

Care Inspectorate's Self-Evaluation Toolkit – the Scottish Approach to Change accompanying guide

This guide on using the Scottish Approach to Change is designed to accompany the Care Inspectorate's self-evaluation toolkit.

Key message

The Care Inspectorate's self-evaluation toolkit helps to identify and understand **WHAT** needs to change by supporting services to understand what is working well and not so well and where they need to target efforts to support improvement. By undertaking self-evaluation on a planned, ongoing basis services can also understand if improvements/changes are having the desired impact.

The Scottish Approach to Change provides an approach for **HOW** the identified changes might be further understood, designed, tested, implemented, and embedded and sustained, and potentially spread.

This document outlines:

1. [How to get started using the Scottish Approach to Change](#)
2. [How the Care Inspectorate's Self-Evaluation Toolkit and the Scottish Approach to Change align](#)
3. [What the Scottish Approach to Change is](#)
4. [Where you can go to get support with the Scottish Approach to Change](#)

1. How to get started using the Scottish Approach to Change

The diagram below outlines some questions to consider in working out how to progress changes identified through your self-evaluation process against each of the steps of change and enablers of quality and change. It is a starting point for teams to begin to use the Scottish Approach to Change.

How to get started using the Scottish Approach to Change

The Care Inspectorate's Self-Evaluation Toolkit Supports a quality management approach by developing a plan for improving and maintaining quality

PLANNING FOR QUALITY

IMPROVING QUALITY

MAINTAINING QUALITY



Identify

- What are your top areas for improvement based on the self-evaluation?
- How might you identify key stakeholders (including people experiencing care, parents/carers, staff, and other stakeholders)?



Understand

- How might you use qualitative and quantitative evidence to further understand your identified area(s) for improvement?
- How might you engage with stakeholders to understand the gap between current and desired state?



Develop and design

- How might you work with stakeholders to develop and design ideas for testing?



Prototype and test

- How might you involve stakeholders in prototyping and testing changes?
- How might you learn about what is and isn't working?
- How might you use the self-evaluation process to assess progress?



Review for implementation

- How might you involve stakeholders in decisions about which changes should be implemented?
- How might you use learning from testing to understand if a change idea will be adopted, adapted, or abandoned?



Define and implement

- How might you transition the change idea to business as usual?
- How might you work with stakeholders in the implementation of the change idea?



Embed and sustain

- How might you access resources (funding, workforce, infrastructure) to help ensure the change is sustained?
- How might you use the self-evaluation process to support ongoing monitoring of outcomes?



Review for spread

- How might you use the learning from implementation to assess if the change idea or the approach used can be spread to other contexts or if it needs to be adapted?



Vision and purpose

- How might you clearly communicate your vision to improve outcomes for people experiencing care?
- How might you ensure a consistent and collective focus on this vision and purpose?



Process rigour

- How might you use qualitative and quantitative evidence to inform decision-making?
- How might you create meaningful outcome measures based on what matters to people experiencing care?



Leadership and culture

- How might you provide leadership to empower staff to make improvements?
- How might you promote a culture where it is safe to challenge current culture and practice...



People-led

- How might you gather and use insights and learning based on what matters to people who need, use, deliver, and enable services?
- How might you ensure a focus on what matters to people experiencing care?



Learning system

- How might you use your governance and management spaces to collectively sense-make self-evaluation data?
- How might you use learning to continuously improve?

2. How the Care Inspectorate's Self-Evaluation Toolkit and the Scottish Approach to Change align

The Care Inspectorate's self-evaluation toolkit enables services to identify what's working well, areas for development, and where to target efforts to support improvement by:

- Linking to the Care Inspectorate's quality frameworks for different care settings as well as the 'core assurances'. Core assurances are the important areas of practice that help keep people safe. An examination of the core assurances is part of every inspection, with the exception of follow-up inspections. The quality frameworks are made up of key questions with a series of quality indicators for assessing current performance and illustrations which describe both very good and weak practice.
- Providing guidance for conducting self-evaluations (including self-evaluation and improvement planning tools and example questions for involving people experiencing care, relatives, staff, and other stakeholders).

The self-evaluation process establishes a baseline from which plans can be developed with clear priorities for actions that will improve outcomes for people using a service. Used effectively, continuous self-evaluation helps monitor progress and measure the impact that changes have made on outcomes for people.

