



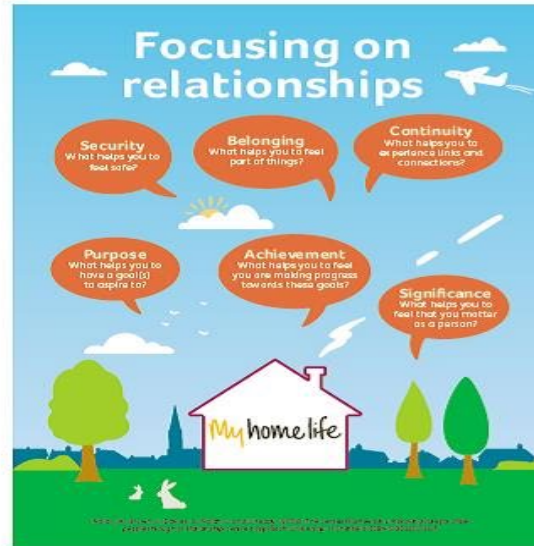
The Humans of Inspection

“...The deepest principle in human nature is the craving to be appreciated”

(William James, American Philosopher 1842-1910)

Marie-Claire Quinn





My Home Life contact details

- **Leadership Support & Quality Improvement Programme**
- My Home Life Northern Ireland (MHLNI) aims to improve the quality of life for people living, dying, visiting and working in nursing and residential homes. The programme is supported by Ulster University, DOHNI, RQIA, Age NI, IHCP.
- The programme helps managers advance and develop leadership skills and strategies; to drive forward transformational change and improve practice and to create a calmer and more relational and resilient environment for residents and staff.
- www.myhomelifeni.co.uk



We asked -

who are the HUMANS of
the inspection?



The Human Face of Inspection

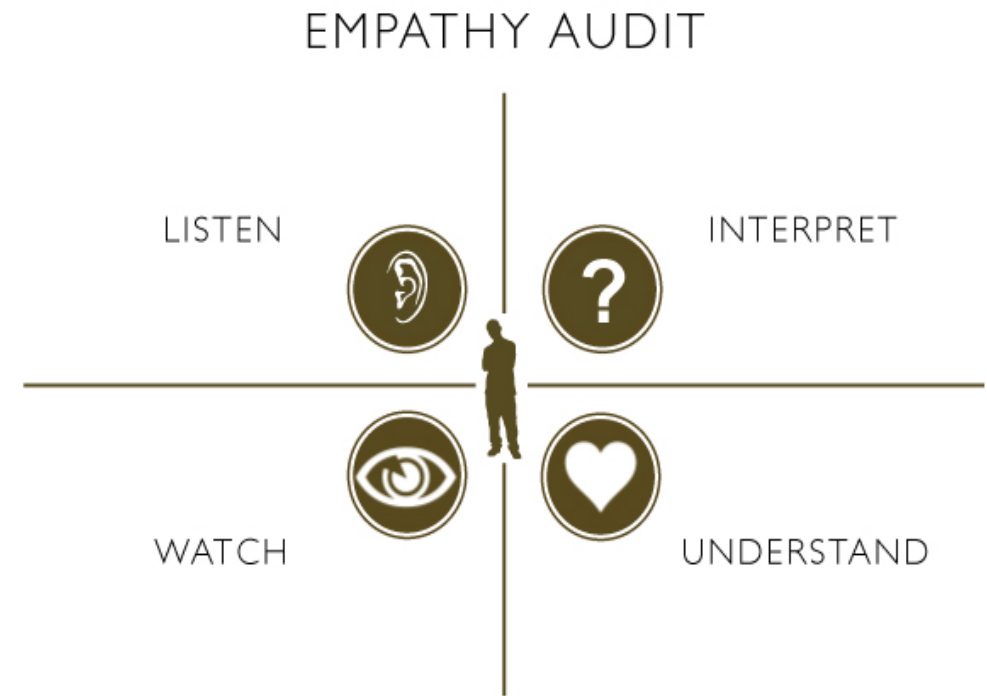
“...the care inspectorate are part of our home, they are part of every care setting; it’s a link that we must have to ensure that everyone is linking staff, residents, relatives, and everybody together.”

