



# carenews

SHARING YOUR INTEREST IN CARE

AUTUMN 2017



## FISHING WITH FRIENDS

Angling initiative brings young and old together

PAGE 11

Also inside

**JOINT INSPECTIONS** ● **EARLY YEARS** ● **COMPLAINTS**



HAPPY TO TRANSLATE

## In this issue

### 5 Culture change

Promoting continence at care home has positive impact on wellbeing



### 6 Ingredients for friendship

Nursery children join residents for bake off fun



### 11 Fishing for your friends

Young and old hooked on angling initiative



### 12 Big steps to quality of life

CAPA (Care... about physical activity) programme makes significant changes to people's lives in care.



### 14 New complaints procedure

The post-investigation review for appeals against draft report findings



# Welcome

to the autumn 2017 issue of *Care News*

The Care Inspectorate is committed to making sure that the care that people experience is tailored to their individual needs and that their wishes are met. It's about improvement and collaborative working – between people that provide care and those who experience it and their friends and family. Whether it's helping people to be more active or trying out something different that encourages someone to pursue a hobby they once enjoyed, this issue of *Care News* features some great examples which clearly show how good care can be.

Intergenerational projects are a great way to connect the older and younger generations where both can learn a lot, build relationships and enjoy new experiences. Read how Westbank Care Home's fishing project is rekindling a passion for two people in their care – and how the children are benefiting too!

Our main feature focuses on the Care... About Physical Activity (CAPA) programme, being led by the Care Inspectorate to enable care staff to help those they care for to increase their levels of physical activity and move more often. Read how the project is already making small but significant changes to many older people in Scotland.

Let us know what you think of *Care News*. You can email [communicationsteam@careinspectorate.com](mailto: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

### Call for practice examples for new early years food resource

We are collaborating with Scottish Government and NHS health boards to develop a new resource that will celebrate and share examples of good practice for eating well in early learning and childcare settings. The publication will enhance the key messages from NHS Health Scotland's guidance *Setting the Table* and will be useful across the wide range of children's settings in the community.

### Care Inspectorate and Education Scotland Shared Inspection Framework: Collaborative Working Group

The Scottish Government published *Education Governance: Next Steps - Empowering Our Teachers, Parents and Communities to Deliver Excellence and Equity for Our Children*. This outlined a range of reforms designed to help us achieve a national vision for children and young people: excellence and equity.

# Annual returns

## REGULATION

ANNUAL returns are used to plan, inform and carry out inspections

Each year, we ask care providers to complete an annual return to help us plan, inform and carry out inspections. This year's return will be available as usual through e-forms at: <http://eforms.careinspectorate.com> and go live from 5 January to 16 February 2018.

Answers to many frequently asked questions will be available on our website [www.careinspectorate.com](http://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 on 0345 600 9527.



*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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# A NEW APPROACH

## New model for joint inspections of services for children and young people

Scottish Ministers have agreed to a proposal to revise the model of joint inspection of services for children and young people. The revised model of scrutiny will focus on the most vulnerable children and young people and will be in place for community planning partnerships from April 2018.

This new approach will look at the experiences of, and outcomes for, children in need of protection and those subject to corporate parenting, within the context of GIRFEC (Getting it Right for Every Child) and reflecting the new health and social care standards. This includes those who are looked after at home, in residential and secure care, in kinship care and using throughcare and aftercare services.

This model for joint inspections will be led by the Care Inspectorate in co-operation with Her Majesty's Inspectorate of Constabulary in Scotland, Education Scotland and Healthcare Improvement Scotland. The Care Inspectorate proposes to carry out a minimum of five joint inspections each year.

Chief Executive Karen Reid said: "The inspections will be designed around the experiences that individual children and young people have of the services that support them. This puts their perspective, and their journey, at the heart of quality assurance and will support continuous improvement in the way we plan and deliver care and protection for them. It strongly reflects the views and advice of



care experienced young people, who we have consulted in developing the model.

"We will use our existing methodology of selecting a sample of children to follow their journey through services with a view to identifying key points for intervention. This case tracking will be used to ensure that inspections can provide assurance on a core aim of GIRFEC: the extent to which children, young people and their families are benefiting from getting the right help at the right time from the right people.

"Inspections will maintain a focus on prevention and early intervention, accurate assessment of risk and need, and effective planning. We will tie in with other work carried out by partners, including scrutiny of registered care

services provided or commissioned by the partnership."

The Care Inspectorate will report to the public on findings in each community planning partnership area, with more detailed reporting to each partnership with the aim of supporting improvement.

In addition, each year the organisation will identify a maximum of two thematic areas for particular focus and provide a national report at the end of that year. This will help share learning more widely and will support focused self-evaluation by partnerships across the country.

The Care Inspectorate is committed to continue working with a wide range of stakeholders to develop the model further, ahead of 2018/19. **CN**

### Karen's column



THERE are five and a half thousand childminders who provide early learning childcare for more than 33,000 children in Scotland. We know from our inspections that childminders generally provide high quality care which is valued by parents and benefits children. Our inspectors have found that the vast majority of childminders provide good, very good, or excellent care.

I am delighted to report that Minister for Childcare and Early Years, Mark McDonald, recently launched two new Care Inspectorate resources to further support and encourage good practice in this sector.

