The Care Inspectorate

How we find out about your care and support

This booklet tells you what we do to help make sure your care and support is good.



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. **Care and support services** can be things like • Homes for people who need a lot of care • Help at home • Help to keep well and independent • Care for children and young people • Care for adults and older people
	We check your care and support is safe and right for you.

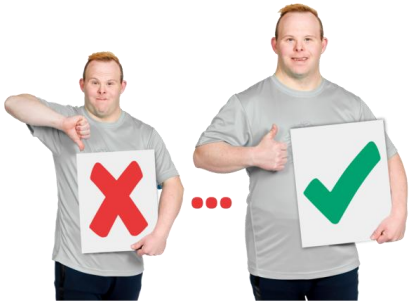
What we do

	We visit services to do an **inspection**. An **inspection** means looking at how a service works. **Inspections** are how we check that • care and support is safe and right for people • the service is following the rules

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<td>As part of our inspection, we might send you a questionnaire.

A questionnaire is a list of questions. Your answers tell us what you think about your care and support.</td>
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<td>During an inspection we

• spend time with people getting care and support
• ask questions about people’s care and support
• read about the service
• see what staff are doing to help people</td>
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<td>We talk to

• people getting care and support
• the families of people getting care and support
• other people who visit those getting care and support

We want to know what feelings these people have about the service.

• People can say what is good and what needs to change.
• People can help make care and support better.

We check that staff listen to what people say about their care and support.</td>
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We will keep your information safe

	You can tell us what you think about • your care and support • the people who look after you
	Anything you tell us will be kept **confidential**. **Confidential** means we will keep your information private and not share it with other people.
	We will keep your information safe. We can only share your information if you have agreed to this. Or if you or someone else is at risk of harm.
	You will not get into trouble for telling us anything. You will not get your staff into trouble.

What services need to do

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<td>There are some things services must do.

• They must follow the law
• They must support people's human rights

Human rights are rules that protect people.

This is a website about human rights www.bihr.org.uk</td>
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<td>Services must also support Children's rights.
Children have the same rights as adults and extra rights to protect them.

These rights are listed in a document called the UN Convention on The Rights of the Child, or UNCRC.</td>
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<td>Health and Social Care Standards
My support, my life.</td>
<td>The health and social care standards say how support should meet people's rights.

You can find out about the health and social care standards on the Scottish Government's website www.gov.scot</td>
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	Our **quality frameworks** say what good care and support is like and how care services can get better. You can find these on our website www.careinspectorate.com
	There are lots of **good practice guides** that say how to give different types of support in the best way.
	There is a lot of information to help care services to do these things. We tell services about this information. Then we check that they are doing what the information says.

After the inspection

	After the inspection we will write a **report**. The **report** will • tell you about the service • tell you about the **inspection** of the service • tell you what is good about the service • tell you what needs to change in the service
	You can read the report on our website. www.careinspectorate.com

Making a complaint about care

 **Complain**	Complaints can be about things like • your care and support is not good enough • people have not respected your rights • you do not feel safe when you are being supported • staff do not have the right skills or they do not understand what you need

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<td>We will think about the best way to help with your complaint.
There are different ways we can do this.

We might:

• use what you tell us to help us check the service
• ask the service to talk to you
• ask the service to put things right
• ask the service to check what went wrong
• visit the service to find out more about your complaint

If you give us your name and contact details, we will tell you what happens next.</td>
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<td>If you want to make a complaint about your care provider, this is how you can tell us about it:
• Our phone number is 0345 600 9527

• Or you can email your complaint to us concerns@careinspectorate.gov.scot</td>
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<td>You can tell us to not let the service know who made the complaint.

You do not get into trouble for making a complaint.</td>
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How to contact us

	If you want to get in touch with us, you can:
	Call us by phone on 0345 600 9527
	Email us: enquiries@careinspectorate.gov.scot
  	We are here Monday to Friday From 9:00am Until 4:00pm

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