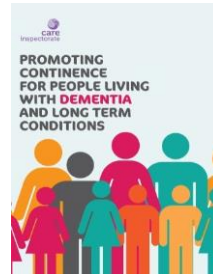
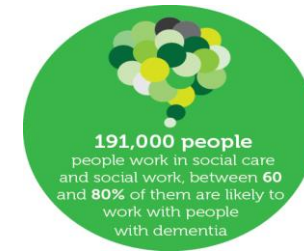




Care Inspectorate Supporting Improvement

Heather Edwards

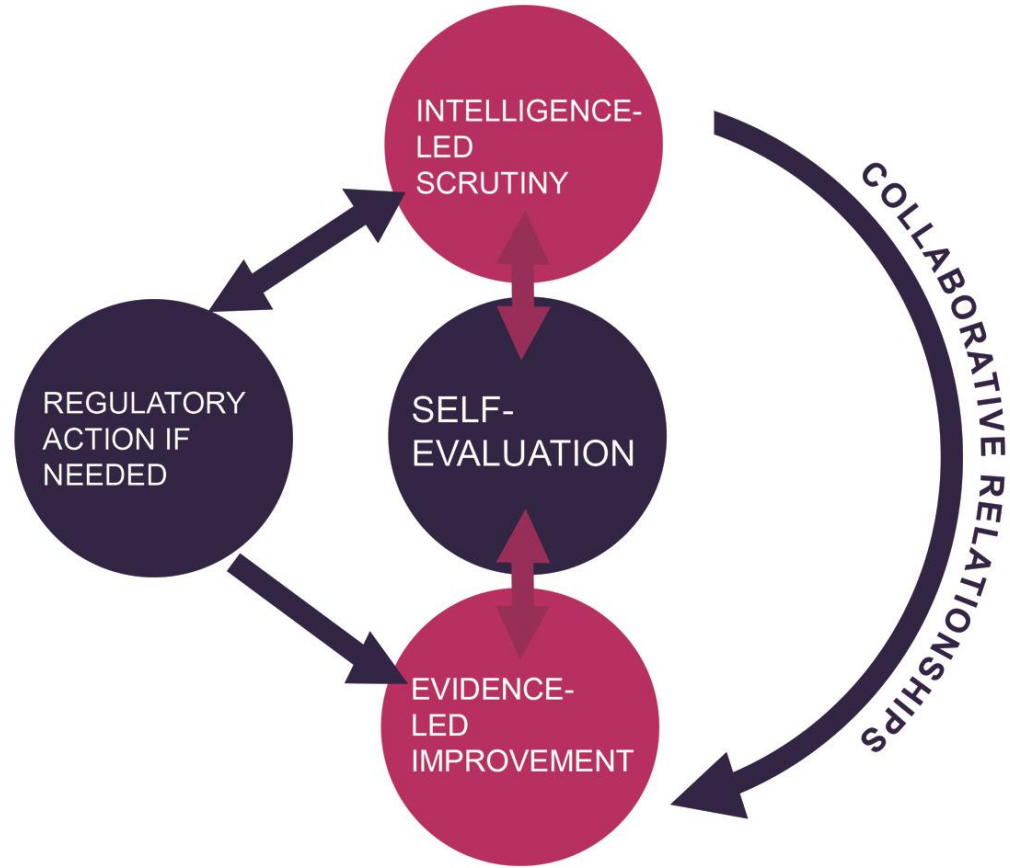
Interim Head of Improvement Support



WORLD CLASS CARE

- Rights-based
- Values driven - compassion, respect and dignity
- Where scrutiny drives improvement
- Involving people in the process
- Delivered collaboratively through excellent partnerships with stakeholders
- Intelligence-led





OUR LEADERSHIP APPROACH

- A shared vision and ambition
- Partnership and collaboration
- Person-centred and outcome-focused
- Innovation and efficiency



Health and Social Care Standards

My support, my life.

