have the greatest impact;
- demonstrate our commitment to taking a more targeted and proportionate approach and incentivise and support service providers to carry out regular and robust self-evaluation for improvement;
- give greater and more effective attention to our statutory duty to further improvement;
- demonstrate a more risk-based, intelligence-led approach to all of our scrutiny and improvement work; and
- demonstrate previously unrecorded work undertaken by inspectors to support improvement in services.

A risk-based approach supports us to allocate resources more effectively to target our scrutiny against those services which are most likely to need scrutiny and improvement. It requires us to have effective intelligence and risk assessment tools in place. Work is being implemented following the Care Inspectorate's 2014 review of how we gather and review intelligence from a wide range of sources to inform our scrutiny and improvement activities.

We will continue to commit to being open and transparent in reporting all our scrutiny and improvement activities and in doing so being very clear about the different types of activities we have undertaken. This will present a more comprehensive picture of the work of the Care Inspectorate than ever before

6.1 Specific Proposed Changes to the Broad Frequency Guidelines for 2016/17

On the basis of low risk, high performance, risk assessment and confident intelligence, we propose to change the frequency of scheduled scrutiny activity in two service types: fostering and adoption services and secure care services.

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Fostering and Adoption

Despite there being no statutory requirement to inspect fostering or adoption services within a specific time frequency, we currently inspect these services each twelve months. We propose to change the frequency of inspection in those services where the quality of care is evaluated as being good, very good or excellent and where the risk is assessed to be low to one each twenty four months. Where possible, we will seek to align the inspection of local authority fostering and adoption services where there is a joint inspection of children's services in the same community planning partnership.

We currently regulate 62 fostering services and 39 adoption services nationally. Fostering services are delivered by all 32 local authorities and 30 services which are delivered by the independent or private sector. Adoption services are delivered by all 32 local authorities and 7 services which are delivered by the independent sector. Our inspections look at the performance of the service itself, not the individual family placements for children.

In 2014/15, 85% of fostering and adoption services were considered to be good or better across all 4 quality themes. Of these, 39% were very good or excellent; 2 services were considered to be 'excellent'. Only 4 fostering and adoption services were graded 'adequate' or below.

In 2014/15, we received 23 complaints against fostering and adoption services: these complaints led to 6 complaint investigations; 17 were not within our remit. Five were upheld. They mainly related to services' policies/procedures and record keeping. The low level of complaints received and upheld is indicative of a well performing sector overall.

During 2016/17, we will continue to refine and change our inspection methodology for fostering and adoption services, so there is a stronger link to our strategic scrutiny work and our joint inspections of children's services. Using intelligence from regulated service and strategic inspections, we will develop approaches and mechanisms to be able report on permanency.

Secure Care

Despite our statutory requirement to inspect secure care services once in every 12 months, we currently undertake 2 inspections within every 12 month period. We propose to change this frequency to reflect our statutory requirement of 1 in every 12 months in respect of services that are found to be performing well and where we have assessed the risk as low. There are only 5 secure care services in Scotland: four are operated by the voluntary or not-for-profit sector and one is operated by a local authority, All were found to be 'good' or better across all four quality themes in 2014/15. In 2014/15, we received 4 complaints across the five secure care services, only one of which was upheld in part; this related to communication and healthcare.

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7.0 SCRUTINY AND REVIEW ACTIVITIES 2016/17

This section sets out detailed proposals for activities in 2016/17.

7.1 Strategic scrutiny and review

Joint strategic scrutiny of children's services

Of the original programme of Joint strategic Inspections of Children's Services, 9 community planning partnership remain to be inspected. We propose for 2016/17 to undertake 5 joint inspections and anticipate publishing reviews of progress for two areas where areas for improvement were identified in previous inspections. We currently review services for all children in a community planning partnership area and will continue to liaise with Scottish Government colleagues to ensure that the scope of the inspections provide appropriate public assurance and scrutiny evidence to inform improvement and public policy.

