



# INVOLVE

January 2017– June 2017



# contents

- Introduction / page 2
- Staff update / page 3
- Investing in Volunteers Accreditation / page 3
- Getting to know you / page 4-5
- Young inspection volunteer news / page 6-8
- IPG – 23 March (Dundee HQ) / page 9
- Pull out poster / page 10/11
- The Gathering / page 12
- Partners in policy making course / page 12
- Duty of Candour / page 12
- Transforming our future scrutiny, assurance and improvement / page 13
- Helping hands charity, Mearns Kirk / page 14-15

# introduction

**Welcome to the summer 2017 edition of Involve. I hope you are having a lovely summer and the sun is shining on your part of Scotland.**

Thank you for all your continued hard work and dedication, again we have had a really busy six months. We have been as committed as ever to inspection, conferences, events and our IPG meetings.

The involvement team has joined the wider organisational and workforce development team and we now report directly to Janice Gibson, Head of Organisational and Workforce Development. Janice came along to our IPG in June 2016 where many of you would have had the chance to meet her.

# Welcome

A very warm welcome to our new Inspection Volunteers completing their induction in early 2017. We really look forward to working with you all:



Donna Collie



Anthony Meechan



Julia Bull



Margaret Doherty



Patricia Slane



Pauline Hinds

# Staff update

**Charlene Guild** has taken up a new role within the team as the OD Lead for Involvement and Culture. Charlene will still have responsibility for the Involvement and Equalities Team and will still very much be involved with our work. Congratulations to Charlene, we wish you every success in your new role.



**Katy Penman** has been appointed as the Senior Involvement and Equalities Adviser. Katy will join the team in late June 2017 and we are very much looking forward to working with her.



**Liz Melville** Involvement Co-ordinator left the team on 31st March 2017. We all wish Liz lots of luck for the future.



# INVESTING IN VOLUNTEERS ACCREDITATION

In June 2015 the executive team agreed that we could work towards gaining the Investors in Volunteers accreditation. In September 2015, we set up a steering group of representatives from across the organisation including inspection, finance, ICT, policy and of course, our involved people.

Investing in Volunteers demonstrates achievement measured against a national standard. It benefits both the organisation and the volunteers by allowing us to publicly demonstrate our commitment to volunteers and have effective policies and procedures in place to support them. It also shows commitment to our volunteers and encourages more volunteers to be interested in our work.

Investing in Volunteers shows volunteers, and potential volunteers, how much they are valued and gives them confidence in our ability to provide an outstanding volunteer experience.

Throughout 2016 we worked hard as a steering group to meet all the indicators needed to achieve the accreditation and ensure all policies relating to volunteers were up to date and fit for purpose. We would like to say a very special thank you to our Involved People Winnie, Patricia, Brian and Jenny for their support and commitment to the steering group.

Here is a list of the indicators we had to meet to achieve the award:

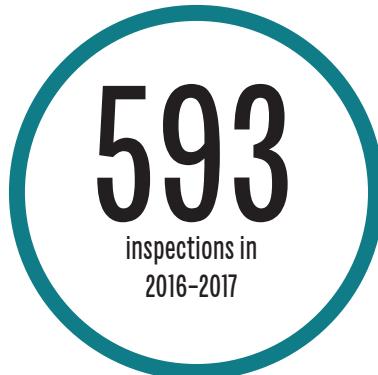
<b>Indicator 1</b>	There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.
<b>Indicator 2</b>	The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.
<b>Indicator 3</b>	The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.

<b>Indicator 4</b>	The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.
<b>Indicator 5</b>	The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.
<b>Indicator 6</b>	The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.
<b>Indicator 7</b>	Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.
<b>Indicator 8</b>	The organisation takes account of the varying support and supervision needs of volunteers.
<b>Indicator 9</b>	The whole organisation is aware of the need to give volunteers recognition.

Many volunteers were involved in discussions with the Volunteer Scotland verifiers and we would like to thank each of you for taking time out to tell them about your experience as a volunteer at the Care Inspectorate.

In January 2017 we were delighted to be awarded the Investors in Volunteers award.

