

New inspections

July 2018



The Care Inspectorate is changing how we inspect care and support. Many of the things we do on the inspection will feel familiar. With our new approach, some things might feel different and the way we evaluate (grade) has changed.

This leaflet explains what is different and where you can find out more.

Why change?

The Scottish Government published the new Health and Social Care Standards in 2017, and these came into effect in April 2018. There is a stronger emphasis on people's experience and outcomes. We want our inspections to reflect this, so we will spend as much time as possible speaking with people experiencing care and support, and observing practice.

A quality framework

We have published a new quality framework. This is designed for your own self-evaluation and will support this inspection and any improvement work. It asks some key questions about the service you are providing, and its impact on the people who experience care and support. Under each of the key questions, there are a series of quality indicators with illustrations of what 'very good' and 'weak' practice might look like. In total, there are five key questions and sixteen quality indicators. If you haven't seen it yet, you should download it from

www.careinspectorate.com/index.php/inspections/new-inspections.

What are the key questions?

The key questions we may ask on this inspection are:

1. How well do we support people's wellbeing?
2. How good is our leadership?
3. How good is our staff team?
4. How good is our setting?
5. How well is our care and support planned?

How will you use the key questions and the quality indicators?

We will inspect a number of quality indicators across a selection of the key questions. We will definitely look at the quality indicators about people's wellbeing, and the way in which care and support is planned. We may also look at other quality indicators, depending on what we find on the inspection.

What will you do on the inspection?

We will observe practice, speak to people experiencing care and their carers, speak to managers and staff, look at care plans and other records, and look around the service. We are really interested in knowing what difference practice is making on people's wellbeing. The quality framework shows some of the ways we might look for evidence, and some of the improvement resources we might refer to. You can use these in your own work too.

Will you use evaluations (grades)?

Yes, we will continue to evaluate quality on a six-point scale: unsatisfactory – weak – adequate – good – very good – excellent. We will provide specific evaluation for

each quality indicator that we inspect and write that in the inspection report. We will also provide an overall evaluation for each key question we inspect, which will also be clearly marked at the start of the inspection report. If we inspect just one quality indicator from a key question, the evaluation for the quality indicator and the key question will be the same. If we inspect more than one quality indicator from a key question, the evaluation for the key question will be the lower of the quality indicators inspected. This is because if we evaluate a key question as being “very good”, we expect all the indicators we look at under that key question to be “very good”.

Will the reports be different?

We have made our reports clearer, and they are primarily for people experiencing care and the public. The new reports will help people understand how we have used the quality framework and the new way of evaluating care and support we see.

Can I find out more?

Yes, of course. There is a lot more detail at www.careinspectorate.com/index.php/inspections/new-inspections and in the introduction to the framework document itself. And of course you can ask your inspector today. You can also find out more about the new Health and Social Care Standards at www.newcarestandards.scot.

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