

01 What is the quality framework?

Since 1 April 2018, the Health and Social Care Standards have been used across Scotland. The Care Inspectorate's expectations are that they will be used in planning, commissioning, assessment and in delivering care and support. This revised quality framework covers care homes for both adults and older people which provide a range of supports to different people with a wide variety of needs and outcomes. The primary purpose of a quality framework is to support services to evaluate their own performance. The same framework is then used by inspectors to provide independent assurance about the quality of care and support.

6 key questions and quality indicators 02

The quality framework is framed around six key questions. These are

How well do we support people's wellbeing?

How good is our leadership?

How good is our staff team?

How good is our setting?

How well is our care planned?

What is our overall capacity for improvement?

Under each key question there are up to five quality indicators. These have been designed to help answer the key questions. Each quality indicator has key areas, short bullet points which make clear the areas of practice covered by it.

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Resources & further information

Quality indicator 1.5 focusses on outbreaks of infectious diseases and takes account of the [National Infection Prevention and Control Manual: Infection Prevention and Control Manual for older people and adult care homes \(scot.nhs.uk\)](https://www.scot.nhs.uk/nipcm/)

The Quality Framework is available at [Quality framework for care homes for adults and older people APRIL 2022.pdf \(careinspectorate.com\)](https://www.careinspectorate.com/quality-framework/)

03 Quality illustrations

The quality illustrations are based on a six-point scoring system.

- 6-Excellent
- 5-Very Good
- 4-Good
- 3-Adequate
- 2-Weak
- 1-Unsatisfactory

They provide examples of where a service is operating at a very good level of quality. They also provide examples of where a service is operating at a weak level of quality.



How the framework will be used on inspections

Care Inspectors will look at a selection of the quality indicators and this will depend on the type of inspection being carried out, the quality of the service, the intelligence the care inspectorate hold about the service and the risk factors the care inspectorate may identify.

Core assurances

The areas below are considered:
General, protection, infection prevention and control, medication system and records, management of people's finances, accident/incident records, development/improvement plan, complaints, staff recruitment procedures, the physical environment.

Self evaluation

The areas to examine are

- How are we doing?
- How do we know?
- What are we going to do now?

Self-evaluation tools are available at [Self evaluation guide and tools \(careinspectorate.com\)](https://www.careinspectorate.com/self-evaluation-guide/)

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