



Care Home Improvement Programme Cohort 1 Flash Report

September 2024



Introduction

The Care Inspectorate delivered the first cohort of the Care Home Improvement Programme (CHIP) between April and August 2024. Our aim was to support care home staff to apply quality improvement, to improve outcomes for people experiencing care.

This cohort focused on the Greater Glasgow and Clyde, and Forth Valley areas to allow care homes to build connections and peer support within their local area. Participation in the programme was voluntary. Adult care homes with a grade 3 from their most recent inspection were invited to apply to take part.



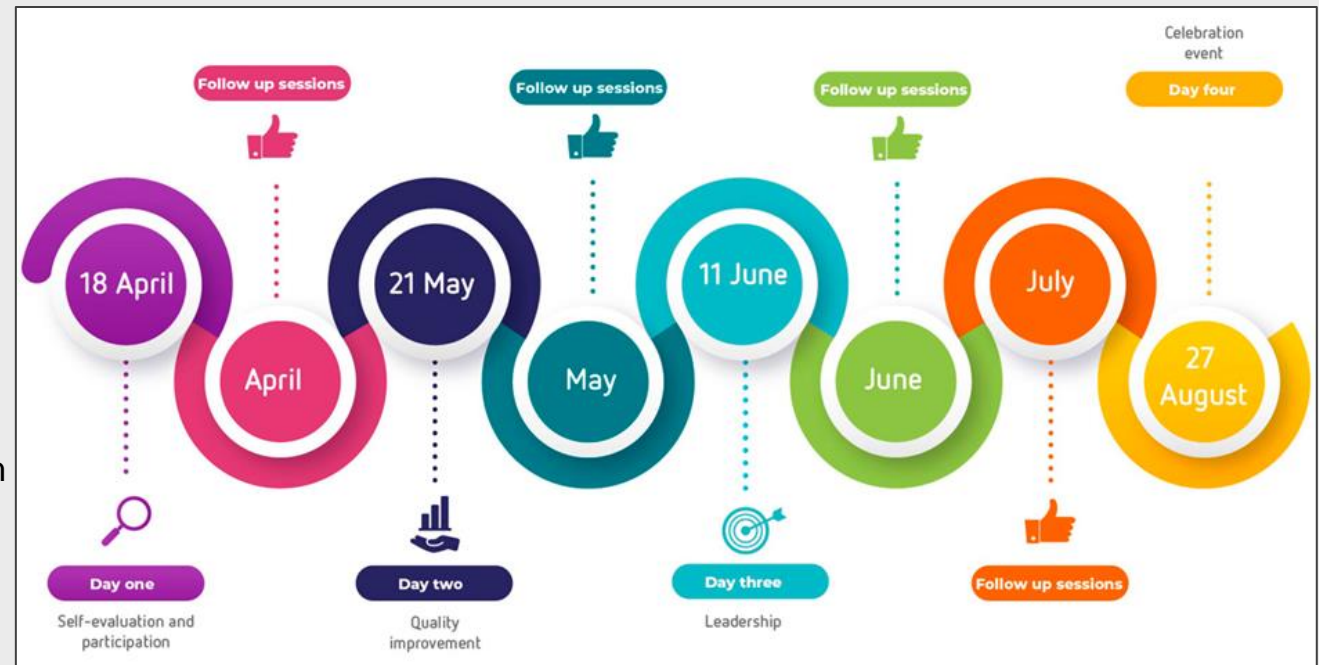
Programme structure

The programme included four in-person events in Glasgow:

- Day 1: Self-evaluation and participation
- Day 2: Quality improvement
- Day 3: Leadership (supported by Scottish Social Services Council)
- Day 4: Celebration

Participants were allocated an improvement adviser who supported them throughout the programme. Improvement advisers held individual and group support sessions in between the in-person events.

Participants undertook an improvement project related to an area for improvement from their last inspection report. Project topics were varied and included mealtime experience, meaningful activity, and documentation.



37 care homes applied to take part

30 care homes were shortlisted to participate

Participating care homes nominated two staff members to attend

28 care homes completed the programme

Evaluation

We asked participants for their views and feedback throughout the programme.

At the end of Days 1 to 3, we asked participants about their learning on the topics of self-evaluation, participation approaches, the Model for Improvement, measurement and leadership approaches. The average results were:

- 92% of respondents thought that the learning will improve care in their service
- 91% of respondents reported an increased level of knowledge
- 84% of respondents reported an increased level of confidence to use the above approaches in their service.

The overall evaluation results for the programme as a whole were:

91% of respondents said that the learning from CHIP will improve care in their service



Strongly agree: 50%
Agree: 41%
Unsure: 9%

100% of respondents said that CHIP had increased their knowledge of quality improvement



Strongly agree: 53%
Agree: 47%

94% of respondents said that they had an increased level of confidence to apply quality improvement in their service as a result of completing CHIP



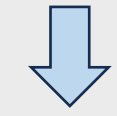
Strongly agree: 35%
Agree: 59%
Unsure: 6%



On Day 1, **51%** of respondents said that they had a positive relationship with the Care Inspectorate



On Day 4, **85%** of respondents said that they had a positive relationship with the Care Inspectorate



There was an **increase of 34%** over the course of the programme

Comments from participants

"Just like to add the course has been the highlight of my year and I personally have enhanced my knowledge and skills by attending the course."

"We learned so much from the CHIP that will surely enhance and increase wellbeing of the residents."

"Realising we are not alone, working together for a better outcome using steps and strategies"



"It was well organised"

"Allowing ourselves the time to make a difference and to do something that was fun and meaningful for our resident"

"Listening to other people from different homes and environments. Good ideas to take back to our home"

"Learning about different leadership styles and sharing ideas with others."

"Thank you. Getting the support and knowledge from our lead was amazing. Getting to know the other team members and being able to tap in to their experiences has been enlightening. Such a worthwhile project."

"Peer support, feeling included, being provided with lots of great resources"

"We were able to focus on issues and look at trends. We were able to work with staff and raise awareness of these issues"

"It was good that our group were care homes local to us and gave us a chance to meet that we otherwise would not have had."

"I wanted to feed back that my inspector said my self-evaluation and improvement plan is probably one of the best he has ever seen. I need to thank you for that. I couldn't have done it without your support and that of the rest of your team at CHIP. Please feed back that the CHIP programme is definitely having a huge positive impact on our services. Keep up the good work."

"I really enjoyed this course and it has set me on a journey of improvement"

"Thank you, I would highly recommend this programme to others."

"I think it's great the amount of support available and I think it's showing Care Inspectorate as more supportive"

"This has been a very enjoyable programme"