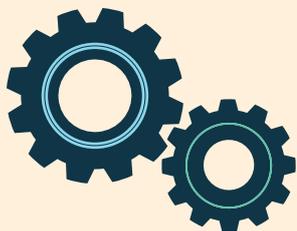


Vision

The Care Inspectorate's vision is for world class social work and social care in Scotland, where every person, in every community, experiences high-quality care and support, tailored to their rights, needs and wishes.



Core purpose

We are a regulatory body that provides scrutiny, assurance and supports improvement, and a key contributor to the aspiration of world class social work and social care.

Strategic outcomes



People experience high-quality services and support where needed.



The care sector actively pursues a culture of improvement and innovation.



People experience person-led, outcome-focused care that respects their rights and reflects the Health and Social Care Standards.

Key results, strategic objectives and measures



People experience high-quality care

Our scrutiny, assurance and improvement support work leads to improved quality of care and wellbeing for people.

Poor quality care is addressed quickly through a wide range of scrutiny assurance and improvement support interventions.

Scrutiny, assurance and improvement support interventions are influenced by the views and expertise of people who experience care and their carers.

We will measure this by:

- % of people telling us they are happy with the quality of care and support they receive
- % services with good or better grades
- % of people telling us that our scrutiny will improve care
- % of statutory inspections completed
- how quickly poor quality care improves.



People experience positive outcomes

Care providers and commissioners are supported to self-evaluate and build capacity for improvement to improve the quality of their services.

Intelligence and evidence gathered from scrutiny, assurance and improvement support work informs and assures the public and our stakeholders, contributing towards addressing health and social inequalities.

Based on intelligence, we focus our scrutiny, assurance and improvement support activity to where it is needed most.

Our registration of services supports the development of innovative services.

We will measure this by:

- % of services with good or better grades at first inspection following registration
- level of investment in learning and development for our workforce
- staff capacity to deliver objectives
- % of scrutiny actions focused on where risk is highest.



People's rights are respected

We will develop quality frameworks for inspection that promote self-evaluation and care based on the Health and Social Care Standards.

Our work informs the development of person-led care and support, including the effectiveness of social work practice.

We will measure this by:

- % of people telling us they are happy with the quality of care and support they receive
- % of people telling us they make decisions about their own care
- proportion of services with a new inspection framework in place.

Key principles - our approach

To achieve our strategic objectives we will follow seven key principles. These are:



A culture of engagement, empowerment and development of decision making



Effective gathering, analysis and use of intelligence to influence policy and practice



Staff development and wellbeing



Co-operation and collaborative working



Customer-focused approach



Well governed organisation



Diversity and equality in all that we do