



carenews

SHARING YOUR INTEREST IN CARE

WINTER 2016/17



Great outcomes
for young people
with disabilities

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MAKING SENSE

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Would you like to help?

INSPECTION VOLUNTEERS

WOULD you like to get involved with our inspection work?

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

Inspection volunteers take part in our care inspections 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

Welcome

to the winter 2016/17 issue of *Care News*

What does high-quality, compassionate care look like? And how can we be sure that it meets people's individual needs?

These are just some of the questions that the Care Inspectorate is looking at as part of the development of Scotland's new National Care Standards. Read more on the draft standards and hear how the Care Inspectorate will use the standards to inform new inspection methodology and set out clear expectations on how different types of services should provide high-quality care.

There are thousands of brilliant carers in Scotland. But who cares for them? Read how the new Carers Act, coming on stream in April 2018, promises to promote, defend and extend rights for adults and young carers in Scotland.

This issue contains some fantastic examples of innovative practice. Find out how one care home helped a resident virtually cycle 412 miles from Lasswade, Midlothian to Buckingham Palace to raise money for charity. And read how eye gaze technology is giving control back to young people with severe physical disabilities.

Meet Davie Maxwell, whose drug and substance misuse led him down a risky criminal path, but has now turned his life around and works with young people at risk – a journey which began thanks to a small self-directed support pilot in Ayrshire.

Let us know what you think of *Care News*. You can email communicationsteam@careinspectorate.com to tell us your views or to suggest stories you'd like to see next time.

I hope you enjoy this issue of *Care News*.

Sarah Wilkie
Editor



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Online



CARE INSPECTORATE ONLINE NEWS

Zero tolerance

The Care Inspectorate introduced a zero tolerance policy earlier in the year.

The vast majority of interactions we have with services are positive, even when discussing complex and difficult issues, but for the tiny minority of cases where our staff are subject to harassment, we will take a zero-tolerance approach, which is covered in this policy.

New spotlight on The Hub: Bowel and bladder

We have added a new section to The Hub, focusing on improvement resources related to bowel and bladder health.

Early Learning and Childcare Statistics

The Care Inspectorate has published early learning and childcare statistics for Scotland, showing how early learning and childcare is available for children and families across the country.



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

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Chief Executive
Karen Reid



Karen's column

SCOTLAND'S new National Care Standards will be radical. Drafted from the perspective of someone experiencing care, they set out what human rights mean when using any part of our care system. With one set of standards applying across health, social work and social care for the first time, their introduction will ask us to think differently about how we currently regulate and inspect care. For example, how should we inspect against the new standards and assess the quality of someone's experience of using care? Can we inspect people's experience of the whole care system as well as a specific registered care service?

Redesigning how we scrutinise will take time. There will not be a 'big bang' when the standards are launched later this year. We want to have time to involve our staff and work collaboratively with other organisations before introducing new ways of working. It will take at least a year to discuss and test any changes before fully implementing.

The Care Inspectorate will be part of the national implementation group and we will continue to work alongside key stakeholders, including organisations representing people using, as well as, providing care.

Please give us your views



NATIONAL HEALTH AND SOCIAL CARE STANDARDS

There is still time to make your views heard on the new draft National Care Standards that are being developed to encompass social and health care services.

The online consultation, which is at www.newcarestandards.scot, is open until 22 January 2017.

During the last few months of 2016, representatives from the Standards Development Group have been running public meetings across Scotland to explain about the new standards model.

Henry Mathias, Strategic Lead for the Standards Review Team, said: "The national roadshow meetings have been very well attended and it's fair to say that

the new standards are being welcomed."

More information about the new care standards can be found on the website, together with videos of people that use care services who tell their own stories about their experience of care. Shona Robison, Cabinet Secretary for Health and Sport, also talks about the Scottish Government's commitment that these new standards will apply right across health and social care services.

Henry added: "We'd like people to give us their views on the new standards – from what they should be called to how they should be implemented and inspected against – so please visit the website and give us your opinions." **CN**

For more information, visit www.newcarestandards.scot

Annual returns... to plan, inform and carry out inspections

EACH year, the Care Inspectorate asks care providers to complete an annual return to help it plan, inform and carry out inspections.

This year's annual returns will be available to submit, through the eForms system, between Friday 6 January and Friday 17 February 2017.

Service provider eForms accounts can be accessed at:

<http://eforms.careinspectorate.com>. If you've not set up an eForms account, please contact our eForms helpdesk on 0345 600 9527.

Answers to many frequently asked questions can be found on our website www.careinspectorate.com under 'Annual returns' in the 'Professionals' section. If you don't find the answer to your question there, you can call

our eForms helpdesk.

If you registered your service on or after 1 October 2016, you should try to complete an annual return this year. Although it's not mandatory, any information supplied will be used by the Care Inspectorate to help national and local policy. The information you put in will automatically appear in the 2018 annual return. You'll then

only need to enter any information that has changed.