## INVOLVEMENT STATISTICS FOR INSPECTION YEAR 2016–17



# GETTING TO KNOW YOU

BILL STALKER IS AN INSPECTION VOLUNTEER AND HAS BEEN WITH US FOR AROUND FIVE YEARS.

### What is your name?

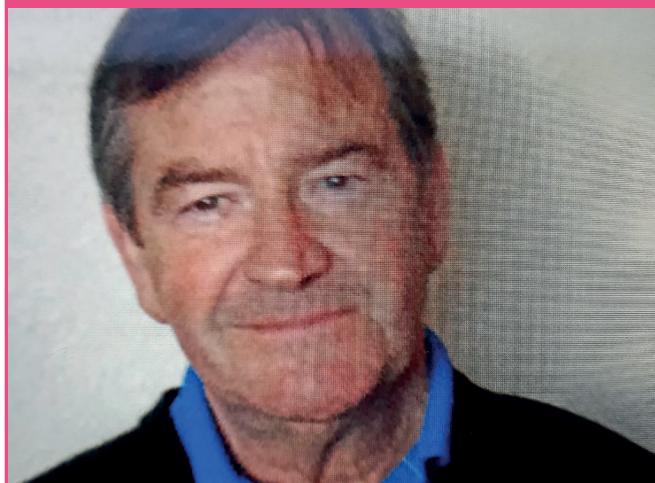
Bill Stalker

### What is your role and what does it involve?

I'm an Inspection Volunteer. I accompany full-time inspectors on visits to care homes, nurseries and after-school clubs where I talk to people who use the service and their relatives or carers in order to find out how the service is performing. I also undertake telephone interviews mainly with people in sheltered housing with warden services.

### Why did you get involved?

I looked after aged parents and currently spend quite a lot of time with our 7-year-old twin granddaughters so I thought I would like to use that experience to help in assessing the kind of services available to other people in the community. My background in health service management and lecturing in social and health care has also been useful.



If you prevent even one person from having an unpleasant or unacceptable level of care then you have achieved something worthwhile.

### **How many inspections have you been involved in?**

Around 40 over the past five years

### **How would someone describe you?**

Hopefully kind, sociable, interested and empathetic. Also very sporty and, in my dreams, a possible contender as the next James Bond!

### **What do you enjoy most about volunteering with us?**

Obviously you hope you are fulfilling a worthwhile role in monitoring care services and I always feel very privileged to be able to meet and talk to people in their own homes or bedrooms. The enjoyment comes from meeting older people with extraordinary life experiences and histories and also talking to small children. In one after-school club after unsuccessfully trying to explain what I was doing a little girl asked me if I was a spy!

### **How do you like to spend your spare time?**

I play golf most weeks and like most sports particularly rugby union, which I played for too many years and now watch. But most of all I like spending time with my wife, my close family and my friends.

### **What makes you laugh?**

I like to think I have a good sense of humour. I laugh at programmes such as Have I Got News For You, Mock the Week and reruns of Mash. **My young granddaughters also keep me constantly amused, laughter is definitely the best medicine!**

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

I like to be outside – my daughter and I go to forest school regularly and enjoy playing in the mud and making a den in the woods.

### **What makes you laugh?**

Christmas cracker jokes and Still Game.



MOST OF YOU ALREADY KNOW CHARLENE, HERE IS A LITTLE MORE ABOUT HER.

### **What is your role?**

My role is OD Lead (Involvement & Culture) however I have had a number of roles in the organisation over the 15 years I have worked here. I was an HR Adviser for a number of years before moving into Involvement and Equalities.

### **What do you enjoy most about your job?**

I love the variety of my job and working with so many interesting and amazing people. We have a great team and are privileged to meet so many people who have lived experience of using care services and their family members. Their stories both inspire me and remind me what the Care Inspectorate is all about.

### **What do you find most challenging?**

At the moment my biggest challenge is finding the time to do what I want to do. If I stop sleeping I might get through my to-do list. This also means I don't spend as much time with the people who are involved with us as I would like.

### **How would someone describe you?**

That would depend on who you were asking! I think I would describe myself as supportive, determined and positive.

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

I like to spend time with my little boy Jasper and husband Mark, especially getting out and about. Travelling and the cinema are also big passions for me and anyone who knows me well will tell you that I do a lot of shoe shopping.