Your Childminding Journey is a

new national learning framework for childminders, developed by a wide range of organisations led by the Care Inspectorate, and providing Scotland's 5,500 childminders with a structured way to learn, develop and grow their skills. This will be a big help for people who are thinking about starting a childminding service and will help long-established childminders keep their skills up to date. Over the coming years, there will be a major increase in funded hours early learning and childcare across Scotland. Childminders can play an important role in that expansion.

We have also worked with the Scottish Childminding Association

to produce My Childminding Experience, which showcases some of the excellent care that childminders deliver. This shows how children across Scotland benefit from childminders who go above and beyond to deliver high-quality care in their own homes and using the outdoors. It is also good to see the positive stories of how local authorities and childminders can work together to support families and children who have needs best met in a homely environment like a childminder.

Available online at [www.careinspectorate.com](http://www.careinspectorate.com)

**Karen Reid,**  
Chief Executive

# The right people with the right skills

## REGISTRATION

If you work in care at home and housing support, and you have not registered with the Scottish Social Services Council (SSSC), then you need to log on to [www.sssc.uk.com](http://www.sssc.uk.com) to find how you can register.

Anna Fowlie, SSSC Chief Executive, said: "People working

in care at home and housing support services work with thousands of people with very different and complex needs, generally in their own homes. Too often we hear about times when things have gone wrong, so it's important to highlight that most people working in these services do an excellent job and should

be valued and recognised for the challenging and life-changing work they do.

"Registration with the SSSC is a step towards making sure we have the right people with the right skills and values for the job.

"People on our Register must meet a number of criteria including having a qualification,

working to the SSSC's Codes of Practice and a commitment to continuing to learn and improve their skills and practice throughout their career. All of these things work together to improve standards of practice and the quality of care, increasing public confidence in this essential workforce."

For more information, visit [www.sssc.uk.com/getreadytoregister](http://www.sssc.uk.com/getreadytoregister) and [www.sssc.uk.com/timetoregister](http://www.sssc.uk.com/timetoregister)

## Be Able helping hundreds improve their quality of life

### EXERCISE

OLDER people with dementia in Edinburgh are taking advantage of a specially designed programme that helps to strengthen both mind and body.

Known as Be Able, it has been available since 2015 and currently benefits approximately 350 people a year. It's provided at a number of City of Edinburgh Day Services as well as one voluntary sector operation. The programme involves a combination of physical exercise and cognitive stimulation therapy (CST) and has proved both popular and effective.

Lewis Hunston, Day Service Manager at the City of Edinburgh Council, explained: "The programme is 16 weeks long. Initially, an occupational therapist carries out an assessment at home to assess the person's suitability. We establish a range of outcome

measures and undertake a risk assessment to use as a baseline to monitor and report progress, and make any necessary adjustments as the programme goes along.

"It's aimed generally at people aged over 65, but

particularly those over 80. Our main aim is to reduce the risk of falls among this population and provide a treatment for people with mild to moderate dementia to maintain and improve cognitive skills."

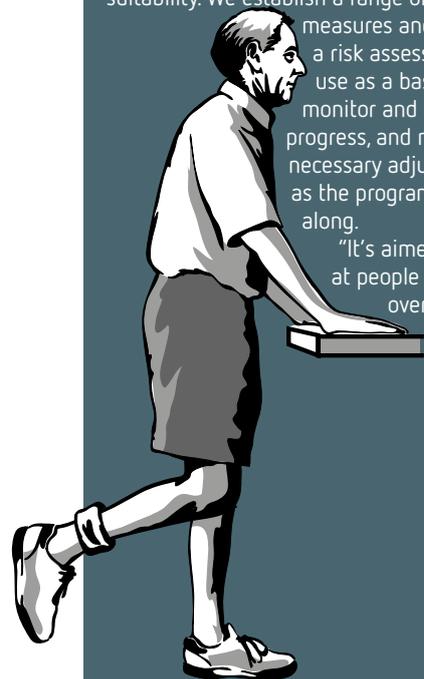
The physical exercises, a programme called Otago, help with core and muscle strength, building stamina and confidence. Meanwhile, CST – a programme of themed activities – helps improve mental abilities and memory.

Lewis added: "The National Institute for Health and Care Excellence (NICE) recognises CST as one of the non-medical interventions for dementia that actually works. And people can choose to do the exercise programme, CST or both."

At the end of the programme, which has been recognised by the Scottish Dementia Awards, the occupational therapist and other staff meet with the individual, review their progress and, if necessary, talk with their family and signpost them to other services.

Care Inspectorate inspector, Alison Bond said: "People at risk from social isolation benefit from getting together as a group and the CST helps prompt valuable memories. During inspection I spoke to participants who said that doing the exercises with the group spurred them on to continue at home.

"It's a great service that helps enhance people's quality of care in a number of ways."



## Childminder prosecuted

AN unregistered childminder has been successfully prosecuted and fined after the Care Inspectorate investigated and provided evidence to the Procurator Fiscal. She now has a criminal record.

Unfortunately, the parents of the children being looked after were ordered to refund money to HMRC, as they were not entitled to tax credits, as the childminder was not a registered service.

The former childminder was registered previously but her registration was cancelled when she refused to make her service available for inspection. She continued to operate as a childminder while not being registered, and even attended local childminder groups, but when challenged by an inspector still denied that she was providing a childminding service. The Care Inspectorate continued with its investigation and gathered enough evidence to convince the Procurator Fiscal to prosecute.

Commenting on the case, Registration Manager Thirza Wilson said: "This is rare but the successful prosecution of this case shows that the Care Inspectorate will take action against services who operate while not being registered with the Care Inspectorate. Registration is a core part of providing reassurance to the public.

