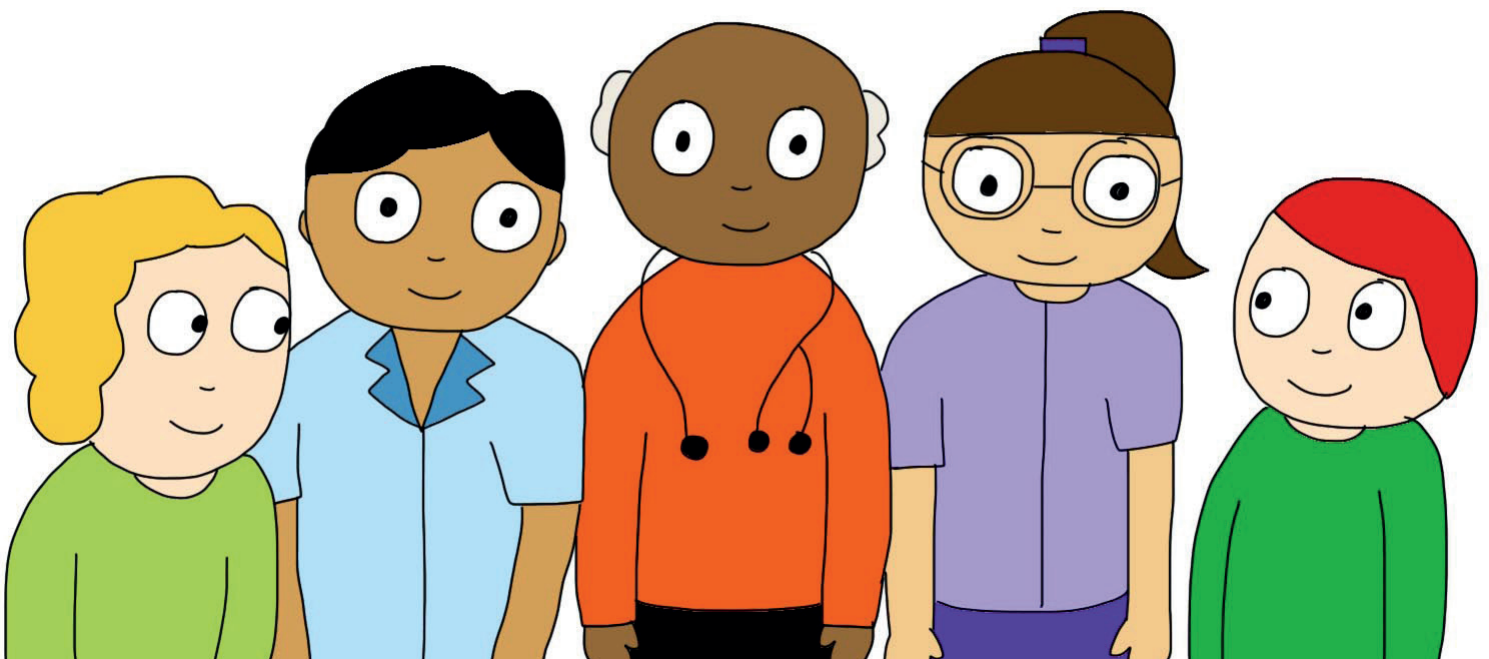


# Supporting Improvement

It's everyone's

business



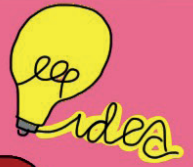
# Improvement Support in the Care Inspectorate



Improvement is everybody's business regardless of job roles. We all have a duty to ensure the best possible care experience, service + outcomes for people



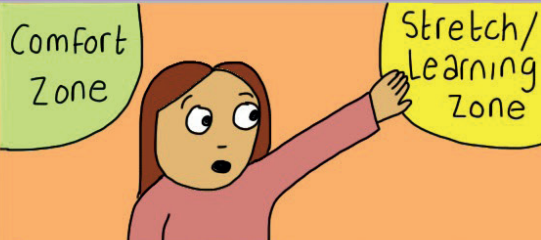
Improvement is possible for everyone. You can always start small and build on it bit by bit. Improvement works best when everyone is involved + things can be explored