### **What makes you laugh?**

Laughing is good for the soul so I hope I do it a lot. Jasper and Mark make me laugh and I also love a good comedy show on TV – the last one I watched was Peter Kay's Car Share. I always manage to laugh at the Involving People Group as well – we can always count on something going a bit wonky there.

# YOUNG INSPECTION VOLUNTEER NEWS

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

## Young Scot Awards

The Young Scot awards are about recognising the success and commitment of Scotland's truly remarkable young people. Some 500 young people were nominated for the Young Scot Awards 2017 and Kyle Black, a Young Inspection Volunteer, was one of three finalists in the volunteering category.

Kyle has been volunteering with the Care Inspectorate since September 2016 and also dedicates his time to volunteering with others in his local community in Glasgow.

Kyle along with his friend Jenna were invited along to the awards ceremony in Glasgow and had a really enjoyable evening. We are all extremely proud of Kyle for making it to the finals. Well done Kyle.

Kyle tells us a little more about being nominated and about the ceremony.  
'I was a bit floored when I found out I was a Young Scot finalist. I think I was just trying to humour Gemma Watson when she said she wanted to nominate me, I'm not sure it was something I thought I deserved. But clearly a whole panel of judges thought I did too, enough to put me in the final three for the volunteering category. I'll never forget that, and it's permanently stoked a wee flame of optimism in my stereotypically grumpy Scottish heart.'

I went along to the ceremony with my solid pal and co-worker Jae, who dutifully stopped me from hiding in the bushes from the cameras



or somersaulting out a window from nerves. I also appreciate them putting up with my dire patter all night as always, and that probably deserves an award all on its own.

The first part of the night was a mocktail reception, but I'm deeply suspicious of any fake fruity drink that's non-alcoholic, doesn't come in a pitcher and won't make me sing or dance. So instead we tried to take some flattering photos that fit both of us into the frame to mixed success. (See above!)

We were soon ushered inside for the three-course meal. The reception and dinner had a softly glowing forest theme that really felt magical. Each table in the hall had big lights shaped like trees in the centre and it's probably one of the prettiest places I've ever eaten. Memorably the pudding was basically the fanciest teacake I'll ever eat, and you don't get much more Scottish than that do you?

Along with our meal we all got a goody bag full of great stuff like a finalist hoodie, a first aid manual and a plant (which I sadly couldn't keep alive - RIP Declana). There was a framed finalist certificate waiting for me at the table, which is now proudly sitting in my living room.

During the awards ceremony itself I got to hear so many wonderful stories from finalists and winners alike. I am so proud as a young person of everyone who was up for an award that night. I was especially moved by the really wee ones like Health winner Grace

Warnock (11), an adorable human cupcake who championed new signage for disabled toilets highlighting invisible disabilities, and 'Unsung Hero' Lee Welsh (12) who helped stay fit during intensive chemotherapy through boxing. I'm sure his resilience will take him wherever he needs to go in life.

I always encourage other young people to get involved in volunteering and I would give them this advice... Some days you can look at everything wrong in the world and just want to scream. But no matter how big a problem seems or actually is, you can fix a bit of it. At the end of the day those little bits mean everything, because it's the efforts of everyone who come together to create progress.

You have a unique and wonderful set of skills that you can use to help others because everyone reading this is a unique and wonderful person and I believe in each and every one of you. Even if you need help yourself or are using services you can still help others, and your experiences can be used to make sure others have better experiences.

If you told me at 14 that I'd be up for a Young Scot award at 21, then 14-year-old me would be amazed that I bothered to get up in the mornings. So even if you feel that bad, one day I promise you won't. But I'm so so proud of you already because you've already made it this far, champ.'

**Find out more about the awards from their website: [www.youngscotawards.com](http://www.youngscotawards.com)**



## FOSTERING NETWORK: YOUNG CHAMPION'S FILM PREMIER

# The Fostering Network

On the 30 March Gian Bove, Young Inspection Volunteer, and Karen McCormack, Strategic Inspector, attended the launch of the Fostering Network's Young Champion's film premier at the Scottish Parliament in Edinburgh. The title of the film is Give me a Chance and highlights the challenges children and young people can face in everyday life when placed into care. Gian said: "The film is very moving and the launch was a huge success."