We will continue to undertake our ongoing link inspector work and fulfil our statutory duties regarding criminal justice serious incident reviews, significant case reviews and reviews of the deaths of looked after children. We will revisit the way in which deaths of looked after children and young people are reviewed. We will change our processes to reflect recent changes which require the reporting of deaths of young people aged 16 – 26 years who are entitled to aftercare provision and continuing care.

Joint strategic scrutiny of adult services

The Care Inspectorate has a statutory responsibility to provide scrutiny of social work services for adults and older people. Where appropriate and efficient to do so, we work closely with Healthcare Improvement Scotland to fulfil our joint statutory responsibilities.

During 2016/17, we will conclude our review of our future approach to joint strategic inspections of adult health and social care with colleagues from Healthcare Improvement Scotland. This review will take into account learning from previous inspections and develop and test our approach to scrutiny of joint strategic plans, focused on the impact on outcomes for people. This reflects the new joint responsibilities for the Care Inspectorate and Healthcare Improvement Scotland arising from the Public Bodies (Joint Working) (Scotland) Act 2014 to examine and support improvement in strategic commissioning. We will undertake three joint inspections of services for adults, focussing on older people, which will test elements of the revised methodology, and will report on findings.

We will continue to undertake our link inspector role, with increased link inspector support in at least 1 community planning partnership area.

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During 2016/17, we will work with Healthcare Improvement Scotland to consider our approach to examining the impact of community level GP hubs on care homes and care at home services, developing approaches for implementation in future years in the context of policy changes around out of ours care.

7.2 Regulated Care Service Scrutiny and Review

The Care Inspectorate's statutory responsibility around the inspection of care services is to undertake one inspection every twelve months in care homes, care at home, and secure care, even though additional inspections have been and may still be required. Other services may be inspected as determined by the Care Inspectorate, in accordance with the arrangements in this plan, as approved by the Scottish Ministers.

8.0 NEW SCOTTISH GOVERNMENT SCRUTINY REQUESTS

Scottish Government colleagues have requested we undertake additional work in the 2016/17 inspection year in order to support achievement towards national priorities. Some work will require a minor modification to existing programmes of work; other requests will require new scrutiny interventions and consideration of deployment of resources and reprioritising plans.

8.1 New Scrutiny Requests – Strategic

8.1.1 Thematic Report on Joint Inspections of Children's Services

Scottish Government has requested that we produce an annual thematic report on Joint Inspections of Children's Services. We will produce a short thematic summary report based on published joint inspection reports during the course of the year.

8.1.2 Letter to Chief Social Work Officers

The Chief Social Work Advisor has requested that we produce an annual letter for chief social work officers identifying Scotland-wide lessons for social work departments. We will work with the Office of the Chief Social Work Advisor to consider the best way of implementing this approach, linked to the above report, based on published evidence of findings from joint strategic inspections, other scrutiny work, and intelligence.

8.1.3 Response to Scrutiny, Regulation and Self Directed Support

Scottish Government has requested that we consider our approach to scrutiny, regulation and self directed support. During 2016/17, we will examine the feasibility and desirability of supporting informed choice through a new voluntary accreditation scheme, and do so in partnership with people use services, their carers, the sector, and SSSC.

8.1.4 Validated Self Assessments of Alcohol and Drug Partnerships (ADPs)

We will undertake a programme of work to find out the extent to which ADPs

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are embedding the quality principles and their impact on improving experiences and outcomes for people who use drug and alcohol services, and their families. This will continue until December 2016. The Scottish Government has indicated that it will fund costs arising from this work.

8.1.5 The Carers' Act and Support for Young Carers

Scottish Government requested we gather evidence about the impact of the Carers' Act and provide information about support for young carers. In the 2016/17 year, we will work with Scottish Government colleagues to consider our approaches to the assessment of the impact of this, involving carers to ensure our approach to this is informed by their experiences. We will identify the scope of future scrutiny, subject to additional resources being available.

