

Plenary 3: Ensuring Quality in Community-Based Care



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Improving Quality in Community-based care: A Scottish perspective

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Community Care Services for Adults

The Scottish legislative context

Social Work (Scotland)
Act 1968

Chronically Sick and
Disabled Persons Act
(Scotland) 1972

The Mental Health
(Scotland) Act 1984

Disabled Persons
(Services, Consultation
and Representation)
Act 1986

NHS & Community
Care Act 1990

**Scotland Act
1998**

Adults with Incapacity
(Scotland) Act 2000

Regulation of Care
(Scotland) Act 2000 –
the SSSC is established
in 2001

Community Care and
Health (Scotland) Act
2002

Mental Health (Care
and Treatment)
Scotland Act 2003

Professional
registration of Social
Workers is introduced
2003

Adult Support and
Protection (Scotland)
Act 2007

Social Care (Self-
directed Support)
(Scotland) Act 2013

Public Bodies (Joint
Working)(Scotland)
Act 2014

Health and Social Care Standards

My support, my life

Five general Principles

Dignity & Respect **Compassion** **Be Included** **Responsive Care & Support** **Wellbeing**

Five general standards

I experience high quality care and support that is right for me.

I am fully involved in all decisions about my care and support.

I have confidence in the people who support and care for me.

I have confidence in the organisation providing my care and support.

I experience a high quality environment if the organisation provides the premises.

Regulation, Scrutiny & Improvement Bodies: The Scottish Social Services Council (The SSSC)

SSSC requires the **registration of workers** in children and adults services who are employed in residential services; **day services**; care home services; **housing support** and care **at home** services

SSSC produced **Codes of Practice** for employers and employees

There are approximately **208,000 people** working in the **community-based care sector** in Scotland, **169,699 are registered with SSSC** .

The SSSC actively supports **continuing professional learning (CPL) of the workforce**, with materials and support on work-based CPL, leadership development and workforce wellbeing support

Registration costs are generally self-funded by the Worker

Regulation, Scrutiny & Improvement Bodies: The Care Inspectorate

The Care Inspectorate is a **scrutiny body which supports improvement**. It is concerned with the **quality of care** in Scotland and ensuring it meets **high standards**.

Where improvement is needed, the Care Inspectorate **supports services to make positive changes**.

It was established in April 2011 by the Scottish Government as a **single regulatory body for social work and social care services**, including child protection and the integration of children's services. The new organisation took on work in these areas previously carried out by:

- Her Majesty's Inspectorate of Education (HMIE)
- the Social Work Inspection Agency (SWIA) and
- The Care Commission

The Care Inspectorate carries out both **STRATEGIC** and **DELIVERY** inspections of services

Scotland's National Improvement Programme Social Care and community-based Health Services

System

National Care
Service

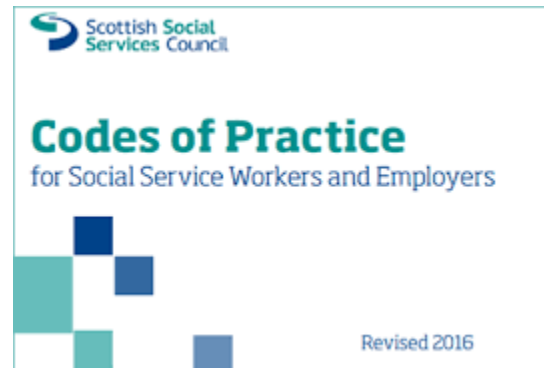
National Social work
Agency



Service

Codes of Practice

Social Services
Employers &
Employees



Practitioners

Advanced Practice
Framework



Final Reflections on Quality in Community Care

Scrutiny, Regulation and Quality Improvement are **embedded in the culture** of community-based services in Scotland

Regulatory bodies work in **partnership** with those **delivering** services to deliver feedback and quality improvement.

Scrutiny and inspection can never make up for an effective relationship between the supported person and those providing the support and care.



Thank you

Useful Resources

www.gov.scot/publications/health-social-care-standards-support-life/

www.sssc.uk.com

www.careinspectorate.com

www.socialworkscotland.org/reports/settingthebar/

<https://www.gov.scot/groups/independent-review-of-adult-social-care/>

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