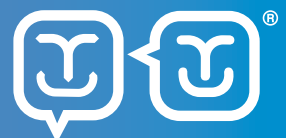




**care**  
inspectorate

# Identification, pathways, and levels of Quality Improvement Support



HAPPY TO TRANSLATE

## Identification, pathways, and levels of Quality Improvement (QI) support

The Care Inspectorate provides Scrutiny and Assurance (S & A) and supports QI across social care and social work. Scrutiny drives continuous improvement and acts as a diagnostic tool through which we plan our QI activity and specific interventions.

Improvement support is not the responsibility or remit of one individual, team, or section, it is the organisation as a whole.

### A whole systems approach to QI.

Improvement support is integral to the Care Inspectorate's core purpose and key functions. A whole systems collaborative approach to Improvement Support is essential to effectively respond to improvement trends and themes within health and social care.

Our inspection staff are our biggest resource for supporting improvement through the scrutiny work that they do. Improvement support can be provided by inspectors and team managers as part of registration, relationship management, inspection, and complaints.

Specific QI comes from the Improvement Support section, based in the Strategy & Improvement directorate. The section hosts qualified and experienced improvement advisers and senior improvement advisers. Their knowledge and experience support inspection staff through learning and development, improvement discussions, mentoring, consultancy and increasing their knowledge of the science and application of QI.

Improvement advisors provide QI interventions to clusters of care providers and local partnerships in collaboration with local networks and other organisations. Areas for QI are identified through data and information from scrutiny work and/or other intelligence.

The Improvement Support section hosts different teams and a diverse range of professionals who can support in different ways. The teams work in alignment with the Chief Nurse in providing tailored QI interventions.

- Quality Improvement Support Team (QIST) (e.g., national, and local programmes of QI, commissioned QI work, generic QI support)
- Health & Social Care Improvement Team (HSCIT) (a specialist multi-disciplinary QI team)
- Allied Health Professional (AHP) consultant
- Involvement & Equalities team (strengthening the involvement of people who experience care services and their carers, ensuring equality in approaches)

## Quality improvement support potential offer



## Identification and prioritisation of QI.

QI priorities, areas, themes, and topics are largely identified through data and information from our scrutiny work, along with information locally and nationally. This enables QI teams to identify interventions from an intelligence and risk-based proportionate perspective. Local and national partners play a role to identifying areas for QI.

### We identify areas for QI through:

- Data and information from scrutiny work
- Local/national data sets
- Performance and diagnostic analysis including internal Power BI dashboards
- Root cause analysis and process mapping

Those experiencing care provide insightful and valuable feedback on how services can be improved and inform quality improvement interventions.

### Prioritisation of QI

When a referral/request for QI is received from colleagues in Scrutiny and Assurance, it is logged in to the improvement support triage spreadsheet. Senior Managers review referrals on a regular basis.

Some QI programmes require to operate waiting lists. New work is reviewed by senior managers in Improvement Support to ensure workloads are manageable and prioritised. QI support is prioritised to the right place at the right time supporting [Corporate Plan Outcomes 1 and 2](#).

Referrals are triaged and decisions are made about the type and level of QI required and the right team/s to lead the work. A QI lead is identified, normally an Improvement Advisor, and the support is coordinated with scrutiny and assurance colleagues or with the external referrer.

In providing targeted QI interventions the Improvement Advisor will assess the capacity and readiness for improvement as part of the process and will record this to the respective team action plans. The Improvement Advisor will then identify the QI interventions or approach needed and contract with the relevant internal colleagues, services, providers and those responsible to agree a work plan.

The improvement support at provider, local and national levels can and should be utilised to strengthen and support any QI intervention and sustain improvement for the longer term.

**Improvement Advisors and Senior Improvement Advisors** provide QI support to.

- clusters of services, service providers, and Health and Social Care Partnerships
- local and national professional networks, organisations, and stakeholders

**Quality Improvement consultancy** is provided and is focused, short term and may lead to a targeted programme of QI. This intervention is normally with smaller numbers of services or with a provider directly. This QI approach fits with the HSCIT on topics relating to health and wellbeing and may also be the discovery phase for QI programmes. The immediate health and wellbeing of people experiencing care is a large component of this approach and the HSCIT works closely with scrutiny and assurance colleagues and health and social care professionals in the HSCPs. This approach also supports the implementation of national guidance and good practice into services.

The Chief Nurse and AHP Consultant provide strategic consultancy at a policy level and work closely with the Senior Executive Nurse Directors and the Allied Health Professionals Directors across Scotland.

## Quality improvement support

### UNIVERSAL QUALITY IMPROVEMENT SUPPORT (MAINLY VIRTUAL)

- topic specific webinars
- an online quality improvement hub
- signposting to, sharing/spreading good practice
- development of guidance on topic areas and supporting implementation

### TARGETED QUALITY IMPROVEMENT SUPPORT

- local/national/regional quality improvement collaboratives or programmes supporting clusters of services
- quality improvement support to large providers and HSCPs
- medium to longer term quality improvement interventions

### QUALITY IMPROVEMENT CONSULTANCY

- short term support, specific intervention, professional guidance topics relating to health and wellbeing
- discovery phase of new targeted work
- local/national development work including service redesign
- professional topic specific health and well being guidance to services, providers and inspectors
- includes support at enforcement stage

## Headquarters

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 01382 207100  
Fax: 01382 207289

Website: [www.careinspectorate.com](http://www.careinspectorate.com)

This publication is available in alternative formats on request.



© Care Inspectorate 2023 | Published by: Communications

 @careinspect  careinspectorate