"This case also shows the importance of checking that a care service is registered with the Care Inspectorate before using its services – all you have to do is visit [www.careinspectorate.com](http://www.careinspectorate.com) and use the 'Find a care service' function to check on its registration status."



L to R: Dr Rona Agnew, Lesley Rust, Elizabeth Tait, Denise Gorrian, Lynne Hopkins, Katy Jenks, Jackie Dennis and Jo Millar



# CULTURE CHANGE

**A**n active care approach to promoting continence is the focus of an improvement project within Campsie View Care Home in Kirkintilloch – and this initiative is making a positive impact to the overall health and wellbeing of the residents taking part.

Jacqueline Dennis, Health Improvement Adviser at the Care Inspectorate, who supports the project, said incontinence affects many older people living in care homes across Scotland, so a proactive approach to continence care has the potential to enhance emotional and physical wellbeing for many individuals.

Jacqueline explained: "People assume as they get older they'll lose control of their bowel and bladder but it is not an inevitable part of ageing and we're beginning to change this culture and challenge assumptions. It's about adopting a different mindset and approach that meets individual needs. Continence is a single issue which, if

we address it proactively, can deliver multiple benefits."

Jacqueline brought together key people from across health and social care to create the project team who would work with Campsie View Care Home staff in testing ideas that might lead to improved continence care outcomes. The project team included care home staff, NHSGGC Continence Resource Service personnel, and the OntexID specialist nurse.

The project runs from June to December with the aim of developing a reliable bowel and bladder assessment that leads to individual continence promotion activity being put in place to meet the individual care requirements.

Katy Jenks, Manager of Campsie View, which has 90 residents of whom 80 per cent have continence issues, said the project has been highly successful. She added: "It's a win-win solution that works. The concept is active care tailored to suit individuals' specific needs. We have the same staffing levels, it's

just a different way of doing things that delivers a better outcome for residents and frees more time for enjoyable social interaction between staff and residents."

She said residents who took part are less dependent on care staff, which is impacting positively on self-esteem and dignity. Becoming continent has also reduced their risk of skin breakdown and urine infections and helped them become more physically active.

Katy said the experience of one resident who previously never left the care home because of embarrassment over continence issues, demonstrates how an active continence care approach can change lives. "As a direct result of taking part in the project they achieved their goal of being able to attend their daughter's wedding – the entire family were over the moon."

At the end of the continence project, Katy will share the results with other managers in the Four Seasons group, which has more than 300 care homes across the UK.

## Support network gives carers a greater say and influence

FOLLOWING £1.4 million funding from the Life Changes Trust earlier this year, TIDE (Together in dementia everyday) is establishing an involvement network across Scotland to support carers of people with dementia.

The TIDE network, which is well established in England, aims to support both carers and former carers in Scotland to have a greater say in the day-to-day issues that affect them and those they care for.

Amanda McCarren, National Carers Engagement Lead for TIDE Scotland, said: "TIDE maintains that carers are experts by experience and we aim to support them to use that experience in a positive

way so that other carers can benefit from their strength, and that professionals and services can learn from them.

"With 90,000 people estimated to have dementia in Scotland we know that there are a lot of people providing valuable support, but it can leave them feeling isolated, burnt-out and unable to look after their own wellbeing.

"Our network will engage with individual carers and carers groups within their

local communities and influence from a grass-roots level up. We will ensure the needs of carers of people with dementia are truly recognised, and through our bespoke development programme we can give them the tools and confidence to get involved and influence policy, practice and research."

If you would like to join the TIDE network visit [www.tide.uk.net](http://www.tide.uk.net) or email [Amanda@tide.uk.net](mailto:Amanda@tide.uk.net)



## Nursery Court Day Service

A South Carrick Day service provided by the South Ayrshire Health and Social Care Partnership is helping to create stimulating and fulfilling environments for its people with interactive activities, which they choose to invest in through the Nursery Court Day Service User Group.

The Service User Group invested in two RemPods, pop-up mobile display units, which transform rooms into therapeutic and reminiscent spaces, especially for those living with dementia. The steam train carriage and the beach scene units have been set up at the day centre and are proving a real hit.

"These units have been amazing," said Jackie Simpson, Acting Unit Team Leader. "People relax and really open up when they are sitting at these displays because they feel safe, and we have found out all sorts of things from their lives."

The beach scene includes a canvas that has been personalised for the area, incorporating Ailsa Craig – a small island off the coast of Ayrshire – and the Waverly paddleboat steamer. A replica radio also plays out sounds of the sea. The steam train carriage simulator allows people to sit and enjoy one of three interactive railway journeys that play out on the TV screen fitted behind a façade of a train window.

"The steam train unit is based in a small room and only takes two people at one time. We give them a train ticket to enter and even clients who have advanced dementia feel part of the experience."

Staff are also benefiting, as Jackie explained: "They are really delighted with the interactive units. Staff feel they have something different and extra to provide in the way of reminiscence activities and socialisation."

The team has also transformed the garden to include a winding path and garden benches for people to relax outside, and revamped a bland internal wall into a poppy and butterfly mural. All this has been possible due to the centre's dedicated team of volunteers, staff and family members, who have helped to raise more than £20,000.



