



care
inspectorate

Quality Improvement plan

2024 - 2025

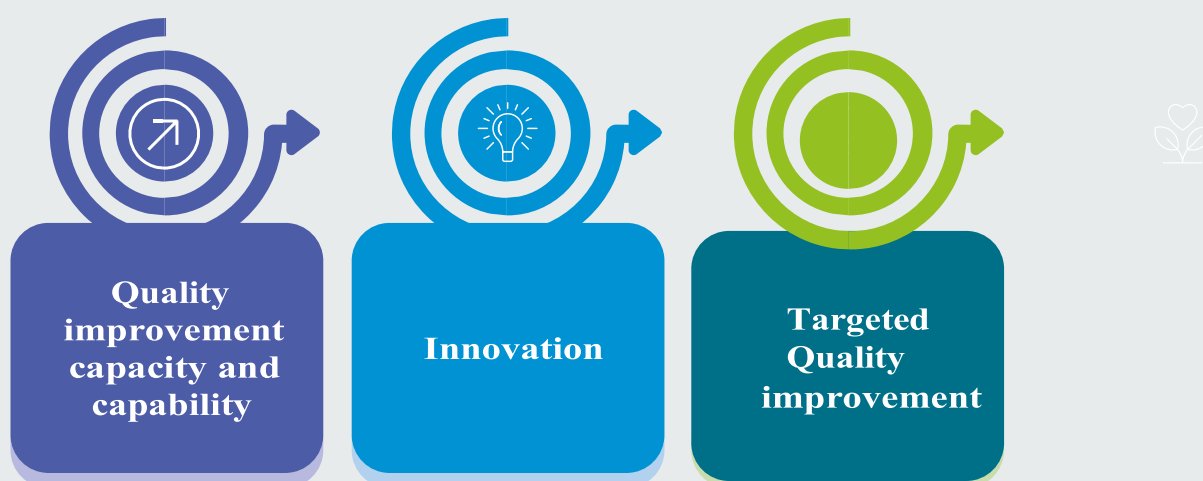


HAPPY TO TRANSLATE

Background

The Care Inspectorate supports quality improvement (QI) across social care, social work, local health and social care partnerships and early learning and childcare. Our [Quality Improvement and Involvement three year strategy 2022- 2025](#) Focusses quality improvement to three priority areas.

The priority areas for quality improvement



As a scrutiny and quality improvement body a whole system, collaborative approach to supporting quality improvement is critical. This is key to identifying improvement themes and trends, through data and information from our scrutiny activities, and effectively and timeously responding to these with the right approach for targeted quality improvement.

This plan focuses on the key work priorities, primarily based on information and data from scrutiny interventions.

Accessing support for quality improvement

There is a robust process for [accessing, triaging, and identifying the levels of support](#) for quality improvement. This is reviewed bi-annually by the Quality Improvement and Participation section in close collaboration with Scrutiny and Assurance colleagues.

Quality Improvement



UNIVERSAL QUALITY IMPROVEMENT

- topic specific webinars
- an online quality improvement hub
- signposting to, sharing/spreading good practice
- development of guidance on topic areas and supporting implementation

TARGETED QUALITY IMPROVEMENT

- local/national/regional quality improvement
- collaboratives or programmes supporting clusters of services
Supporting quality improvement with large providers and partnerships
- medium to longer term interventions

QUALITY IMPROVEMENT CONSULTANCY

- support at enforcement stage
- short term support, specific intervention, professional guidance topics relating to health and wellbeing discovery phase for potential targeted work
- local/national development work e.g. service redesign
- topic specific health and well being guidance to services, providers and inspectors
- networks and learning for people who provide social care
- influencing and informing policy development

Quality Improvement priorities.

The Quality Improvement priorities are aligned to the organisational risk-based business model and based on data, information and intelligence from our scrutiny work, feedback from the sector and policy drivers.

Priority 1 – Quality improvement capacity and capability

We are committed to providing support to the care sector to build quality improvement capacity and capability, and to grow knowledge and skills. We will support the care sector to identify and share strengths, spread good practice and support staff to feel valued.

