**Joint inspection of adult services**

Integration and outcomes

Provider Engagement Guidance

March 2022 v1.0



Thank you for agreeing to help us involve people who use health and social care services and unpaid carers in our inspection. We are committed to putting people at the centre of our inspection and understanding their perspectives.

This guidance note contains all the information you will need about our engagement process. However, we will be working closely alongside you throughout the engagement phase of the inspection, so the guidance note effectively acts as a backup to our conversations. For an overarching view of our inspection framework please see the Joint Inspection of Adult Services (JIAS) Integration and Outcomes Quality Indicator Framework and Engagement Framework on the following links: [**JIAS Integration and Outcomes QI FrameworkV1.0**](https://www.careinspectorate.com/images/Strategic_Scrutiny_/JIAS_Integration_and_Outcomes_QI_FrameworkV1.0_Final.pdf) and [**Engagement framework v1.0**](https://www.careinspectorate.com/images/Strategic_Scrutiny_/Engagement_framework_v1.0.pdf) .

For your information, our authority to carry out this inspection is set out in section 116(a) of the 2010 Public Services Reform (Scotland) Act, amended by section 56 of the Public Bodies (Joint Working) (Scotland) Act, 2014.

We notified the Fife Health and Social Care Partnership of our inspection on Monday 6th of June, 2022. The engagement phase of the inspection takes place between weeks two and seven.

We will be focusing on the following inspection question:

***How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?***

And specifically:

* How effectively health and social care services work together
* The extent to which integrated services lead to positive outcomes for people and carers

For this inspection, we will be focussing on the experiences of people who have physical disabilities and complex needs and their unpaid carers. It is possible that your services are not specifically focused on physical disability, but you are likely to have people with physical disabilities and complex needs using your services.

**Main Criteria**

* **People aged 18 to 64 years, who have lived with physical disabilities over the past 2 years.** We want people’s experiences to reflect current service provision and so there is a 2-year cut off period in the inspection.
* **Carers who have helped look after a relative or friend who has experience of physical disabilities in the past 2 years.** (If carers have experienced physical disabilities themselves, they may also want to feed into the inspection as a person using services above.)

There is more detail about the people we would like to speak to at appendix 3 of this guidance.

**Methods of engagement**

This joint inspection has an engagement methodology and seeks to consult with people and carers through surveys, focus groups and one-to-one conversations.

1. **Working with local services and groups**

We understand that services already working with and supporting people are best placed to help us engage with people in a meaningful and respectful way. We are therefore looking for your help both in identifying people who would like to talk with us, and in supporting us to make sure that people have a positive experience of engagement.

1. **Confidentiality**

The Care Inspectorate and Healthcare Improvement Scotland will manage people’s information in line with our organisational privacy statements.[[1]](#footnote-2)Our powers to inspect and collect and process personal data are set out in [**Parts 5, 6 and 8 of the Public Services Reform (Scotland) Act 2010**](https://www.legislation.gov.uk/asp/2010/8/contents)**.** The inspection team will provide you with a privacy notice that you can share with people and carers that explains what information about them you will give us and why, and how we will manage their information.

People and carers’ confidentiality will be protected, with no-one being identifiable in our inspection report. We may use quotes from people and carers in the inspection report but will ensure these are not attributable to anyone or any service, unless identifying good practice. The use of quotes would be to illustrate findings and would be representative rather than one off examples. The focus of the inspection is the partnership, not individual services and therefore your service will not be identifiable by quotes. Information gathered from people and carers will be safely destroyed after we have used it for the purposes set out in this guidance.

1. **Wellbeing concerns**

If the inspection team has concerns about the wellbeing or safety of a person we talk to, we will address this as appropriate with the service supporting the person or with the Health and Social Care Partnership. In cases of serious concern, we may raise issues of adult support and protection. However, as a service who knows the people we will be talking to, we would ask that, if possible, you check in with people after focus groups and conversations and make sure that they feel happy with the way the conversation has gone, and that they are able to informally ‘debrief’ if they want to.

