



# INVOLVE

Summer 2021

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· SUNSHINE ·

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## introduction

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**Welcome to the summer edition of Involve. We hope you are enjoying the brighter weather and the easing of Covid-19 restrictions means you are able to spend time with those you care about safely.**

It has been an exceptional year. We would like to thank each and every one of our volunteers for the commitment and dedication you have shown to your role.

We continue to be busy with inspections and involvement in other areas of the Care Inspectorate.

We would like to express a special thank you to our inspection volunteers who have been involved in telephone inspections for adult services.

We wish you all a lovely summer and very much look forward to seeing what the remainder of 2021 brings.

# Getting to know you

WE WOULD LIKE TO GIVE A WARM WELCOME TO AMANDA TOUGH, OUR NEW INVOLVEMENT AND EQUALITIES TEAM MANAGER. AMANDA JOINED THE CARE INSPECTORATE IN MARCH 2021, AND MANAGES OUR INVOLVEMENT AND EQUALITIES WORK. SOME OF YOU MAY HAVE HAD THE CHANCE TO MEET HER ALREADY. AMANDA WILL MAKE A POINT OF JOINING MEETINGS AND SESSIONS IN THE COMING MONTHS TO INTRODUCE HERSELF. THANKS TO AMANDA FOR TELLING US A LITTLE MORE ABOUT HERSELF:



## **What is your role?**

I am the involvement and equalities team manager, and my role is about involving and supporting people to identify the changes needed to improve services. This involves developing a framework which strengthens the involvement of people who experience care in a range of Care Inspectorate activities. To enable this, the team and I work alongside colleagues from scrutiny and assurance and improvement support to ensure that the voice of people experiencing care is reflected in our scrutiny of services and drives improvement. I also support the work of the professional equalities adviser ensuring that the Care Inspectorate meets its statutory duties and embeds equalities across the organisation.

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

I am passionate about ensuring the voices of people who experience care are heard, and this is what inspired me to apply for this role. I have learned, throughout my 26 years of working for people in health and social care, that having a 'doing with' approach is far more likely to succeed than 'doing to'. I feel extremely privileged to be in this role, and to be working with a team who are as equally passionate.

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

The challenge for me has been adapting to working at home. It has many positives, but there is something about being with people physically. It has been difficult starting a new job during the Covid-19 pandemic, but everyone has been so kind, caring and made me feel very welcome.

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

It can be difficult to write down what people say about you, so I went back and checked my messages from my old colleagues such as: 'Amanda there is no hidden agenda, you are hardworking, determined and a loyal friend'.

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

I like spending time with my family and two West Highland Terriers, going for long walks and then rewarding myself with good food. I also have a real passion for music and love attending live concerts when I can. My favourite bands to see are either the Killers or Biffy Clyro.

## **What makes you laugh?**

I have two westies Leo and Lola, who came to stay with our family four years ago. They make me laugh because they recognise the crinkle of a crisp packet and those wee pointy ears stand to attention, like radars!

# MOVE TO IMPROVEMENT SUPPORT

**Recently, the involvement and equalities team have moved under the wider improvement support team. It is a move the team are really excited about, and we are looking forward to the opportunities it brings to work closely with improvement colleagues and volunteers.**

Craig Morris is the new head of improvement support and Amanda reports directly to Craig.



'Welcome. I'm Craig Morris, Head of Improvement Support. This role includes managing the involvement and equalities team. I started the role in February 2021 and prior to this was the Programme lead - Senior improvement advisor for the Early Learning and Childcare Improvement Programme. The last 10 years of my career have been spent managing large quality improvement programmes locally and nationally. Prior to that, I spent over 15 years working at all levels and in many different environments in community learning and

development. I also held a quality assurance manager post with a local health and social care partnership.

'Involvement and equalities is incredibly important to me. I've seen first-hand why it is essential that engagement, fairness and collaboration with people, communities and reference groups should be central to everything we do and the sustainable outcomes this achieves. We need to listen to people's experiences of care to improve and subsequently deliver the high quality care we all want to see. It's about people, it's about their outcomes. As head of improvement support, I'm excited that we have both quality improvement and involvement and equalities in one section to shape and drive forward improvements in care. I'm sure like everyone, the last 14 months have been the most challenging experienced as a professional. We need to look at the lessons learned from Covid-19 but also acknowledge what we did well as we move to the next stage.

'Away from work, I enjoy running, cycling and am a passionate coach in grassroots football.'



# EQUALITIES UPDATE

The involvement and equalities team is a multi-disciplinary team that shapes and guides the organisation forward to ensure quality improvement, co-production, equality and fairness are integrated into all our work across the organisation. These are not just a nice to do, or add-ons, they support quality improvement.

