

Our plan for the next 5 years

**How we make
sure people in
Scotland get good
care and support**



Easy read booklet

Who we are

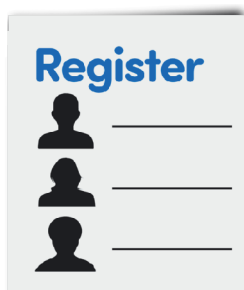


We are the **Care Inspectorate**.
The Care Inspectorate is the
regulator of care and support
services in Scotland.

A regulator makes sure that services
are following the rules.



We make sure services are run
well and give people good
care.



All care services in Scotland
must **register** with us so we
can check them.



Register means to give us your
information so we can put you
on a list of services we check.



We visit care services and write a report about how well people are cared for and what needs to improve.



We want to make sure everyone in Scotland has good care when they need it.



Good care is care that is kind and thinks about what people need and what they want.



When services are not good enough, we give them help and advice to improve.



We also listen to people when they tell us they are unhappy with their care or someone else's care.

What we care about



We care about treating everyone fairly and kindly.



We care about services giving everyone the support they need to live well.



We care about being open and honest about the decisions we make.

What this booklet is about



This booklet tells you our plan for how we will work over the next 5 years.



Our plan will help make care services better in Scotland.



Our plan tells you how we will

- show people we work well.
- involve other people.
- protect people's **rights**.
- care about our staff and volunteers.
- use new information and technology.



Rights are things that everyone should have, like being safe and treated fairly.

Show people we work well



We will make sure our reports really show how good care services are or where they need to improve.



We will use the information from our reports to decide how we use our **resources**.



Resources are the things we need to do our work, like staff, money and time.



We will find new ways of working with and checking care services.



We will help teach care services to check how good their service is.

Involve other people



We will talk to people who have used care services or know someone who has.



We will listen to them and use their ideas to help make our work better.



We will share what they tell us with care services.



We will share examples of good care, so everyone knows what good care is.



We will work with care services, local councils and organisations to make sure they have a say in what we do.

Protect people's rights



We will make sure everyone understands the rights of people who have care.



