



# International Engagement

**Report to:** Board Development Event  
**Date:** 18 December 2018  
**Report by:** Edith Macintosh, Interim Executive Director of Strategy and Improvement  
**Report No:** B-76-2018  
**Agenda Item:** 15

## PURPOSE OF REPORT

This report provides the Board with an update on the Care Inspectorate's international engagement.

## RECOMMENDATIONS

That the Board:

1. Notes the information contained in this report.

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**Consultation Log**

| Version  | Consultation                                       | Manager | Brief Description of Changes  | Date                                   |
|--|--|---------|---|--|
|  | Senior Management                                  |         |   |  |
|  | Legal Services                                     |         |   |  |
|  | Corporate and Customer Services Directorate        |         |   |  |
|  | Committee Consultation (where appropriate)         |         |   |  |
|  | Partnership Forum Consultation (where appropriate) |         |   |  |
| <b>Equality Impact Assessment</b>  |  |         |   |  |
| Confirm that Involvement and Equalities Team have been informed  |  |         | YES <input type="checkbox"/>  | NO <input checked="" type="checkbox"/> |
| EIA Carried Out  |  |         | YES <input type="checkbox"/>  | NO <input checked="" type="checkbox"/> |
| If yes, please attach the accompanying EIA and appendix and briefly outline the equality and diversity implications of this policy.  |  |         |   |  |
| If no, you are confirming that this report has been classified as an operational report and not a new policy or change to an existing policy (guidance, practice or procedure) |  |         | Name: E Macintosh<br>Position: Interim Executive Director of Strategy and Improvement |  |
| Authorised by Director   | Name:  |         | Date:   |  |

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## **1.0 INTRODUCTION**

The Care Inspectorate has set out in its 2014-2018 corporate plan an ambition to "...build confidence that social care in Scotland is rights-based and world class", and "to contribute to ensuring a world class care system in Scotland".

Realising these aims requires the Care Inspectorate to engage externally across the UK, Europe and beyond in a way which allows us to learn from other regulatory, scrutiny and improvement bodies, use international learning to inform and improve practice, and share of our experiences and learning with others. All the time, we seek to do this in a way which is efficient for the taxpayer and, where possible, not funded by the Care Inspectorate. All overseas travel requires to be approved by the Chief Executive. Where we are invited to share our work abroad, we expect the inviting party to pay for travel and accommodation costs. We also expect staff involved to share their learning with others in the organisation.

## **2.0 INTERNATIONAL CO-OPERATION**

The Care Inspectorate is a member of the European Partnership for Supervisory Organisations in Health and Care (EPSO), and participate in a number of working groups. We have recently joined the International Foundation for Integrated Care (IFIC) and are examining how we can learn and share about scrutiny and improvement integration with other jurisdictions. These networks, and other more informal networks, allow us to develop bilateral relationships and visit other countries to learn. For example, our Chief Inspector for Children's Services recently undertook a study visit to Finland to examine approaches to early learning and childcare, including visits to settings and to the regulator.

## **3.0 SHARING PRACTICE OUTSIDE OF SCOTLAND**

We have regular meetings with UK regulators outside of Scotland, including CQC, CIW, RQIA, and others. The Executive Director of Scrutiny and Assurance provides some time to support RQIA in their development of scrutiny and improvement approaches, and we have peer-reviewed some work undertaken by RQIA and the request of the Northern Ireland health department. In past years, we undertook scrutiny and improvement activities in the Isle of Man and the States of Jersey.

All our materials and resources are published on our website and The Hub in an open-access way. This means that they are freely available across the world, and there is regular international interest in them. My World Outdoors, our early years good practice resource promoting outdoor play, was showcased by Inspiring Scotland during their attendance at the International Play Association conference in Calgary in September 2017. We were invited to share our joint work with HIS on preventing pressure ulcers at the Pressure

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Ulcer summit in Manchester in December 2017. Our Allied Health Professional (AHP) Consultant in our Improvement support team and one of our improvement advisors presented on the Care Inspectorate's promoting continence resource in Slovakia (September 2017).

We encourage our staff to publish widely on aspects of their work. Our website contains a series of practice papers, called Papers in Scrutiny and Improvement Practice, which describe aspects of our approach and the theoretical approaches behind them. This has been a source of interest to a number of colleagues. We also work to share our findings in academic journals. This year, for example, our AHP Consultant in our Improvement support team has published in the Journal of Dementia Care, and our Head of Improvement Support has had a chapter published in a monograph on effective self-care and resilience in practice.

The Head of Improvement Support has been working with experts from Robert Gordon's University to host a roundtable discussion with professionals from Maine, USA about social care and physical activity in prisons.

#### **4.0 SPEAKING AT AND ATTENDING PROFESSIONAL CONFERENCES AND NETWORKS**

The Care Inspectorate has been invited to speak at a number of conferences in recent years. For example, staff spoke at EPSO conferences in Iceland in 2017 about our increasing focus on outcomes and experiences for people and Copenhagen in 2018 about our experiencing of moving from an enforcer of rules to an enabler of quality. Later in 2018, the Chief Inspector for Strategic Scrutiny and the Service Manager for Adult Strategic Scrutiny will speak at an EPSO conference in Sofia about integrated health and social care scrutiny.

In April 2018, the Executive Director of Strategy and Improvement and the Head of Improvement Support, along with the Director of Quality Assurance at Healthcare Improvement Scotland, were invited to lead a session at the IHI/BMJ International Forum on Quality and Safety in Healthcare. During this, over 400 delegates from 33 countries explored approaches to scrutiny which support improvement and the involvement of people experiencing care in regulation. Staff also spoke at and attended a regulators' fringe meeting at the same conference. The 2019 Forum is being hosted in Glasgow by the Scottish Government, where the Care Inspectorate and the Dutch health and youth care inspectorate are organising a fringe event for regulators; the provisional topic is about involving people who experience care in regulation, scrutiny and improvement.