(quote by Care Home Staff, Enhancing the Experience of Inspection,
Authored by: Dr Edel Roddy)



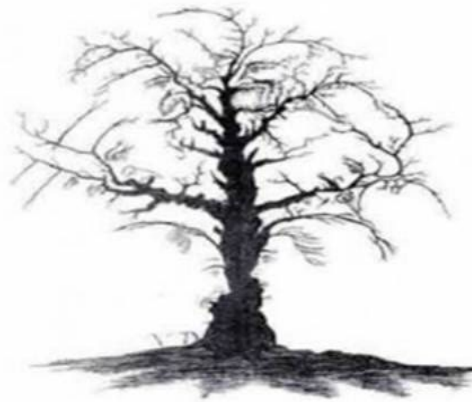
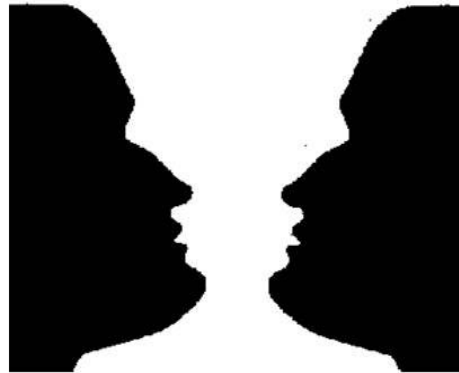
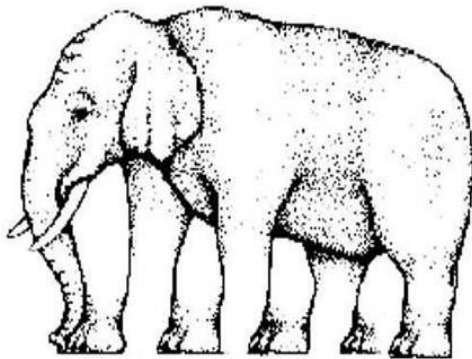
“For me, I do feel privileged to be part of that process [the inspection] because everyone wants to feel that their job is meaningful and has an outcome.”

(quote by Care Inspectorate Staff, Enhancing the Experience of Inspection, Authored by: Dr Edel Roddy)



www.thestoryoftelling.com





Perceptions –

How do we perceive the other humans of inspection?

Ability to see, hear, come aware of something through the senses. OR the way in which something is regarded, understood or interpreted.





Let's look at things from another perspective and ask –
How we can use our empathy
to bring about a positive
change? Can we adapt our
approach, including how we
gather evidence?



The Curious Inspector: Using Appreciative Inquiry

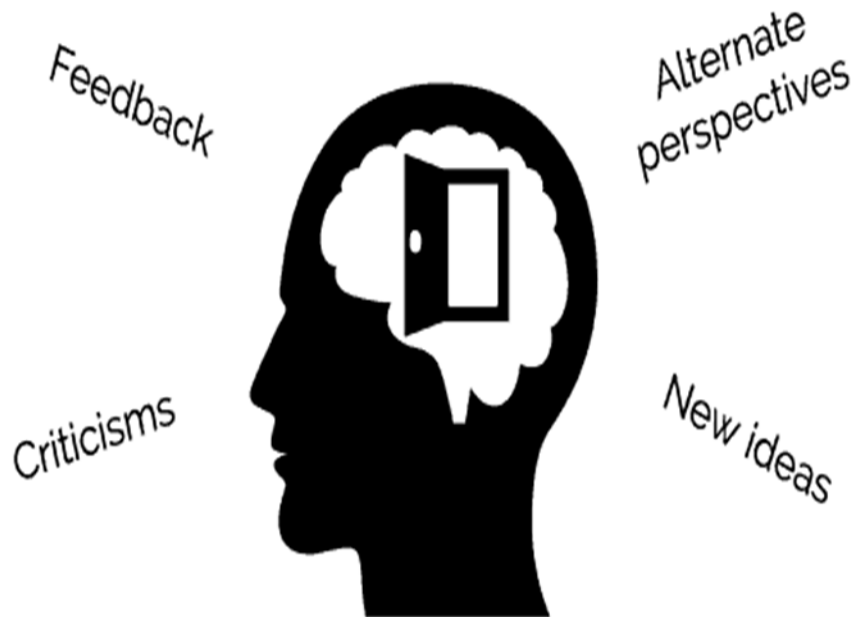
This is a concept from 'Enhancing the Experience of Inspection, Authored by Dr Edel Roddy and My Home Life.

Enables us to see, hear, and become aware of a lot more by asking the right type of questions.

This also provides a wider range of evidence and options for how and why we drive improvement.



Can we think of some questions you might think about asking as part of your appreciative inquiry?



Vance Wong ©

- Asking what is working well? What isn't?
- What gives life within an organisation to open up new possibilities and new learning?
- Explores new ideas and how things can be improved.
- Focuses on the power of open questions to get to the root cause or understanding of why things are done a certain way.



Caring Conversations

- Celebrate - asking what **IS** working and what is going well not just focusing on what isn't working.
- Connect - Set the tone by being open and using empathy.
- Curious- "help me to understand what prompted you to act in this way..." or 'What new idea would you like to bring forward in the future'?
- Collaborate - how can we make this happen? What might help us to work better together more often? How do you want to be involved?
- Consider other perspectives - How does this make you feel? How would you like to feel?
- Compromise What is possible? Where would we like to get to today or in the future?
- And.....



