

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.

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:

- check care services
- visit care services
- listen to people who use care
- help services do better.



This booklet tells you more
about the work we do.

Care services



The care services we check are for children, adults and older people.



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
- care for people who are involved in the criminal justice system
- care for people in secure accommodation a safe place to live to protect them and other people.



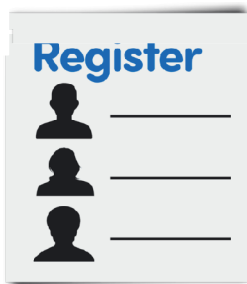


We also work with other groups like:

- local councils
- health services
- other inspectors

We do this to make care better for everyone.

Registering care services



All care services in Scotland must be **registered** with us.

This is the law.

Care services must tell us about their service so we can check that:

- the building is safe
- people will be kept safe
- the right people are in charge
- people will be treated with dignity
- people's choices will be respected.



We want to make sure all care services in Scotland give people care that is kind and fair.

Inspecting care services



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 and the service is following the rules.



During an inspection we:

- spend time with people getting care and support
- see what staff are doing to help people
- ask questions about people's care and support
- read about the service.



We look at how staff work together and who is in charge.



We check how care is planned and what the building is like.



We write a report about what the service is good at and where they need to improve.



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



Grade 6 means they are doing a very good job and Grade 1 means they need to improve.



We explain in our report what they need to do to be better.

Our volunteers



People who care for others or experience care can **volunteer** for us.



People who know how it feels to use care services help us with our work. They are called **volunteers**.



It is important for us to listen to people who experience care services or know someone who has.



What they say helps us to make our work better.

If you are unhappy



If you are unhappy with a care service talk to the staff or manager first.



They will fix the problem for you or talk to us.



If this does not help you can contact us. We will not share your details without asking you.



You can fill in a form to tell us why you are unhappy

<https://www.careinspectorate.scot/complaints-and-feedback/complaints-about-registered-services/submit-a-complaint-care-service>

You can phone us so we can help you fill in the form.

Contact us



Go to our website

www.careinspectorate.scot



Call us Monday to Friday
from 9am to 4pm

0345 600 9527



Send us an email

enquiries@careinspectorate.gov.scot