

Changes to scrutiny arrangements in Scotland

6 May 2009

Marcia Ramsay

Director of Adult Services Regulation
Care Commission

Today's session:

- To provide information on the purpose of each scrutiny/ improvement body
- Forthcoming changes to enhance and improve the scrutiny landscape
- The impact upon service providers.

Who are the scrutiny bodies and what do we do?

- Care Commission
- NHS Quality Improvement Scotland
- Social Work Inspection Agency
- Mental Welfare Commission

The scrutiny landscape; the intention:

- Major improvement to the way services are scrutinised
- Robust external scrutiny in a much simpler and proportionate way
- Fewer organisations will make it easier for everyone to access and understand
- Less bureaucracy and better value for money
- Reduces the combined burden of scrutiny for service providers
- Inspectors and service providers will have more time to concentrate on getting better outcomes for people
- Further development of validated self-evaluation
- New legal requirements for scrutiny bodies to collaborate

The organisations will enable the review quality right across the spectrum - from how services are organised to delivery of outcomes for individuals

Social Care and Social Work Improvement Scotland:

Care Commission

SWIA

Child Protection

Health Improvement Scotland:

NHS QIS

Independent healthcare (Care Commission)

Principles which scrutiny and improvement bodies share:

- Person-centred
- A focus on good outcomes for people using services
- Providing assurance to the public
- Improvement focus
- Evidence based practice
- Proportionate and targeted scrutiny
- Good governance/quality assurance within services

What happens next?

- Public Reform Bill: Introduction to parliament
28th May
- Draft bill has gone to the first minister for sign off

Impact upon service providers

- Regulation of Care (Scotland) Act 2001 will remain- there may be some changes
- National Care Standards
- Support for methodology...

Questions?

- ...

Safer recruitment for safer services

Marcia Ramsay

Director for Adult Services Regulation

Presenting:

- the methodology and findings of the Care Commission's focus on Safer Recruitment (2006-07)
- what we have learned and how we will use this to support care services to continue to improve.

Why did we decide to inspect recruitment practices?

- We regularly consider recruitment in individual care services
- There was no clear national view on the quality of recruitment practices
- Anecdotal evidence from inspection, complaint investigations and feedback from other agencies (SSSC) raised concerns about recruitment practices
- There is a requirement through the National Care Standards. regulations and

How did we do this?

- Individual and provider-wide inspections
- Incorporated our findings into each inspection report
- Did not include childminders...
- Sample 4,434 (60% of services who employ staff)
- Working group for developing and supporting practice: lead Team Manager: Paul Johnstone

What did we look at?

- Recruitment policies
- Application processes
- References
- Disclosure Scotland checking and recording
- Mental and physical fitness for posts
- Record of skills, experience and qualifications
- Checking with professional registers

What did we find?

- 78% of the sample met the legal requirements in respect of safer recruitment
- 22% did not meet the legal requirements of the Regulation of Care (Scotland) Act 2001
- There is a balance of good and poor practice across the local authority, voluntary and private sectors.

What were the most common issues of concern?

- The taking up of references
- The content and sources of references
- Disclosure Scotland checking
- Appropriate follow up of Disclosure Scotland checks
- Checking of mental and physical fitness of prospective staff

Our conclusions:

- the majority of care services and providers operate safe systems to recruit their employees
- One in five of the care services sampled needed to improve their practices
- The quality of practice varies across sectors
- Improvements have been, and continue to be made, as a response to the focus of these inspections.

What have we done about this?

- Followed up and sought improvement with individual care services and providers
- Highlighted to commissioning colleagues and other agencies
- Produced a national report of findings.

What will we do now?

- Build upon the base line which was established
- Commenced Safer Recruitment 2009-10.....

Questions?

.....

Regulation of Care at Home services

Marcia Ramsay

Director of Adult Services Regulation

Care Commission

Last year...

Where do we go from here?

- Inspection Focus Areas...The shape of future provision for service users...Focus on Care at Home Services

Methodology: Provider

- Self assessment and grading
- Quality assurance
- National care standards
- Regulation of Care (Scotland) Act 2001
- Scottish Statutory Instruments (regulations)
- SSSC Codes of Practice

Methodology

- Following review of HSS and C@H in the last 12 months...Maintaining the methodology...
- Emphasis on user and carer participation by range of methods...
- Staff participation...
- Increased use of short notice and unannounced inspections
- Shadowing of home care staff on visits
- Development of stakeholder questionnaires

Challenges

- A need to balance dignity and privacy with the role to safeguard and provide assurance
- Capacity and consent of people using care services
- Balance of working with care services and being tough on unacceptable practice and outcomes... tough enough... quick enough?

What do we know so far?

- Grading information.. Majority doing well... more information to come...
- Some services very good and some poor with a need to improve... enforcement action possible

Other actions and challenges

- Letter to care at home providers
- Directors of Nursing
- Directors of Social Work
- Work on tendering and re-tendering...
impact upon service users and carers

Questions?

-