A day at the beach



Jean enjoying baking fun with children and staff from the local nursery

# Perfect ingredients for friendship

## Nursery toddlers help to keep residents young at heart

### INTERGENERATIONAL INITIATIVE

**M**aking friends is on the menu at an Abbeyfield Scotland residential home in Coatbridge, thanks to regular visits by children from a local nursery.

Genuine friendships have been forged as toddlers and adults alike look forward to the get-togethers with youngsters from the nearby Preschool Academy.

During the latest visit, the pals rolled up their sleeves in a *Great British Bake Off*-style challenge. Other activities have included storytelling, painting and gardening.

Resident Jean Hunter said: "We all love the visits. It's a pleasure to see the children as they have such a positive outlook and seem to love spending time with us too."

"It's a great idea and something that other homes and nurseries should do. The baking event was great fun – and really messy!"

The visits are the brainchild of Linda Murdoch, Abbeyfield Scotland Area Supervisor, as part of an engagement programme to give residents an active social life.

She said: "I had the idea after watching

the Channel 4 show, *Old People's Home for 4 Year Olds*. I contacted the nursery and they were more than happy to come along.

"It gives the residents yet another activity to look forward to and staff say they're especially lively as they wait for their young guests to arrive. The visits help keep everyone young at heart."

The children have visited every second Friday for the past few months, and the charity recently received a grant from the Voluntary Action Fund for a new sandpit, games, books and art equipment.

Nursery manager Claire Anderson said: "Friendship crosses so many barriers and it's so important for our children to meet, play and bake with older people at the home."

"The children love their visits and have already made some great friends. We'd recommend this kind of initiative to any nursery or residential home."

\*Since this article was written, Jean Hunter sadly passed away. Her family has given permission for her image to be used in this article.

# THE RESIDENTS' VOICE

Volunteer ambassadors step up to task of representing the interests and welfare of their fellow residents in Glasgow care home

## BARCHESTER HEALTH CARE

**A** resident ambassador scheme at Four Hills Care Home in Ruchill, Glasgow, is having positive spin-offs for the home, its residents and the two individuals involved.

The manager at Four Hills, Gillian McKnight, explained: "Earlier this year two people – Jeanette Wilson and Rose Rooney – volunteered to become our resident ambassadors. They love the role and they've helped bring forward changes instigated by residents."

The scheme is one of a range of ideas designed to improve life for residents initiated by Barchester Health Care, which owns Four Hills.

Gillian said: "When we asked for volunteers Jeanette, who has been a resident since 2009, and Rose, who has been here since 2015, stepped forward."

The pair take part in the residents' forum and staff group meetings, help interview job applicants and talk to prospective residents/families who come to view the home.

Similarly, they carry out resident surveys on subjects such as the food available, and activities provided.

Gillian added: "Jeanette has always been someone who speaks out and Rose has embraced the role and has a



“ The role has been interesting and enjoyable. Everyone in the home has taken to us being their ambassador. ”

ROSE ROONEY



“ Being an ambassador has brought me pleasure in getting to know other people who I might otherwise have never met. ”

JEANETTE WILSON

new lease of life. Our aim is to expand things further, taking on board any new ideas they come up with."

She emphasised the value of resident participation, which can often be difficult to achieve. "Having people who are ready to express an opinion and bring ideas to the table helps enhance our service."

"We've been spearheading the concept in the Barchester group and colleagues in

the Scottish division have been in touch to see how we've taken things forward."

Meanwhile, Care Inspector Roddy MacInnes has been impressed by the scheme. He noted: "It's a massive step forward for Four Hills and I know Jeanette and Rose really enjoy what they do."

"It has given them status, an important role and a sense of purpose." **CN**

## Display of effectiveness puts Charter in focus

THE best way for services to encourage people to get involved is not simply to provide opportunities but to tell people what you are doing and give practical examples of involvement in action.

That seems to be the message from Castle Douglas Activity & Resource Centre where a permanent display on the Charter for Involvement is proving useful for everyone.

Inspector Sharron Reynolds saw the display during a recent visit. She said: "The Charter has been designed by people with learning disabilities as well as the National Involvement Network and ARC Scotland. It tells people what they should expect from their service and from staff, and it sets out standards and expectations."

"The Castle Douglas display gives real life, practical examples of the ways the service has been meeting Charter standards. In doing so it



Dawn Millar (right) with colleagues at the Charter display wall

helps everyone identify with and understand the Charter, how it relates to everyday practice and supports better outcomes for individuals."

Among other things, it highlights involvement in training, recruitment and

community participation.

Dawn Millar of the service explained how the display came about: "We're part of the Dumfries and Galloway Charter Group and created a PowerPoint presentation to show how we are implementing the Charter. It included comments from those that use our service relating to each of the Charter's 12 statements. Working with the ARC's Community workplace, The Print Shop, which provides work skills, training and a printing service to the local community, we created the display from that presentation."

"The Charter has helped us involve people in a variety of ways. And we've had positive comments on the display."

"I'd recommend it to others – it's a great way of getting staff to think about what they are doing to meet the Charter and generate new ideas on involvement."

# Scotland's New Health and Social Care Standards replace the National Care Standards

They are a single set of standards that are:

- more rights-based
- person-led and
- outcome-focused.

The principles are:

- Dignity and respect • Compassion • Be included
- Responsive care and support • Wellbeing

They are relevant across all health and social care providers.



By law, from April 2018 the Care Inspectorate must use the new standards in all our work when regulating and inspecting care. From April we will roll out new ways of inspecting care that is more in line with the new standards focusing on outcomes for people.



