

# **Asking people what they think about inspection**

## **Themes and Questions**

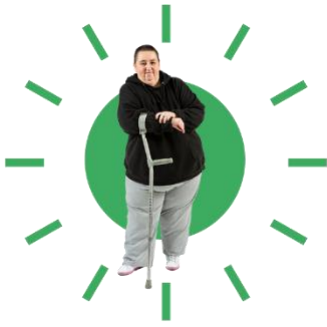
# Asking people what they think about inspection



## Themes and Questions



## Theme 1 - A person centred way of working



A person centred approach makes sure the most important thing is giving the care and support each person needs.

What people need and want must be listened to when decisions are made.

Care and support services must be given in a way that respects people and responds to what they want.



We will work in a way that protects human rights and empowers people to know their rights and how to get them

The PANEL principles are one way of understanding what a human rights based approach means in practice.



**PANEL** stands for Participation, Accountability, Non-Discrimination and Equality, Empowerment and Legality.



**PANEL** stands for:

**P** - Participation - people should be involved in decisions that affect their rights



**A** - Accountability - there should be ways to check if people's rights are being affected, as well as ways to fix things when they go wrong.



**N** - Non-Discrimination - nobody should be treated unfairly.

People who face the biggest barriers to getting their rights should be the most important.



**E** - Empowerment - everyone should understand their rights, and be supported to take part in making policies and decisions that affect their lives.



**L** - Legality – we must work in a way that protects people's rights in law



## Question

How can we make sure that people who get care and support services can be part of the way inspection is done and rules are made?



## Theme 2 - What organisations need to be inspected and checked to see if they follow the rules



In Scotland, there are three main organisations that check and inspect social care support.

These organisations are called 'regulators'.

- **Care Inspectorate** – makes the rules for care services in Scotland and inspects them to make sure they meet the right standards



They also do inspections with other regulators to check how well different organisations in local areas work to support adults and children.

- **Healthcare Improvement Scotland** - the inspection and improvement regulator for health.



It also does inspections with the Care Inspectorate for example, inspections of Health and Social Care Partnerships.

- **Scottish Social Services Council** – the regulator for social workers, social care and early learning and childcare staff



It sets the standards for their practice and does training and education.

## Questions



Do you feel there are services that should be inspected but are not?

If yes, please tell us:

- which type of services?
- why you think they should be inspected and have rules?
- who should be responsible for this?

## Theme 3 - How should inspections be done?



## Questions

- would a system work where the same regulator inspected all services?

- If yes, why?
- If no, why not?



- should there be different regulators for:

- inspection – checking if things are working well
- and improvement – making sure things getting better

If yes, why?

If no, why not?





- how can we make sure that rules and inspection are designed to make services better?
- should this be the most important thing?
- what would it look like?



- what should happen if something goes wrong in a service?
- who should be responsible for making improvements to services?



- how do we make sure regulators do a good job?

## Theme 4 - How will we know things are working well?



We would like to know what information people need to help them to make decisions about care and support.



## Questions:



- how can we make sure that people and their families who need care and support, have information about how well services are working?

The information would help people to make decisions about care and support.

- what information would that be?



- how can we make the way we collect and share facts, figures and information better?

- how do we make sure rules and inspections support good ways of working for:

- people getting care and support?
- people working in care and support?
- organisations giving care and support services?





## Theme 5 - How will inspection support the workforce?



We want to know how people who give social care and support services can be part of making inspections work better for everyone.

### Questions



- How do we make sure that organisations all follow the same rules when someone joins the social care and support service workforce?



- How can we make sure that staff working in care and support services can be part of inspections and making the rules?



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