



# INVOLVE

July 2018– December 2018

A festive Christmas-themed background with a green surface covered in white snowflakes. It features various holiday items: a white gift with a red ribbon, a green gift with a gold ribbon, gingerbread cookies in the shape of a star, a gingerbread man, and a Christmas tree, a gold and red Christmas ball, a red Christmas ball, candy canes, holly leaves with red berries, and pine branches.

WE WISH YOU A VERY MERRY  
CHRISTMAS AND A HAPPY  
NEW YEAR 2019

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## introduction

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**Welcome to the winter 2018 edition of Involve. We can't quite believe we are almost at the end of another year already. This year, there have been lots of opportunities to get involved and we have been busy with our Inspection Volunteer scheme, Involving People Group meetings and various other projects. Thank you to everyone who has been involved with us for your continued effort and dedication throughout 2018.**

Work on our new three-year Involvement Strategy and Action Plan is almost complete and will be going to our Board for approval this month. We are hoping to publish early next year and hear your views and suggestions on how we make our plans a reality. We want to offer new and inventive ways to get more people who experience care, involved in our work. Another busy year is ahead of us!

Until then, we wish you all a joyful and peaceful time over the festive period – all the best to you and yours.

(Please note that the Care Inspectorate offices will be closed over the festive period from Tuesday 25 December until Thursday 3 January 2019.)



# Staff update

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As you will all know, we said goodbye to our Chief Executive Karen Reid in September. We are currently recruiting for a new permanent Chief Executive and hope that an appointment will be made by the end of the year. **Gordon Weir (formerly Executive Director of Corporate Services)** has taken up the post of Interim Chief Executive and continues to be committed to involving people who experience care in our work.



In November, we also said goodbye to **Rami Okasha, Executive Director of Strategy & Improvement**. Many of you have worked with Rami during his five years with the Care Inspectorate and will join us in wishing him every success in his new role with Children's Hospices across Scotland (CHAS). Congratulations Rami!



# Getting to know you

MARGARET WINCHCOLE IS AN INSPECTION VOLUNTEER AND AN ACTIVE MEMBER OF THE INVOLVING PEOPLE GROUP. THANKS MARGARET FOR AGREEING TO TELL US A BIT MORE ABOUT YOUR ROLE.



## What is your name?

Margaret Winchcole

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

Quite a lot! I'm an Inspection Volunteer and help with inspections. I am also a member of the Involving People group.

## Why did you get involved?

It's something I wanted to do. I was in the Involving People Group first and then heard about Inspection Volunteers. I wasn't sure if I could do it but I like talking to people and finding out about them and I get help with this on inspections.

## How many inspections have you been involved in?

So far, I have been involved in 16 inspections.

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

I love chatting to people. I look forward to meeting new people and finding out what their services are like.

## How would someone describe you?

That's a hard one! Reliable, chatty and enthusiastic, I think.

## How do you like to spend your free time?

I like to keep myself busy. I enjoy meetings, running races and collecting medals. I enjoy going to see my family. I volunteer at big sports events such as the Special Olympics and the Commonwealth Games. I also like singing karaoke.

## What makes you laugh?

TV programmes such as Chewing the Fat, funny jokes and banter.

**Barbara Mitchell is one of the three Involvement Coordinators with the Care Inspectorate. She has been with the organisation for many years. Some of you may already know Barbara but here's a little more about her and her life.**

### **1. What is your role?**

I am an Involvement Coordinator covering the North of Scotland – as far up as Shetland all the way down to Dundee and across to Fife. Coordinators recruit, interview, train and support the people who volunteer for our organisation.

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

I enjoy working with people and get to work with some pretty amazing volunteers in my role. Some have had really difficult journeys and want to make it better for others in a similar position while others have had really good experiences of care but recognise not everyone has a voice and want to help change that.

I also get to work with some fabulous inspectors who really value working with our volunteers, taking time to make them feel valued and an important part of the inspection process. When we go out on inspection we meet some wonderful people who use the services we regulate. It amazes me how interesting people's lives are and we are very privileged to have them share their experiences with us. I also enjoy recruiting people to get involved, finding innovative ways of reaching out to people who use services and their carers/family members. Most of all, I like the way we are encouraged to improve, be flexible and creative in how we involve people.