We were invited to present our work at the European Social Services Conference in Seville in 2018. The Executive Director of Strategy and Improvement presented with a colleague from HIS on the development of the new health and social care standards. The CAPA programme was presented from the main stage. A young inspection volunteer and a strategic inspector

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presented on their work in involving people who experience care in our strategic inspections. We have been invited to take part in a discussion and learning session on the evolution of quality and inspection, in Milan at the 2019 European Social Services Conference, and have accepted in principle.

In November 2018 the Director of Scrutiny and Assurance hosted the first meeting of the IFIC Scrutiny Special Interest Group in Edinburgh which will be attended by senior staff from inspection bodies in 7 European countries, including the Netherlands, Malta, Sweden and Ireland. The primary purpose of this group is to share practice in inspecting integrated care. The IFIC annual conference is being held in Spain in April 2019 to which the Care Inspectorate has already been asked to submit an abstract on our current approaches to inspecting strategic planning by integration joint boards.

Specialist staff have also presented on reducing pressure ulcers at the European Wound Management Association conference in Poland (May 2018) and at a wound management summit in Birmingham (April 18).

We engage across the UK through the National Preventive Mechanism. The Care Inspectorate and Regulatory, Quality and Inspection Agency (in Northern Ireland) hosted a fringe meeting at the NPM Belfast meeting 2018 to discuss the new care standards and new approaches to scrutiny. This was attended by regulators from Scotland, England, Wales, Northern Ireland and the Republic of Ireland.

The Care Inspectorate has also hosted international speakers and conferences in Scotland for our staff and for the care sector to attend. During 2018, we hosted Professor Ian Lesitkow from Erasmus University to speak to our inspectors undertaking their professional development award. During 2018, we also hosted a conference for the CAPA programme with speakers from New Zealand, the Republic of Ireland, and the Netherlands.

## **5.0 HOSTING VISITS**

Where possible, the Care Inspectorate seeks to accommodate requests from regulators and scrutiny and improvement bodies who are interested in visiting Scotland and learning more about the Scottish model of scrutiny and improvement in social services. In recent years, we have hosted visits from China and the Netherlands; the latter focused on the use of the Short Observational Framework for Inspectors as an evidence-gathering tool. In 2018, we hosted colleagues from Sweden who were interested to learn more about the Care Inspectorate's approach to inspecting children's services, including the work of our young inspection volunteers. The purpose of this was to inform a review of their own approach to inspecting care homes for children in Sweden. In August 2018, we hosted a visit from the Hong Kong department for social welfare, who are reviewing their approach to scrutiny and improvement in care homes.

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Later in 2018, we hosted inspectors from Denmark to look at our scrutiny and improvement work in care homes for older people, and from Malta to look at our overall regulatory approach in social care. We hosted a two-day meeting and study visit of a special interest group of European regulators in November to look at our approach to scrutiny and improvement in integrated health and social care.

We also met staff from the Singapore department for families to discuss findings from our thematic scrutiny of adult support and protection, along with representatives from the Scottish Government and the Scottish judiciary.

## **6.0 SHARING OUR WORK ABROAD**

Scotland's innovative approach to scrutiny and improvement in social care attracts significant international interest and attention. This means that we have increasingly been invited to share our expertise approach.

In 2017, the Executive Director of Strategy and Improvement was invited to speak to the Swedish health and social care regulator (IVO) about outcomes-focused scrutiny in adult social care. The Chair was invited to visit Japan, so speak to government officials about our work across the social care and social work sectors.

In 2018, Executive Director of Strategy and Improvement was invited to speak to the Danish Patient Safety Authority about scrutiny and improvement approaches in care homes for older people, and to advise on setting up new inspection programmes in these services. The European Commission identified the Care Inspectorate as an example of effective practice in social service scrutiny and improvement in 2018, and suggested to Romanian colleagues that they engage with us. We have used technology to share our learning.

Later in 2018, the Head of Professional Practice and Standards will visit Canada to share the Care Inspectorate's contribution to developing the new health and social care standards, and our expertise in supporting outdoor play in early learning and childcare. The Executive Director of Strategy and Improvement and an inspector from our inspection and complaints team visited the Singaporean ministry of health to discuss new approaches to inspections. This study and sharing visit was jointly arranged with the Care Quality Commission in England.

Travel and accommodation costs have been borne by the host organisations.

## **7.0 RESOURCE IMPLICATIONS**

Where appropriate, the costs of international engagement are met by those countries seeking to learn from the Care Inspectorate's experience. Where we are seeking to gain experience, the costs of economy-class international travel

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accommodation is met from established budgets, and approved by the Chief Executive.

**8.0 CUSTOMER SERVICE IMPLICATIONS**

There are no specific customer service implications.

**9.0 BENEFITS FOR PEOPLE WHO EXPERIENCE CARE**

The Care Inspectorate's international engagement is firmly directed at improving the quality and depth of our own work, and meeting the corporate plan's aspiration to be a world-class scrutiny and improvement body. The learning we gain from our work will improve how we can fulfil our statutory function to further improvements in the quality of social care and social work in Scotland. If we are able to share some of work internationally, we may be able to indirectly support this in other jurisdictions and countries also.

**10.0 CONCLUSION**

The Board is invited to note this paper.

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