8.1.6 Thematic Work Around Child and Adolescent Mental Health

In our joint inspections of services for children we comment on issues in relation to and interventions which support the mental health of children and young people, when these arise. In 2014/15, we undertook work in partnership with the Mental Welfare Commission in secure care settings which focussed on mental health. We will have further discussion with MWC to look at how we can continue to work in partnership and will extend this discussion to include Healthcare Improvement Scotland.

8.1.7 Community Justice

Scottish Government has requested that we develop a self evaluation framework for new community justice authorities to support improvement and future scrutiny, and has indicated that it will fund costs arising from this work

8.2 New Scrutiny Requests – Regulated Care Services

8.2.1 Child Sexual Exploitation and Child Neglect

Scottish Government requested we report on approaches to preventing child sexual exploitation and child neglect. We will undertake this work, drawing on information we already know from existing scrutiny approaches across regulated and strategic inspections.

8.2.2 Continuing Care

Scottish Government requested we report on progress around Continuing Care as outlined in the Children and Young people (Scotland) Act 2014 (part 11). While it will be too early to test the impact of this during 2016/17, we will support the policy by updating and issuing new guidance, including on registration issues, to providers to support them to discharge their responsibilities in relation to continuing care, and provide professional advice as appropriate.

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8.2.3 Thematic work on Dementia

Scottish Government has requested we:

- report on compliance with Commitment 11 of the National Dementia Strategy 2013-2016 which sets out plans for extending the work on quality of care out with health-based settings, including care homes
- report on progress regarding recommendations made following the Mental Welfare Commission for Scotland report 'Dignity and Respect: Dementia Continuing Care Visits'.

We will develop a focus area for our inspections of older people's services for the 2016/17 inspection year which supports scrutiny of the National Dementia Strategy, including Commitment 11. During 2016/17, we will plan and prepare for scrutiny necessary to publish a follow-up report to 'Remember, I'm Still Me', the joint report from the Care Commission and the Mental Welfare Commission (2009). We will also ensure that our inspection guidance for 2016/17 makes appropriate reference to the 2014 MWC report.

We will also deliver study events for care service staff to promote the 'Promoting continence for people with dementia' resource; design an online resource to raise awareness of what it means to live with advanced dementia; and launch a dementia self assessment tool to support service providers meet the recommendations in the National Dementia Strategy.

8.2.4 The Impact of Sensory Impairment on the Care Environment

Scottish Government has requested we consider the impact on sensory impairment in care environments for older people. We already use the Short Observational Framework for Inspection (SOFI) in regulated care service inspections of older people's services and will continue this. As part of our planned focus area supporting implementation of the National Dementia Strategy, we will assess how good the service environment is in supporting and meeting the needs of those with sensory impairments. We will also promote evidence-based assessment tools to support services to ensure environments are dementia-friendly.

8.2.5 FRAME (Framework for Risk Assessment Management and Evaluation)

Scottish Government requested that we ensure that the care and risk management process for young people who display high risk behaviours and offending is included in the inspection model for appropriate service types. The Care Inspectorate will review its approaches to both strategic joint inspections of services for children and regulated care services for children in light of FRAME, particularly in relation to care environments in which children and young people display concerning, challenging and high risk behaviour. We will also ensure that our inspectors are up to date in this model.

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9.0 NEW IMPROVEMENT AND INTELLIGENCE REQUESTS

Scottish Government colleagues have made a number of requests which would entail changes or additions in terms of the work we do supporting improvement.

9.1 New improvement and Intelligence Requests – Strategic

9.1.1 Guide to Chronologies

We will provide a refreshed practice guide on the use of chronologies, as a review of the guide previously undertaken by the Social work Inspection Agency (SWIA). This will support improved practice around child protection practice in care services and local authority social work departments.

9.1.2 The Training of Chief Officers about the Named Person

We already work with lead officers responsible for Getting it right for every child (GIRFEC) to highlight our inspection findings with regard to the implementation and roll-out of GIRFEC and will continue to work with Scottish Government and partners to share our scrutiny findings to inform appropriate training around the named person.