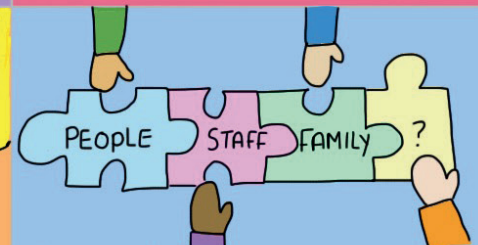
Improvement is part of everyday working. It could be something really simple + easy. It is not done as a "one-off." Every day, think: What could we do better and how?



Everybody is a leader of improvement. We all have the power to make a positive difference. If you see something that could be done better - test new ideas

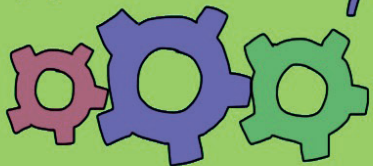


To carry out improvements you have to shift from accepting things as they are + not questioning to "lets see how we can improve" change can be scary but is vital to continuous improvement

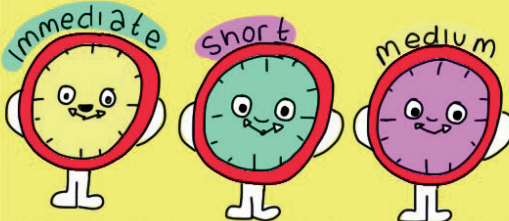


When evaluating people's outcomes and experiences, THINK: How can they be improved? Involve them and families in planning new improvements - co-designing.

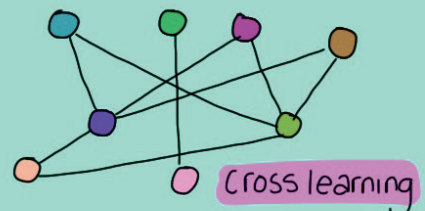
## METHODOLOGY



We emphasise a structured improvement method to get the best possible outcomes. Using the "Model for Improvement" is a useful framework



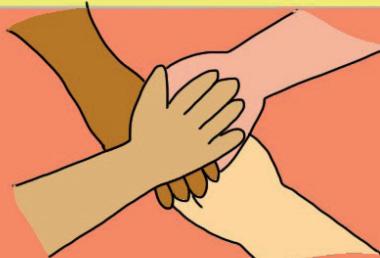
We provide immediate, short or medium term improvement support that may be provided by inspection staff, local support networks and supported by the improvement support team.



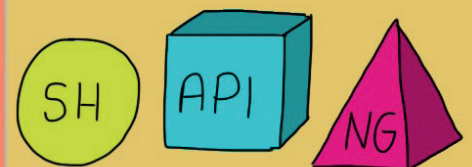
We encourage improvements across teams, partners, sectors and organisations. This allows cross-learning and developing relationships + sharing effective practice



We also provide themed + focussed improvement support as well as long term improvement support which can all be shaped by you and your team



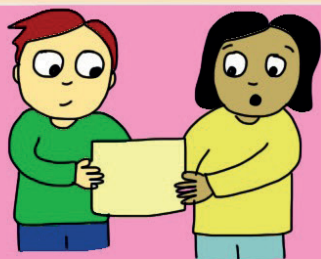
We champion a valued and inclusive culture where ideas and improvements can flourish from everyone. They can also come from other opportunities such as scrutiny + intelligence



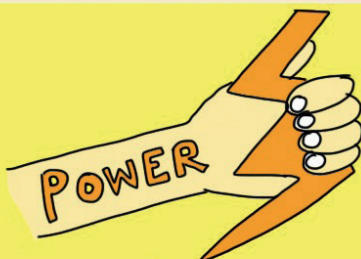
We actively encourage the involvement of people who are experiencing care, their families and local communities in shaping improvements



# Improvement support team



We support you to work towards improvements. We can give you help + advice so you are more confident in applying + carrying out improvements



We recognise that Confident + Empowered care leaders are important in being able to implement Successful + sustainable improvements. We encourage improvement conversations.



