



Guide to assessing how good a job you are doing

Background and contributing to Covid-19 responses: June 2020

In 2018 the Scottish Government worked with a large range of people to develop principles to underpin Scotland's Health and Social Care Standards. The Care Inspectorate and Health Improvement Scotland now take them fully into account when promoting good practice across health and social care.

Early in 2020, Outside the Box and some people providing social care or peer support started looking at how community groups and care providers who are not covered by the formal Standards can show that they also reflect the principles that the standards are based on and are giving good support to people.

More people are now interested in this, as so many community groups become part of how we all respond to Covid-19 and support people who are at home.

We are exploring:

- What the principles mean for different types of community groups and small services
- What sort of training and other supports will help people take this on now, as part of your Covid response
- What you will need in the longer-term
- How community groups and small providers can work together to give good quality support
- What helps the public and partners such as staff working in the public sector and registered care providers understand the quality in community services.

From this, we can come up with an approach that lots of people can use in their Covid response and in the future.

This pilot project is organised by Outside the Box as part of work to support community groups that is funded by the Scottish Government. It complements work led by other organisations to develop the ways smaller

care providers and community groups contribute to the overall support available to people in Scotland. We will be working alongside other networks and sharing what we are all learning.

Benefits for you

This checklist is designed to help smaller care providers and community groups that provide a wide range of support and activities. The benefits for the people taking part are:

- Showing the quality and impacts of what you do
- Finding ways to make your work even better – the points where training will be useful, for example
- A recognition of your impacts which you can use in discussions with potential members or clients, funders and partners
- Members having confirmation of the impacts they make for other people.

What we would like you to do

1: Think about what the principles mean for the work you do, and write it down.

2: Do any training or learning that would help you be more confident or develop what you do. This will include on-line training resources. It could also include working with other groups in your area, such as sharing or swapping training.

3: Tell us how it is going and your suggestions to make this approach work better.

You can do this in whatever way makes sense for the type of group you are and the type of work you are doing

- Use for the work you are doing now, in response to Covid-19
- Use for how you usually work, to help you with planning for what you do later
- Use for both situations.

What support and help we can give

1: This is part of a range of resources we are developing for community groups, to help people do a good job and show the impact you make. We will be providing tips for community groups on aspects of delivering good quality community support. We'll try to cover the points that are helpful for you. See: <https://otbds.org/projects/committed-to-good-support/>

2: We will also get a list of on-line training sources. Please tell us about the ones that you find are useful and what you want included.

3: There is access to advice from Care Inspectorate and other national bodies looking at training for everyone providing support and care. We'll follow up with them on any issues or questions that people have.

4: There are plans to ask some HSCP staff how they see the voluntary pledge working, and if this will make it easier for them to tell people about these sources of support and care.

Getting started: Steps you take

1: What the principles mean for you

Think about what good quality support means for the type of support or care services you provide

- Have a conversation with others in the group or with people who know what you do
- Think about the processes you have that help you provide good quality support. There are probably more than you think at first – training, checking out with people you support from time to time, etc.
- Look at the principles – listed in the checklist
- Note what you think it means for you, and what will help you with it now and in the longer-term.

We don't expect this to be long or complicated – the checklist looks for just a few notes.

- You might find it helpful to ask someone else to make the notes while you talk it over.
- Having someone else reflect on what you've said and ask how you are sure it is working well is also a good idea.

2: Follow up on your action points

List any actions that would help you do an even better job, or have people feeling more confident now and/or in the future.

Think about how you tell the people you support that you do reflect these principles. If you raise people's awareness about what they should be expecting from any support or care service they use, that will also be a good outcome.

We hope this will also be helpful in showing other community and voluntary organisations, HSCP staff and other care providers how the work you do reflects the good quality in the care standards.

3. Feed back on this to Outside the Box (if you have time)

We plan to use people's experience of using the principles and the checklist to improve it, and to show how this can help groups and the people you

support. But we know you are busy. So if you want to use it yourself and not bother getting back to us, that's fine. If you can let us know how it went, we'll be very grateful.

Tell us about any wording or layout that is not helpful. We've started with the wording in the care standards, as that was based on the views of many people who get support, but it may not be best for the full range of community supports.

Are some principles or parts of it more useful for you than others?

Tell us about how this approach works for you. Is it helpful?

We are interested in the sorts of training or other action points people come up with. This will show the types of development that will be helpful for lots of community groups, and the resources that groups need for training and developing what you do in other ways.

What happens next?

We will share updates from your experience and feedback and from related work that iHub at NHS Health Improvement Scotland and others are doing.

We will also have a report in the autumn on what we developed together:

- What we did, and changes we would make to it if doing again, our tips for other people
- The core principles and standards that these groups and providers shared or focussed on
- How it is getting used – by services and publicity to show people, etc.

More information

If you want to ask anything, or want to get involved, please contact Christine Ryder: Christine@otbds.org

There is more information about the range of work Outside the Box does at: www.otbds.org