1. **Engagement**

We will have three ways of engaging as part of the inspection: surveys; focus groups; and one-to-one conversations. At present, due to Covid-19, we are still intending to engage with people through telephone and online methods, but we want to engage in ways which suit people’s needs and preferences, and we want this to be a positive experience for them. We want to work collaboratively with you to identify people who would like to engage with us and to talk to you about the best engagement options for each person and the supports they might need. To deliver this engagement we need your help with distributing and completing surveys, setting up focus groups remotely and holding conversations by telephone, but we will work closely with you all the way through. We will provide you with leaflets and question sets that you can share with people and carers.

**4.1 Surveys**

We have developed a survey to gather people and carer views about their experiences and outcomes. There are separate surveys for people and carers. The surveys will be available through an online link or paper copies. We would like you to help us by distributing surveys to people and carers who are in touch with your service. We will ask you how many paper copies of the person and carer surveys you think you will need and send these to you directly, along with stamps and envelopes for you to send them out and stamped addressed return envelopes. If you prefer, you can use the order form attached at appendix one. This needs to be returned to us by Monday 27 June.

We also have a short survey for people who have impaired communication and would benefit from a more accessible survey. This survey is shorter, has easy read language and is aligned to the full survey, so will produce comparable findings. Surveys should take 15-20 minutes to complete. The online survey can be saved and returned to later for completion if required. We would appreciate if you could help us by distributing surveys to people and carers that you are in contact with, and actively support and encourage people to complete and return the surveys. We are keen to get as many responses as we can. There will be a telephone support helpline available at pre-set times provided below.

The inspector will let you know when the survey is open. We expect this to be on Monday 4 July. When this happens, please provide the survey link below, or a paper copy of the survey and stamped addressed return envelope, to the people using your services who have been living with physical disabilities in the past 2 years. Please also forward the survey link or paper survey to carers who have been providing care for someone who has physical disabilities in the past 2 years.

**Full survey link:** [https://forms.office.com/r/eSwxa573hR](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fr%2FeSwxa573hR&data=05%7C01%7Ckenneth.mack%40nhs.scot%7C6faf6a7763ac41dd548808da4a15d8f2%7C10efe0bda0304bca809cb5e6745e499a%7C0%7C0%7C637903754937091912%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JgVVNbzI%2BTU1FE9rir9GN%2BFf6sk3x%2FH5Y1PJea1kJms%3D&reserved=0)

**Short survey link:** [https://forms.office.com/r/39YF2RiH2U](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fr%2F39YF2RiH2U&data=05%7C01%7Ckenneth.mack%40nhs.scot%7C6faf6a7763ac41dd548808da4a15d8f2%7C10efe0bda0304bca809cb5e6745e499a%7C0%7C0%7C637903754937091912%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=wK6snSQnoUMQhsvGvQmysC8YRtDtsALaqHJodldpr5U%3D&reserved=0)

**Carer survey link:** [https://forms.office.com/r/5n9FpBFmqh](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforms.office.com%2Fr%2F5n9FpBFmqh&data=05%7C01%7Ckenneth.mack%40nhs.scot%7C6faf6a7763ac41dd548808da4a15d8f2%7C10efe0bda0304bca809cb5e6745e499a%7C0%7C0%7C637903754937091912%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=A%2Fpbtc7ooFhr7soWDqAUd6F0zH34yJF9A2MCGjm8oJM%3D&reserved=0)

The **surveys will close on the following date**: Friday 29 July for online and Wednesday 27 July for postal (2 working days prior to online date).

We will discuss with you how to provide support for anyone who needs it to access and complete the survey. We will provide telephone support at the times set out below but would be grateful if your service could also provide help where this is needed.

**Telephone support** will be provided, while the survey is open for completion, at the following times, on 0131 623 4614:

Monday and Wednesday: 2 – 4pm

Tuesday and Friday: 10am – 12pm

Thursday: 4 – 6pm.