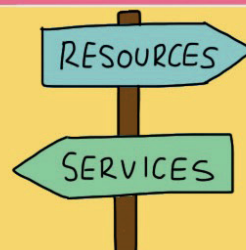
We go beyond inspections + support you with future development ideas you might have. We support the development of your improvement capability



We can provide you with practical guides, resources + materials. We also share improvement knowledge and help you transfer this into practice.



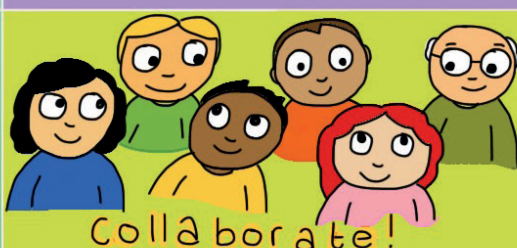
If you just need some advice or a conversation about putting an idea into action, we are here for you. We aim to empower + equip you with all the tools you need to carry out improvements.



We can also signpost you to good practice resources for topics you want to focus on improving. We can also put you in contact with other services + networks



We also run improvement workshops with providers, partnerships + others to help develop improvement capability and capacity



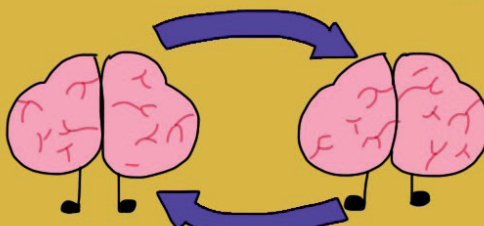
We are involved in + lead on national improvement programmes as well as local programmes. We also facilitate local networking + create environments that allow collaborative working.



We help develop improvement leaders, coaches + ambassadors who can continue to spread improvement across teams, departments and organisations



We support the workforce to be capable + confident in carrying out improvements, to be proactive in making the changes they want - that will lead to improvement



Local inspectors are also available to contact for improvement advice, guidance + support. We want to create a system of knowledge exchange across staff groups and organisations

## THE HUB

For further advice, guidance and useful information, there is a Central Improvement Hub website

<http://hub.careinspectorate.com/>



# Using evidence led improvement



Apply diagnostic elements of modern scrutiny for improvement opportunities. Scrutiny helps ensure services respond to individual's support needs



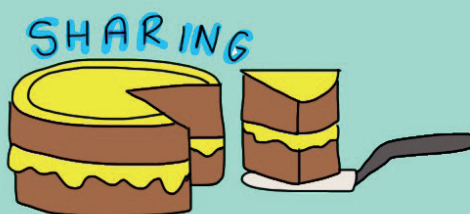
Evidence led improvements are based on evidence and existing good practice that is most likely to have a positive impact. It is based on previous learning and testing ideas



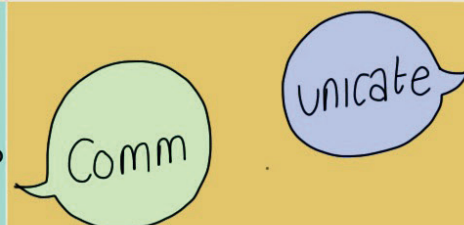
In some cases you might have ideas you want to test- being proactive and using the model for improvement can lead to lasting positive improvement



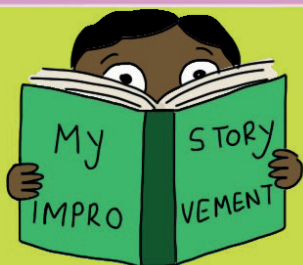
Evidence-led improvement can be based on learning from other people's experiences. Evidence-led means you can prove why it works for a specific problem/challenge.