Be Courageous

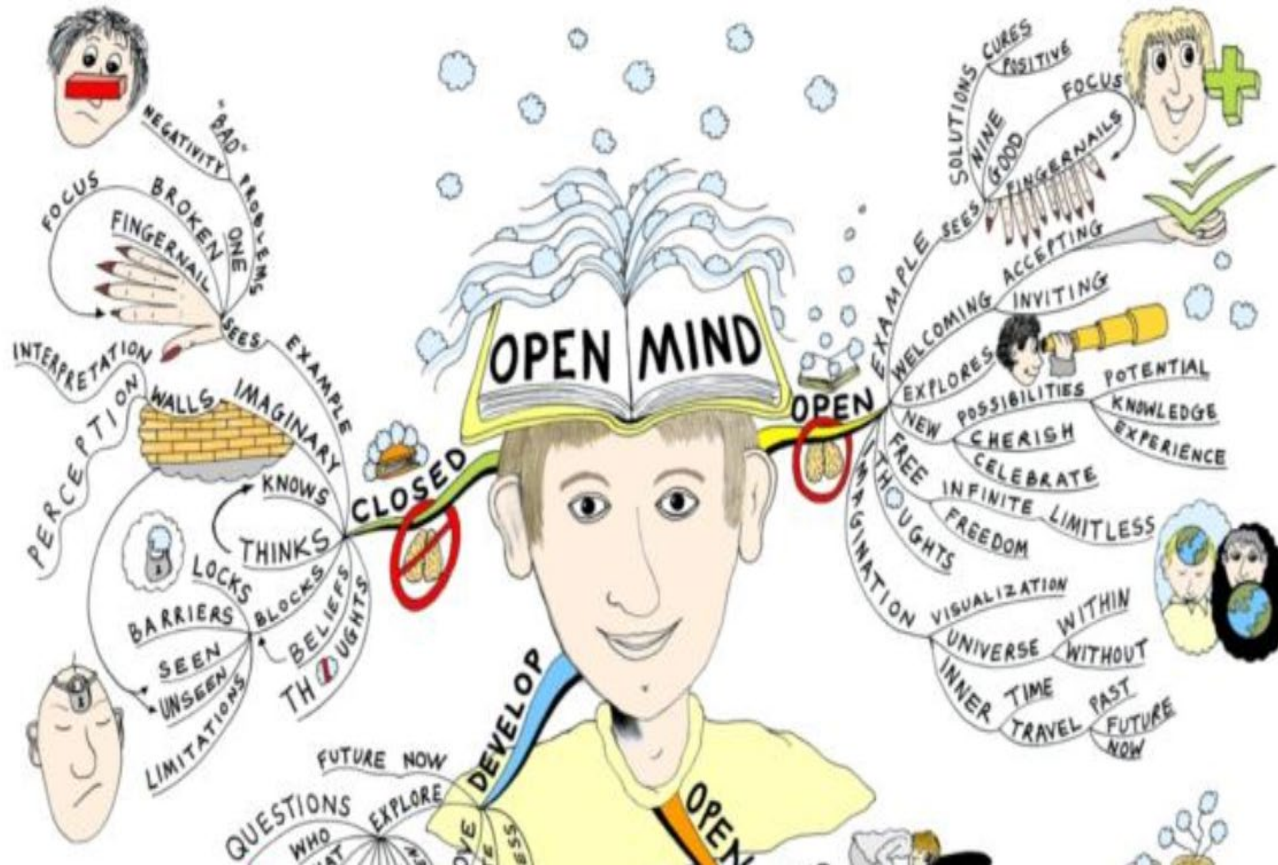


- What matters most?
- Balanced Decision Making
- Has to be Risk critical
- What would happen if we give this a go?
- What's the worst that can happen?
- What might help us feel able to take a positive risk? (i.e. discussion rather than QIP).



Real Life
examples of
HOW this might
look in
inspection....





The manager had highlighted issues with care records at the outset of the inspection.

The quality and detail of information recorded in care records varied.

The manager was also completing the 'My Home Life' management qualification, and was commencing a QI project to support the professional development and care recording skills of care assistants.





Considering Compromise

There was no evidence of current negative impact on residents.

Care records were being routinely audited, with action plans in place for staff to address deficits.

Governance records also confirmed that plans were in place to restructure, streamline and improve care records in the home.

The manager had provided individual coaching and mentoring to staff and was sourcing additional care record training for staff.



Given these assurances, and to provide the home with sufficient time to fully address and effectively embed these changes into practice, additional areas for improvement were not identified on this occasion.

This will be reviewed at the next inspection.





