

Social Care and Social Work Improvement Scotland - SCSWIS



The Care Inspectorate is the national regulator for care services in Scotland. It's aim is to register, inspect and rate services using a proportionate and targeted approach which drives high quality care, support and treatment.

Service providers are involved in shaping improvement through completing Annual Returns, which provide valuable data. The data enables the Care Inspectorate to target organisational improvement with a view to supporting health and social care providers.

Aims of the SCSWIS

<p>Registers new services</p>	<p>Inspects services grading them on a 6 point scale</p>	<p>Investigates complaints</p>
<p>Uses a targeted approach, with closer attention on services that require improvement</p>	<p>Takes proportionate approach which is dependent on size and issues within an organisation</p>	<p>Takes enforcement action when necessary to drive improvement</p>

Ratings Explained

Inspects services grading them on a 6 point scale.

Excellent Outstanding or sector leading	Very good Major strengths	Good Important strengths, with some areas for improvement	Adequate Strengths just outweigh weakness	Weak Important weakness – priority action required	Unsatisfactory Major weakness – urgent remedial action required

Underpinning Principles

The key principles of the SCSWIS are to keep people safe whilst promoting dignity, respect, choice and independence.

Dignity and respect	Compassion	Inclusivity	Responsive care	Support and well-being

The Health and Social Care Standards

The health and social care standards are based on people's experiences and give clear guidance on what service users can expect from the services providing care, support and treatment. The focus is on high quality, outcome based, person centred care.

I experience high quality care and support that is right for me	I am fully involved in all decisions about my care and support	I have confidence in the people who support and care for me
I have confidence in the organisation providing my care and support	I experience a high quality environment if the organisation provides the premises	

Core Assurances

The Core Assurances provide guidelines essential for providers to support them in providing services which are safe, effective and responsive to peoples needs. They are the areas that inspectors look at on inspection of services.

<p>General</p> <ul style="list-style-type: none"> Registration certificate Insurance certificate Written statement of the aims and objectives 	<p>Protection</p> <ul style="list-style-type: none"> This relates to both adult and child protection reflecting who the service is supporting
<p>Infection prevention and control</p> <ul style="list-style-type: none"> Training Governance Assessing risk 	<p>Medication system and records</p> <ul style="list-style-type: none"> Safe medication management Good practice Medication errors and appropriate notifications
<p>Management of people's finances</p> <ul style="list-style-type: none"> Financial management Decision making Policies and procedures 	<p>Accident/incident records</p> <ul style="list-style-type: none"> Recording of all accidents and incidents
<p>Complaints</p> <ul style="list-style-type: none"> Complaints and concerns management Learnings management Accessibility to complaints process 	<p>Staff recruitment procedures</p> <ul style="list-style-type: none"> Safe and effective recruitment practices
<p>Planned care and support</p> <ul style="list-style-type: none"> The Personal Plan Involving people in care planning Accessibility of personal plans 	<p>Management oversight and governance</p> <ul style="list-style-type: none"> Governance and oversight systems

Quality Framework - Self-Evaluation

Core Assurances (key areas essential to a service being safe).

Key Questions:

How well do we support people's well-being?	How good is our leadership?	How good is our staff team?
How good is our setting?	How well is care planned?	What is the overall capacity for improvement?

Quality Themes

<p>Quality of care and support</p>	<p>Quality of environment</p>	<p>Quality of staffing</p>	<p>Quality of management and leadership</p>
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Self-Evaluation

<p>How well do we support people's well-being?</p>	<p>How good is our leadership?</p>
<p>How good is our staff team?</p>	<p>How well is our care planned?</p>

Examples of Sources of Evidence of Provider Self-evaluation

Performance data	Views of people experiencing care	Views of staff	Views of other stakeholders and professionals
Reviews and reviews of how decisions are made	Involving people who use services in the evaluation process	Improvement data	Improvement case studies
Planning improvement	Risk assessment	Goals and outcomes	Leadership

Information Required for Inspection

Examples of sources of evidence of provider self-evaluation

1. Self-assessment form	2. Health and Social Care Standards	3. Complaints	4. Notifications
5. Enforcement actions updates	6. Feedback from service users, their carers and families	7. Feedback from staff - privately and in groups	8. Talk to people using services privately and in groups
9. Observe care (dependent on service)	10. Observe activities happening on the day of inspection	11. Examining information e.g. records and files	12. Investigate service user choice

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