

Care Information Scotland x Care Inspectorate  
Video Transcript

Time	Speaker	Audio
00.04 – 00.11	Rami Okasha	So the care inspectorate in the organisation that inspects care homes, housing support services and lots of other types of care in Scotland
00.11 – 00.16	Rami Okasha	And our inspectors go around to make sure that people are getting the type of care that they should,
00.16 – 00.21	Rami Okasha	that services are really working well, and that peoples rights are respected and upheld
00.25 – 00.27	Rami Okasha	We have a six point grading scale
00.28 – 00.34	Rami Okasha	So it starts from unsatisfactory, weak, adequate, good, very good and excellent
00.34 – 00.37	Rami Okasha	And what we find is that most care homes in Scotland
00.38 – 00.40	Rami Okasha	Are good, very good or excellent
00.40 – 00.42	Rami Okasha	A minority aren't performing at that level
00.44 – 00.48	Rami Okasha	When we find that they're not good enough, we don't just leave it be, we demand improvements
00.49 – 00.53	Rami Okasha	We make sure that those improvements happen, and we actually provide staff
00.54 – 00.57	Rami Okasha	With specialists that come in, and support those improvements to take place
01.00 – 01.03	Rami Okasha	Well after every inspection, we write an inspection report
01.03 – 01.07	Rami Okasha	Which shows what we've found, it sets out what's really good about the service
01.08 – 01.10	Rami Okasha	It tells us what people who were there told us
01.11 – 01.12	Rami Okasha	And it shows people what the grades are
01.13 – 01.16	Rami Okasha	So we would always encourage people to have a look at the inspection reports
01.17 – 01.20	Rami Okasha	You can find them on the website, <a href="http://www.careinspectorate.com">www.careinspectorate.com</a>
01.21 – 01.25	Rami Okasha	You can search for any care home there, and we'd also say to people though
01.26 – 01.30	Rami Okasha	Don't just rely on reports, if you're looking to choose a care home, try and go and visit it
01.30 – 01.33	Rami Okasha	Try and talk to the staff there, see if it's the right one for you
01.34 – 01.38	Rami Okasha	Talk to friends who may of had experience of it, because every care home is different
01.38 – 01.42	Rami Okasha	And everyone's needs are different, so finding the right care home for you is really important
01.46 – 01.50	Rami Okasha	It is the case that sometimes things aren't right and complaining is an important way
01.51 – 01.54	Rami Okasha	Of saying "look something isn't right here and I'd like it to change"
01.54 – 01.59	Rami Okasha	So the first thing that we do is we all always encourage people to go and talk to the manager of the care home
02.00 – 02.04	Rami Okasha	If something's not right, they're usually the best person to fix it
02.04 – 02.09	Rami Okasha	If that doesn't work, or if you've got any concerns about speaking to the manager for whatever reason
02.10 – 02.12	Rami Okasha	You can contact the care inspectorate direct
02.12 – 02.14	Rami Okasha	You can go onto our website, you can phone our helpline number
02.15 – 02.17	Rami Okasha	And we'll be able to look into things for you

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*So the care inspectorate in the organisation that inspects care homes, housing support services and lots of other types of care in Scotland, and our inspectors go around to make sure that people are getting the type of care that they should, that services are really working well, and that peoples rights are respected and upheld.*

*We have a six point grading scale, so it starts from unsatisfactory, weak, adequate, good, very good and excellent, and what we find is that most care homes in Scotland are good, very good or excellent. A minority aren't performing at that level. When we find that they're not good enough, we don't just leave it be, we demand improvements, we make sure that those improvements happen, and we actually provide staff with specialists that come in, and support those improvements to take place. Well after every inspection, we write an inspection report, which shows what we've found, it sets out what's really good about the service, it tells us what people who were there told us, and it shows people what the grades are.*

*So we would always encourage people to have a look at the inspection reports. You can find them on the website, [www.careinspectorate.com](http://www.careinspectorate.com), you can search for any care home there, and we'd also say to people though, don't just rely on reports, if you're looking to choose a care home, try and go and visit it, try and talk to the staff there, see if it's the right one for you, talk to friends who may of had experience of it, because every care home is different, and everyone's needs are different, so finding the right care home for you is really important.*

*It is the case that sometimes thing aren't right and complaining is an important way of saying "look something isn't right here and i'd like it to change". So the first thing that we do is we all always encourage people to go and talk to the manager of the care home, if something's not right, they're usually the best person to fix it. If that doesn't work, or if you've got any concerns about speaking to the manager for whatever reason, you can contact the care inspectorate direct. You can go onto our website, you can phone our helpline number and we'll be able to look into things for you*