The Scottish Approach to Change can support organisations in their journey towards achieving the improvements identified through the self-evaluation process through providing a robust approach to making change happen. The ethos set out within the Scottish Approach for Change's Enablers for Change are clearly reflected within guidance for self-evaluation with a strong recognition of a need for:

- A **clear vision and purpose** for people to experience the highest quality care.
- **Leadership and culture** which empowers staff and where it is safe to challenge current culture and practice.
- A **people led** focus which places understanding people's experiences of care (and their carers/parents) and improvement of outcomes for people at the centre of self-evaluation.
- A **learning**-based approach to self-evaluation which supports improvement and innovation.
- **Process rigour** in the self-evaluation process to ensure it is systematic and transparent.

3. What is the Scottish Approach to Change

Health and social care renewal and reform should be underpinned by a clear approach to achieve high-quality, effective, safe, and person-centred change. Scottish Government has commissioned Healthcare Improvement Scotland (HIS) to develop a Scottish Approach to Change to support the implementation of the Populational Health Framework and the Health and Social Care Service Renewal Framework.

1.1 The Scottish Approach to Change Framework

Change is hard. Health and social care organisations are facing an unprecedented volume and pace of change arising from NHS renewal, service challenges, and wider reform: many people feel overwhelmed. The number of methods and tools used for change is huge, and there is significant variation in the adoption of different change methods between health and social care organisations.

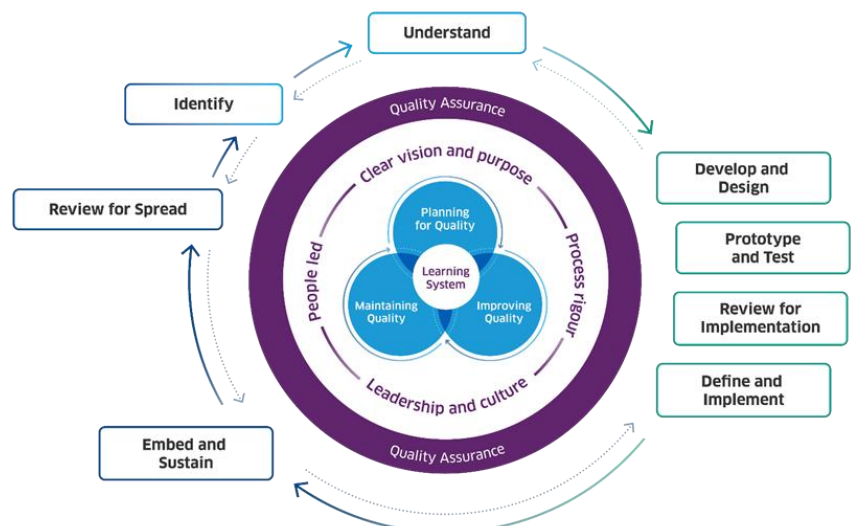
The Scottish Approach to Change helps make sense of this chaos by:

- Creating a clear pathway to support everyone to do change well.
- Bringing together siloed change methods into a single approach, showing how they can be used together. These include quality improvement, service design, engagement practice, strategic planning, and human learning systems.
- Translating theory into a practical, coherent, decision-support tool.
- Creating a universal language and a common approach to foster shared understanding of what is needed to achieve high quality change.

The Scottish Approach to Change can be used to:

- Manage discreet change projects by providing a practical approach that coherently brings together different change methods and tools, and
- Provide an organisational framework for managing quality and change based on aligning a vision, whole system thinking, empowering staff, and delivering high-quality, equitable services.

The Scottish Approach to Change includes eight steps and five enablers. Together, they create strong support for successful and lasting change.

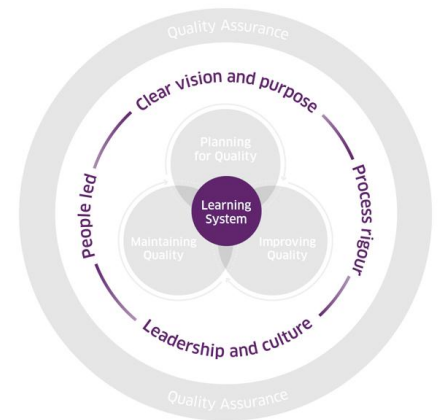


1.2 Enablers of Quality and Change

The [enablers of quality and change](#) create the conditions that support successful and sustainable improvement. They do this by aligning people, processes, and leadership around a shared purpose.

The enablers of quality and change are:

- **Clear vision and purpose** – providing direction, motivation, and alignment.
- **Leadership and culture** – setting a vision, and inspiring and empowering others.
- **Learning system** – sharing learning and knowledge to support improvement and better outcomes.
- **People led** – meaningfully engaging and involving people to help meet their needs.
- **Process rigour** – going through a structured process to ensure high-quality outcomes.