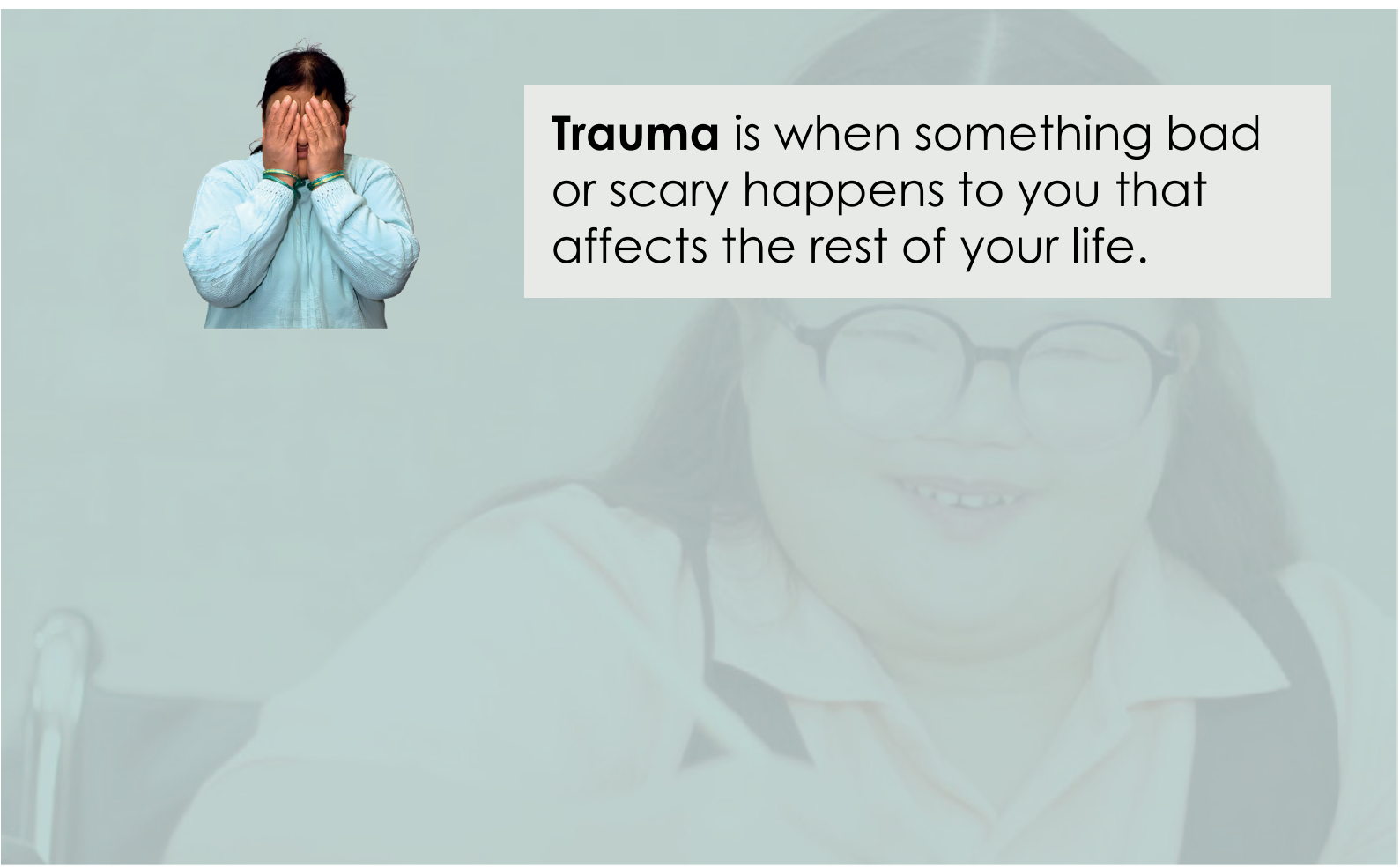
We will protect their rights when we do our jobs.



We will make sure people who give care think about any **trauma** the person might have.



Trauma is when something bad or scary happens to you that affects the rest of your life.



Care about our staff and volunteers



We want the Care Inspectorate to be a good place to work.



We will listen to our staff and volunteers.



We will learn with them and make them feel confident to do their work.



We will learn from people who know about care, like care services and local councils.



We will think about how we can use our resources to support our staff and volunteers.

Use new information and technology



Technology can help us make care better in Scotland.



We will use new technology so we can save time and resources.



We will use it to help us share and update information in a safe and private way.

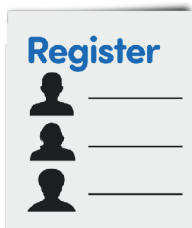


We will use it to talk to people about their care and ask people for their ideas.



We will use it to help us collect information about care services in a clear and easy way.

How we will know our plan works



To check our plan works we will look at how many

- care services we inspect.
- care services register with us.
- care services we put information about on our new online system.
- people tell us that we have helped make care better.
- people tell us the care they get thinks about and is careful of their trauma.
- people we help when they tell us they are unhappy with their or someone else's care.
- staff start working for us and how many stop.



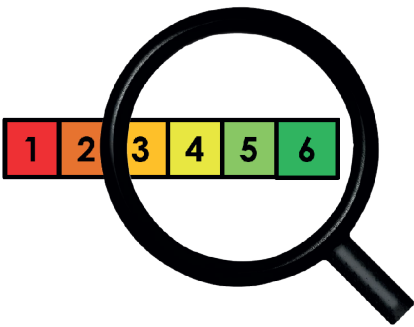
We will also look at how long it takes us to write our reports after we inspect care services.



We will also know our plan works if care services give better care.



We give care services a grade to say how good they are.



We will check how many care services get good or better grades for all the questions we ask them in our reports.



We will check which care services have almost 90% of people saying they are happy with their care.