

A Message from the Care Standards & Sponsorship Branch

Scottish Executive Health Department

The Regulation of Care (Scotland) Act 2001 established the Scottish Commission for the Regulation of Care (the Care Commission) with the responsibility for delivering a new regulatory framework for care services across Scotland.

The Act requires Scottish Ministers to prepare and publish national care standards covering the range of care services regulated by the Care Commission under the Act. The National Care Standards Committee (NCSC) was set up by Ministers to develop the standards in consultation with a wide range of stakeholders including service users.

Nineteen sets of standards have been published so far covering a wide range of client groups. These include a set relating to housing support services (whose definition includes services such as sheltered housing and homeless hostels) .

The National Care Standards are based on a set of principles that reflect the recognised rights that you enjoy as a citizen. The principles include dignity, privacy, choice, and equality and diversity. All the standards are written from the point of view of the person using the service and follow the person's journey through that service. Those who are using care services now, or thinking about using care services in the future, will find the standards a useful reference. They can help people to make decisions. If things go wrong the standards set out how to raise concerns or make a complaint.

Copies of the National Care Standards are available at main libraries, from service providers and online at www.scotland.gov.uk/standardandsponsorship. They can also be obtained from:

The Stationery Office
71 Lothian Road
Edinburgh EH3 9AZ
Tel: 0870 606 5566
Price £5.00 each

The Care Commission is responsible for regulating care services. It must take account of the National Care Standards when carrying out this role. It also deals with complaints about care services.

From 1st April 2003 housing support services have been required to register with, and be regulated by, the Care Commission.

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This Newsletter is also available in Chinese, Punjabi, Urdu and Hindi.



The Care Commission & National Care Standards

The Care Commission was set up by an Act of the Scottish Parliament in April 2002. It is a national organisation responsible for regulating care services in Scotland.

What does the Care Commission do?

The law states that The Care Commission must register and inspect care services in Scotland, including:

Care homes
Childminders

Day Centres and services which allow people to live in their own homes.

The Care Commission helps to make sure that the people who use care services are safe, protected and that the services they use meet the law and the National Care Standards. We do this by inspecting these services.

How does this affect you?

The National Care Standards tells everyone what should happen to you when you use a service. The standards aim to improve your quality of life by raising the level of care and support you receive no matter where you live in Scotland.

Once a service is registered with the Care Commission we give them a certificate. You should be able to see this certificate on display within your service. We then inspect services to make sure they meet the law and the National Care Standards.

You can also take part in inspections. When Care Commission Officers inspect your service, they will want to hear from you, for example, by meeting with a group of people that use your service or by asking you to fill in a questionnaire. When the inspection is finished, we will write a report and you will be able to see a copy of this report by asking your service provider. The report will tell you how the inspection went, what is good about the service and anything that needs to be improved.

The Care Commission will always listen to your concerns. If you have any worries about the care service you use you can complain to your provider. Or you can contact the Care Commission to make a complaint and we will check this for you.

What can the Care Commission do if the service you receive is bad?

The Care Commission has legal powers which may help to ensure that providers make changes to their service if there are problems. The Care Commission will then check the service to make sure that the changes have been made. The Care Commission may also make suggestions about how the service may be improved and about good practice.

The work of the Care Commission and National Care Standards aim to make sure that a service is made better for all the people that use it.

You can look at our website at www.carecommission.com or can call 0845 6030890 to request one of our leaflets or to find out where your local office is.



Video Launched

Kirk Care, Hanover (Scotland) and Bield Housing Associations have produced a 23 minutes video designed to promote their housing and support services to older people from Black and Minority Ethnic communities.

The video illustrates benefits of sheltered housing such as on site staff support, whole house heating, special design features to meet the needs of older people, nearby amenities, companionship, overcoming language barriers, general support and independence. These are all clearly explained in the video.

The participants from Black and Minority Ethnic communities, already living in sheltered housing, describe how their lives have changed for the better since moving in to sheltered housing which has given them security and contentment.

The video is narrated by well-known film and TV celebrity Saeed Jaffrey and is produced in VHS and DVD formats in English, Punjabi, Urdu, Bengali and Chinese.

If you would like a copy of the video or DVD please contact Rohini on 0131-225-7246.

(Photographs of the video launches in Edinburgh and Glasgow)



What is Pension Credit?

Pension Credit is a new entitlement for people aged 60 and over that is being introduced from October 2003. This could mean extra money for you every week.

It guarantees everyone aged 60 and over an income of at least:

- £102.10 a week if you are single: or
- £155.80 a week if you have a partner.

Additional amounts may be payable to those in receipt of Attendance Allowance, Disability Living Allowance (Care) and/or Carers Premium. (complex, so seek advice)

For the first time, people aged 65 and over will not be penalised for some of their savings and income they have for their retirement. In the past, those who had managed to save a little were no better off than those who had not saved at all. Pension Credit will change this by giving new money to those who have saved.

This could mean:

- Up to £14.79 a week extra if you are single:
- Up to £19.20 a week extra if you have a partner.

You do not have to do anything yet. The Pension Service will be contacting all pensioner households between April 2003 and June 2004 to give them the facts about Pension Credit. This mail pack will be tailored to individual circumstances and will include information on how to apply. They will provide an interpretation service where this is needed.

This is a joint publication by Kirk Care, Hanover (Scotland) and Bield Housing Associations. If you would like to tell communities about an event or about your project and would like it to be advertised in this newsletter please write or telephone:

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Open Surgeries



Advice and information on housing for older people and job opportunities within these Housing Associations, continues to be available at our Open Surgeries. If you would like the Open Surgery to be held within your organisation please contact Rohini to arrange time, date and location.

Thistle Travel Card

Thistle Travel Card is a new travel scheme to help you use public transport. If you have difficulty using public transport because of your age, disability, illness or you simply lack confidence, you can carry a card. It will make it easier for you to use bus, train or taxi services.



When you show the card to transport staff they will recognise that you may need extra help during your journey

The card is available from transport booking offices, day centres, carers centres and other places.

The Thistle Travel Card Scheme is supported by the Scottish Executive and transport companies.

EDINBURGH

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Tel 0131 225 7246

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Edinburgh EH1 3QH
Tel: 0131 557 0598

Bield Housing Association Limited,
22 Windsor Street, Edinburgh EH7 5JR
Tel: 0131 273 4000

GLASGOW

Kirk Care Housing Association Limited,
25 Park Circus, Glasgow G3 6AP
Tel: 0141 341 3200

Hanover (Scotland) Housing
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Glasgow G3 7PR
Tel: 0141 353 1353

Bield Housing Association Limited,
12 Somerset Place, Glasgow G3 7JT
Tel: 0141 270 7200