Even if your service is inactive, you must still submit an annual return. This information is not only crucial to the regulatory role of the Care Inspectorate but is also vital to other organisations, such as the Scottish Social Services Council and the Scottish Government, to help inform their work too.

Carers Act



© Carers Trust Scotland

NEW LEGISLATION

The Carers (Scotland) Act 2016 is new legislation that promises to “promote, defend and extend the rights” of adult and young carers across Scotland.

The Act was passed by Parliament in February 2016 and work continues to draft regulations and guidance to support implementation, which will commence on 1 April 2018.

The Act will involve the development of an Adult Carer Support Plan, which is a new assessment for adult carers, focusing on the impact of the caring role rather than how many hours of care someone is providing.

The Act also specifies there must be certain things included in support planning for carers, such as emergency and future planning, personal outcomes, how much care the carer is willing and able to provide, and whether any support could include a break from caring.

There are new responsibilities for local authorities to support carers, if they are eligible for support, and provide information and advice to carers. This will build on the work of independent Carers Centres which provide information and advice about carers’ rights, income maximisation, advocacy, bereavement support, and emergency and future care planning. Carers Centres also provide practical support and social opportunities to carers and may also offer training, complementary therapies and counselling.

Heather Noller, Policy & Parliamentary Officer with Carers Trust Scotland, said that a key duty in the Act is that carers who meet eligibility criteria must be provided with support to meet their identified needs.

She added: “Each local authority must set their own local eligibility criteria, and must consult and involve carers and representative organisations when developing the criteria. National matters, which local authorities must have regard to when developing their eligibility criteria, will be provided in regulations accompanying the Act, and we look forward to working with the Scottish Government on the development of these.”



Rhoda's magnificent journey

Virtual cycle ride from Midlothian to Buckingham Palace

When Rhoda Gourlay did her bit for charity she went for it in a big way, and her magnificent effort raised more than £1,300, saw her recognised as a champion fundraiser, and receive royal thanks.

The 64-year-old, who has cerebral palsy and is registered blind, undertook a virtual bicycle journey from her home at Drummond Grange Care Home in Lasswade, Midlothian, to Buckingham Palace.

It was her first solo fundraising effort and it began in late December 2015. “I thought I would like to do something with my time rather than what I just do for pleasure” said Rhoda. “I decided I’d like to raise money for charity.”

After discussion with the home’s General Manager, Eleanor Wilson, it was agreed Rhoda would raise funds for a foundation which provides donations to individuals and small community groups up and down the UK.

Rhoda spoke to the home’s physiotherapist Gerard Fox about her idea. He suggested the possibility of using a

special bicycle held in the Drummond Grange gym.

There followed an intense five-week training period for Rhoda before her virtual bike ride began in March. It involved a series of cycling sessions totalling 412 miles. She reached her destination in August. “I wasn’t in any rush,” said Rhoda. “And when I completed the journey a party was held.”

Thanks to donations from her family, fellow residents and their family members, and staff at Drummond Grange and other care homes, Rhoda raised a total of £1,396 for the foundation.

For her efforts she was named the Barchester Foundation Champion of 2016, received a congratulatory letter from Sophie, Countess of Wessex, and has earned a new special cycle for the home.

Rhoda added: “I have to say a big thank you to Gerard Fox, his assistant Greig Wilson, and Eleanor Wilson (who is also Greig’s mother) for their expertise, encouragement, support, guidance and friendship. Without their help this wouldn’t have been possible and they made it a lot of fun.”

Safer recruitment

Guidance ensures services employ the right people with the right skills

New good practice guidance, called *Safer Recruitment Through Better Recruitment*, has been introduced to help employers, as far as possible, ensure they are employing the right people with the correct skills and values to work with the most vulnerable in our society. The Safer Recruitment guidelines have been specifically designed to support the hiring of staff in social care, social work and early education and childcare.

Launched in November 2016, the updated advice replaces the Scottish Government 2007 guidance and will help employers meet existing legal and regulatory requirements when recruiting people to work with individuals receiving support and care from social services in Scotland. It will also provide employers with a range of tools, practice examples and links to additional guidance to support employers throughout the recruitment process.

Produced by the Scottish Social Services Council (SSSC) and the Care Inspectorate, *Safer Recruitment Through Better Recruitment* will ensure the right individuals are chosen to work with vulnerable people, from the very young to the very old.

Laura Wylie, SSSC, Manager Fitness to Practise, said: "The whole process is about the protection of individuals who receive



support and care from social services by ensuring that employers have robust and consistent recruitment procedures in place to ensure only suitable people are employed to work within social services. It also allows those individuals seeking work to know what they can expect from the process. The emphasis is on values-based recruitment and moves the guidance from being focused solely on compliance. The original guidance previously detailed a higher and lower level of expected practice and our research revealed there was confusion for employers over this and what level they should be applying. It was also focused on adult services, while new guidance details one standard for all.