What we will do:

- tell you about changes before your inspection
- work closely with care service providers to explain the changes
- publish guidance on [www.careinspectorate.com](http://www.careinspectorate.com) and through our eforms.

## Services

What you should do:

- familiarise yourself with the standards now
- work with staff and people experiencing care to raise awareness of the standards and how they will impact on your work
- use them from April 2018 when planning, commissioning and delivering services.



The new standards will help everyone focus on what really matters – the experience of people who use care. Available online at:

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

# Allotment experience helps children to thrive

## COMMUNITY

CHILDMINDER Heather Paterson's interest in the outdoors is having multiple benefits for the children under her care and has seen her make a positive impact in the local community.

Heather, who is based in Airdrie, has created an allotment which has allowed her to introduce the eight youngsters in her charge to the idea of growing fruit and vegetables. It's a topic they've taken to with real enthusiasm.

She said: "We are in an urban area where many of the children think that fruit and veg comes from the supermarket or shop. I show them how to plant seeds, bring them on, what the seeds need to grow and the end results. They get a great sense of achievement from seeing the process from start to finish and ending up with a crop of strawberries, potatoes, carrots, turnips, peas and so on."

Her own garden has limited space which is dedicated to play areas for the children. Therefore, around three years ago she and a few neighbours petitioned the local council to create allotments on a patch of waste ground



Sowing seeds and seeing vegetables grow gives the children a great sense of achievement

in the park immediately behind her home.

"My passion for growing rubs off on the kids, who are amazed even by simple plants such as cress, which can grow within a week. When the fruit and veg is ready they take it home, we make it into meals or feed it to our rabbit."

As well as getting an appreciation of the natural world, the experience helps encourage healthy eating among the children. "It makes

them more inquisitive and they are eager to try fruit and veg they've not eaten before," said Heather.

Her approach has helped Heather achieve excellent grades during her most recent inspection. "I'm really pleased with that, but the aim has never been to get high ratings, it has always been about educating and encouraging the children."

# Art of friendship

## Innovative project to bring generations together inspires schoolchildren and lifts the spirits of care home residents

**A**N art project at Beech Manor Care Home is helping bring generations together.

Tailoring care to meet the needs and wishes of every resident is vital to staff at the Blairgowrie home, so when Home Manager Amanda Sword realised the positive impact of visiting children, she was keen to get the local schools involved.

"We have always tried to get the community involved in the home but the schoolchildren only visited to sing at Christmas," explained Amanda.

"The residents just loved the youngsters coming in, their faces would light up when they arrived, so we made contact with the local primary and high schools who were really keen on the pupils getting involved."

The scheme has seen several pieces of art created and has worked so well that, from this autumn, the local nursery kids are also heading along once a month.



"Our project is really breaking down barriers. It was very noticeable when the primary children first came through our doors that they were nervous and unsure, now they have really come out their shells.

"The residents are always delighted when children visit, and they have the continuity of ongoing visits with the same group and love to see how the

work is developing."

Residents and visitors can also admire many of the pieces of art, many of which are prominently displayed in the home.

The success of the project is down to the hard work of the pupils, residents and staff, including Amanda and Activity Co-ordinator Sheila Baxter.

Amanda and Sheila had previously attended a local Generations Working Together meeting, and it was hearing about other people's work that inspired them to start their own project and make contact with local schools.

Now the pair have been asked to showcase the artwork at the Generations Working Together learning event next February.

Amanda added: "The benefits of this initiative to all who took part cannot be underestimated. Initially I thought if we can change the way that one person sees a care home or lift the spirits of one resident then it is worth it.

"The gains of this project have been much more far reaching for all involved, and I cannot thank those involved enough for working with us. We look forward to many future projects and building these links further." **CN**



## Support that makes a real difference

### CHILDMINDING

COMMUNITY childminders are making a major difference to the lives of young families in Scotland, providing high-quality childcare and early learning support for children and emotional support and mentoring for parents in challenging situations.

Jacqueline Spence, Community Childminding Development Officer for the Scottish Childminding Association, said the programme started four years ago as a pilot in north-west Glasgow and was so successful it has been rolled out across the city, funded by Glasgow City Council.

Jacqueline said: "One family had a child with autism who couldn't cope in a nursery environment so we tried one-to-one contact with a community childminder and the child thrived and grew in confidence and with that support they now attend play group."

She added: "It's fantastic the difference it makes to families."

The Scottish Childminding Association works across Scotland where local authority funding is available. Jacqueline said:

"We work in partnership with Glasgow City Council – we've helped around 200 families."

She explained that the Glasgow team started with just five specially trained community childminders but now has 27. Staff must hold a Grade Four or above Care Inspectorate inspection result and complete training in equality, diversity and inclusion as well as child development and children's rights.

Families need help for a variety of reasons, from parents undergoing medical treatment to asylum seeker families where parents need childcare in order to attend English classes.

Referrals come from the Early Years Joint Support Team which spans health, social work and education experts and health visitors also provide input. The programme mainly involves under-fives but can provide support for children up to eight years old.

# FISHING FOR YOUR FRIENDS

Enthusiastic participants hooked by intergenerational initiative



Alyssa Bruce with fishing buddy Ian and, below, with her catch of the day

**W**hen Westbank Care Home in Oldmeldrum received an offer from the Inspectorate's Care About Physical Activity (CAPA) team they really took the bait – and now they have a promising intergenerational fishing project under way.