Priorities

1. Quality Improvement consultancy provides subject matter expertise: through the implementation of new standards, national guidance, development of good practice guides, promoting excellence, practice notes, toolkits and expert advice internally and externally. Based on data from 23/24 we will provide **750** QI consultancies.
2. In collaboration with Scrutiny and Assurance develop 'self-evaluation tools for quality improvement' and guidance in relation to quality frameworks. We will support the testing of methodology for self-evaluation.
3. Provide quality improvement capacity building sessions, to services, providers and within the Care Inspectorate (e.g. face-to-face workshops, webinars, bitesize, podcasts). Based on data from 23/24 we aim to provide **50** QI capacity building sessions.
4. Co-deliver with NHS Education Scotland (NES), the Care Experience Improvement Model to **two** cohorts of practitioners reaching potentially **30** services over a 12-month period.
5. Support the delivery of the internal Professional Development Award (PDA) and offer quality improvement advice and guidance to the **30** inspectors per cohort, undertaking the Quality Improvement 'graded unit'.
6. Work with colleagues from Scottish Social Services Council, test the devolved delivery of the Scottish Improvement Foundations Skills (SIFS) programme in **one** health board reaching potentially **15** social care managers.

Priority 2 – Innovation

Using a quality improvement approach, we will test out new ways of working and approaches to addressing complex issues.

Priorities

1. The QI focused Technology Enabled Care (TEC) workstream, will spread and share innovative practice in technology and digital solutions across social care.
 - Deliver a phase 2 'test of change' for the PainChek[®] app, engaging **15** services.
 - Quarterly Technology Enabled Care spotlight sessions aiming to reach **120** care services.

2. Working with colleagues in Scrutiny and Assurance, a QI project will aim to improve the ways children and young people receive feedback after an inspection.

Priority 3 – Targeted quality improvement

Our quality improvement teams are responsible for designing, leading and supporting a range of quality improvement programmes and projects that differ in size, scale, and scope, and have specific areas of focus. These are based on data and information from scrutiny activities and national policy drivers.

Priorities

1. Work with Scrutiny and Assurance colleagues to:
 - Provide targeted quality improvement interventions and quality improvement consultancy to social care service providers and health and social care partnerships based on scrutiny information and data.
 - Provide quality improvement at enforcement stage (pre and during enforcement).
2. An ELC improvement programme supporting settings at risk of or not meeting the national standard. The programme will deliver **three** cohorts of targeted QI reaching **120** services.
3. A Care Home Improvement Programme (CHIP) will deliver **two** cohorts of targeted QI aiming to reach **60** services that currently have an inspection outcome of 'adequate'.
4. An Appropriate Adults (AA) quality improvement programme, using the guide to support self-evaluation, will use a staged approach to engage each of the **21** local A/A services between 2024 and 2026.
5. Working with an identified health board, prototype a national network for Care @ Home staff, focused on people living with neurological conditions. The intention is to then spread nationally.
6. A targeted quality improvement programme with **10** care homes, aiming to improve dementia care and the use of psychoactive medicines.

Measuring the impact of the quality improvement plan 2024/25

How will we know change is an improvement?

 <p>01 QI Key performance indicator</p>	<p>% of people telling us that quality improvement support will improve care.</p>
 <p>02 Key performance indicator</p>	<p>Number of people reporting an increased level of confidence to apply quality improvement as a result of engagement with the improvement section.</p>
 <p>03 QI project QI programme evaluation</p>	<p>Evaluation of QI projects and programmes, post intervention This may include external evaluation as appropriate.</p>
 <p>04 Impact</p>	<p>Qualitative feedback received from participants and service providers</p> <p>Progress against data/measurement plans</p>
 <p>05 Reach</p>	<p>Number of participating services and partnerships</p> <p>Number of individuals benefitting from QI</p> <p>Number of QI events (e.g. capacity building workshops)</p> <p>Number of QI consultancies</p>

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