Evidence of improvement from one area can have a positive impact elsewhere. sharing your good practice + learning from others can help create a community of sharing + spreading improvements



Communicating learning far and wide is vital to support the growth of innovation. This can help guide others who might be facing similar challenges.



What is your improvement story? You could motivate + inspire others to think about improvement ideas and have the confidence to carry them out



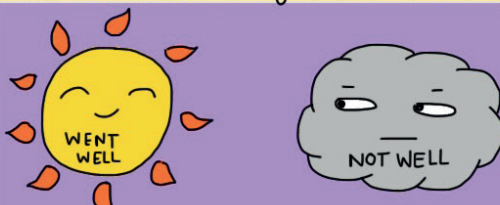
The improvement team can support you in being smarter at evidencing how your changes led to an improvement. You don't need to gather lots of evidence or data-just enough to prove it's working.



Qualitative data explores different opinions e.g. resident's feedback, staff interviews or observations. All are valid ways of gathering evidence that improvement has happened



Quantitative evidence is statistics based. These could be structured surveys, counting rates or figures/numbers. This is objective data and also valid.



Learning from what went well or not and how other people can use this intelligence, helps build relationships, shared purpose + collaboration.



Evidence-led improvement means the best possible change ideas are shared. Through helping each other, we can support the best possible care + services for people

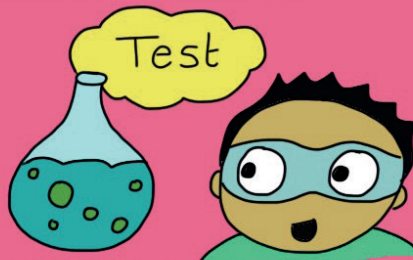


# Making Improvements

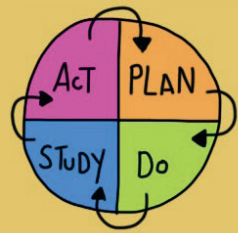
## COLLABORATE!



Improvement is finding ways to achieve better. We encourage being collaborative in innovation and valuing everyone's input. We all have a role.



Testing change ideas on a small scale gives you the power + opportunity to explore, generate creativity and innovation in a safe way. Testing allows you to prove that the change works.



The model for improvement gives you a simple framework for testing on a small scale with Plan-Do-Study-Act cycles (PDSA). This model asks you 3 simple questions →



Question 1: What are we trying to accomplish? This requires you to understand the problem and what you want to achieve, understanding the "aim" and outcomes you want to focus on.



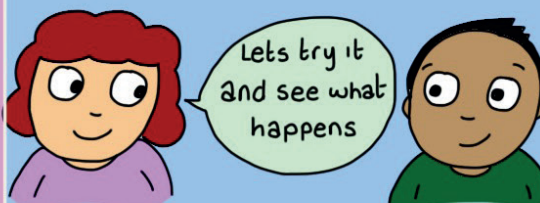
Question 2: How will we know change is an improvement? This means what evidence or data will prove or let you know you have achieved your aim + outcomes? What can you collect or use to show this?



Question 3: What change can we make that will lead to an improvement? This means what change ideas do you want to test to try and achieve your aim?



There are 4 stages to testing your idea in a PDSA cycle. ① PLAN: work together to plan what you want to do, why, who, what data to collect. But you don't need perfection.



② DO: Try your small test of change over a short period of time. Ask others how it is working. Be flexible in your approach and gather data along the way.



③ STUDY: As a team analyse your data. What is it telling you? What have staff fed back? Reflect: Are we on the right tracks? How has the test felt?



④ ACT: So what could you do better with the idea you are testing? Does it need tweaking? Adjust your test based on this then go back round the cycle again until...



... your idea becomes a tested success with data to prove it. But sometimes change might not be an improvement - learn from it and change direction until you get there.



Empower others in your team to also try testing new things - create a culture that promotes improvement thinking. Let them learn and explore new ideas.

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Corporate member of  
Plain English Campaign  
Committed to clearer communication

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