

**In partnership with CCPS (Coalition of Care and Support Providers in Scotland) the Improvement Support Team (IST) recently had their second improvement workshop, which at the request of CCPS members, concentrated on medication management and reducing medication incidents.**

Around 65 delegates from the third sector - care at home/housing support and care homes - attended the event on 31 October at Norton Park in Edinburgh.

Nancy Fancott, Policy and Development Officer at CCPS, introduced the day as an opportunity for delegates to build on work from an improvement event held earlier in the year, and continue to foster collaborative working between both organisations.

The aim of the workshop was to equip delegates with knowledge on:

- developments in the Care Inspectorate improvement work
- the role of relationship manager and the new inspection framework
- strategies for handling and reducing medication incidents
- the NHS Scotland Healthy Living Award

### NHS Scotland Healthy Living Award

The healthy living award team presented to CCPS members about how easy it was to register for the free award aimed at service providers who wish to ensure that healthier choices are always available. As part of NHS Health Scotland, the award not only works towards Scottish Government dietary targets but it helps care services to meet health and social care standards as well as giving you the competitive edge when it comes to commissioning.

The healthy living award, helping people to eat well, live well, age well.

To register visit [www.healthylivingaward.co.uk](http://www.healthylivingaward.co.uk)

For more information [joanne.burns1@nhs.net](mailto:joanne.burns1@nhs.net)



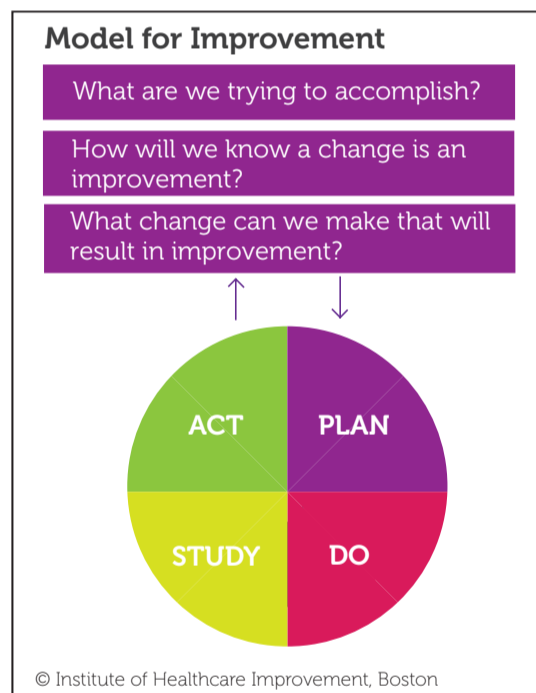
Joyce Murray, Manager of the IST, reflected on the success of the previous improvement workshop. From that session:

- 100% of delegates agreed/strongly agreed that the session provided them with the opportunity to develop an increased understanding of quality improvement
- 85% of delegates agreed/strongly agreed that they had increased confidence to participate in and contribute to improvement projects in their area of work

At the interactive session, we asked three questions, one of which was:

What are the priority areas for CCPS members?

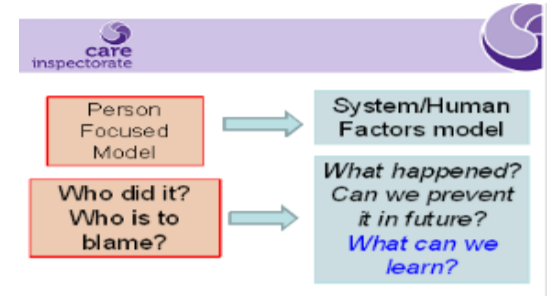
One of the key areas highlighted was reducing medication errors so it was agreed this would form the topic for this workshop.



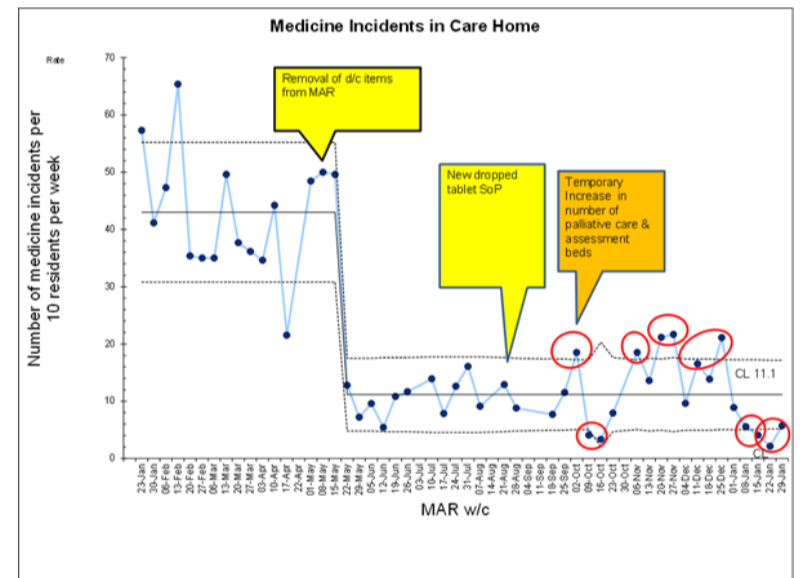
David Marshall, Improvement Adviser, ran two Sessions: the first covered the causes of and strategies for handling medication incidents, including a human factors approach and practical workshop on interventions for improvement in medication systems.

See also the [Learning from adverse events through reporting and review](#)

The second involved a road map for an improvement project, using a practical example from a medication project in a care service to discuss the key principles.



David also discussed a medication improvement project within Barrogil Care Home between April 2017 and January 2018. He highlighted the significant work done by care staff in reducing medication incidents by using diagnostic tools to understand the current system, including a system to measure incidents over time, and testing change interventions using rapid cycle PDSA testing.



Karen Fraser, Team Manager, Adult Team 6, gave an overview of the Health and Social Care Standards and how the Care Inspectorate's new inspection framework links to this to promote good outcomes for people experiencing care. Our new framework is framed around six key questions:

- \* How well do we support people's wellbeing?
  - \* How good is our leadership?
  - \* How good is our staff team?
  - \* How good is our setting?
  - \* How well is care and support planned?
- Quality indicators will measure these key questions, the final being:
- \* What is our overall capacity for improvement?

Further information can be found in the Care Inspectorate guidance:



### For more information contact:

[joyce.murray@careinspectorate.gov.scot](mailto:joyce.murray@careinspectorate.gov.scot)  
[david.marshall@careinspectorate.gov.scot](mailto:david.marshall@careinspectorate.gov.scot)  
[karen.fraser@careinspectorate.gov.scot](mailto:karen.fraser@careinspectorate.gov.scot)  
[nancy.fancott@ccpsscotland.org](mailto:nancy.fancott@ccpsscotland.org)

### Relationship managers

Karen also spoke about the role of the relationship managers who are usually allocated to a large provider who has 10 or more regulated care services. This role is committed to building and maintaining positive relationships with providers. It provides opportunities to gather provider views to inform our work and to share developments in our approaches to scrutiny whilst supporting improvement and innovation.