Manager Liane Bruce explained: "Shona Omand-Smith at CAPA contacted us this summer to ask if any of our residents liked fishing. We found two, Ian Reid and Douglas Hourston, who were keen, and Shona suggested an intergenerational activity.

Keen to take up the idea, Liane contacted the nearby Lochter Activity Centre, which has its own fishery. The Centre staff were very happy to help and able to provide all the necessary equipment.

Liane's daughter Alyssa and a neighbour, Ruaridh McInnes – both 12 years old – were eager to be involved. The first session subsequently took place on 31 August.

"It went really well," said Liane. "They ended up learning and chatting together. Everyone got on well

and Ian and Douglas, who both use a wheelchair, were very positive afterwards. They were delighted that both children caught a fish each. They felt that they'd helped, which made it a win for everybody."

A second trip has already taken place and the plan is to undertake four initial sessions, weather permitting.

"It's important to promote understanding between the generations," said Liane. "We need to guard against isolation among older people and let children know how their actions can impact on older people.

"In this case we've seen real friendships building. Notably, the sessions represent what could be described as a normal life experience, which is exactly what we are trying to give residents."

Meanwhile, another intergenerational project has been

lined up. Promoting action on dementia will see art students from Oldmeldrum Academy work with residents to create a "pledge" tree on a wall in the home. **CN**



# BIG STEPS TO NEW QUALITY OF LIFE

People in care are enjoying physical and emotional benefits from an initiative to increase their levels of activity

## CAPA PROGRAMME

**A**lthough it has only been running for a few months, the CAPA (Care... About Physical Activity) programme is making some significant changes to people's lives in care throughout Scotland.

Some people have made big strides in becoming more physically active through the Scottish Government initiative, which is being led by the Care Inspectorate.

One of them is Wullie from East Ayrshire who has been supported to get back on his bike and rediscover his love of cycling.

Once care professionals at Dallmellington Care Centre found out about how much he missed being out on the road with his bicycle they decided to make his wish come true. They bought him a bike, a helmet and a high-vis jacket and accompanied him as he got used to cycling again and grew more confident in his abilities.

He now goes out cycling regularly on his own with a picnic for his lunch and has become much more active himself, volunteering to post letters and doing the gardening.

Laura Haggarty is the CAPA Improvement Adviser who supports the 15 care services in the East Ayrshire partnership area involved in the programme to help people to move more. She is delighted with Wullie's progress and said: "Staff tell me the difference in Wullie is amazing. They see a huge change in his mood, level of activity and engagement. When I spoke to him he said he'd also love to swim again. Perhaps that's something that the care home will decide to do with some of their improvement priorities to



Wullie gets on his bike

enable Wullie to move more."

Abe is another care home resident who has been supported to enjoy his love of gardening, as Val Allan, Lead for East Ayrshire Health & Social Care Partnership, explained: "Abe was very isolated with very restrictive movement and did not really engage with people at the care home, but thanks to CAPA the staff spent a bit of time with him talking about what he liked to do and they discovered that he used to like gardening. So to help him get outside, the care home bought a temporary greenhouse. Now he's moving about much more, walking about the garden and working in the greenhouse.

"Another benefit is that this activity has given Abe something to talk about. I think this is why CAPA is so powerful. It's not just the physical benefits, it's about the emotional benefits too – it gives people a feeling of achievement and joy and gives



them a sense of purpose."

Val's experience of CAPA in the 15 care settings in the programme has been very positive, but it's the little steps towards improvement that bring her the most delight. She explained: "It's great when people can get a new lease of life through cycling or gardening, but for many people it's about simply moving a bit more – it's about increasing strength and encouraging engagement with activities. It shows that people can do simple things that many of us take for granted, particularly those things that involve managing our own personal care tasks.

"For example, when I go into a home and there's music on and everyone is singing and dancing, or sitting, clapping and laughing if they are physically unable to stand up to dance, that is a massive outcome for those people. And they don't even think about the exercise they are getting as they are simply enjoying themselves."



Abe enjoys spending more time in the garden now

## “It’s great when people get a new lease of life by gardening or cycling but for many it’s simply about moving more”

Laura agreed: “It good that the services run organised activities which help promote more movement for their residents but CAPA is about looking at opportunities to bring more simple and small increments in physical movement into a person’s everyday activities.

“This could be as simple as encouraging people to get their own daily newspaper from a magazine rack instead of having it handed to them, to encouraging them to get involved in meaningful daily tasks around their care service.”

Laura gave many examples of where residents were becoming more active though conducting simple tasks, such as three ladies who enjoy laying the table for

dinner and another lady with dementia who helps with the laundry, which, in turn, has helped to reduce her anxiety.

She added: “One gentleman was encouraged to walk to the sink to brush his own teeth. Before, he used to sit in his wheelchair and let the care staff brush his teeth for him, but he has been encouraged, step by step, to build up his confidence and become more independent.”

Val added: “I am blown away by the enthusiasm for CAPA in East Ayrshire and one of the biggest benefits I am seeing and hearing about so far is the amount of laughs and happiness the programme is bringing to residents and importantly to care professionals as well.” **CN**

## Movement gathering momentum

The CAPA pilot programme started in August in 139 care homes, day care centres, care at home and sheltered housing settings across eight partnership areas in Scotland. Its aim is to build the skills, knowledge and confidence of care professionals to enable those they care for to increase their levels of physical activity and move more often.