9.2 New Improvement Requests – Regulated Care Services

9.2.1 Gathering Information on Restraint

Scottish Government has requested that we gather information regarding restraint practice in secure care to inform improvement. At each inspection of all residential care services for children and young people we review case records and incident records including those of restraint. We will review our notifications and annual returns information and consider the preparation of new notification guidance for service providers about the recording and reporting of notifications in regard to restraint incidents during the 2016/17 year. We will draft a principles guide with Education Scotland on restraint in school care accommodation and secure care services.

9.2.2 Regular reports

Scottish Government has requested that we publish organisational reports such as the 2011-14 triennial review on a more focussed and more regular basis, to inform where improvement is needed. Ahead of the 2016/17 inspection year, we will review our dynamic plan forward for publications, so that the Care Inspectorate regular contributes to the evidence base for those charged with developing public policy.

9.2.3 The Work of the Care Inspectorate in relation to improvement

Scottish Government has requested that we develop more clarity and transparency regarding our work around improvement. We are developing an Improvement Strategy which will outline how the Care Inspectorate will support

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improvement in care service delivery for the 2016/17 year and beyond. We have also reviewed how we deliver health professional advice regarding improvement and will begin to embed changes to our health improvement team.

9.2.4 Social Services in Scotland: A Shared Vision and Strategy 2015-2020

The Chief Social Work Officer has requested we contribute to the vision and strategy. Our current intelligence gathering through scrutiny, thematic reports and improvement work can contribute significantly to all strands of the strategy. Working with SSSC, we will establish a programme board to provide exemplars of effective practice around safer recruitment.

9.2.5 Healthcare Acquired Infection Standards (HAI) 2015

The Chief Nursing Officer has requested that we consider the use of HAI standards in our scrutiny and improvement work. We will work with Scottish Government and NHS Health Protection Scotland to provide a source of expert advice for care settings and will review the applicability of, and changes required for, NHS HAI standards in care settings. We will also ensure that resource extends into sector-based provision to support services and partnerships.

9.2.6 The Keys to Life Strategy

Scottish Government has requested that we report on the findings from the Keys to Life focus area. During the 2015/16 inspection year, we have undertaken scrutiny to identify strengths and areas for improvement in services used by people with a learning disability. During 2016/17, we will analyse the findings and produce a thematic report about the implementation and impact of Keys to Life in those services.

9.2.7 Supporting Childminding Services

We will use the 2016/17 year to consider our future models of support for childminding services, working with Scottish Government and the Scottish Childminding Association to develop an induction quality standard for new childminders. The Scottish Government has agreed to fund this work.

10.0 ADDITIONAL SCRUTINY AND IMPROVEMENT COMMITMENTS

Aside from new policy requests, the Care Inspectorate has already begun, or is about to embark on, the following pieces of additional activity.

10.1 Follow up Inspection in Isle of Man

We will report on the strategic inspection of children's services which took place in the Isle of Man in March 2016. This was undertaken on a full cost recovery basis.

10.2 Delayed Discharge

We will develop and further improve interventions to support improvements in delayed discharges to community settings. We will refine information and data

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for chief officers in partnerships, support better assessments of need, and support improvement in a targeted way in specific partnerships where delayed discharges require attention.

10.3 Early Learning and Childcare

In response to the Scottish Government's Early Learning and Childcare and Out of School Care Workforce Review, the Care Inspectorate will undertake work to support the policy agenda. We will continue to consider the specific needs of 2, 3 and 4 year olds in relation to their free entitlements, to inform policy development. Our scheduled inspections of early learning and childcare services will enable us to present information on how such children's needs are being met in a service in receipt of funding, regardless of setting and how local authorities are commissioning funded places. The Care Inspectorate will share the findings from shared inspections with Education Scotland, SQA, SSSC and initial training providers, in order to improve training and qualification development.

We will also work with SSSC to consider how to develop better and relevant intelligence about the Early Learning and Childcare workforce. We will continue to work with Education Scotland to promote the 'Building the Ambition' guidance, which sets out a clear definition of early learning and childcare for practitioners working with babies, toddlers, pre-school and school age children. This partnership approach will help to ensure that this landmark publication gains currency and credibility across the early learning and childcare sector.