"We wanted the guidance to be as broad and as accessible as possible, especially with

the wide range of services it has to cover."

This information pack will aid employers hiring for a range of positions, including: support services; care at home; child care agencies; adoption and fostering; social work provision; childminding; housing support; and criminal justice social work.

The SSSC and the Care Inspectorate have ensured the guidelines cover all bases, and they also got support from a wide range of stakeholders, including employers from both the statutory and independent sectors, representatives from the membership bodies and professionals from social work services.

Rami Okasha, Executive Director of Strategy and Improvement, Care Inspectorate, said: "Having a wide range of key stakeholders involved in the work was crucial and meant we could really explore what they all needed, alongside the wider feedback from the consultation, to ensure we covered all angles and have a clear framework that is suitable for all employers. It is a guidance document that has been developed for the sector based on significant input from the sector. It has been an extremely positive experience of partnership working."

To view the guidance, visit <http://hub.careinspectorate.com/knowledge/safer-recruitment/>

Innovation in intermediate care

THE cumulative effects of an ageing population, pressure on delayed discharge schemes and the Community Care Act are demanding an imaginative response from those who provide intermediate care.

One location that appears to be rising to the challenge is Craigmair Interim Care Home in Livingston.

The home's manager, Allan Mooney, said: "When we opened 12 years ago we believed we would accommodate people who were coming out of hospital to move to supported accommodation with small packages of care, or go back home with a package of care.

"But we're finding policy is allowing people to live in their own homes longer and if they do end up in hospital their needs



are far more complex. Now, most people who come to us after discharge move to long-term placement in a care home or nursing home."

He emphasised that they have always enjoyed a good partnership with the NHS. Craigmair is a West Lothian Council facility and the building it occupies is council owned. However, a 30-bedded NHS ward is also located in the building. The council provides catering

and laundry services for all 60 residents while the NHS provides estate management services and domiciliary care.

"Our speciality lies in our systems, processes and streamlined approach," added Allan. "Similarly, there are benefits in being part of a large organisation like West Lothian Council. I can call on numerous departments for support."

Craigmair can have up to 110 admissions a year. "However,

families and social workers tell us we have a homely atmosphere and things work as they should. That doesn't happen by accident. It's down to our systems and people."

The home has 54 employees, including kitchen and laundry staff. Empowerment and development are crucial. Among other things, senior care staff are given key responsibilities – they will speak to GPs, deal with social workers, sit in on reviews and write care plans.

Craigmair's performance has seen it host visitors from across Scotland, Belgium, Austria and Iceland.

"We feel we need to get things right. That's why we are keen to invest and review the qualities and skills of our staff, the way we work and our admission and discharge processes," said Allan.



Words of praise the spirits raise

ODE TO CARE TEAM

YOU know when a service is doing something right when someone is inspired to write a poem about their care team.

During Inspector Rob Whealing's inspection of Falkirk Council Home Care Service in July, which provides care at home services to local residents, he asked inspection volunteer Winnie Whyte to phone a selection of people to ask their views of the care provided.

One of those Winnie contacted was Sarah Cunningham, who not only said she was very happy with the service, but she had also written a poem praising the dedication of her care team.

This is what she wrote:

My Caring Team

by Sarah Cunningham

*Just like my medication
I get them four times a day.
And like my tablets and my pills
To go without them, there's no way,
That I could manage without my girls.
They are such a help to me,
Wash my dishes, change my bed,
Make my breakfast and my tea,
It seems important that I'm fed!!
They water my plants, fill the kettle,
Put the garbage down the chute.
Leave nothing to chance, see that I settle.
It's all so thoughtful, there's no doubt,
Make sure I'm comfy and safe at night,
Fold the clothes, hang up the washing,
Switch off the telly, put out the light.
Then off to help someone else, they
are dashing.*

Inspection volunteers play a key role in the inspection of a service. Inspection volunteers are able to spend time with people using the service, to get their views of what they feel about the care they receive.

For more information, email
getinvolved@careinspectorate.com

Chef consultant helps meet residents' tastes

NUTRITION

Residents at Viewlands House in Perth have been tucking into delicious and nutritious food thanks to the aid of a chef consultant.

Daniel Martelat visits the residential home every 12 weeks to meet with the two chefs, Brian McFee (Catering Manager) and Alan Bryson, to provide some extra support when they create the tasty meals.

"The standard of care is very good at Viewlands House as it is person centred and residents' ideas and opinions are valued," said care inspector Margaret Brennan. "The chef consultant assists with looking at ways to improve the variety and quality of dishes while staying within budget. The aim is to provide better tasting meals that are varied and nutritious and provide greater satisfaction."

The residents are also heavily involved in the food menus. Not only do the chefs know of their needs and preferences, the residents are invited to attend tasting groups.

