

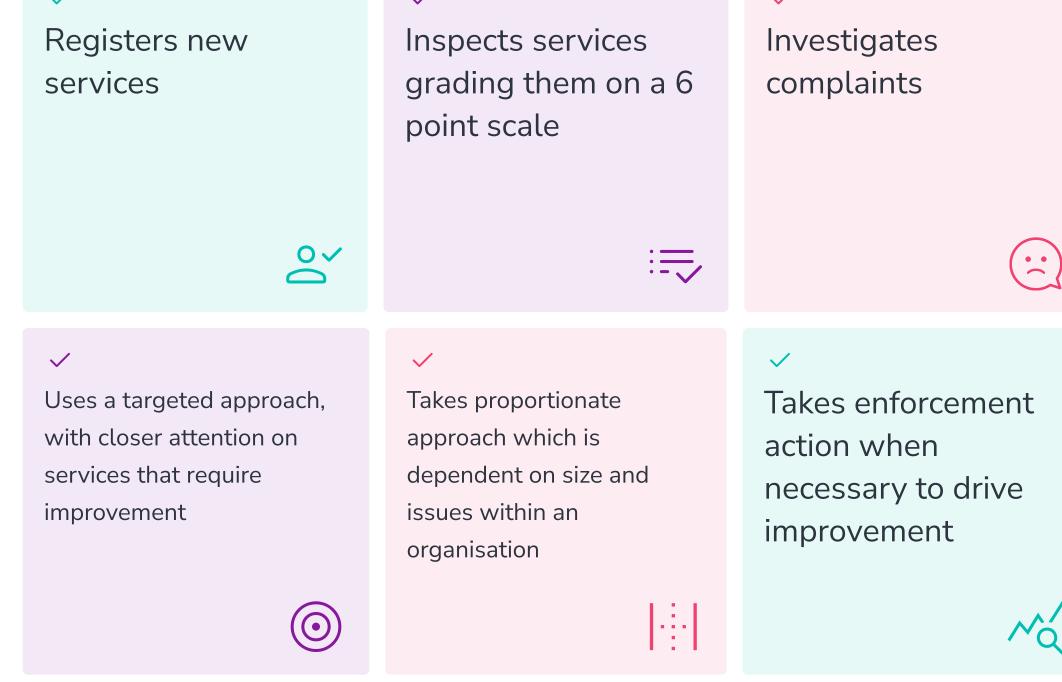
## Social Care and Social Work Improvement Scotland - SCSWIS



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



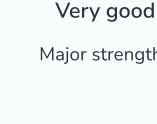
Ratings Explained

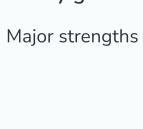
Inspects services grading them on a 6 point scale.



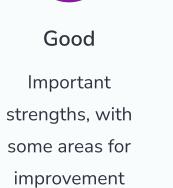
sector leading





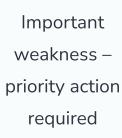




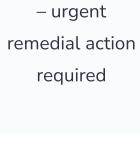




weakness



Weak



Unsatisfactory

Major weakness

**Underpinning Principles** 

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









The Health and Social Care Standards The health and social care standards are based on people's experiences and give clear guidance on what





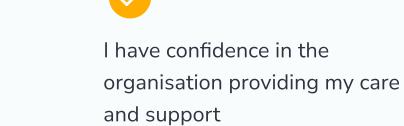
## outcome based, person centred care.

service users can expect from the services providing care, support and treatment. The focus is on high quality,

I experience high quality care I am fully involved in all I have confidence in the people

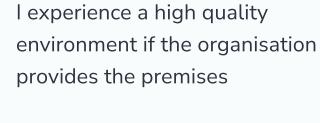
decisions about my care and

support



and support that is right for me







who support and care for me

## Core Assurances The Core Assurances provide guidelines essential for providers to support them in providing

### **Protection** • This relates to both adult and child

services which are safe, effective and responsive to peoples needs. They are the areas that

inspectors look at on inspection of services.

protection reflecting who the service Insurance certificate • Written statement of the aims is supporting and objectives

### and control Training

General

• Registration certificate

Infection prevention

Assessing risk

Management of

Governance

people's finances • Financial management Decision making

• Policies and procedures

• Learnings management

Accessibility to complaints process

Planned care and support

• Involving people in care planning

Accessibility of personal plans

• The Personal Plan



## notifications

Accident/incident records

Recording of all accidents and

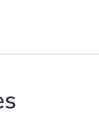
• Medication errors and appropriate

Medication system and records

• Safe medication management

Good practice

incidents



**Complaints** Staff recruitment procedures • Safe and effective recruitment Complaints and concerns practices management



### Management oversight and governance

• Governance and oversight systems



# Quality Framework - Self-Evaluation





our setting?

