



INVOLVE

July 2019– December 2019

A festive illustration on a dark green background featuring various Christmas ornaments, holly leaves, red berries, and white snowflakes. The ornaments include a green one with red swirls, a green one with white stars, and a red one with white stars. The text is centered in white, bold, uppercase letters.

**WE WISH YOU A VERY
MERRY CHRISTMAS AND
A HAPPY NEW YEAR 2020**

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introduction

Welcome to the winter edition of Involve. It has been a busy year with inspections and other areas of work for volunteers. The involvement team has welcomed a new manager, Fiona Barrett. Fiona has been busy getting to know everyone at the Care Inspectorate and is looking forward to working with our volunteers more in 2020.

We have had many highlights in 2019, including the involvement conference, launching the new involvement strategy and our young inspection volunteers completing their community achievement award qualification.

With the festive season upon us we would like to thank all our volunteers for their dedication and hard work. We wish you a peaceful festive season and best wishes for the new year.

Staff update

Fiona Barrett joined the team in August 2019 as organisation and workforce development manager. Fiona is managing both the involvement team and the internal engagement team as well as managing our equalities reporting for the Care Inspectorate. Welcome to the Care Inspectorate, Fiona!



Involvement statistics

Completed inspections:

293

Number of people using services spoken to:

1,691

Number of carers spoken to:

1,115

Getting to know you

FIONA BARRATT IS OUR NEW ORGANISATION AND WORKFORCE DEVELOPMENT MANAGER. SHE IS MANAGING THE INVOLVEMENT TEAM AND IS REALLY LOOKING FORWARD TO MEETING EVERYONE IN 2020. FIONA TELLS US A BIT MORE ABOUT HERSELF BELOW.



What is your role?

I'm the organisational workforce development manager for involvement and engagement. I'm currently covering a secondment until August 2021. My role is really varied, which makes it really interesting! I manage both the involvement and internal engagement teams, so I get to work with our volunteers. Our volunteers help us with so many projects and individual pieces of work. As well as supporting our inspections, they get to work with a huge range of staff from across the organisation on different projects.

What do you enjoy most about your job?

I really enjoy the variety – no two days are the same. This means I am learning so much about the organisation and its work. I'm getting the opportunity to meet, listen and chat to some very experienced and passionate people every day.

What do you find most challenging?

In some ways it is the variety! I need to be able to quickly change my focus from thinking about involvement to thinking about culture, communications, engagement or equalities throughout each day.

How would someone describe you?

Honest, loyal, supportive and a good friend - I hope!

What do you like to do when you're not working?

My husband and I like to travel, and our favourite thing is to pack the car, head for the channel tunnel and drive around Europe for a few weeks. When we are not doing that, our time is spent with our two grandchildren: Edith who just turned four; and Oren who is only four months – but that's more exhausting than any amount of travel!

What makes you laugh?

That's easy – my husband and my granddaughter Edith – both quite silly a lot of the time!

GETTING TO KNOW YOU – INSPECTION VOLUNTEERS

Martin Fraser has been involved with the Care Inspectorate as a volunteer for five years. Martin tells us some more about his role and why he got involved.



What is your role and what does it involve?

I'm an inspection volunteer. I go on inspection with an inspector and my co-ordinator, Clare. I can be extra eyes and ears for the inspector and get the views of people using services. I also carry out telephone interviews to people using services. I do this in a Care Inspectorate office.

Why did you get involved?

I have always been part of service user involvement in various organisations. I was a member of the Involving People Group for a few years before I had the confidence to apply to be an inspection volunteer.

How many inspections have you been involved in?

Quite a few. I've been a volunteer for about five years.

What do you enjoy most about volunteering with us?

I like the interaction with people using services. Being a service user myself, I am interested in seeing how other services are run and how the Care Inspectorate carries out inspections. I want to 'put something back'. On the whole, I've had good services and want to ensure others have too.

How would someone describe you?

More confident than I think I am.

How do you like to spend your free time?

I support the worst football team in Scotland - Falkirk! I go to a lot of their matches. I also like to watch Liverpool playing on the TV.

What makes you laugh?

Comedies like 8 Out of 10 Cats and Have I got News for You.

WILLIAM CLELLAND – QUEEN'S ROYAL GARDEN PARTY

In July, inspection volunteer William Clelland was invited to represent the Care Inspectorate at the Royal Garden Party at Holyrood Palace. William set off early on the day in his new suit. The weather was beautifully sunny, and William enjoyed a stroll through Edinburgh's Royal Mile before attending the event.

William was one of 5,000 people present at the event, which is held every year to recognise and reward people in public service. William said afterwards "It was a fascinating day. When I told my sister in America I was going, she was so excited. The event was well set up. There were big queues, but it was very well organised with lots of seats for people. I spent the day walking about and talking to some really interesting people. There were bands and pipers playing too. The food was amazing, and I have never seen so many cakes. Some of the outfits were incredible. The Queen was walking about, talking to people and she looked very sprightly! It was so good to see people getting recognised for the work they do, and I had a great day.



YOUNG INSPECTION VOLUNTEER NEWS

It has been another great year for our young inspection volunteers. They won a partnership award with Stand Up for Siblings at the Herald Society Awards. We have had some new young inspection volunteers join us and Toni Twigg had a beautiful baby boy!

Baby Keyaan

Congratulations to Toni and her partner, Imran on the birth of baby Keyaan. Keyaan was born on 16 June 2019 and weighed 6lb 1oz. Both Toni and Keyaan are doing really well.



New young inspection volunteers

A huge welcome to our five new young inspection volunteers Liam, Ally, Demi, Rosa and Sara. They completed their training during the summer and are busy getting to know their role and the other volunteers!