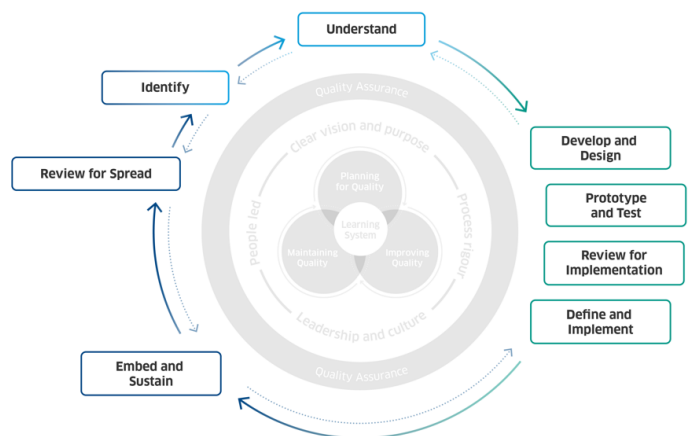
Successful change relies on having all five enablers in place. Evidence shows that without these enablers, change can:

- Face more systemic challenges and organisational barriers.
- Struggle to gain support and make progress.
- Be more challenging to sustain over time.

1.3 The Steps of Change

The eight [steps of change](#) provide a practical structured approach to achieving successful change:

- **Identify** – identifying challenges and opportunities through various sources of insight that can reveal opportunities for change.
- **Understand** – understanding the need for change and the context in which the change is happening so that the right solution and right approach are chosen.
- **Develop and design** – developing and designing options for change and collaborating with others to develop better solutions.
- **Prototype and test** – prototyping and testing what works and what does not work, enabling improvement and refinement of the change.
- **Review for implementation** – reviewing the impact of the change to decide if it will be fully implemented.
- **Define and implement** – implementing the change and clearly defining new systems and processes that need to be put in place.
- **Embed and sustain** – embedding and sustaining the change so that it becomes business and usual.



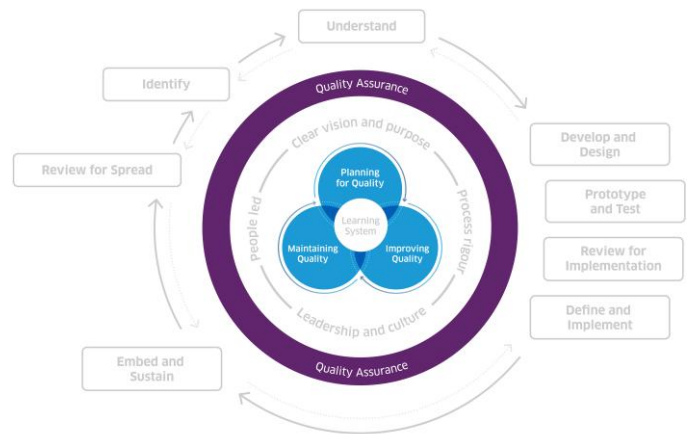
- **Review for spread** – reviewing whether the change is suitable for spread to other areas and what might be required to do this.

1.4 Quality Management

Having a [quality management system](#) in place supports delivery of high-quality care in health and social care organisations. The Scottish Approach to Change outlines how to use the HIS Quality Management System framework in change.

A whole organisation quality management system is a coordinated and interconnected approach to:

- **Planning for quality** – proactive planning and prioritisation of services and processes.
- **Improving quality** – a systematic and coordinated approach to making services or processes better.
- **Maintaining quality** – routine monitoring to assess and maintain performance.
- **Quality assurance** – internal and external processes to ensure services are operating effectively and providing quality care.



A quality management system should be applied across all levels of an organisation. It is aligned to strategy, underpinned by documented processes, procedures and responsibilities, and embedded in organisational culture.

4. Where can you go to get support with the Scottish Approach to Change

There are a number of things that can help you use the Scottish Approach to Change:

- **Our [digital resource](#)** – we are continually developing this resource to make it easier to find the information and tools you need, quickly and easily.
- **Our [learning community](#)** – join our learning community to receive information, advice and peer support on using the Scottish Approach to Change.
- **Education and training** – we are currently looking at what education and training we can develop to support the Scottish Approach to Change. Until then you can find support on the various methods included in the Scottish Approach to Change on our [education and training page](#).
- **Direct support from HIS** – we are providing support for NHS Boards and HSCPs who are looking to embed the Scottish Approach to Change. You can express an interest in receiving support by contacting his.satc@nhs.scot. We have a small team, so support is based on availability of our team.