Collaborative relationships



Inspection is a bridge to quality

People's experience is the focus of the inspection

Inspectors work together to support improvement



Care Inspectorate



Quality · Safety · Innovation



A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland

- A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland
- TSA will work with the Care Inspectorate in knowledge transfer, skills training and best practice
- TEC Quality will work alongside both parties in the course of auditing activities
- The Care Inspectorate will aim to signpost care service providers to good practice use of Technology Enabled Care and the TEC Quality QSF standards
- Seek to build the adoption of Technology Enabled Care and a quality standards framework north of the border

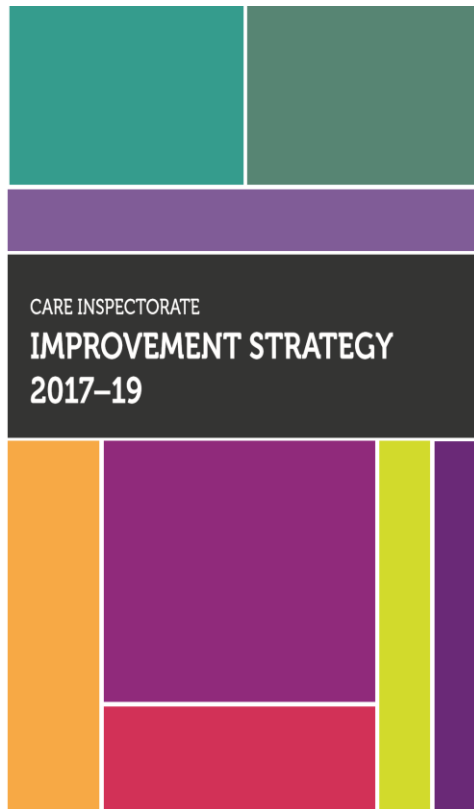
@TSAVoice www.tecquality.org.uk



What do we mean
by improvement
support?

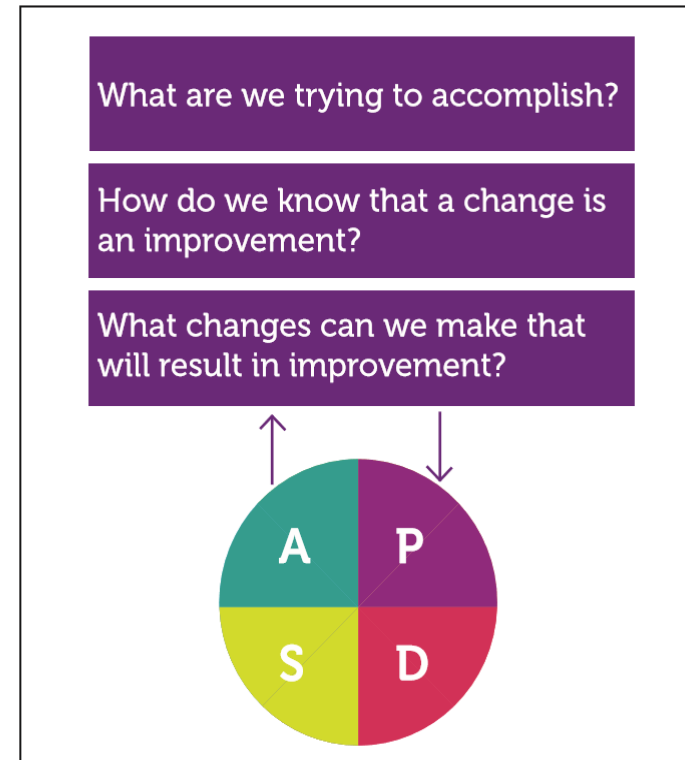
Making improvements

Currently being refreshed



Approved by our Board

Model for improvement



© Institute for Healthcare Improvement, Boston

“the general duty of furthering improvement in the quality of social services”
Public Service Reform (Scotland) Act 2010

Examples.....

- Direct improvement support
- Brokering improvement support
- Specific improvement support from our **Improvement Support Team** who are all qualified improvement advisors.
- Local and national improvement programmes for example CAPA
- Identifying, signposting to and spreading effective practice
- Improvement support resources, guidance and other materials
- Collaborative Improvement Support

OUR FOCUS

More robust self-evaluation

Focus on assessing outcomes and supporting improvement

Feedback is designed to support change

Inspection evidence informs policy

More collaborative working – inspection is 'part of the system'

MOVING FORWARD TOGETHER

Care Inspectorate Corporate Plan 2019-2022,
formally known as Scottish Social Care and Social Work Scotland



CORPORATE SUMMARY

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OUR CONTRIBUTION

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