**If you have any questions or would like to leave us feedback** you can also use the following email: [his.adultinspection@nhs.scot](mailto:his.adultinspection@nhs.scot)

**4.2 Focus Groups**

We are running focus groups with people and carers. We will meet with people remotely through an online platform. We are hoping you will be able to help us to organise the focus groups. The inspection team would ideally like to host the meetings ourselves, using Microsoft Teams, so that we can use voting technology during the sessions. However, we can discuss other options with you if this is needed and we are keen to work with you to identify people who would like to take part in focus groups. Over time we may be able to meet with people face-to-face, but we will provide more guidance on this when this is possible.

Focus groups provide a useful medium to hold in depth discussions about how well joined up services are and how well outcomes are achieved. It may be possible to have a shorter more simplified focus group with people who have communication support needs, so please ask us about this if relevant. If there is interest, we can also hold a focus group for carers.

We expect to have approximately 5 focus groups across the partnership. Ideally each of these focus groups will be with small groups from the same service so that people will relax and feel comfortable with each other because they are already familiar. However, we want to accommodate any individual who is keen to participate in a focus group and will discuss with you the best way to achieve that comfortably for the individuals concerned.

At each focus group there will be two facilitators, one of whom will lead the discussion, whist the other takes notes. Facilitators may be inspection volunteers, who bring a lived experience perspective to the inspection, or they may be an inspector.

Part of the focus group will be used to take a vote on the 12 statements in our engagement framework. To assist with voting, we will aim to use voting technology available on Microsoft Teams, but as a backup, in case this technology fails, we will post out voting cards to services and carer networks to allow people and carers to use during the session if required.

Focus Groups will take approximately 90 minutes to complete with a comfort break provided where needed.

**4.3 Conversations**

The third option for engagement will be one-to-one conversations. We would prefer to use telephone for these conversations but could use online platforms if this assists the person’s communication. We will take notes of the discussion. The conversations will allow in depth discussions with individuals, possibly with a carer or staff member present if needed by the person to assist with communication.

Conversations generally last 30-60 minutes, depending on how much people want to say. However they have been designed to be completed over more than one session, if required. We have allocated time for these to be completed over a period of 2 weeks through several short appointments such as 15-20 minutes each. These shorter conversations can be used where people feel tired or find concentration challenging. We will allocate one inspector for each conversation and the inspector will concentrate on understanding what will work for the person and agreeing with them how they want the conversation to happen.

1. **Next Steps**
   1. **Inspection contact person** (from the service or organisation)

If you are able to help us with our inspection, it may be helpful for you to provide the name and contact details of an agreed contact person. We will be in regular contact with this person each week to take forward our engagement activities.

If you haven’t already provided the information to the inspection team, please email us providing the information below about the inspection contact person. Please send this information marked ‘*JIAS Fife engagement’* in the subject heading to Ashley Martin at the following email address [JIAS@careinspectorate.gov.scot](mailto:JIAS@careinspectorate.gov.scot)

full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (include any area code)

email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

working pattern, including hours, of the inspection contact person:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We will also allocate an inspector to be the key link person for your organisation, so that you know who to speak to if you have any questions or concerns.

**The inspector will call the inspection contact person each week** to talk about preparing for our engagement activity. The survey will open on Monday 4 July and close on Friday 29 July. The conversations and focus groups will take place during the weeks beginning Monday 11 July and Monday 18 July. We will talk you through what needs to be done at which stage and agree with you who will be doing it. It may be helpful for you to think about people’s communication needs and any staff, volunteers or unpaid carers who can provide support to people before, during and after the focus group or conversation to make sure these events run smoothly and are a positive and enjoyable experience for people.

**5.2 Identifying people for focus groups and conversations**

In our conversations with you, we will be asking you to identify people and carers who are willing to talk to us either in one-to-one conversations or focus groups. It’s a good idea to start identifying people as soon as possible, as the time will go by quickly. It’s also worth checking with them early what times they might be available to speak to us, as ideally we would like to have 3 or 4 options for everyone.