Other suggestions from the consultant have included purchasing new equipment and utensils that reduce preparation time, and better use of herbs and spices.

And it is clear to see the long-term benefits of this quality approach to nutrition and care said Margaret: "Current and future residents will continue to enjoy life and feel respected and part of a community. The social aspects of the home all help alleviate feelings of loneliness that older people may experience. Staff retention is very good as staff also feel appreciated and respected and are proud to work in the home knowing the standards of care are very high and any issues they have are listened to and acted upon."



The knit and natter group chatting to HRH The Prince Charles at Viewlands House's 30th anniversary event in June

A royal celebration

Earlier in 2016, staff and residents at Viewlands House enjoyed a visit from a very special guest when HRH The Prince Charles, Duke of Rothesay, attended the home's 30th anniversary event in June.



Newspaper cuttings of local news help residents to remember the past

A special room to rekindle memories

COMMUNICATION INITIATIVE

A 'reminiscence room' created at Bon Accord Care's Kingswood Court Day Centre in Aberdeen has become a very special place for people who are affected by dementia.

As Jane Summersgill, Integrated Unit Manager at Kingswood, explained the development of the room, which opened in July, was led by those using the service: "The room was previously underused and we asked people at a meeting if they could suggest how we could make the most of it."

Much of the initial discussion, was around having pictures of Aberdeen. "People also talked about 'walking the mat' – in the 1940s and 1950s young people would spend their Sunday afternoon walking down Aberdeen's main thoroughfare, Union Street, to see if they could spot a potential boyfriend or girlfriend," added Jane.

Following on from that discussion, artist Catherine Smith from Gray's School of Art came in to talk about the things that were memorable to them – for example, the Beach Ballroom, the fishing industry, the docks and the oil sector.

Catherine subsequently covered one wall of the room in paintings while on other walls pictures of Old Aberdeen were put up. Jane said: "The pictures are laminated so people can take them off the wall and talk about what's in them. And the room has a gramophone which plays



Memories of old Aberdeen



music by singers such as Frank Sinatra, Ella Fitzgerald and so on."

The new room is now used every day and provides great stimulation. "People get very involved," said Jane. "Initially, because of their dementia some people can't communicate very well. However, they go into the room and are able to tell all sorts of stories about their lives. It's very inspiring.

"We didn't have a great deal of money to carry this through and had to be very resourceful, but I have to say it's been a real success." **CN**

Real benefits of 'village' life



INNOVATION

A Falkirk care home has developed its support for people with dementia by creating an innovative 'village' for its residents.

Newcarron Court Care Home, operated by Bupa, is using the project to create a social hub that aims to provide unique benefits.

The village is made up of a working post office, greengrocer, wildlife area, library and children's area, all of which are designed to help those living with dementia to connect with past memories.

Angela Burns, Manager at Newcarron Court, outlined the thinking behind the concept: "The creation of the village is so important to help people living with dementia. It allows them to reconnect with past memories or recognisable social surroundings in a safe and familiar environment; features like the grocers and post office have been proven to provide cognitive stimulation which relieves any feelings of anxiety and confusion."

Newcarron Court has made the village as authentic as possible. The shops have real money that dates back to the 1900s and the staff encourage residents to go to the post office to collect their newspapers or relax in the library.

Other features have been added to the garden for residents' entertainment, including cricket, checkers, football and a miniature railway station.

Angela continued: "We wanted to create a village that was as real as we could for the residents so that they are able to reminisce and to encourage conversations. Now, the ladies have a great time trying on hats, shoes and jewellery in the boudoir and the greengrocer's has some authentic packaging, and some that we were able to recreate."

The project, which opened in August, is one of the first of its kind among Bupa Care Homes in the UK. A similar village opened at Balcarres Care Home in Dundee in 2015.

Playlist for Life

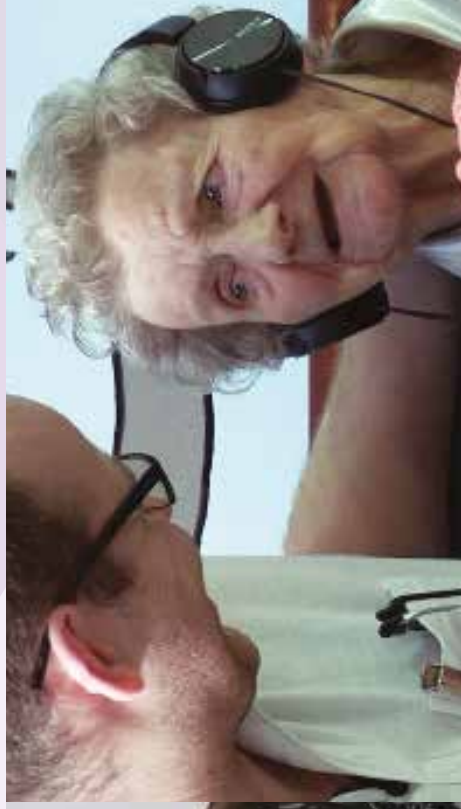
Playlist for Life helps people use music to
rekindle memories and promote connections
with loved ones, as well as alleviate dementia

with loved ones, as well as alleviate dementia symptoms.