Louise Kelly is one of the two CAPA Improvement Programme Managers overseeing the initiative. She said: “We know, for example, that people in care homes can spend 80-90 per cent of their time seated or lying. We are supporting care professionals to introduce small changes to help people to move more often. This will help to increase people’s strength and balance, reduce the risk of slips and falls, and contribute to a better quality of life.

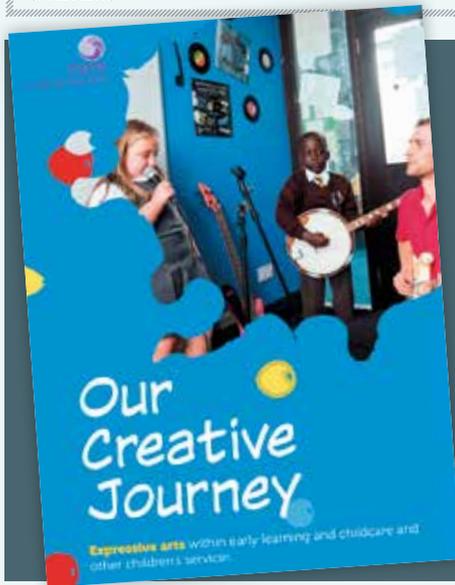
“For example, being able to walk to the local shop to collect the morning papers every day not only gives people valuable exercise but also helps them socialise with their community. Doing something meaningful helps people contribute and feel valued – all the things that make for a good life.”

The CAPA programme is based on improvement science theory and the CAPA Improvement Advisers in the regions will be measuring improvements in people’s physical characteristics, such as strength and balance, as the initiative progresses. All the care services involved have attended workshops where they were introduced to the programme and the improvement methodology.

Louise said: “At these workshops, we helped staff focus on what they were already doing well to help build their confidence about their abilities and we discussed further ways of helping to support people to move more which they took back with them to try out.

“They are the ones that are coming up with the ideas and the CAPA Improvement Advisers provide the support and encouragement.”

CAPA will run until September 2018 when a conference will be held to highlight the results of the programme and showcase best practice.



## 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](http://www.careinspectorate.com)



# Post-investigation review is updated

## New procedure allows for post-investigation review in any appeal against draft report findings

**A**s we have outlined in previous issues of *Care News*, the Care Inspectorate's complaints process has been revised to allow the regulator to target its resources to those complaints where people receiving care are at risk.

Both the complainant and complained against have the opportunity to appeal the decision of a complaint investigation.

The following outlines the procedure of appealing a decision under the new complaints process.

On completion of an investigation, the inspector will provide verbal feedback on the outcome of the complaint investigation to the complainant and will send a draft report to both the complainant and complained against detailing:

- element of complaints
- action taken to investigate
- evidence to uphold/not to uphold
- conclusion
- any areas for improvement identified
- action the service must take.

However, at this stage, both the complainant and complained against have the opportunity to appeal against the decision in the draft report and ask for a post-investigation review, if they consider that:



- the investigation made its decision based on important evidence that contained facts that were not accurate, and the person appealing the original decision can show this using readily available information
- they have new and relevant information that was not previously available about the complaint that was investigated and which affects the decision made
- they do not agree that the decision

is correct and want the Care

Inspectorate to reconsider its findings.

The complainant and complained against have 10 working days after receiving the draft report to submit a post-investigation review request to the Care Inspectorate, explaining any information that affects the outcome of the investigation.

If the new information changes the focus of the complaint investigated or introduces a new part to the complaint, the Care Inspectorate may need to start a new investigation.

The inspector will then review the content of the post-investigation review submitted and review this with the evidence gathered.

The inspector may:

- decide to do some further investigation and checking
- update the report to reflect comments received
- update the outcomes of the complaint
- not make any changes to the outcomes.

The Care Inspectorate will write to both parties to explain the outcome of the post-investigation review and the decision it has reached. A final complaint report will be issued to the complainant and complained against within 20 working days of receipt of the review.

Once the final complaint report is issued, this represents the Care Inspectorate's final position and no further appeal or review can be made. **CN**

# ACTION TO AVOID BURNS AND SCALDS

Control-measures training essential to combat complacency and lack of risk appreciation

**M**ost people would normally check the temperature of a hot bath before entering the water – but there are still a small but serious number of incidents of severe burns and scalds occurring which involve vulnerable adults in care settings.

As Principal Inspector of the Health & Safety Executive, its Hazel Dobb's job to work with the Care Inspectorate when such accidents occur. Over the past five years she has investigated five serious burn or scald injuries, two that resulted in death and one that incurred significant life-changing injuries as a result of 42 per cent burns over the person's body.

Hazel said: "Our role is to look at the actions of the support worker and of the care provider to consider



whether there were adequate control measures in place (risk assessments, training and so on) and whether these were being followed. Unfortunately, we've found that the failures in these cases were very basic – in most cases, it was a lack of risk appreciation on the part of the care provider and an assumption that staff would use 'common sense'.

"Providing training to

highlight the risk and formalise the correct procedure for providing personal care is key to risk control. These are simple requirements that are easy to implement. Support workers were also found to become complacent about the danger, assuming that a bath or shower fitted with a thermostatic mixing valve will always regulate the temperature of the water.

"Thermostatic mixing valves do reduce the number of accidents but people should never solely rely on the fact they have one installed as they can, on rare occasions, fail – that's why it's always essential to check the water temperature with a thermometer that gives an accurate temperature read-out and these should be provided to support workers."