## SIRCC CONFERENCE JUNE 2017

The 18th annual Scottish Institute of Residential Child Care Conference took place in Glasgow on the 7 and 8 June.

Young Inspection Volunteers, Gian Bove, Carrie Ann Davidson and Linzii Forrest were involved in the Care Inspectorate's workshop at the conference. They spoke about what compassionate and nurturing care means to them from their own experiences. Their stories and messages were very well received from staff working directly with children and young people in residential care. Thank you to Gian, Carrie Ann and Linzii for speaking so openly and honestly.



# CREATING A TOBACCO FREE GENERATION

Evidence shows that looked-after young people are much more likely to start smoking than their peers. Research in 2004 suggests that:

- 44% of looked after children in Scotland are regular smokers
- a quarter of these young people started smoking at age 10 or under
- two thirds (67%) of care leavers in Scotland smoke.

Dawn Stewart, Young Inspection Volunteer, is really keen to see these statistics improve for children and young people. Throughout 2016, Dawn worked with staff from the Care Inspectorate's Health Improvement Team, ASH Scotland and A Life Explored to develop guidance for providers of residential child care. Dawn brought her own experiences and ideas to discussions and was really important in helping to shape the guidance.

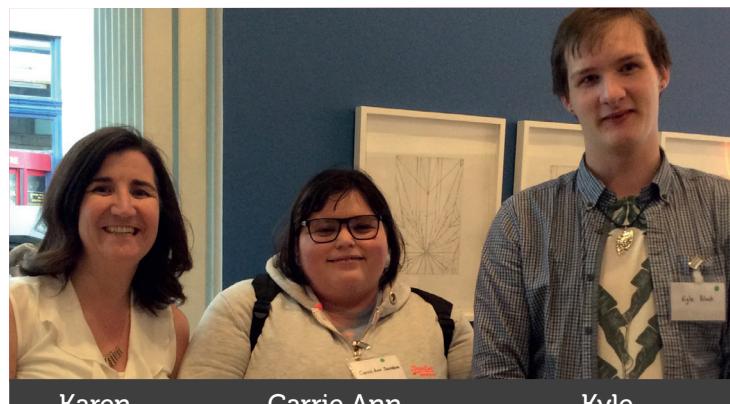


Dawn wanted to bring the guidance to life for young people and involved some of the other Young Inspection Volunteers including Toni Twigg, Gian Bove and Carrie Ann Davidson. They spoke on camera about their own experiences of smoking and the reasons they started smoking or chose not to. Thank you to all involved in developing the guidance.

# INDEPENDENT CARE REVIEW

Over the next two years there will be an independent review of the care system in Scotland. This review was officially launched in Edinburgh on Tuesday 30 May 2017. There were 60 people invited to the launch and half of those were children and young people. Carrie Ann Davidson and Kyle Black went along with Karen McComack, Strategic Inspector, and Judith Tait, Service Manager.

Carrie Ann and Kyle had an opportunity to hear more about the review and also give their views on what is important to children and young people. They both also had an opportunity to speak to the First Minister, Nicola Sturgeon and have some photographs taken with her (see below).



# IPG – 23 MARCH (DUNDEE HQ)

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CHARLENE WELCOMED EVERYONE TO THE MEETING AND ADVISED THE GROUP THAT THERE WERE TWO SESSIONS IN THIS MEETING. IN THE MORNING WE HAD A SESSION AROUND INSPECTION PROCESS WITH THE IPG MEMBERS AND THEN IN THE AFTERNOON THERE WAS A SESSION ALSO OPEN TO INSPECTION VOLUNTEERS ON DEMENTIA AWARENESS TRAINING.

There were some new faces in the group so we all introduced ourselves.