We will talk with you about the best way to set up conversations and focus groups and to support people to make sure this is a positive experience for them. Points for consideration will include:

* Do people have preferences for focus groups or one to one conversations?
* Is communication with people, once they are identified, best managed through your organisation or directly between the person and the inspection team?
* Will people have access to individual smart devices, such as a computer, tablet and laptop? If not, can you help with access?
* Will people need assistance to use the devices?
* Do people and carers have access to an individual telephone or mobile phone for conversations?
* Might people have communication support needs such as being hard of hearing, difficulty speaking or concentrating? If so, what support will they need and how can this best be provided?
* Is there someone who could help people during the focus group or conversation to assist them to fully participate in the discussion, such as a staff member, volunteer or carer/family member?

We will ask you to complete a contact information form (see appendix 2) and return it to us as soon as you can, but preferably by Tuesday 28 June. The form asks you to indicate the number of people you think will want to be involved, whether they would like to have a one-to-one conversation, or be in a focus group, and whether they have any communication support needs. **Please do not add names or contact details to the form**, as we would like to avoid sending that information by e-mail. Instead, the form asks you to give people a reference number (P1,2,3 etc for people and C1,2,3 etc for carers). When you speak to our inspectors in weeks four and five, we will ask you to give us the names and contact details for the people on the form.

We will also send you a blank timetable template that will help you work with us to agree times for conversations and focus groups with the people and carers that you support. It is quite a complex task to develop the timetable for our engagement activities as we will need to co-ordinate the availability of up to 40 individual people, supported by a number of different groups and services. We would recommend that you use the timetable template to tell us as clearly as possible all the times that people would be available to speak to us – or if it’s easier, the times they wouldn’t be able to manage. We will provide you with a final timetable of agreed sessions for people and carers that you support by lunchtime on Friday of week 5, the week before the conversations and focus groups begin. However, you may want to be aware that there may be some to-ing and fro-ing in order to get the timetable finalised!

1. **Summary timetable of inspection engagement activity**

**Week beginning Monday 13 June**

* Inspection team sends invitation letters/e-mails and first phone calls take place between inspection team and services/groups
* Friday, inspection team sends provider guidance, information leaflets and lists of questions that we’ll cover in the focus groups and conversations.

**Week beginning, Monday 20 June**

* Inspection team call services/groups for a more detailed conversation about what is needed and how we can best work together to support people and carers to talk to us.
* Inspection team sends blank contact details form and privacy notice and blank timetable
* Services/groups begin to identify people and record these on the contact information form

**Week beginning Monday 27 June**

* Further conversations between inspection team and services/groups to take forward arrangements
* If possible, services/groups return contact information form before the conversations. Groups and services provide names and contact details by phone.
* Services/groups tell inspection team how many paper copies of the survey will be needed, and these are sent out
* Begin to timetable focus groups and one to one conversations and agree how invites and support will be managed

**Week beginning Monday 4 July**

* Survey opens
* Further conversations between inspection team and services/groups to finalise arrangements
* Services/groups make sure people and carers have copies of the questions that will be discussed

**Weeks beginning Monday 11 and Monday 18 July:**

* Survey is open – services/groups prompting people to complete and return
* Conversations and focus groups take place
* Inspection team and services/groups stay in touch
* Either inspection team or services/groups send reminders to people of sessions

**Week beginning Monday 25 July:**

* Survey closes

1. **Contacting us**

If you have any queries, please contact the Inspection Engagement Lead Val Holtom or strategic support officer Ashley Martin on the following email or phone number.

**Engagement lead:**

**Email:** [***val.holtom@careinspectorate.gov.scot***](mailto:val.holtom@careinspectorate.gov.scot)

**Telephone: *01382 207114***

**SSO:**

**Email:** [**JIAS@careinspectorate.gov.scot**](mailto:JIAS@careinspectorate.gov.scot)

**Telephone: *01382 207158***

1. **Feedback**

After the engagement activity is finished, we will send you a feedback questionnaire asking you to tell us about your experience of working with us and suggest any areas we can improve on. We would really appreciate it if you could send the form back to us to help us make the process better in future inspections.