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

The role has changed a lot since I started and we have a lot more opportunities for people to be involved which can be challenging in terms of time. We also know that organising inspections and then having to reschedule or cancel due to changes in the inspector's diary can be challenging. Although we make our volunteers aware of these changes, I still don't like having to let someone down if they have set aside time to work with us. Another challenge is training as we bring together



a group of around 10 people with different experiences and backgrounds and try to make it accessible for all. We are usually lucky with our Inspection Volunteers who make the process so enjoyable, but keep us on our toes!

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

I think people would describe me as approachable and flexible as I believe that's what the role of coordinator requires. I work at a really fast pace and like to be organised so I have to remind myself on occasion to slow down!

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

My most favourite time is family time. I met my husband when I was in high school and married soon after. Then the decades go past really quickly when you're bringing up children and getting them started in life. As our two children are now grown, we have been fortunate to have the past 10 years to spend quality time together, travelling, eating good food and drinking nice wine.

I have an amazing close immediate family which includes two beautiful grandchildren Beth and Dillon. The organisation advocates a good work life balance so every Monday is "Nanna day". This means I get to enjoy a really close relationship with my grandbabies while still doing a job I enjoy. My son and daughter are my greatest success story, we grew up together and I love to spend time with them and my lovely daughter-in-law. I can honestly say they are really nice people.

### **6. What makes you laugh?**

I love to laugh and people make me laugh. I love to hear the laughter of my grandchildren.

# INSPECTION VOLUNTEERS

**We have been busy interviewing and training new Inspection Volunteers over the past few months and our two-day training course was held in Glasgow at the end of October for six potential new recruits.**

The recruitment process takes considerable time from receiving an application form to meeting with people individually to discuss their personal experience and explain the role and its purpose. If the candidate is successful at this stage, they are invited to our two-day training course which includes:

- an introduction to the Care Inspectorate and the Health and Social Care Standards
- the role of an Inspector and an Inspection Volunteer; presented by people experienced in the roles
- what goes into an inspection report
- how to give verbal feedback
- roleplaying scenarios – what happens on inspection
- what happens before, during and after inspection
- effective communication – listening and questioning skills
- values, equalities and thinking about the language we use.

We really enjoyed the training in October and now our new Inspection Volunteers are going out on shadow inspections where they are accompanied by an Involvement Coordinator. This allows them to get a full idea of how the inspection process works before going out alone in the New Year.

## Promoting involvement and recruiting volunteers

Before we get to the stage of interviews and training, we need to get people interested in our involvement opportunities. This requires us to constantly come up with new ways and ideas of promoting our work and schemes, especially in areas where we really need more volunteers. Barbara Mitchell spent two days doing this with two volunteers, Ruby Hicks and

Katrina McLeod, in the Eastgate shopping centre, Inverness.

Barbara said: "It was a very interesting experience. We got to speak to lots of very nice local people as well lots of visitors who were from the cruise ship docked nearby. The emotions involved in using care services can sometimes require having sensitive conversations and people were keen to share both good and bad experiences at the Care Inspectorate stand. We were also able to introduce people to the work of the Care Inspectorate, some of whom did not know who we were or what we do. All in all it was a good two days and we hope it will encourage people to use our website and /or volunteer with us."



## Inspection figures

During the second quarter of the inspection year, which covers July-September 2018, you have taken time to travel the length and breadth of Scotland.

Number of inspections completed: **144**

Number of people using services spoken with: **728**

Number of carers spoken with: **426**

Total number of people spoken with: **1154**

A huge thanks to our Inspection Volunteers and our Young Inspection Volunteers for your continued commitment to your role. Over the course of the year, we speak to around 5000 additional people on inspection – this adds a huge amount of value to our process and enables us to hear the views of many more people on inspection.

## Self-directed support inspections – a volunteer’s perspective



Diane Morgan has been involved as an Inspection Volunteer for a few years. She was recently involved in a strategic inspection around the theme of self-directed support. Thank you Diane for taking some time to tell us more about your experience.

At the end of October I was lucky enough to be asked in my role as Inspection Volunteer, to work with a team of Care Inspectorate staff who were to be carrying out a review on how self-directed support (SDS) works in Scotland. They have been looking at how effective SDS has been since it was introduced in 2014, both for people using it to access support services and for those caring for family members or loved ones who require support services. SDS allows people who require support services to have these delivered in a way which best suits their needs and abilities.

There are four options available to them.

- Option 1: You choose to receive a direct payment to purchase support yourself. You will have access to advice and support from your council and your local support service.
- Option 2: Your council may give you the option to choose your own support while it holds the money and arranges the chosen support on your behalf.