## **General update**

Charlene talked the group through changes to the involvement team:

- The team has now moved to the Organisation Workforce Development Team although this will not have an impact on the work of the IPG.
- Charlene job title has changed to OD Lead (Involvement and Culture) which means she is responsible for involvement, equalities, internal engagement and communications and cultural change. It was agreed by the group that they would like a talk about looking at culture , this to come at a future meeting.
- Liz Melville (Involvement Co-ordinator) left the team on 31 March 2017 and Elaine Cranston will remain in her role as permanent Involvement Co-ordinator covering from Edinburgh area down to the borders.
- The team is recruiting for a Senior Involvement Adviser in the next few weeks who will be a new addition to the Involving People Group.
- Charlene advised that Clare, Barbara and Gemma are all still with us in the team.
- Charlene handed out a copy of the report that she took to the Board around all of the ongoing involvement work. Shona Wallace, Inspection Volunteer, accompanied Charlene to the Board meeting and told them about the areas she has been involved in.

## **Inspection process exercise**

- The group was asked the question - What ideas do you have about how we can inspect care services differently? They discussed with each other and Charlene wrote these on a flip chart which is to be brought forward to a future meeting to discuss further.

Our ideas about inspection services:

- more night time, weekend and undercover inspections
- more inspection volunteers with an increased role
- Spot checks with no notice
- more training for inspection volunteers/ inspectors (abuse, whistleblowing – communicating with everyone; talking mats).
- importance/accessibility of outside spaces
- telephone interviews – easier questions
- use of technology to feedback (texting, apps and social media)
- photo of inspector on notice boards when they are in the service
- more organised focus groups
- more frequent visits
- give people who can't give feedback on the day other opportunities – remember relatives and friends
- checking on regular appraisals and supervision.

## **Dementia Awareness session**

In the afternoon, Heather Edwards the Care Inspectorate Dementia Consultant delivered some Dementia Awareness training. We were also joined by some inspection volunteers.

The training was about communication, wellbeing and citizenship for people living with dementia. It was very interesting and informative, thank you to Heather for your input. The slides are available and can be emailed to anyone interested. Please contact Stacey Carr directly.



inspectorate

# Do you, a relative or close friend use care services in Scotland?

**Would you like to tell us your experiences  
and work with us to improve care?**

Get involved with us and:

- join our Involving People Group
- become an inspection volunteer
- become a young inspector
- have your say at local events.

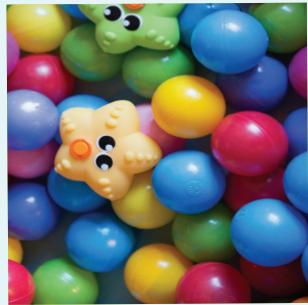


To find out more:

**t: 0345 600 9527**

**e: [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)**

**w: [www.careinspectorate.com](http://www.careinspectorate.com)**



# The gathering

**The Gathering** is an annual event in Glasgow that is organised by Scottish Council for Voluntary Organisations (SCVO) as an opportunity for people working in third sector organisations to come together. This year it was held at the SECC over two days in February and Barbara Mitchell, Elaine Cranston and Gemma Watson went along with the Care Inspectorate stand.

It was a great opportunity to speak to people working in care services, people interested in finding out more about the work of the Care Inspectorate and people interested in volunteering with us. We also had the opportunity to take time to go around the other stands and meet with staff in other organisations to tell them more about the work of our volunteers.

## Partners in policy making course

**Partners in Policy Making** is an intense course for people who use services and/or family carers, designed to provide insights into health and social care policy. Guest speakers include those from the Scottish Government and other national organisations. The students requested a speaker from the Care Inspectorate after they received input from the Scottish Government on self-directed support.

Alice Brown, Inspection Volunteer (photo, right), and Heather Melvin, Development Officer, represented the Care Inspectorate attending a session at Dunblane Hydro on a day the students were exploring advocacy.



Heather spoke about the work of the Care inspectorate and Alice shared her personal experience of being a carer and her voluntary work as an Inspection Volunteer.

## Duty of Candour

ALL HEALTH AND SOCIAL CARE SERVICES IN SCOTLAND HAVE A DUTY OF CANDOUR. THIS IS A LEGAL REQUIREMENT WHICH MEANS THAT WHEN THINGS GO WRONG AND MISTAKES HAPPEN, THE PEOPLE AFFECTED UNDERSTAND WHAT HAS HAPPENED, RECEIVE AN APOLOGY, AND THAT ORGANISATIONS LEARN HOW TO IMPROVE FOR THE FUTURE.

