## What will we do with the feedback from people?

The information given to us will be part of a report but no one will be able to be identified.

After we have completed the inspection, people can get more feedback on how their information was used if they wish.

## How to find out more about our inspections

You can find out more about what we do by visiting our website: [www.healthcareimprovementscotland.org](https://www.healthcareimprovementscotland.org/) [www.careinspectorate.com](http://www.careinspectorate.com/)

If people need to talk to someone they can contact us on 0131 6234614 while our surveys are open:

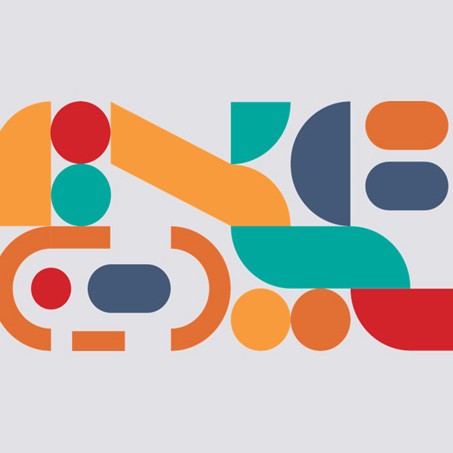
* Mondays and Wednesdays 2–4pm
* Tuesdays and Fridays 10 –12 am
* Thursdays 4–6pm

They can email us too, at any point during the inspection, at: [his.adultinspection@nhs.scot](mailto:his.adultinspection@nhs.scot)

Official Draft v0.1 | April 2022

# Joint Inspections of Adult Services

Information for providers

## What are we doing?

The Care Inspectorate and Healthcare Improvement Scotland

are inspecting how health and social care services are delivered. Our inspection aims to answer the following question:

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

This inspection will consider the experiences of people aged 18 – 64 years who have physical disabilities.

## Why are you being invited to help us

We would like to hear from as many people as possible about their experiences of using health and social care services. This will help us understand how well services are being delivered in your area.

## Where will the meeting take place?

Our conversations with individuals will last about an hour and can be a telephone call or on a computer/online. If it is easier for people, we can have a couple of shorter conversations so they are able to speak with us at a pace that suits them.

We would also like to meet some people in focus groups, so if you have people who would prefer to speak with us as a group, we can arrange this with your help.

When COVID-19 allows, conversations will also be able to take place in people’s homes or a place they can easily get to.

People are welcome to have someone with them when they are speaking with us.

## What if some people need some help to speak to us?

We want to make sure we include as many people’s views as possible. If anyone wants to talk to us but needs support to do so, you can let us know what type of support is needed and we will try our best to arrange this.

## What feedback are we looking for?

We would like to know about people’s and carers’ personal experiences of using health and social care services.

## How will we use your feedback?

The information shared with us will feed into a report.

This report will be shared with the relevant partnership and published on our websites.

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org/) [www.careinspectorate.com](http://www.careinspectorate.com/)

## How will being involved affect people?

There will be no impact on the care people receive whether they choose to participate or not. We hope that people will have a positive experience of speaking with us.