The project encourages families and people living with dementia to identify music from their past that can evoke memories – their ‘playlist for life’.

They can then listen to their playlist with a family member or carer with two sets of headphones and a splitter cable, through speakers or even just singing together.

Watch our film at:
hub.careinspectorate.com/improvement/spotlightondementia



To find out more:

w: playlistforlife.org.uk



The Perth home offers respite and short breaks for children with disabilities

ADAPT AND IMPROVE

Woodlea Cottage's strong leadership and committed staff are constantly impressing with their 'never stand still' dedication to the children in their care

A care home offering respite and short breaks to children with disabilities has achieved excellent grades across the board thanks to its dedication to continuous improvement and its ethos that children with disabilities can achieve their goals.

Inspector Lynn Ellison has been visiting Woodlea Cottage in Perth over the past few years, and is constantly impressed by the care home, run by Perth and Kinross Council.

She believes the strong body of "very committed and competent" staff and the leadership from the management team is

one of the reasons it performs so strongly.

Lynn said: "One of the important things is the excellent leadership from the manager in particular. She is a very strong leader and she and the senior practitioner are also very willing to share their ideas with other services and local authorities.

"I think this is a very good example of a service with a focus on continuous improvement, they never stand still and have a wide range of effective and systematic quality assurance processes.

"There's a very strong sense there that children with disabilities can achieve as well as everyone else can. Their outcome-focused plans reflect this."

Rory Monro, Senior Practitioner at Woodlea Cottage, said that the management team takes feedback from Lynn's visits to improve the service, such as making more use of the sensory room.

Rory explained: "Lynn pointed out we were using a sensory room but not recording the outcomes for children.

"It is very important for some children so we took Lynn's comments on board and have added that into the core plan for individual children.

"Things are always changing and we change and adapt with them. We also do a lot of inter-agency working and outreach within homes." **CN**

Design principles for early learning and childcare services

CARE INSPECTORATE ROLE

KAREN Quinn from the Care Inspectorate has been seconded as Project Lead to work with the Scottish Government and Scottish Futures Trust to draft the design principles for early learning and child care services, which includes out of school care services.

The project will include looking at innovative design across a

range of different countries, and there will be consultation with a range of stakeholders. It is anticipated a draft of the guidance will be available in spring 2017.

Karen said: "This guidance will support the Scottish Government expansion of early learning and child care to 1,140 hours per year by 2020. It will help to inform all new infrastructure created or refurbished as part of the

expansion and will be useful for existing services who may wish to develop and improve their indoor and outdoor space.

The aim of the guidance is to help make these services be the best they can be in terms of the design of the indoor and outdoor environments to encourage enriching and imaginative learning, play, care and development opportunities. It also intends to provide

consistency across the country in terms of what constitutes good design.

Karen added: "This new guidance is also designed to facilitate the registration of new services to a consistent, quality standard, to encourage the inclusion of well designed outdoor space in all new infrastructure and address any current inconsistencies in space standards."

'I'm just doing my job'

Donna MacIntyre wins top award for going 'above and beyond' for young people

According to Donna MacIntyre, winner of the Residential Child Care Worker of the Year Award, she is just doing her job.

But the young woman who nominated Donna for the Scottish Institute for Residential Child Care (SIRCC) award would beg to differ.

Annie Rennie, now 21, believes Donna has always gone above and beyond in the support she has given her over the years – a claim the SIRCC judges agreed with.

Donna is Unit Manager in Kylemore Children's Unit in Greenock, which provides residential care for young people from the age of 13 upwards.

As well as supporting Annie during the time she spent in residential care, Donna continued to nurture this caring



Annie with Donna

relationship when Annie left – and does so to this day.

She helped Annie, who has Crohn's Disease, around the clock when she became pregnant and gave birth prematurely.

Annie said: "Donna has always encouraged me to do things, she has advocated on my behalf and ensured that my needs are met.

"Even after I moved on from Kylemore

Children's Unit, Donna has continued to provide me with emotional and practical support.

"Donna does this not because she is a corporate parent, she does it because she cares about me. She is part of my family and now a part of my baby's, and whatever hurdles we meet along the way, I know I will get support from Donna."

Donna said: "We provide continuous care, not necessarily in an official capacity, but because we have built up relationships and trust over time with the young people.

"It's a thread that runs throughout the three units in Inverclyde. When the young people move on, we try our best to continue that care.

"Annie is flourishing in her own little family and I feel privileged to be a part of that.