Hazel added: "It's essential that staff receive training in the risks involved to the vulnerable adults in their care, the control measures and the consequences of not following them." **CN**

For guidance on avoiding burns and scalds, visit

<http://www.hse.gov.uk/pubns/hsis6.htm>

<http://www.ukhca.co.uk/pdfs/BathingShowering.pdf>

## Guidelines on controlled-drugs processes

### E-NOTIFICATION SYSTEM

Since April 2015, it has been mandatory to use the Care Inspectorate's e-notification system to report incidents and concerns involving the safe use and management of controlled drugs. As common themes continue to arise, Dr David Marshall, Health Improvement Adviser-Pharmacy, has summarised some of the issues so care services can learn to improve practice.

#### Drug calculation incidents

Data from the 2016-17 notifications show that 20 of the 473 notifications (4.2 per cent) involved the wrong dose of medicines being administered, such as morphine, diamorphine or midazolam. Many of these incidents involved errors in the calculation of the dosage to be given by injection, with dose and volume often being confused.

The incidence of these errors is rising, so services are advised to target training to ensure staff involved in giving such

medicines are aware of how to calculate the correct administration dose.

#### Medicated patches

A fifth of notifications relate to the use of patches containing medicines such as fentanyl or buprenorphine. They involved the patch not being applied or changed when they should have; patches being applied without removing the old one; or a patch falling off and not being noticed.

The CDAON Flash Report: *Preventing Harm from transdermal opioid patch preparations*, issued in 2016 and available on <http://hub.careinspectorate.com>, highlights the common issues with the use of such medicines.

#### The use of the e-notification system

Dr Marshall said he encourages providers to consider the system and human factors learning, and put in plans

to help prevent reoccurrence of these situations. See *Learning from adverse events through reporting and review: A national framework for Scotland* at [www.healthcareimprovement.scotland.org](http://www.healthcareimprovement.scotland.org) for guidance.



#### Notifications for non-controlled drugs

The British National Formulary identifies those medicines that are in schedule 1-4 (but not schedule 5) of the Misuse of Drugs Regulations 2001.

If there is any doubt whether a medicine falls into one of the five schedules, advice can be sought from a pharmacy. If a service wishes to submit a notification for an incident that does not relate to a controlled drug, the general incident or accident e-form should be used. For more information, read '*Notifications about controlled drugs*' at <http://hub.careinspectorate.com>



# Wonder in the woods

Stimulating outdoor activities have profound effect on dementia sufferers

Residents from Wheatlands Care Home in Bonnybridge enjoy the great outdoors

## WOODLANDS EXPERIENCE

**A**n innovative Woodlands Experience programme run by Forestry Commission Scotland (FCS) is transforming the lives of care home residents with dementia through activities like campfire cooking, and willow-weaving that build confidence and wellbeing, develop skills, and can trigger precious memories.

Lynn Kennedy, an Inspector with the Care Inspectorate, learned about the hugely positive impact the programme has had through a visit to Wheatlands Care Home in Bonnybridge, part of the Balhousie Care Group. She recently completed an inspection at Wheatlands which has 59 residents aged from 50 to 101 – around 75 per cent of whom have dementia. A group of Wheatlands residents recently completed the programme.

Lynn said: "I graded care and support at Wheatlands as excellent. They're doing some great work around offering meaningful activities, and in particular the Woodlands Experience offers residents an exceptional stimulating and enjoyable experience. People take part in a 12-week programme, going out into the forest, making charcoal, singing round campfires and creating art from branches with forest rangers and bring back photos and art to remember the experience."

Wheatlands Manager Grace Sloan said 12 residents took part in the Woodlands Experience at Callander Park, a 500-year-old wood a few miles from the home.

Visiting a local wood was important, she explained. "Some of our residents remembered taking their children camping – there was a trigger because they were doing familiar pursuits in familiar places."

Specially trained forest rangers accompanied residents and carers into the wood and Grace said friendships formed across the group, as participants got to know each other in a new environment.

"The Woodlands Experience had profound effects on our residents mentally and physically. It definitely helped their motivation, their willingness to get out into the outdoors, their eagerness to participate in things. We saw a huge improvement in their general well-being, they were happier, they slept better and ate better because they were doing something new and exciting."

Grace said some residents also became more mobile because of the exercise while

others rediscovered skills or knowledge they had forgotten. "It was a brilliant opportunity and it didn't matter if it was cold or wet outside, everyone was up bright and early and ready to go."

The programme was developed by FCS in partnership with Alzheimers Scotland, drawing on the findings of a PhD research study jointly funded by FCS and the University of Dundee, which examined forests as places of mental wellbeing for people with early-stage dementia. It found a woodland environment is "a library of resources and stimulation for people with dementia".

Forestry Commission Scotland National Policy Adviser Kevin Lafferty said the organisation wanted to be able to offer the health and well-being benefits of nature to a wider range of people as part of its Woods for Health strategy. It runs a programme for adults with mental health issues as well as the separate one for people with dementia which began in 2014 and which has now run in several parts of Scotland.

Dementia is a national public health priority for the Scottish Government, particularly concerning improvements in standard of care. According to Alzheimer Scotland an estimated 90,000 people in Scotland have dementia and around 3,200 of them are under 65.

Kevin said: "We wanted to increase the quality of life for people with dementia and also to trigger positive past memories by accessing local green space and woodlands. We know these can be very calming environments." **CN**



Enjoying the great outdoors