

Safe Staffing Quality Improvement Collaborative Series:

The Safe Staffing Project delivered a series of three on-line learning events collaborating with HSCP areas for care home providers, managers and partnership staff who are working with care homes

flash REPORT

At the beginning of October seven HSCP areas have either completed the events or are in progress and there have been over 200 engagements with the events

Safe Staffing Project

In preparation for the implementation of the Health and Care (Staffing)(Scotland) Act 2019, the Care Inspectorate **Safe Staffing Project** are inviting care homes for older people, in partnership with your health and social care partnership, to take part in a series of learning events.

The aim of the project is to ensure that in care homes in Scotland there are the right people, in the right place, with the right skills at the right time, working to ensure people experience the best health and care outcomes.

Learning events

Learning event 1

Information about the act and the quality improvement project in the context of your local area.

Learning event 2

How decisions affecting staffing in care homes for older people are reached in your area and ideas for change.

Learning event 3

Feedback on testing out the change ideas.

Visit The Hub for more information

<https://bit.ly/TheHub-SafeStaffing>

Contact us

If you are interested in these events contact us on safestaffingproject@careinspectorate.gov.scot



October 2021

Surveys carried out showed us that participants reported:

- Increased knowledge of the Health and Care (Staffing)(Scotland) Act
- Increased knowledge of their responsibilities in relation to their particular care setting
- Increased knowledge of using quality improvement approaches to improving staffing
- Increased understanding of using relevant professional quality measures when assessing workforce planning.

We also asked participants what we could do to improve the sessions and below is an example of some of the responses we received.

There was a lot to take in in a short time

Ideas and practical support for recruiting and retaining support staff in the area



We asked participants what they felt went well in the sessions and some of the comments were:

“Really well planned and a great step by step process of how the new act will affect services. Particularly looking at the statistics within the local area”.

“I felt the session was informative, but not overwhelming, and the time frame was good, not too rushed and not too long”.

“Participation opportunities”.



Throughout the QI Collaborative series participants engaged with the project using some QI tools such as a driver diagram and process map. They built a persona of a person experiencing care and the steps and actions it would take to have the right people in the right place at the right time.

Information from HSCP Collaborative Events

Open Badges in partnership with SSSC



To enable participants to gain recognition of this informal learning opportunity, the project team, in partnership with the SSSC, have developed an Open Badge. An Open Badge is a digital certificate which recognises learning and achievement. This will enable event participants to evidence that they have met the five learning outcomes from our collaborative events.



The project has gathered information from the sector in our collaborative events and we have started to develop a prototype staffing method.

We are looking to get views and comments from our Special Interest Group which is made up of representation from Scottish Care, RCN, Unison, Cosla, GMB, Scottish Government, SSSC, Unison, GMB and other stakeholders to inform the development of the method. Discussions with our project reference group who represent people experiencing care have also been taking place.

Our aim is to engage with a couple of providers who have capacity to work with us to test out the method.

Watch this space.