Inquiry into regulation of care for older people
Banff Support Workers

Can we be confident that the regulatory system is picking up on care services where the quality of care is poor?

No, because of the number of cases that have been highlighted in the media regarding poor care.

Are there any particular weaknesses in the current system?

- More people are needed as inspectors
- Inspectors need to be knowledgeable about what they are looking for.
- Standards should be the same for all providers including local authorities
- Less emphasis on paperwork – more time spent with service users and support workers
- Perhaps the paperwork within the system could be inspected at a separate visit
- Inspections need to be regular and unannounced - 2 per year with different inspectors for each visit

Does the system adequately take in the views of service users?

- More time should be spent with the service users
- Take into account the views of families and relatives
- Encourage befrienders/advocates to speak for those who don’t have anyone

Does the registration and regulatory system provide an appropriate basis for regulation inspection and enforcement of integrated social and NHS care in the community?

- The Scottish Government need to be more pro-active in the terms and conditions of staff for an integrated care service to work properly across Scotland
- The Rules and Regulations of Care governing NHS, Local Authorities and Public Sector should be standard across Scotland
- Managers should have to work at least 12 months under an experienced manager before taking over as manager to learn management skills

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