"Some people see it as me going above and beyond, but I don't. It is only me doing my job, which I am very passionate about." **CN**



The eye gaze technology can give these young people some control over their lives



Games are fun too

The eyes have it

INNOVATION

TECHNOLOGY enabling people who have severe physical disabilities to communicate with their eyes is changing the lives of young adults at a residential care home.

Merrybrook in Bridge of Weir, Renfrewshire, has undergone two successful trials using eye gaze technology, which works by tracking a person's eye movements to control a mouse on a computer screen.

Staff are hoping to secure funding to buy the technology so the young people using the service can enhance their daily lives.

Gillian Lang, Project Manager at Merrybrook, says the impact the technology has on its residents varies greatly from person to person, but they all benefit on some level.

"It can be really advanced, depending on the person," explained Gillian. "It can be used for simple cause and effect games, or for more complex environmental controls such as changing TV channels, putting the bedroom lights on or

using FaceTime or Skype.

"The balloon cause and effect game, for example, is very simple and works by the user simply looking at a balloon to make it pop – demonstrating to the user that they are making that happen.

"One of the young women really engages with it and laughs hysterically when playing these games, so it really is a good means of communication.

"We have another young person with locked-in syndrome. We wanted to give her some control in her life and hopefully she can use this technology for environmental control.

"For other people, playing the games is about emotional well-being and pleasure."

Care inspector Colin McCracken said: "The young people in Merrybrook have profound physical disabilities and as a result limited control over their external environment. It's very difficult for them to make their wishes known.

"Eye gaze technology has given them the opportunity to do that.

"It would be great to see this service get this technology on a permanent basis."



DAVIE FINDS FAIRWAY TO A NEW LIFE

Membership of a golf club helps a father to turn his back on addiction and support others in trouble

THE INTERVIEW

When Davie Maxwell was asked what he would do if he could have £250 to help him manage his wellbeing and recovery from addiction, he said he'd buy a year's membership for his local golf club.

This was the first time he had been offered self-directed support, and when his unusual request was agreed by East Ayrshire Council's Social Work team he took the money and immediately signed up as a member of Ravenspark Golf Club in Irvine... and quickly returned to the team to show them the receipt for the membership that very day.

Davie, 41, said: "This self-directed support was very important to me as it showed the trust people had in me and that was really

empowering. It was the start of helping me to turn my life around."

Davie's life had been blighted by drug and alcohol addiction, which had also resulted with several spells in prison. During his time inside he developed mental health issues as a result of not receiving his addiction medication regularly.

"I have had a chaotic past through drug and alcohol dependency. But when I came out of prison in 2011 I decided I had to change my life, as my teenage daughter Hayleigh said she never wanted to visit me in prison again."

Davie's interest in golf was a way of getting away from his old neighbourhood and its associations with his past.

He explained: "I had a great friend from my younger days at school who loved

golf and would invite me to play with him, which I really enjoyed. He knew me before I got in trouble and accepted me for who I was, which was what I needed.

"The golf membership helped me afford to play once a week and to help develop my confidence and wellbeing."

This stability, and the support from Hayleigh and his parents, gave Davie time to think about his life, and this led him to the belief that he should give something back to society.

"I'd hindered a lot of people through my past activities so I really wanted to give something back, so I decided to volunteer and use my experiences of life to help others."

He first worked as a peer volunteer with the Scottish Drug Forum for 18 months helping people with addictions, and then joined Positive Prison Positive Futures for nearly a year, visiting people in prison and giving them guidance about accommodation when they were released.

He said: "It's difficult for people with addictions when they leave prison as they go back into the same communities where

“ Self-directed support was very important as it showed the trust people had in me – that was really empowering ”

“ I really wanted to give something back, so I decided to volunteer and use my experiences of life to help others ”

they are exposed to risks. If it's possible, it's best to move away to give you a better chance of recovery.”

It was hard for Davie too, as when he was back in society he was met with prejudice from many people.

“I have endured a lot of problems through my recovery with negative attitudes from doctors, pharmacies and support agencies, as well as the local community saying bad things about my family. At times, I felt I couldn't empower myself to be positive about getting clean and not getting into trouble.

“But I had promised my daughter I would do my best to stop my carry on, and I'm glad to say that she is my life, and she shows me what life is worth now.”

Davie spent two years with the Community Brokerage Network, and after studying for a Higher in Health & Social Care at Ayrshire College, he has also gone on to complete an SVQ3 in Adult Care.

Davie is now a peer volunteer with the Alcohol and Drug Partnership in South Ayrshire Council, working with the Young Peoples Support and Transition Team. He's developed strong relationships with young people in a residential unit and provides them with a mentor they can relate to.

He said: “My role helps the team engage with these hard-to-reach young people as



Davie with daughter Hayleigh



I can communicate better about matters like drugs, prison and my life experiences that my professional colleagues have no first-hand knowledge of.