- Option 3: You choose to have the council select the appropriate support and arrange it for you.
- Option 4: A mix of options 1, 2 and 3 for specific aspects of your support.

I met with the team and was delighted to find that I already knew some of them though work I had been involved in last year to review Adult Support and Protection. The team members were very welcoming and helpful. I attended a team meeting that enabled me to get up to speed with what the expected outcomes of the review were.

Team members had organised meetings with various organisations and representatives of bodies directly involved with SDS such as social work, NHS and care agencies. It was agreed that I was to meet with two focus groups of people who access support packages through SDS.

The group we met with were carers for people using SDS (mainly using Option 1). This option allows users to have total control over their allocated funding, usually by having funding paid directly into a bank account that has been set up by or for the recipient. The scheme involves having an allocated social worker, who works with the person to create a care plan that addresses the person’s needs and ensures that at all times their views and preferences are taken into account. The majority of the group felt that the first two years of the scheme had been difficult with a general lack of knowledge by social workers, councils etc. as to the way forward. However, it was unanimously agreed that this year had been the best yet and that things were running extremely well with the exception of one case.

Here are some examples of how the scheme has been working for people.

- One couple had two sons with profound disabilities. Both initially had been living in separate care facilities some distance apart from each other and from home. After accessing SDS (Option 1) and working out care plans, both boys are

now resident in the same facility and have even managed to go on holiday to swim with dolphins through SDS funding. They mentioned how very proactive the social worker had been in getting to know both boys and to ensure that their needs were fully understood with effective care plans created so that their needs correctly catered for.

- A mother spoke about her daughter who had numerous health problems, including visual impairment and a reduced immune system, after contracting a serious illness that resulted in her being hospitalised for five months. Using SDS, she had managed to get a personal tutor for her daughter to continue her schooling. Her daughter is now handling her own SDS funding and is currently attending university. She uses her SDS funding to help her with taxi services as well as with course requirements.
- We also met with two people with profound mobility and health issues, who were receiving their chosen care package having used Option 1 in their own right to fund their choices. They worked with social workers to create appropriate care plans that included the direct employment of personal assistants for a number of hours each week to help them. All paperwork, such as timesheets and wages/tax, was handled by external companies of their choosing and this was working extremely well in both cases. As a result of their funding, they had been enabled to visit the cinema, theatre, take short breaks and enjoy social outings.

As SDS becomes more utilised for those with additional care and support needs, it is hoped that more knowledge of the system will allow it to work even more smoothly. The overall review will be published early next year which will give a much clearer picture of the situation across Scotland and the way forward for SDS.

## INVOLVING PEOPLE GROUP - JUNE 2018

Our last Involving People Group (IPG) was held in Jurys Inn, Aberdeen. It also focused on self-directed support (SDS) and our small group were given a presentation by Heather Melvin, from the Care Inspectorate, and Janet Crozier, from Scottish Government. They have both been part of a project group reviewing SDS and its impact in Scotland.

Similar to the feedback that Diane Morgan received, the group felt that:

- there needed to be more promotion of SDS options
- the process needed to be made easier for people to access
- local councils need to be open about the options available to people
- there needs to be the right support for people wishing to use SDS methods.

People felt that this was the right way forward but more time and resource have to be invested in making this happen effectively.



# YOUNG INSPECTION VOLUNTEER NEWS

**The Scottish Government dedicated 2018 as Year of Young People. At the Care Inspectorate we have taken the opportunity to show Scotland what an amazing group of young people our Young Inspection Volunteers are. It has been a fantastic opportunity to celebrate and showcase the work of our YIVs. It has also created opportunity for involvement in other areas of work and encouraged us to develop new skills and experiences. Our YIVs have received lots of support from our Communications Team this year to highlight the great work they do.**

## Young Scotland Programme

The Young Scotland Programme was established in 2002 and exists to develop the communication skills and broaden the horizons of people in early stages of their working lives. Delegates attend a three-day residential event and are encouraged to think and talk freely about the big issues facing our society. The programme helps delegates to build confidence, stimulate debate and increase awareness of the world around us.

The November programme took place in Troon and Melissa Young and Erin McGuigan attended to represent the Care Inspectorate. They had a wonderful few days meeting new people and listening to different perspectives while developing their own skills that will benefit them in their role with the Care Inspectorate.



## Herald Society Awards

The Young Inspection Volunteer team was nominated and shortlisted for a Herald Society Award in the category Improving Children's Lives. Yiv's, Carrie Ann, Erin, Toni and Melissa along with team members Charlene and Gemma attended the awards dinner in the Marriot Hotel, Glasgow. It was a wonderful event and a lovely opportunity to meet up with other organisations shortlisted and doing really great work across Scotland.

