

Provider Survey results and actions

Key areas of feedback:

01	02	03	04	05
More opportunities to engage	More support for new PICs	Better familiarity with your inspector	Consistency of approach and clarity of purpose	Shared vision of what quality care looks like

What you said

“

The stakeholder meetings are a great forum and I would like to see more of these

”

“

In my opinion the authority could do more to support PICs

”

“

I find it confusing and difficult when inspectors change. It's like starting all over each time

”

“

I've had inspectors in my centre who were informative, patient and reassuring for each inspection. I'd like to think that consistency remains as is, the inspection in itself is an anxious time for the PIC and it's team.

”

“

The inspections provide reassurance to all who use the service that quality care is carried out


”

What we are doing:

01

More opportunities to engage


We will use a blended approach for engagement including in person meetings and online webinars



02

More support for new PICs


We are developing an e-learning module to support PICs



03

Better familiarity with your inspector


We will ensure that when a new case holder is assigned to your service, they will phone you to introduce themselves



04

Consistency of approach and clarity of purpose


We will review our guidance on consistency of approach. In addition, inspectors have been reminded to broadly explain the purpose of the inspection at the start of the day and ensure feedback will include the issues that will be included in the inspection report



05

Shared vision of what quality care looks like

We will continue to develop and expand our thematic programmes, with the development of a safeguarding thematic programme in 2024



Issued by the Chief Inspector