

FAQs from support services (not care at home) webinar

Quality Framework	
Does this framework replace the care homes framework?	No, this framework is not for care homes, they have their own framework. This framework is only for services registered as support services (not care at home).
How can the Care Inspectorate ensure consistency when inspecting services using the quality frameworks?	We have different quality frameworks for different service types and all our inspectors are trained in inspecting against these. In addition, inspectors follow internal guidance/tools to support consistency in decision-making. We are always striving to improve, and we have our own internal quality assurance processes. As a regulator we are aware of the need to be flexible and responsive to a dynamic sector.
How will the application of 1.5 will be approached by inspectors?	Services can expect inspectors to consider 1.5 where they have identified concerns or where it is a focus area for the Care Inspectorate.
Is there a timetable for regular review on the framework.	All the frameworks have planned reviews built into their development. However, if necessary, revisions may take place sooner to ensure they reflect current practice and guidelines. We will keep people informed of any changes to our quality frameworks.
Have you any suggestions on how to make the framework more accessible, specifically to people living with dementia?	The frameworks are primarily written as a tool to support self -evaluation, for staff and providers of services. It was not our intention to write these for those who use services. There is accessible information available for people who use services in terms of both the health and social care standards and what their expectations of services should be, for example the charter for involvement (NIN)
Can I have some examples of 'infection specific' training?	There are free resources that are available on the TURAS IPC Zone, e.g., you might have heard of SIPCEC. https://learn.nes.nhs.scot/3393 The SSSC also has an IPC module on their new induction platform https://learn.sssc.uk.com/induction-framework/moreinfo.html?i=2
Can you define 'quality improvement methodology'?	Quality improvement methodology is the process you can follow to make improvement happen, for example, using the model for improvement is a useful tool to support improvement. Please have a look at the Improvement section on our HUB. A new video on the model of improvement has just been launched. Our early years colleagues have made some short videos on quality improvement methodology, and although it refers to childcare it can easily be translated to adult care. These are bite size sessions which are easy to follow. Here are some links you may find useful.

	<p>https://content.govdelivery.com/accounts/UKCIS/bulletins/31a1436</p> <p>https://hub.careinspectorate.com/how-we-support-improvement/improvement-support-section/</p> <p>https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/early-learning-and-childcare-improvement-programme/</p>
Will the updated framework take account of the pressure services have been under while working during the pandemic?	The updated framework takes account of legislation, the health and social care standards and good practice – that has not changed. We are all aware of the huge pressure services have been under and that there are elements of provision that may have previously been in place that may have lapsed during the pandemic. Inspectors always use our proportionate outcomes evaluation tool when making evaluations of a service which means that any evaluations/outcomes of an inspection are based on an individual assessment of the service.
The Core Assurances checklists will help guide inspectors if something is awry and is worthy of further investigation/inspection. Will the same checklist be used in any way to pinpoint or highlight good/best practice?	This would only be relevant if the core assurance was also related to the quality indicators that were being evaluated at that inspection. Bearing in mind the core assurances are to ensure safety and wellbeing at a basic level. Evaluation of the quality indicators is more likely to identify areas of good practice.
The Hub still has the old framework on. Will this be removed?	Yes, this will be updated. The most up to date versions can also be found on our website under publications.
Where can we find these documents online and are they available now?	All documents are available on our website in the publications section. Tools and guidance for support services (not care at home). Quality framework for support services (not care at home)
How is creativity, innovation, happiness and wellbeing of people honoured?	The frameworks are all written to be person centred and with a focus on human rights and outcomes for people.
Is the new framework for not care at home going to look similar to the care at	All of the frameworks have similarities and are presented in the same format.

home, including supported living models of support?	
Will there be a toolbox for care agencies?	All registered services are covered by a quality framework and all frameworks have a scrutiny and improvement toolbox specific to the service types covered by that framework.
Self-evaluation	
How often would you expect self-evaluation to be reviewed or redone?	Self-evaluation should be part of your year-round, normal evaluation of your own services. It is an ongoing process which supports continuous improvement, rather than being a one-off activity. The frequency and focus of your self-evaluation will vary depending on your circumstances. You should use self-evaluation to inform where you need to target your efforts to support improvement
Is the self-evaluation tool mandatory and will you be asking us to submit the improvement plan? We have our own local action plans and service improvement plans - do we need to complete the Care Inspectorate template?	There are currently no plans for your self-evaluation to be submitted or mandatory in adult services, but this may change in the future. At this stage we want all services to recognise the value that self-evaluation has in supporting improvement. A service improvement plan is currently one of the core assurances at inspection so your inspector will want to see this, but it does not have to be the one from the self-evaluation toolkit. The quality of your plan is more important than the format in which it is presented.
Given the changes to the framework, are we required to evidence self-evaluation for each of the quality indicator framework points, during inspection (if this is imminent), given the fact we need to update and refresh our self-evaluation section, this is an area we need to improve upon. Or would the assessor understand that we are trying to improve the service?	You are not currently required to evidence self-evaluation in any particular format. What an inspector will want to see is your improvement/development plan which ideally self-evaluation and quality assurance processes will have contributed to.

<p>What is the average timescale to complete an improvement plan?</p>	<p>There is no set answer, it depends on what needs to improve and how quickly you want (or need) that to happen. Timescales do need to be reasonable and achievable.</p>
<p>I have seen the update IPC standards, but not the toolkit (unless this is the same thing). Can you tell me how to access the self-evaluation toolkit?</p>	<p>No, they are not the same thing. The IPC standards are guidance from Healthcare Improvement Scotland and cover all health and social care services. The self-evaluation toolkit is to support you to evaluate your own service against the key areas of the quality framework. You can find it on our website, under publications.</p>
<p>This process looks like it is going to take a lot of time. Is there a condensed approach I can take?</p>	<p>Yes. There are 'quick win' options in the guidance. This supports those with limited capacity but should still offer some of the benefits of undertaking the process. This is a temporary option as a way of beginning an improvement journey with the expectation that services can build on this when capacity allows.</p>
<p>Can we involve our inspector in our self-evaluation process?</p>	<p>Inspectors will be able to offer guidance on the self-evaluation process. You should discuss this with your individual inspector.</p>
<p>The previous slide asked how good is our healthcare? We do not deliver healthcare as not a nursing agency. Our service is social care. So would this be about medication or health and wellbeing activities?</p>	<p>The slide related to one of the key areas under quality indicator 1.3 'People's health benefits from their care and support'. You do not have to be a nursing agency to deliver healthcare. Many social care services provide care and support that promotes and sustains people's health and wellbeing (including medication) that would come under this area.</p>
<p>Do these updated framework and tools also apply to care homes?</p>	<p>Care homes have their own quality framework. The support services (not care at home) is only applicable to those services under this registration category. The self-evaluation toolkit includes the same guidance across all service types, but each toolkit contains service type specific examples/templates.</p>