**/** 

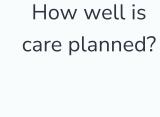
Quality of

environment

How well do we support

people's well-being?





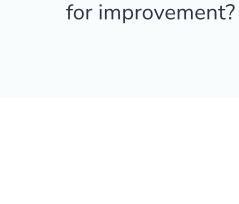
**Quality Themes** 

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

**Key Questions:** 

### How good is our leadership?

Quality of staffing



How good is our

staff team?

What is the overall capacity

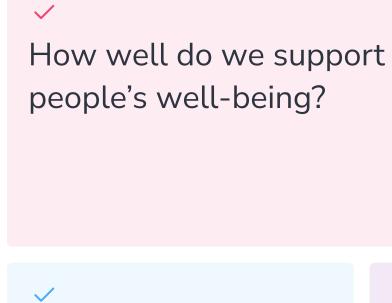
Quality of

leadership

management and

Self-Evaluation

Examples of Sources of Evidence of Provider Self-evaluation

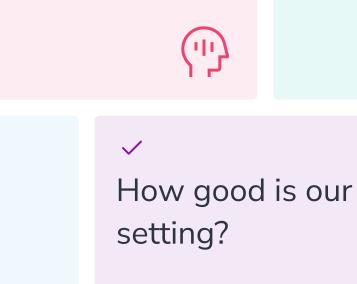


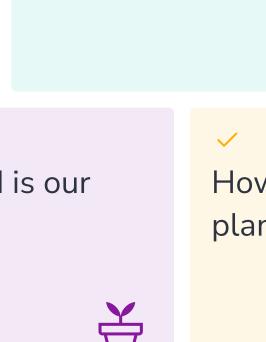
How good is our

staff team?

Quality of care and

support





How good is our leadership?



### Views of staff Views of people Performance data experiencing care



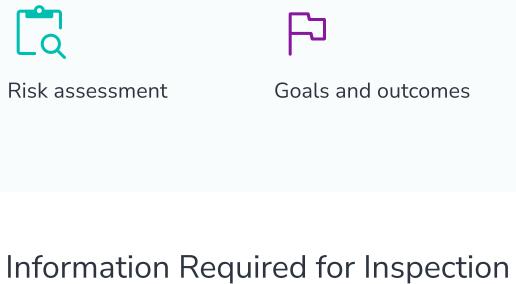
Planning improvement



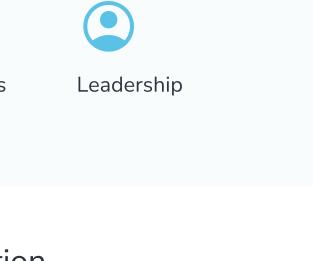
Examples of sources of evidence of provider self-evaluation

3.

Complaints



Improvement data



4.

8.

Notifications

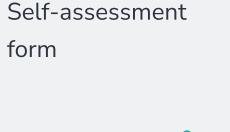
Views of other

professionals

stakeholders and

Improvement case

studies



1.

5.

Enforcement

Observe care

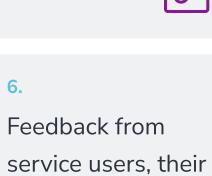
service)

(dependent on

actions updates

10.

2.



carers and families

Observe activities

happening on the

day of inspection

Health and Social

Care Standards



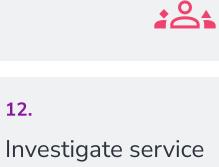
11.

Examining

information e.g.

records and files

Feedback from staff - privately and in groups



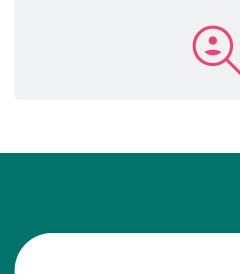
user choice

Talk to people

using services

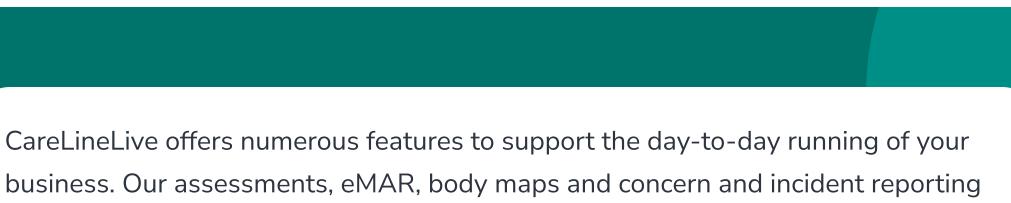
privately and in

groups









business. Our assessments, eMAR, body maps and concern and incident reporting allow for excellent person-centred care planning. The built-in reports give ample opportunities to provide evidence for regulatory purposes. Our carer app facilitates real time information flow from carers out in the field so that you can deal with issues, reviews and updates in real time.

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