

Care Inspectorate: Staffing method framework (V6) consultation

The Scottish Social Services Council is the regulator for the social work, social care and children and young people workforce in Scotland. Our work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce.

We protect the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development. Where people fall below the standards of practice and conduct we can investigate and take action.

We:

- publish the national codes of practice for people working in social services and their employers
- register people working in social services and make sure they adhere to the SSSC Codes of Practice
- promote and regulate the learning and development of the social service workforce
- are the national lead for workforce development and planning for social services in Scotland
- publish data and official statistics on the social work, social care and children and young people workforce.

Questions

1. Which of these options best describe you?

- **I use a care service**
- **I am a relative/carer of someone who uses a service**
- **I am a care service manager/director/owner**
- **I am a care service worker**
- **I work in a partnership organisation**
- **I work in a local authority**
- **If non of the above apply to you, please tell us how you would describe yourself:**

Professional regulator

2. Is the staffing method framework easy to understand?

- **Yes**

- **No**

Yes

If not, what would make the framework easier to understand?

3. Is there anything that would make the staffing method framework even better?

- **Yes**
- **No**

Yes

If yes, please specify

We believe that the section of the framework on professional judgement could be stronger on the importance of focusing on outcomes for people who use services. We also believe that referencing the Scottish approach to service design in the section on relative and carer views may be beneficial.

We appreciate the inclusion of SSSC resources in the useful links section. It would be useful to include a link to our data website:
<https://data.sssc.uk.com/>.

4. Is there anything that should be removed from the staffing method framework?

- **Yes**
- **No**

Yes

If yes, what should be removed?

We do not specifically wish to see anything removed from the staffing method framework, but we believe it would be beneficial to clarify the distinction the method framework makes between staff and professionals. The language used in the staffing method framework could be seen as implying that the staff working in care services are not professionals, whereas those working in multidisciplinary settings or other sectors are.

5. Could using the staffing method framework help when making decisions about how staffing is organised in a care home service?

- **Yes**
- **No**

Yes

6. Do you agree that the Care Inspectorate needs to develop a staffing method for use across all adult and older people's care homes in Scotland?

- **Yes**
- **No**

Yes

7. What are the benefits in having a single staffing method framework for care homes in Scotland?

We believe that a single staffing method framework is a key part of the implementation of the Health and Care Staffing (Scotland) Act 2019, and in delivering on the vision of the Safe Staffing programme, namely to 'Ensure that in care services in Scotland there are the right people, in the right place, with the right skills at the right time working to ensure people experience the best health and care outcomes.' We welcome the focus on key priorities such as staffing levels, vacancies and recognition of the importance of wellbeing. We also welcome the focus on involving staff, carers and people who use services, as this approach aligns with the Scottish Approach to Service Design.

8. What are the barriers in having a single staffing method framework for care homes in Scotland?

We believe there are several challenges that should be addressed as part of the implementation of a safe staffing method framework. Many of these challenges have been highlighted throughout the passage of the Health and Care (Staffing) (Scotland) Act 2019 or are much wider than this agenda. There is considerable work required to ensure that the workforce is recognised and valued, and there are enough workers to deliver critical services. We believe that key priorities include the Fair Work Agenda, the Scottish Government's adult social care recruitment campaign and ensuring that workers have the required skills, qualifications and knowledge to deliver their role. We also welcome the focus on recognising and valuing the workforce within the National Care Service's proposed principles.

We note that several stakeholders are contributing to the development of the framework including the services who will use it to support delivery. It may be helpful to set out further information about how the framework will evolve or will be reviewed in future. The addition of a period of review could help to make sure the staffing method framework remains up to date.

We welcome the focus within the Safe Staffing Programme's objectives around the importance of ensuring that care staff are informed about the

legislation, and exploring how we can better use workforce data to drive and inform improvements. We have developed an Open Badge to support and inform understanding of the legislation and the wider objectives around safe staffing. We continue to work closely with Care Inspectorate on these and other areas.

9. Is there any further information you would like to tell us about the staffing method framework?

We welcome the references the staffing method framework makes to codes of conduct/practice however, we do feel the framework should make specific reference to the Codes of Practice for Social Service Workers and Employers. The Code of Practice for employers is relevant in several areas, such as the focus on ensuring that employers have the right culture and systems in place to support workers to meet their Codes of Practice. The Codes also highlight the need for employers to have systems in place to report inadequate resources or difficulties which might have a negative effect on the delivery of care. We are currently reviewing the Codes and are due to launch the updated version in 2024.

Scottish Social Services Council

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