Will continue to review and refine our approach to shared inspections with Education Scotland.

We will review our work in out of school care services to inform a thematic picture of provision across Scotland. We will continue to work with a wide variety of agencies to streamline and improve data gathering around early learning and childcare.

10.4 Personal Planning and Best Practice Guide

We will undertake or commission resources that support high-quality personal planning in services in order to support better outcomes for people who use services. This will be an online resource with examples of good practice and will be published in 2016/17.

10.5 Provider Self-Assessment / Evaluation

We will develop resources to support regulated service providers to undertake self evaluation and development planning. This will augment the significant self-assessment work currently undertaken by care service providers as part of their regulatory requirements. We will examine whether this can be linked to the development of the new National Care Standards and to strategic self-evaluation for IJBs and local authorities.

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10.6 Supporting physical activity

We will review our 2011 resource 'Preventing Falls and Fractures in care Homes for Older People' and launch this in 2016/17. We will support the Going for Gold Scotland programme with newsletters to services promoting physical activity in care services and national learning events. We will produce guidance on physical activity in settings for people with learning disabilities.

10.7 Health guidance and triggers

Our newly-reorganised Health Improvement Team will review all existing Care Inspectorate guidance and tools to support better health outcomes for people using care services. We will publish these during 2016/17, including in areas around nutrition, tissue viability, and medication.

10.8 Arts in Care Services

We will undertake an 'Arts in Care' Project, working in partnership with Luminate and Creative Scotland and, in the 2016/17 inspection year, publish a resource for service providers to promote the therapeutic and community benefits of the arts.

10.9 National Prevention Mechanism (NPM)

The NPM seeks to strengthen the protection of people in detention through independent monitoring. We have already supported the work of NPM through our work around single room separation in secure units in our 2015/16 inspections. We will continue to take account of NPM priority areas in our work during 2016/17 across all services where the work of NPM is considered relevant, and work in partnership with the MWC as necessary

10.10 Supporting innovation in care at home delivery

In 2016/17, we will consult with others to review our approaches to scrutiny and improvement in care at home settings, considering models such as the NHS Highland commissioning model

10.11 Use of data

Scottish Government has requested that we improve the ways data is collected as part of the Care Home Census. Specific areas for improvement have not been requested, however, in the 2016/17 year, we can review our collection of this data, in partnership with Scottish Government.

We will work with NHS ISD to improve ways of sharing intelligence about the health outcomes for people using care services.

11.0 RESOURCE IMPLICATIONS

This scrutiny and improvement plan has been developed alongside the development of the 2016/17 draft budget.

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Sufficient resources are contained within the draft budget to support the delivery of the scrutiny and improvement interventions and developments contained within this plan. Although the Care Inspectorate budget has been reduced there has been a concerted effort to protect, as far as is possible, the resources required to deliver the Scrutiny and Improvement plan and minimise any potential loss of public protection and assurance.

12.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS

This scrutiny and improvement plan is designed to ensure that the work of the Care Inspectorate aligns to public policy, and is firmly focused on providing public protection and assurance, while supporting improvement. If enacted, it will improve the quality of care and support experiences by people who use care services and social work services, and their carers. It will guide the Care Inspectorate's work to ensure it is resourced, well-focused and of significant benefit to people who use care services.

13.0 CONCLUSION

This is a time of significant change across integrated health and social care, early learning and childcare, social work, and criminal justice social work. This plan sets out an ambitious approach to supporting improved outcomes for people who use services during this time. The Care Inspectorate's programme of work offers assurance and protection for people who use services, appropriate improvement support where that is required, support for innovation, and the opportunity to create an evidence base to inform the development of public policy which supports Scottish Government ambitions and supports people to experience a better quality of care.

LIST OF APPENDICES

Appendix 1 - Broad frequency of inspection guidelines for regulated care services 2016 – 17

Appendix 2 - Equality Impact Assessment Template