**Planning Service Development**

We frequently hear about standards of health and social care in the news and media. Unfortunately, it is usually a focus when things go wrong and rarely celebrated when excellent care is experienced.

The latest grading statistics for the registered service in Scotland in the care and support category (previous 4 weeks) are:

20 Excellent, 161 Very Good, 126 Good, 47 Adequate,10 Weak, 0 Unsatisfactory.

Year on year there has been an increase in the grades awarded to registered services, it is heartening to see there are no Unsatisfactory gradings, however there are improvements to be made.

In order to monitor and improve providers must involve all stakeholders in production of an annual development plan, stating what is currently happening and what is planned, identifying the responsible person and date of implementation.

To support this process the new Service Development Plan lead magnet can support providers to have oversight of the service performance and future plans and allow you to clearly identify how the plan is meeting your organisation aims and objectives.

**Meeting responsibilities of the Public Services Reform (Scotland) Act**

It is imperative you understand at what level your service is operating, this will enable you to put measures in place to improve. Self-evaluation is empowering and can be an excellent tool to identify what’s working well and to support improvement.

The improvements you have planned for your service, based on the evidence you have found through self-evaluation, should be detailed in an improvement or action plan. It enables you to reflect on what you are doing so you can get to know what you do well and identify what you need to do better. Self-evaluation is about trying different things and ideas. See what works best for your service whatever its type or size so that you can then implement good practice and support innovation. The process will involve, reflecting on actions, having conversations and challenging why, and reviewing if it made a positive difference to the service users’ life by producing better outcomes.

Historically, this could be viewed as a one-off activity that was done to prepare for inspection, however, now it is an ongoing process throughout the year that leads to continuous improvement.

**How QCS can help you further with quality improvement**

QCS’ Mock Inspections and the accompanying Service Development Plan can further support with this process and allows providers to assess the current service delivery. In addition, QCS provide:

* Fully compliant Scottish policies, procedures and supporting documents
* Mock inspection toolkits reflecting the five key questions, or three quality themes
* Satisfaction Surveys for Service Users, Relatives, Staff and Visiting Professionals using the Health and Social Care Standards as a framework