Community Achievement Awards

We are proud to share that four young inspection volunteers, Ashley, Erin, Bronwyn and Toni completed their level 6 Community Achievement Awards! It is a great achievement and they completed the award with Glasgow Kelvin college alongside their volunteering with the Care Inspectorate.

The four young inspection volunteers spent time at the college as well as working in their

own time to ensure they met the criteria set out to achieve the award!

A special thanks to Glasgow Kelvin college for your support and help. We are really looking forward to working with you more in 2020. Well done and congratulations!



Transgender awareness training

Thank you to LGBT Youth staff and young people for delivering such informative transgender awareness training to young inspection volunteers. LGBT Youth is Scotland's national charity for LGBTI young people, and they joined us for an afternoon earlier in the year to deliver training to the young inspection volunteers.



STAND UP FOR SIBLINGS - HERALD SOCIETY AWARDS PARTNERSHIP WIN

Two young inspection volunteers, Melissa and Bronny, team manager Mary Morris and our chief executive Peter Macleod attended the prestigious Herald Society Awards in November. They were there on behalf of the team of young inspection volunteers who worked so hard on this project, supported by involvement adviser Gemma Watson and Mary Morris. They were there as part of the group stand up for siblings (SUFS) who had been nominated for the partnership award. They were lucky enough to win and it was a very special evening enjoying this recognition and hearing about the inspirational work that is taking place in communities across Scotland.

Getting to attend such a prestigious event on behalf of the Care Inspectorate and being part of the celebrations was a real honour. This project has been a labour of love and our young inspection volunteers worked really hard to make their film and take the messages forward. They presented at the Care Leavers Covenant Conference and the SIRCC Conference, alongside some of our partners from SUFS. This work has contributed to the young inspection volunteers gaining their level 6 accreditation at Glasgow Kelvin college. We have become a part of the SUFS partnership so we can amplify the messages our young inspection volunteers have made in our film about the importance of promoting and supporting sibling relationships for children and young people who are care experienced.



Our young inspection volunteers know both from their own personal experience and from meeting children and young people when they are out on Inspection what an important issue this is and are keen to raise awareness across Scotland and beyond.



We are proud to be part of SUFS, so very proud that our young inspection volunteers have contributed so positively on this important issue and proud that this award recognises this work.



Bronny said "Being a part of the sibling film work was amazing as I loved the idea of trying to keep siblings together if or when they get split up in care. I really enjoyed the filming of it as it was a good creative outlet of getting the message across and I learned how to film and work a camera through an iPad. I loved how well we all worked together, and the video came out great. Having Stand Up for Siblings nominated for the Herald Society Awards was touching and then for us to win was just amazing. I loved the whole night and the meal was amazing, seeing everyone so happy on stage and being a part of a great partnership is what makes doing Stand Up for Siblings worth it"

EAST LOTHIAN PROJECT

From June to September 2019 we carried out an improvement project across the nine daycare support services for older people in East Lothian.

This project included our inspections of the nine daycare centres, exploring all four of the quality themes we look at: quality of care; environment; staffing; and leadership. In order to carry out these inspections, we adopted a team approach. Our team comprised an inspector, inspection assistant and an inspection volunteer.

The aim of the project was to identify areas for improvement and to provide support to the support services. An improvement day is being scheduled for January 2020. The agenda will include issues highlighted from the inspection: personal plans and outcomes; quality improvement; and self-evaluation.

The post inspection feedback indicated that the role of the inspection volunteer was very positive - in particular, experiencing the transport arrangements and speaking to the people using the services. All managers felt that the team approach was something the Care Inspectorate should consider further.

Below, Marie Thomson the involved inspection volunteer tells us more about her involvement: "I worked as part of an inspection team alongside an inspector and inspection assistant to inspect nine daycare services in East Lothian. The lead inspector held an initial meeting to

discuss the approach and commitment, agree the role of each person involved and agree dates for inspections. She prepared and distributed a table of inspection dates and provided me with key questions to focus on during inspections.

Meeting the professionals involved in the project was helpful and feeling that I was a valued member of a team with a clear role was such a positive start to the project. Throughout the project, the lead inspector was very good at sharing thoughts, asking opinions and providing follow-up comments after each inspection. As the project progressed, we became more familiar with each other and my confidence as a volunteer increased. I felt my contributions and opinions were valued. I enjoyed being involved in the project.

It was demanding and required considerable commitment. From the start, I felt part of the team. I had a clear role and purpose for each inspection and I received follow-up comment from the lead inspector after each visit, all of which made it a very worthwhile experience.



JACKIE MORRISON INTERVIEW INVOLVEMENT



Inspection volunteer Jackie Morrison was recently involved in an interview for a vacancy within our internal engagement team. Thank you, Jackie for being a part of this recruitment process, your input was very much appreciated.

Jackie said "I joined the Care Inspectorate earlier this year as an inspection volunteer and attended a two-day training course in May. "I found the training very informative. By the end of the two days, I understood the role of the inspection volunteer, the organisation's expectations of the inspection volunteer and what the inspection volunteer could expect from the organisation.

"I came away with a clear understanding of how and why the care inspectorate regulates and inspects services and how the inspection volunteer supports the inspector during inspections.

"It was also a great opportunity to meet the other co-ordinators, the new inspection volunteers and hear from an experienced inspection volunteer.

"I have received excellent support from the co-ordinator and her passion made me more enthusiastic about the inspection volunteer role. The co-ordinator Barbara is always available if and when required.

"I have also been fortunate to be invited to be part of the interview panel for a new staff member within the internal engagement team. This was an exciting opportunity and the two other panel members Fiona and Emma made me feel very welcome. They were very supportive throughout the whole process and due to this, I felt comfortable and confident during the interviews. Throughout, I felt valued and that my contribution to the decision-making process was listened to - another positive experience".

