Age Scotland and Caring in Craigmillar

As part of the Regulation of Care inquiry, some of the members of the Health and Sport Committee met with 5 users of a day care centre run by Caring in Craigmillar. The purpose of the visit was to hear service users’ views on the regulatory system. The following is a summary of some of the key points to emerge from the visit.

- The participants had no awareness of the regulator or what its role is.
- The participants spoke highly of the day care centre but admitted they had no idea of how the centre had been graded by the regulator or how they could find out.
- When asked if they had been involved with the inspection process, the participants remembered receiving a questionnaire to fill in but could not remember being interviewed at all.
- The manager of the service informed the members that inspectors do have a chat with service users during the inspection. Usually this is conducted informally by going around the tables. The manager felt that perhaps this is not the best method as staff members are present and it might be better for service users to be consulted in a manner akin to the Committee’s visit.
- When asked about the risk based assessment, the manager of the service felt that inspections need to be more frequent (possibly 6 monthly) and not focused on the paperwork but should focus instead on talking to users and carers.
- When asked whether all 4 quality themes should be examined at each inspection, the members of staff felt that the ‘Quality of Staffing’ theme was key and should always be inspected.
- The participants told the committee members that some of the ‘improvements’ and ‘innovations’ they had received in their homes had actually made things worse. Three of the participants complained of the suitability of their toilets and bathrooms, for example, replacement toilets being too low. However, the participants admitted that they had not complained about this as they did not want to be seen to be ‘moaning’.
- One of the participants, who also received care at home, told members that despite his toilet being too low, it was not picked up in his care plan review. Members were told that ‘care and repair’ services are not inspected.
- One of the participants told the members that she had fallen 6 times and been admitted to hospital. Despite this however, she had never received a home assessment following discharge. As a result, her son had assessed her home and paid for and installed a number of adaptations to make things easier for her.
- It was pointed out that home assessments are outwith the regulator’s authority.
- A couple of the participants told members that complaints and problems with services were usually dealt with by their families.