

CONSULTATION QUESTIONS

Background

The Care Inspectorate is the independent regulator of social care and social work services across Scotland. Our role is to regulate and inspect care and support services (including criminal justice services), carry out scrutiny of social work services and conduct joint inspections with other scrutiny partners of services for adults and children. We have a significant role in providing assurance and protection for people who use services, their families and carers and the wider public, as well as supporting delivery partners to improve the quality of care for people in Scotland.

We are therefore responding to this consultation from the perspective of the regulator and have only responded to specific questions.

1. The strategy outlines a care pathway.

While we cannot comment as service users and/or carers, we believe that the implementation of a care pathway will benefit users of registered services, those in the community and the general population.

We welcome that the strategy notes the need to ensure effective and efficient joined up working across the public, third and independent sectors and that this should guide the development of services. Given the integration agenda it is important that all partners, including those in the third and independent sectors, are included in discussions and work in partnership.

2. The strategy identifies key factors that need to be in place to ensure the pathway is successful.

We believe that all the key factors are important, however the ones which will have most impact on users of registered services are:

- clear referral routes
- the inclusion of sensory impairment in generic assessments
- basic screening for sensory impairment which can be undertaken by non specialist staff
- single point of access.

3. The strategy identifies areas for action that should be addressed going forward.

It is our opinion that mandatory awareness training of frontline staff will be one of the more challenging areas for action. In relation to identifying such staff who would undergo training, we would like assurances that this training will be available to staff across all sectors, including the third and independent sectors, with clear outcomes identified. It is also important that all new staff receive the mandatory training.

The strategy could also include raising awareness of sensory impairment within the general population, especially in the area of hidden and untreated sensory impairment, as well as promoting good sensory health.

4. Please comment on the current provision of sensory impairment services as either a service provider or user. If you have any experience of sensory impairment services, please let us know what you think of them: this should include any experience of one-stop-shops.

This question is not applicable to us.

5. What difference will the implementation of the strategy make to your life?

The Care Inspectorate's values are person-centred, fairness, respect, integrity and efficiency. We therefore believe that the implementation of the strategy will greatly enhance the lives of people who use registered services now and in the future.

6. Does this strategy properly reflect the current climate and developments in policy and practice for children and young people particularly in relation to the Getting it Right for Every Child approach and the Doran Review?

The Care Inspectorate believes that the strategy properly reflects the current climate and developments in policy and practice for children and young people, taking into account GIRFEC and the Doran Review.

However as the strategy covers sensory impairment across all age ranges, it is important that it reflects all relevant policy and practice from across the sector. We therefore welcome reference to other developments such as the integration agenda and Reshaping Care agenda.

7. Do you have anything you wish to add to the Sensory Impairment Strategy or any other general comments that have not been covered by the questions?

In relation to involvement of the third and independent sectors, we strongly advise the need for a point of contact, clear routes and understanding of needs and where to go and when.

As a more practical point we would suggest that the language in the document appears very weighty. As the strategy is aimed at all sectors and staff, we believe it would benefit from being more Plain English.