The awards evening was hosted by Sean Batty, STV weather man. Some of the group were completely star-struck to meet Sean and get a selfie with him!

Unfortunately, the YIVs didn't win the award although we were heartened that they missed out to an incredible charity organisation reuniting children and young people using care services with their siblings called STAR. They had a fantastic night at the awards dinner and really enjoyed the opportunity to get dressed up and celebrate their own hard work and achievements. We should also mention one of our adult Inspection Volunteers, Brian Smith, whose project Musical Memories, Springburn, was also nominated for an award. He is a co-ordinator of this voluntary initiative and what started as a singing group a few years ago has expanded into providing training to managers on dementia issues as well as providing lunches for members.

Congratulations to you, Brian!





## First Mentee

**We have been celebrating the exciting news that two of our YIVs have been selected for prestigious roles through the First Minister's mentorship initiative.**

Toni Twigg has been selected as the overall winner by the First Minister and will be mentored by Nicola Sturgeon for one year. Ashley Mayer was also on the shortlist of candidates and will be matched with a mentor through the Scottish Chambers of Commerce.

The First Minister officially announced Toni as the new First Mentee in September at the Advisory Council of Woman and Girls in Edinburgh. She said: "I am looking forward to getting to know Toni and working more closely with her in the year ahead. When I met Toni during the shortlisting process, I was really impressed by her determination and ambition to raise awareness of care experienced young people in Scotland – an issue close to my heart."

During the mentorship period, Toni will have a minimum of four individual meetings with the First Minister, as well as the opportunity to shadow her at events and in meetings. Well done to Toni and Ashley – we are extremely proud of you both!



# INDEPENDENT CARE REVIEW

**An independent review of care services for children and young people is taking place in Scotland. Its aim is to identify and deliver lasting change in the care system and leave a legacy that will transform the wellbeing of children and young people.**

The review group knows that this is a complex and challenging area so they are committed to listening to and taking account of the views of a whole host of people and organisations. Most importantly, the lived experiences and wisdom of people are at the very heart of the Care Review. That means actively listening to the voices of children and young people in care, care leavers – young and old – and their families and carers. It is their experiences and voices that will give clarity and focus on what matters in this complex and challenging task.

The review includes working groups, made up of young people and professionals, who will be looking at subjects including love, stigma, health and wellbeing. We are so proud that Carrie Ann Davidson has been asked to represent the Young Inspection Volunteers on the stigma working group.

If you would like to know more about the review, you can visit their website at <https://www.carereview.scot/>

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# PRIDE OF QUEENS CROSS AWARDS

**Bronwyn Wyper was nominated and won a Pride of Queens Cross award for her commitment to volunteering and working with her local community as well as the Care Inspectorate. Below, Bronwyn tells us a little more about the awards.**

“The Manager of Council for Homeless Young People (CHYP), Sharon Freeman had nominated me for a Pride of Queens Cross award, in the category of Young Persons Contribution to the community. This is for the voluntary work I do with them as well as the Care Inspectorate and Firestation, a project offering housing support for young and vulnerable adults. I also volunteer with the council for gala days and art groups.

I went along to an awards dinner with some staff from CHYP and waited to hear if I had won. When my name got called out to say I had won, I felt very emotional and touched that I was even considered for the award. I think part of me thought I didn't deserve it or understand why I was nominated until Sharon told me that it was her and why.

It means the world to me that Sharon has nominated me for this award as I know that I am appreciated by what I do. Even though I am told this, moments like the award ceremony just make it seem real.”



# INVOLVEMENT CONFERENCE

**Our Involvement conference will take place on Thursday 7 March 2019 in the Radisson Blu Hotel, Glasgow.**

More details will be sent out in the New Year and we are really looking forward to seeing as many of you as possible on the day. We have such a varied and interesting programme planned with specific workshops as well as guest speakers. Please put the date in your diary now so you don't miss out.

## FINALLY

**We really hope you enjoy this edition of Involve. The Involvement Team members work hard to produce this and would love to feature your stories and the projects you are involved with. We would also like to know what you think of the newsletter.**

- Is there anything else you would like to see included?
- How can we continue to improve?

As always, send your emails to [getinvovled@careinspectorate.com](mailto:getinvovled@careinspectorate.com) or you can give Patricia Smith our Involvement Administrator a call on **01382 207100**.



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