“It gives me a strong sense of purpose when young people relate to me and I can realise my potential by helping them, and promoting positive behaviours so they don't get into the same trouble as I did.

“This volunteering work has really helped me to see a future for myself and start living life to the full. I'm finding the role of peer work with these young people very fulfilling and I'm looking to study an SVQ3 in Child Care so I can make a career of it.

“I also want to give people, who have been in my situation, hope that they can change their lives for the better – if I can do it, so can they.”



Publications to help you improve care

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

These 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 level of care people should expect to receive and what to do if they need to make a complaint.

Publications available online at www.careinspectorate.com



TIME WELL SPENT

The involvement of inspection volunteers is welcomed

The use of inspection volunteers to assist the Care Inspectorate in its investigation of complaints at care services is being welcomed by people using the services and their relatives, as well as by the care providers.

They have all appreciated the added value that inspection volunteers bring to the complaints investigation when they spend time listening to the views of service users, and also bring their own insights from having used care services themselves.

Inspection volunteers are members of the public who use a care service, have used a service in the past, or care for someone like a family member or friend who has used a care service.

They work closely with the Care Inspectorate's teams of specialist inspectors and spend time with people and carers during inspections to ensure their views are reflected accurately. It's a less formal approach to investigating a complaint but it can provide the inspectors with valuable feedback on where things need to improve, and provides a different perspective on the quality of the service.

Marie Paterson, Service Manager (Adults), who has gathered feedback from inspectors who have worked on complaints investigations with inspection volunteers, said: "Our inspectors have reported that having a volunteer increased the amount of people they could speak to and the observations they could carry out.

"This added value to the complaints process by increasing the amount of direct feedback from people and other information gathered about outcomes observed during their visit."

Two large care homes have recently



been subject to complaint investigations where inspection volunteers have worked with inspectors to review the situation.

One complaint involved residents being asked to rise from their beds at a very early hour, which was not their choice. The inspection volunteer arrived early with the inspector and spent time with residents, chatting to them about their views on getting up in the morning and observing interactions between residents and staff.

Thanks to the work of the inspection volunteer, the inspector was able to get a wider range of views from the residents while they interviewed the night-shift staff before they left for the day, and then went on to check information with the records in the residents' individual care plans.

In another complaint about lack of staff and poor support with nutrition, the inspection volunteer spent time observing care delivery at the home, particularly

focusing on support over mealtimes, while the inspector investigated other aspects of the complaint. This, again, allowed for a wider range of observations to be made, and the relatives of people using the service spoke positively about the benefits of having people with experience of receiving care involved in the complaints process.

Marie added, "In these cases, people using services, their relatives and providers indicated they valued input from someone with a perspective of having used care services. On each occasion, the inspection volunteer and the inspector said that this joint-working approach was a positive experience for them both and that the inspection volunteer was keen to continue to be involved supporting complaints work."

The Care Inspectorate has about 70 inspection volunteers and has now trained a team of eight to help the complaints team in its investigations. **CN**

Early learning and childcare statistics

REPORT

THE Care Inspectorate's recently published early learning and childcare statistics for Scotland shows how, where and to whom early learning and childcare is provided for children and families.

It looks at children attending childminders operating from their own home, and day care services including nurseries, playgroups, out of school care and holiday play schemes.

The total amount of early learning and childcare capacity in Scotland has increased this year, with an increase in funded hours.

The report illustrates how nursery services provided by Scottish local authorities are performing particularly very well, and shows how this sector has a crucial role to play in improving care and outcomes for children.

The number of children registered with daycare of children services has increased again this year from 214,430 to 216,740 (1.1% increase). The number of childminders has decreased slightly from 6,185 to 5,954, with childminders being commissioned in new ways by some local authorities to support vulnerable children and eligible two year-olds.

While the proportion of daycare of children services run by local authorities has remained stable at around 46%, the proportion of private services has increased to over 30%. The proportion of voluntary/not for profit services has decreased to 24%.

Access the full report at <http://cinsp.in/ChildcareStats2015>

The importance of dental care

ORAL HEALTH

Dedication and commitment are just two words that describe the oral health team at NHS Tayside. The small group of 10 is in the process of transforming oral health in vulnerable adults across the Tayside area by providing training and an awards scheme to recognise good practice within care homes.

Carrie Phillips, Oral Health Co-ordinator, has led the team for the past year and explained: "We are part of the public dental service in Tayside; we focus on promotion and prevention. Treatment is then carried out by the wider clinical teams in the three localities Angus, Dundee and Perth and Kinross.

"When it comes to personal care, oral health can be challenging due to other priorities being seen as more important. However, delaying dental care can cause serious implications."

The Tayside Oral Health Award was developed to recognise good practice within care homes. This initiative is part of the Scottish Government's Caring for Smiles training programme, designed to support oral health professionals in delivering training to all care staff.