From 1 April 2018, the duty of candour will require to be activated. Services will activate the duty when there has been an unexpected event or incident which has resulted in death or harm to a service user that is not related to the course of the condition for which the person is receiving care. An example would be a medication error which has an adverse result and requires a person to be admitted to hospital for treatment.

An important part of this duty is that services provide an annual report about how duty of candour has been exercised in their service.

Mary Black, Inspection Volunteer, has been involved in speaking about her own personal experience as a carer for her husband Bill. Mary is also been filmed in June in Glasgow. Thank you to Mary for being involved in this work.

# TRANSFORMING OUR FUTURE SCRUTINY, ASSURANCE AND IMPROVEMENT

THIS IS A TIME OF BIG CHANGES FOR THE CARE INSPECTORATE. WITH CHANGES IN SCOTLAND TO SOCIAL WORK, SOCIAL CARE, EARLY LEARNING AND JUSTICE, WE WILL DEVELOP WORLD-CLASS APPROACHES TO OUR SCRUTINY, ASSURANCE AND IMPROVEMENT PRACTICES THAT FOCUS ON THE EXPERIENCES OF PEOPLE USING CARE, WHERE CARE HAPPENS.

**The Business Transformation delivery team has been set up to engage with our staff, our involved people, partner organisations and other stakeholders to look at our business as a whole, such as our information and intelligence needs, how we manage risk and how we deliver scrutiny, assurance and improvement.**

We recognise that we need to use digital technology much more effectively and are collaborating with partner organisations to help us support our business transformation.

We will be engaging with our Involved People at their meeting in July to introduce the work that is being undertaken and look forward to their invaluable insight into how we can make a difference for people who experience care.

You can also engage with the delivery team on Twitter #CIttransformation or email the team at [transformation@careinspectorate.com](mailto:transformation@careinspectorate.com)

L-R:  
Pat Naples,  
Rosemary Wright,  
Ingrid Gilray,  
Dylan Feeney-Brown,  
Gillian Kimmet,  
Stuart Mackenzie,  
Gerry Toner,  
Lynda O'Connell  
Maureen Gunn



# Helping hands charity

MEARNS KIRK, NEWTON MEARNS

**Isobel Dawson is an Inspection Volunteer with the Care Inspectorate. She also dedicates her time within her own community and is a Trustee of a local charity, Helping Hands. Isobel tells us more about the charity.**

Our lunch and social club for people living with dementia commenced nearly four years ago. It is managed and run by volunteers, meets weekly and has twenty members with the same number of volunteers. We have found that, yes, there is life after a diagnosis of dementia. People can still lead meaningful, fulfilling and active lives for quite a number of years. Old interests and skills can be reawakened, and what has surprised and delighted us is that our members can actually learn new skills .

It is paramount to have a full detailed background history on each member, which then enables us to treat each person as an individual with dignity, care and acceptance. We recognise that as their condition changes, so do their needs and we must respond to these changes.

Our programmes include art therapy, table top games, compassionate touch therapy, cognitive stimulation therapy, intergenerational therapy and pet therapy. Music plays a large part in our therapy - when words fail, music speaks. One lady who has lost her ability to communicate verbally was word perfect as she sang a duet and what a sense of achievement she had.

Some of the quotes from our members have been most encouraging. One gentleman spoke of how much he enjoyed the club, particularly playing table tennis: "I know it might sound silly, but when I pick up the bat it's like a light bulb goes on in there and I know what to do."

Another member's wife spoke of Thursday being the only day of the week when he is keen to get up and ready. She told us about the difference it makes to her life as a carer: "Thursday nights are happy, Thursdays are the only night we actually manage any conversation." Another member said: "When I go home I forget what I've done at the club, but see the feeling of happiness, it stays with me for a long long time"



Our support extends to carers. We speak with them each week; welcome them and share information. We send out a weekly newsletter so that they can see what goes on at the club, what their loved ones participate in and it also acts as an aid to memory. Support and training for volunteers is paramount and we have taken part in Stirling University's best practise in Dementia; Tasmania University's online training, compassionate touch therapy and many other relevant courses.

We take every opportunity to make our community dementia friendly, our latest project is planning an exhibition of our art at our local Waitrose store.

Here are some photos of the group and its members.