Involvement and equality are at the heart of all we do and will drive us towards our vision for world-class care that is characterised by individuals receiving high-quality care, experiencing positive outcomes and having their rights respected. The Care Inspectorate exists to regulate and further improvements in the quality of social care, and we can only do that with the involvement of people who experience care, many of whom will have protected characteristics or face disadvantage and exclusion.

We believe that the people who use services are the experts in knowing what works for them. Using the information they share will ultimately strengthen the scrutiny and quality improvement work we do. Their unique knowledge and skills lead to high quality, safe and compassionate care which reflects the rights, choices and individual needs of people.

We have two important strategies which explain our work and plans in more detail:

- [Involving You!](#)
- [Equality, Diversity and Inclusion Strategy 2021-2025](#)

Our young inspection volunteer, Bronwyn Wyper and has worked on many different projects with the Care Inspectorate and is really passionate about being supported and trained well as a volunteer.

**‘All Care Inspectorate volunteers get equalities training as part of our induction when we start. We learn about the protected characteristics and why they are important. The training is helpful because I meet people as part my role as a young inspection volunteer and everyone is different. It is important that I am careful about the language I use and always treat people with respect.**

**‘In 2019 the young inspection volunteers asked the Care Inspectorate for some further LGBT awareness training. We wanted to be sure that we were being respectful and using the right language and pronouns when we meet LGBT young people on inspection. We had some training from LGBT Youth, and it really helped me to feel more confident in understanding the different sexual orientations and some of the appropriate language I should use.**

**‘The Care Inspectorate is good at supporting a diverse group of people to be involved as volunteers and listens when we identify that we need some more training on equalities.’**

Bronwyn Wyper, Young Inspection Volunteer





## Safer staffing

**Clare Egan supported some inspection volunteers to be involved in our Safe Staffing Project.**

I was so pleased to be approached by the safe staffing team to work alongside them in planning and running a focus group. The aim of the group was to involve people experiencing care a chance to give their views on safe staffing. I knew that some of our inspection volunteers would be keen to get involved, having worked with Angella Fulton last year around the 'Transforming roles in social care project'.

When I approached the inspection volunteers about getting involved in the safe staffing work, several of them were enthusiastic about our plans and were able to attend the focus group. The safe staffing team felt it was also important to involve people who experiencing care in the focus group.

I approached several organisations and was delighted that some members of NDCAN and Care Home Relatives Scotland got involved too. The focus group went well, and the contributions made were valuable. Several people put their name forward to be part of a working group on safe staffing.

This group will be set up over the next few months. We also received some useful feedback on how to improve online meetings, which we will use when planning and running future focus groups and meetings.

# YOUNG INSPECTION VOLUNTEERS NEWS

## Togetheroo

During the Covid-19 pandemic, a small team of young inspection volunteers and staff worked together to plan and host a virtual event called 'The Togetheroo'. This was an idea from young people at [Staf](#) to encourage senior staff and young people to come together to share ideas, eat food together and have some fun.

The event was planned and led by two young inspection volunteers, Toni Twigg and Bronwyn Wyper. Edith McIntosh Executive Director of Strategy and Improvement and Deputy Chief Executive attended, as well as other senior staff. Ten young inspection volunteers attended and made the event a huge success!

We hope to build on this first event and have more opportunity to come together!

## Corporate Parenting

The Care Inspectorate is a proud corporate parent and we have been busy working on the report on our actions from 2017-2020 and writing our new corporate parenting plan. Thank you to our young inspection volunteers who supported us with this work and presented the new plan to the Care Inspectorate board. The young inspection volunteers were responsible for supporting the Care Inspectorate to publish versions of the plan and report for children and young people.

More information on our responsibilities and our work as corporate parents can be found on our website [here](#).



# Text to complain

In line with our 'Corporate Parenting plan', we have recently launched our 'Text to complain' service for young people.

This provides young people with a service that enables them to make complaints about the services they use and the care that they receive. The 'Text to Complain' service was initiated after feedback from young inspection volunteers suggested young people were put off by the idea of making a voice call, as most use text messaging services as their main mode of communication.

Thank you to all young inspection volunteers for supporting this work and raising awareness with our staff, children, young people and services.

The film was shared on our social media platforms and we hope it reaches young people across the country. Please help this happen by liking and retweeting the posts.

Watch our video at:

[https://www.youtube.com/watch?v=G6K3-eweS\\_0](https://www.youtube.com/watch?v=G6K3-eweS_0)

Thank you to Danielle Lanigan, Caitlin Edwards and Airlie McFadden as well as our young inspection volunteers Ashely Mayer, Erin McGuigan and Liam Alan. You made a great team!

**TEXT: 07870 981785**  
**CALL: 0345 600 9527**

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