1. **Final comments**

Thank you very much for your support. Your assistance in helping people and carers to share their experiences as part of this inspection is highly valued and forms part of the Scottish Government’s priorities to evaluate the quality of integration within partnerships and how well they achieve outcomes for people.

We understand that this has been a difficult time due to the pandemic with the pressure it has placed on services, particularly health and care services, so we are especially appreciative of your support at this time.

**Appendix 1 – Form 1**

**Joint Inspection Adult Services: Paper Survey Order Form**

|  |  |
| --- | --- |
| **Survey Type** | **Number Required** |
| Full Survey |  |
| Short Survey |  |
| Carer Survey |  |

|  |  |
| --- | --- |
| **Address and Contact Person** |  |
| Contact Name |  |
| Job Title |  |
| Service Name |  |
| Organisation |  |
| Building Name/ House/Flat Number |  |
| Street Name |  |
| Town/Locality |  |
| City |  |
| Postcode |  |

**Appendix 2**

**Contact Information Provider Form**

**Organisation/Group Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Inspection Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **People** using service or **Carers** | **Focus Group or 1-1 Conversation**  **Insert F or C** | **Any support needed for conversation or focus group (please describe support and any provision available e.g. hard of hearing, interpreter needed)** |
| **Person 1** |  |  |
| **P2** |  |  |
| **P3** |  |  |
| **P4** |  |  |
| **Carer 1** |  |  |
| **C2** |  |  |
| **C3** |  |  |
| **C4** |  |  |

**Please email this proforma to** [**JIAS@careinspectorate.gov.scot**](mailto:JIAS@careinspectorate.gov.scot)

**Appendix 3**

**People the inspection team would like to speak to**

As a general principle, the inspection team wants to speak with people aged between **18** and **64** **years** who have been living with physical disabilities over the last two years, and to people who have been **caring for people with physical disabilities** over the past 2 years. Carers will make up no more than 25% of the people we talk to.

We ideally want to speak to people with physical disabilities and complex needs, so we have provided some information below about the people we’d be particularly keen to talk to. However, we understand that the people who are able and willing to speak with us may not fit these criteria, so the inspectors will be keen to have a discussion with you about the people you know who may be interested in talking to us.

**We ideally want to talk with people with more complex needs, who have support from health and social care services, which would include any of the following:**

* People who are currently receiving a social work service ***or*** being assessed for a social work service ***or*** who have received a social work service within the last 2 years.
* People who have ongoing health support via, for example, physiotherapy, occupational therapy, community mental health or learning disability teams, speech and language therapy, district nursing, reablement or rehabilitation.
* People who are supported with care continuously or at least twice a day – this may be through a home care provider or some other arrangement supported by a personal budget, self-funded or on a voluntary basis.
* People who attend some form of day or activity service or centre.
* People whose carer has support for respite.
* People whose home has substantial adaptations to help them with daily living – for example, ramps, hoists, lower level appliances, accessible bathrooms or wet rooms, alarm systems.

**Finally, we are interested in speaking with some people who might not often have the chance to talk about their experiences, who are seldom heard. If your organisation is in touch with anyone who you feel is part of a seldom heard group of people, we would be keen to speak with them, if they were happy to do so. Seldom heard groups may include:**

* People whose 1st language isn’t English
* People who identify as a member of Black or minority ethnic communities
* People from the LGBTQ+ community
* People from remote rural areas
* People with mental health concerns
* People with substance misuse problems
* People involved in the justice system

1. Care Inspectorate Privacy notice: <https://www.careinspectorate.com/index.php/core-privacy-notice>

   Healthcare Improvement Scotland privacy notice: <https://www.healthcareimprovementscotland.org/footernav/respecting_your_privacy.aspx> [↑](#footnote-ref-2)