

Care Inspectorate Scrutiny & Improvement Plan – Notable Achievements 2016/17 to Date

We reported on our activities during 2015/16 through our annual report and accounts which were laid before the Scottish Parliament in December 2016. A formal report on our achievements in the current year (2016-17) will be included in our annual report and accounts for 2016/17.

Throughout 2016/17, we have inspected registered services as per our statutory requirement 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 new way of working.

We implemented major changes to our inspection methodology for regulated care services with effect from 1 July 2016. This resulted in:

- shorter reports designed to make it easier for people to access our scrutiny findings
- inspectors targeting their scrutiny activity more against known risks in services with greater scrutiny in those services where there are identified concerns.
- an approach of inspecting against quality themes rather than quality statements which enables inspectors to review the quality of care provided in a more holistic way.
- strengthened approach to inspecting childminders using the SHANARRI wellbeing indicators which give a greater focus on the experience of, and outcomes for, children.
- an inspection focus area in 150 care homes for older people around dementia.

In Strategic Scrutiny, our ongoing collaboration with Healthcare Improvement Scotland (HIS) to improve and streamline the methodology for joint inspection of services for older people has focused on the development of a new approach to scoping, to ensure inspections are proportionate and transparent; realigning review of records with a greater focus on those individuals with high care needs; testing out new ways of engaging with people who use services and key stakeholders in advance of and during inspections; and modernising the report format to provide a clearer and more easily followed narrative about performance in each partnership and the impact on people and communities.

We have now fulfilled our commitment to produce a guide to self-evaluation for community justice in Scotland, which is a key element of the new National Strategy for Community Justice. This guide is part of the OPI Framework (Outcomes, Performance and Improvement Framework) that was launched along with the national strategy on 24 November 2016 by Scottish Government.

We have published two influential national reports in respect of services for children and young people – an interim report on the findings on child protection from joint inspections conducted between 2012 and 2014, and a report on significant case reviews undertaken in Scotland between 2012 and 2015. Both reports are already being used to inform discussions in the child protection improvement programme, led by Scottish Government.

We continue to review the deaths of looked after children and criminal justice serious case reviews.