The team, which includes five oral health educators and four dental health support workers, is in regular contact with the area's 125 care homes.

In the past five years, 49 of those homes have received full training, support and guidance and been presented with their oral health awards. A further 46 homes are working to achieve their awards.



Jan Robertson and Joan Clements

One of the successful centres is Balhousie's Willowbank Care Home in Carnoustie. Jan Robertson and her team have achieved the Tayside Oral Health Award recently and in quick time too. By appointing an oral health champion, Joan Clements, engaging with staff, and with help and support from the oral health team, the home has managed to improve the residents' oral health which contributes to their general wellbeing.

The Tayside team is now working with student nurses at Dundee University to encourage the next generation of carers to actively think about oral health. **CN**

Winter campaign focuses on antibiotic resistance

SELF-CARE AWARENESS

WITH the winter weather comes the usual colds, coughs and sore throats – but the best way to treat these common infections is with plenty of fluids, rest and painkillers – not antibiotics.

That's the message from this year's NHS Scotland 'Stop antibiotic resistance' awareness campaign. People are advised to consult their local pharmacist first, before visiting their doctor. If you or your children are suffering with any of these common infections, pharmacists

are trained to offer advice on the best way to relieve symptoms and also on when you should see your doctor.

Antibiotics do not work against infections such as colds, most coughs and sore throats, which are usually caused by viruses, as they are designed to fight bacterial infections. Unfortunately, the more antibiotics

are used within the population, the more chance there is for bacteria to adapt and become resistant to them.

However, using fewer antibiotics slows the development of resistance, allowing antibiotics to keep on working and buying some time to develop new types of antibiotics.

Dr Jacqueline Sneddon, Project Lead for the Scottish Antimicrobial Prescribing Group, said: "We know it's upsetting

when children are suffering with respiratory infections, but antibiotics do not work for most coughs, sore throats and earaches. These are usually self-limiting infections, so the body can fight them itself. Simple measures, such as taking some rest, drinking plenty of fluids and regular paracetamol or ibuprofen will help you or your child feel better.

"The community pharmacy is the best place to go first."

For more information, visit www.healthcareimprovementscotland.org



Community digs in with garden makeover to transform the lives of residents



The once-derelict garden at Richmond House in Crieff is now a peaceful retreat for residents who are enjoying a new sense of freedom and a growing relationship with local children who helped on the project

Safe haven

It used to be an empty space, impossible for many of the older residents to access.

But now the garden of Richmond House, a small independent residential care home in Crieff, has been transformed into a safe haven – which has in turn transformed the lives of residents.

The project to make the grounds accessible to residents began around a year ago, and has turned into a community-wide venture.

The local primary school has been involved, as well as upcycling groups and woodwork projects.

And, most importantly, the residents have also been hands-on in the garden transformation.

Christine Campbell, Manager at Richmond House, said: "The garden was a large space, but unusable for the residents.

"So we decided to change the garden, and we invited the local primary school to do a project which lasted ten weeks. Every week they did a class up here and did something different with the residents.

"The Remake upcycling group did a lot of sessions with us, making things like windsocks. Some of the residents and children wrote poems on them."

Other activities included using milk bottle tops to make little bugs that residents planted in the garden, planting flowers in old Wellington boots and creating herb boxes out of pallets.

"The residents have loved it," said Christine. "Prior to this, a lot of the residents couldn't go out into the garden, and nothing was enticing them out there either.

"People in care homes can be indoors for long periods of time unless someone



takes them out, but now there is a ramp leading to the garden and residents can go out by themselves.

"They are desperate to go out now. It's amazing the difference it can make to chronic pain or anxiety."

The garden features a lot of sensory items for the residents, including bells, wind chimes and mirrors.

There are always vegetables and flowers which have been grown for the residents to pick.

Christine explained: "A lot of our residents who have dementia can still remember how to garden."

Christine took inspiration for the garden at Richmond House from a dementia village she visited in Holland, where more than 150 residents have unlimited, secure access to the outdoors.

"It was there I learned the importance of people getting outside," said Christine. "So many care homes have to be locked units. Our garden is locked, but residents are able to go out and get that sense of freedom."

The next step is to open the garden up to the community, as residents have



already benefited from the relationships they have formed with the pupils from St Dominic's Primary.

"Children bring life into the care home," said Christine. "The children are going to come back each term and do a new project with the residents. Kids aren't scared of dementia – they just see a person."

Care Inspector Margaret Brennan was impressed by the way Richmond House involved the wider community in the garden project.

She said: "I think the fact the local community were involved in conjunction with the residents was particularly impressive.

"It brought the community to the residents, which led to huge benefits to them and it has given them a real purpose.

"The residents have also formed relationships with the local schoolchildren, who have been using the garden for things like reading sessions.

"They get a lot out of working in the garden, and there are also lots of sensory objects there. It's been a fantastic initiative."