



How we inspect

What goes into our inspection reports for care services



Who we are and what we do

At the Care Inspectorate, we regulate care services for people of all ages in Scotland. Our work includes registering services, inspecting and grading them, dealing with complaints, carrying out enforcement action where necessary and helping services improve.

All our inspection reports are public documents for all to see.

It's our job to regulate and inspect care services so that:

- vulnerable people are safe
- the quality of these services improves
- people know the standards they have a right to expect
- we can report publicly on the quality of these services across Scotland
- we can support the development of better ways of delivering these services.

This means we:

- register new services
- inspect services
- investigate complaints
- take enforcement action, when necessary, to make services improve.

Almost everyone in Scotland, at one time or another, will use a service that we regulate. We regulate around 15,000 care services offering many different kinds of care to people with a wide range of needs. A list of all the types of care service we regulate is at the back of this leaflet.

When we register or inspect a care service we make sure it abides by the law as set out in the Public Services Reform (Scotland) Act 2010.

We also check that it meets the National Care Standards, which set out standards of care that people should expect. If we find a service is not meeting these standards, the Act gives us powers to make the service improve.

We use the information we gather from inspections and our other work to report to Scottish Government and the public on how well Scotland's social care services are performing.

The National Care Standards

We check that services are meeting the National Care Standards.

The National Care Standards are produced by Scottish Government and they set out the standards of care people should expect. Care services should meet these standards so that everyone receives high quality care. Each type of care service has its own set of National Care Standards.

You can find the National Care Standards at

www.scotland.gov.uk



How do we inspect care services?

We visit every service we inspect. Our inspectors carry out announced and unannounced inspections. For an announced inspection we will let the service know when we are going to visit. We also carry out unannounced inspections and visit without telling the service in advance.

When we inspect a service, we usually:

- talk to people who use the service, their carers and families
- talk to the people who work in the service - the staff and managers
- talk to people privately and in groups
- have a good look around to check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

Our inspections take account of:

- the self assessment form that we ask the service to complete
- aspects of care that we may be particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints against the service
- other regulatory activity, such as enforcement actions we have taken to improve the service.

Lay assessors

Sometimes lay assessors are involved in inspections. Lay assessors are volunteers who have used care services or have helped to care for someone who has used care services. They are experts by experience and are a valuable asset to our inspection work.

We have different levels of inspection

We target our inspections so that we can pay closer attention to the care services that need to improve the most. So we spend more time on inspection with the services that give us cause for concern. We spend less time with services that we find are providing consistently high standards of care.

How we decide the level of inspection

Our inspectors will carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- whether we have taken enforcement action
- what action the service has taken in response to requirements we have made
- complaints we've had about the service
- changes to how the service provides care
- any situations the service has told us about, such as the absence of a manager
- how the service deals with situations and issues: for example, how it deals with complaints, or notifies us about incidents such as the death of someone using the service
- whether there is high staff turnover.

Inspection and grading

Once we have carried out an inspection we will award grades for certain 'quality themes' that we have assessed. These 'quality themes' cover the main areas of a service's work. How well the service performs in these areas will indicate how good the service is. We will choose one or more themes to assess, depending on the type of service and its performance history.

We award a grade for each of the quality themes we've chosen to assess.

We use a six point grading scale, which works in this way:

Grade 6 – Excellent

Grade 5 – Very good

Grade 4 – Good

Grade 3 – Adequate

Grade 2 – Weak

Grade 1 – Unsatisfactory

The quality themes we can choose from are:

- **quality of care and support:** how well the service meets the needs of each person who uses it
- **quality of environment:** where the service is delivered: for example, how clean, well maintained and accessible it is, the atmosphere of the service, how welcoming it is
- **quality of staffing:** the quality of the staff, including their qualifications and training
- **quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people who use it.

The inspection report

After we have visited a service and gathered all the information we need, we write an inspection report. The report describes what we found; the service's strengths and what needs to improve. The inspection report will also include the grades we gave the service after we inspected it. We produce thousands of inspection reports every year and publish all of them on our website: www.careinspectorate.com so that anyone who wants to, can read them.

Other things we talk about in our inspection reports

Recommendations

If we find there is an aspect of a service that could be done better we may make a recommendation. This recommendation will set out actions the service should take to improve or develop the quality of the service.

Requirements

If we find a service is not complying with the Public Service Reform (Scotland) Act 2010, or the conditions of its registration, we must make a requirement. A requirement sets out what a service must do to comply. Requirements are legally enforceable.

Enforcement

So we can protect people who use care services, the Public Service Reform (Scotland) Act 2010 gives us legal powers to take enforcement action. This means we can change or impose new conditions of registration, which control how a service can operate. We can also serve an improvement notice on a service to make it improve within a set timescale. If the service doesn't make these improvements we

can issue a cancellation notice and cancel their registration. A service cannot operate if it is no longer registered.

Complaints

We deal with complaints about registered care services (or about us). Anyone can complain to us: people using the service, their family and friends, carers and staff. We investigate each complaint and determine whether it is:

- upheld - where we find evidence which supports the complaint
- not upheld - where we don't find evidence which supports the complaint.

Action plan

An action plan is a document that is written by the service and sets out the actions it will take in response to recommendations or requirements we have made, because of either an inspection or a complaint.

Best practice statements or best practice guidelines

These describe ways of working that have proved highly effective. They are useful for guiding services on how they can improve. They also help to promote consistent standards of care from all services.

Protection of Vulnerable Groups – (PVG)

Disclosure Scotland check criminal and other records to ensure that those who have regular contact with children and protected adults through paid and unpaid work do not have a known history of harmful behaviour. The information they hold on someone they have checked is called a PVG Scheme Record.

Participation

This is about how people who use care services take part in developing their services. Participation can include things like giving people a say in staff recruitment, deciding activity programmes, developing policies and so on. We believe it's important that the people who use services get the chance to be actively involved in how they work.

Personal plan or care plan

These are plans of how support and care will be provided for each person to meet their needs. The plan is agreed between the person using the service (or their representative, or both of them) and the service.

The services we regulate

- Adoption agencies
- Adult placement
- Care homes for children and young people
- Care homes for older people
- Care homes for people with physical and sensory impairments
- Care homes for people with learning disabilities
- Care homes for people with mental health problems
- Care homes for people with drug and alcohol problems
- Childcare agencies
- Childminders
- Criminal justice supported accommodation
- Early education and childcare up to 16
- Fostering and family placement
- Housing support
- Nurse agencies
- School care accommodation
- Short breaks and respite care
- Secure accommodation
- Support service: care at home
- Support service: day care for adults

Other work we do

The information in this leaflet is about how we inspect individual care services, but we also inspect all Scottish local authority social work services, including criminal justice social work.

We carry out joint inspections too, with colleagues from other organisations such as police, health boards and education, to check how successful services are at working together to deliver the best support for adults and children.

To find out more about all of the work we do and the whole range of services we regulate and inspect visit:

www.careinspectorate.com

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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هذا المنشور متوافر عند الطلب بتنسيقات وبلغات أخرى.

本出版品有其他格式和其他語言備索。

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420